QuickOil Training Supplement

2005

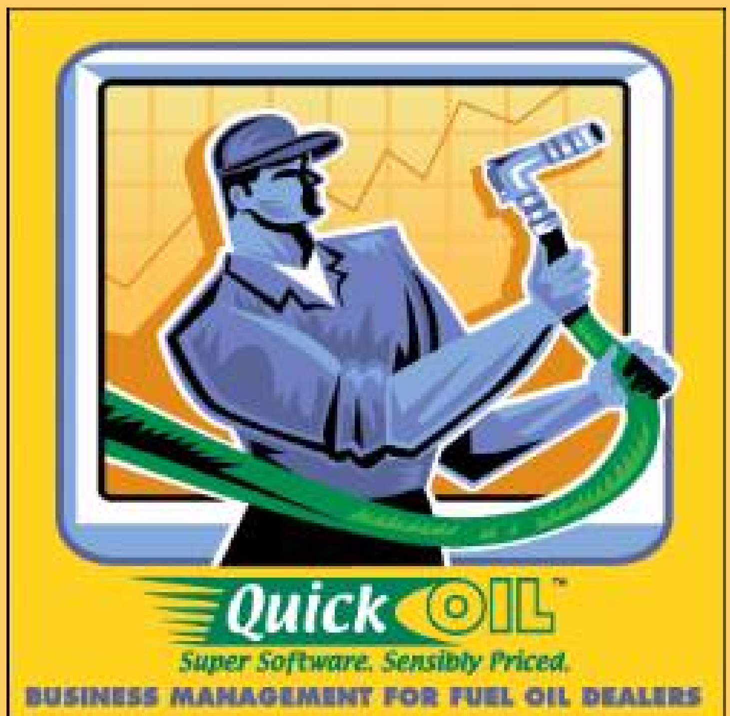
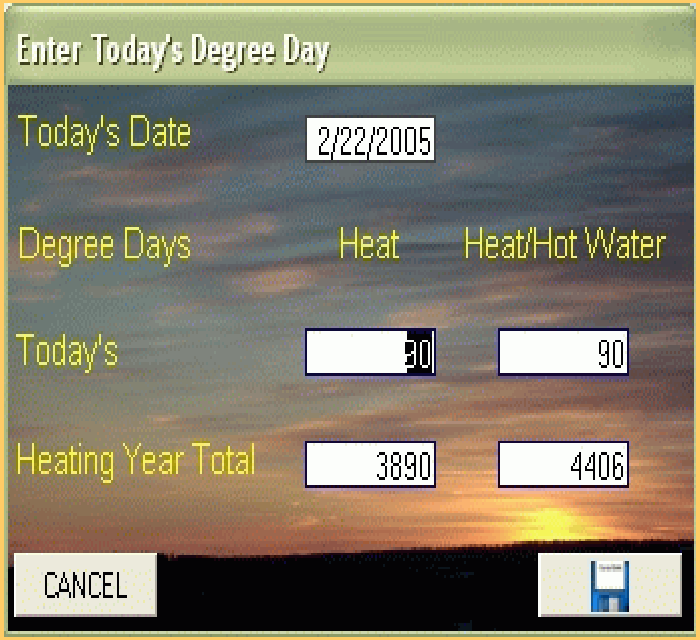


Table of Contents

Degree Days

- The first screen that will appear upon opening the database is the **Degree Day** screen.
- **A Degree Day** value must be entered on a daily basis.

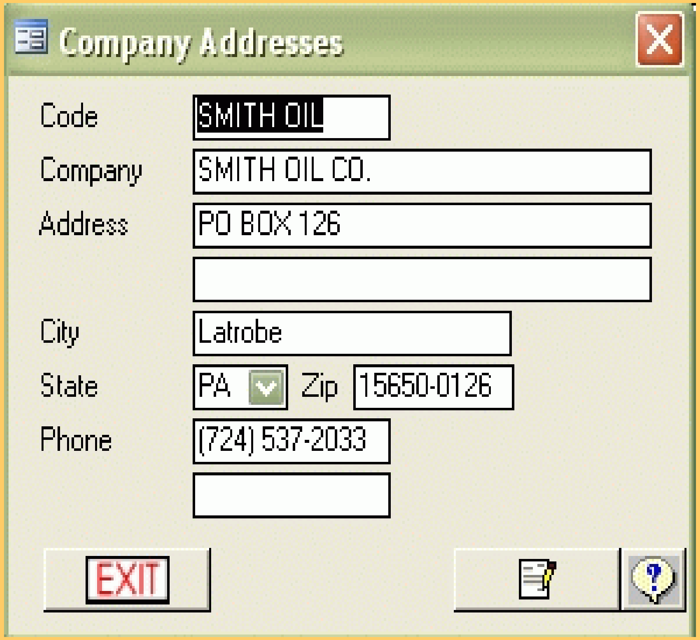


A "**Degree Day**" is the measurement of the daily outdoor mean temperatures and their relationship to the homeowner's daily fuel consumption. The starting point of all calculations is a 65ºF outdoor temperature.

Setting up the Company Address

- This is information about **YOUR** company and is **REQUIRED.**

- **Company Address**
  - Code*
  - Company name
  - Company address
  - Company City, State & Zip
  - Company phone number.



Note: Code is automatically setup by the system.

Setting up Codes

Certain Codes must be set up in the system before processing can begin.

- Charges
- Payments
- Finance Charge Terms
- Taxes

Each screen is displayed on the following pages.

Codes – Charges

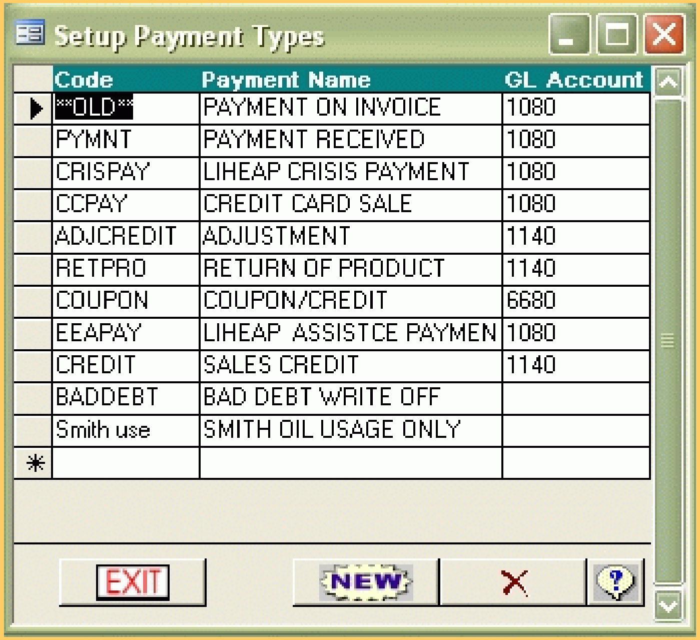
- Charges
  - The first 3 charges in this screen come with the system.
  - Only charges are entered on this screen, not inventory products.
  - Code should only be an abbreviation of the description.
  - The description will print on statements and invoices.
  - Charge amounts can be overridden on any of the transaction screens.
  - GL Account is only used when exporting to QuickBooks.

Code	Charge Name	Amount	GL Account
PARTS	Service Parts	$0.00	4740
SERVTAX	Service Tax	$0.00	4740
PERMITS	Permits	$0.00	6770
Conditonal	Conditional Transaction	$0.00	
OLD**	DYED KEROSENE	$0.00	4008
DELCHRG	DELIVERY CHARGE	$20.00	6770
PAYRTRN	OVERPAYMENT RETURNED	$0.00	6770
PARTS	PARTS & SUPPLIES	$0.00	4770
MAGCHRG	MAGISTRATE CHARGE	$0.00	6770
FINCHRG	FINANCE CHARGE	$0.00	4770
PUMCHRG	PUMPING CHARGE	$45.00	4770

NOTE: All of these charges are flat charges and CANNOT be taxed. If you must set up a taxable charge, that charge has to be setup as a product in inventory, because inventory products CAN be taxed.

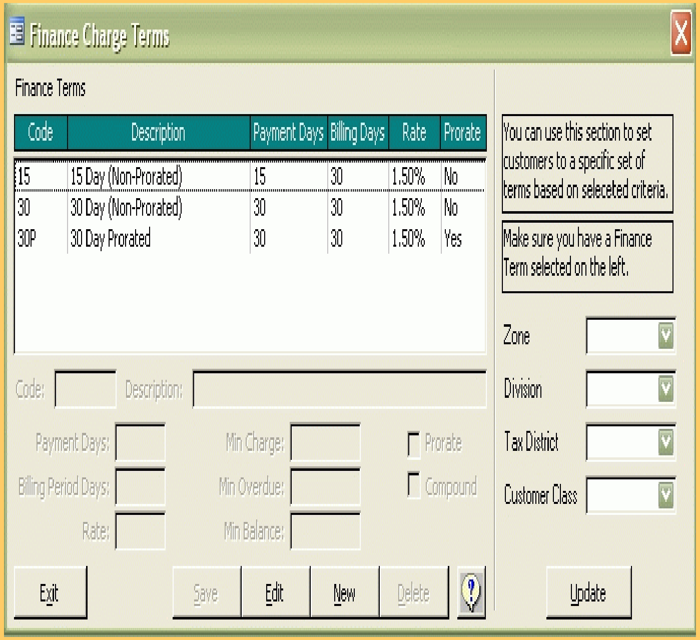
Codes – Payments

- Payments
  - This code is **REQUIRED.**
  - This screen allows you to set up any non-taxable charges that you may need.
  - Along with payments, miscellaneous credit adjustments may also be set up.
  - GL Account is only used when exporting to QuickBooks.



Codes – Finance Charge Terms

- Finance Charge Terms
  - Finance Terms represent the different Terms, or Rules that are applied when you apply finance charges during the End Of Month procedure.
  - Finance Charge Terms can be added, edited and deleted.



Update Button: Select a term on the left side by clicking on it once, and then click the "update" button, the system will update all of your customers to be assigned to the selected finance term. You can even use the filters above the "update" button to only update a specific zone, division, tax district, or class.

Codes – Taxes

- Taxes
  - This code is **REQUIRED**.
  - Any taxes charged through the system must be setup through this screen. Once entered they can be applied to transactions.
  - Taxes are setup in districts.
  - Usually, districts represent the counties you operate in.
  - 20 taxes can be entered for each district.

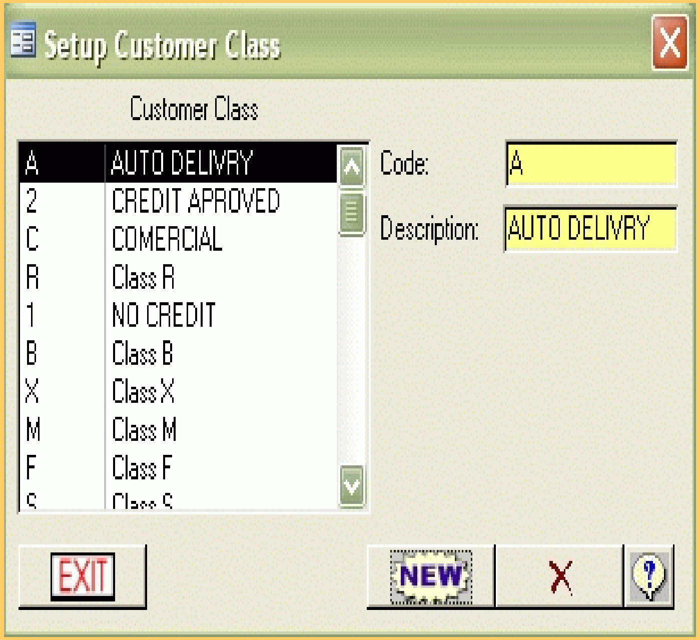
Setting up Groups

- Groups
  - Groups are **REQUIRED**.
  - Groups are setup to enable the system to produce concise reports and efficient functionality.
  - There are three types of groups:
    - Classes
    - Divisions
    - Zones

Each type is displayed on the following pages.

Setting up Groups – Classes

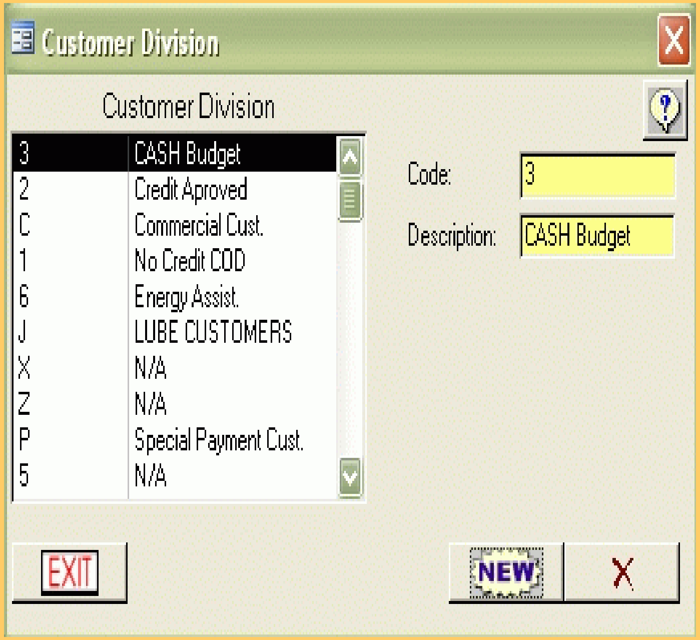
- Classes
  - Customer Class Groups are **REQUIRED**.
  - Customer Classes identify different types of customers, such as:
    - Residential
    - Commercial
    - Government
    - Agriculture, etc.



NOTE: The system will not allow you to delete a Customer Class that is in use.

Setting up Groups – Divisions

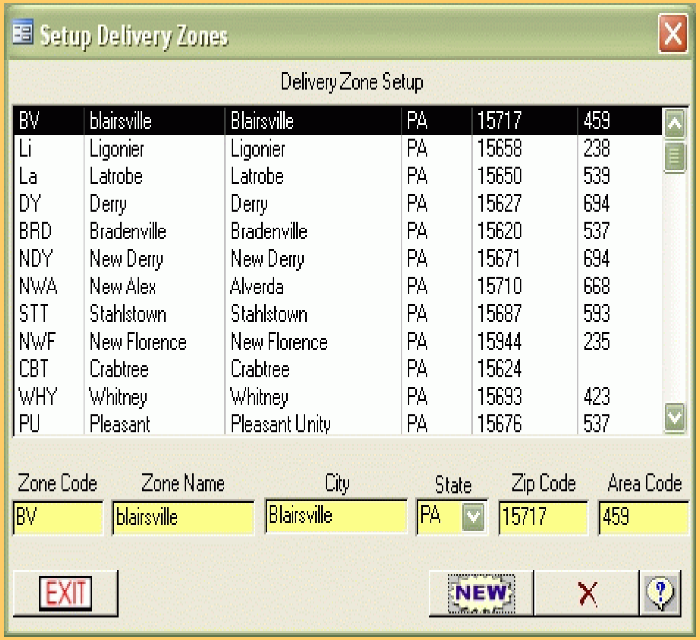
- Divisions
  - Customer Divisions are **REQUIRED**.
  - Customer Divisions serve the same purpose as Customer Classes.
  - Divisions are often used as a secondary sort on classes.
  - Examples of Divisions are
    - Budget
    - Regular
    - Inactive, etc.



NOTE: The system will not allow you to delete a Customer Division that is in use.

Setting up Groups – Zones

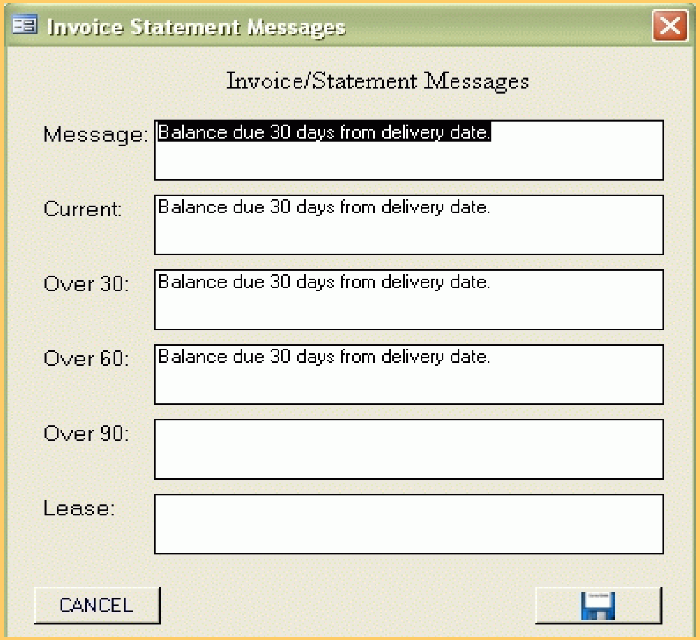
- Zones
  - Zones are **REQUIRED**.
  - Zones are another way to group customers. They provide a facility for choosing customers by geographical location.
  - Zones can be anything you want them to be.
  - A customer can only be in one zone at a time, unless the customer has 2 or more delivery addresses.



NOTE: The system will not allow you to delete a Zone that is in use.

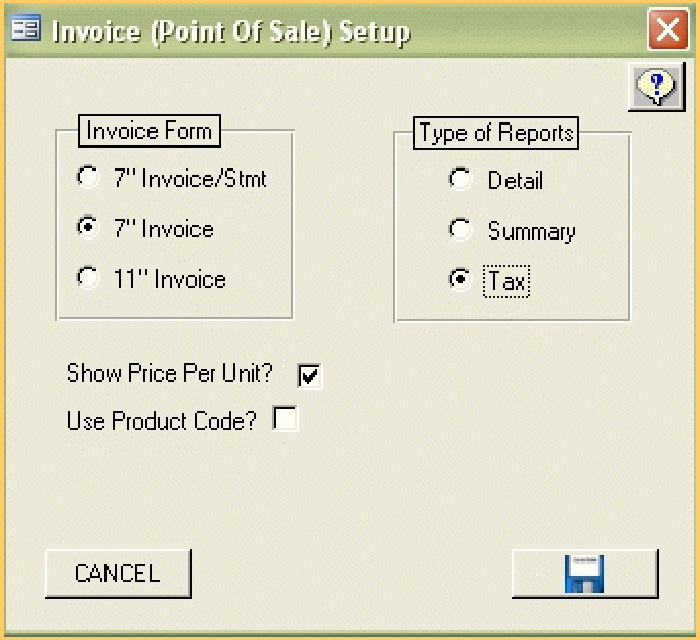
Setting up Reports – Messages

- Invoice/Statement Messages
  - This screen lets you setup custom messages that will print on statements and invoices.
  - Messages can be updated at any time.
  - All customers that receive a statement or invoice will see the “Message” field.
  - The other messages will appear on a customers statement based on the number of days their balance is overdue.



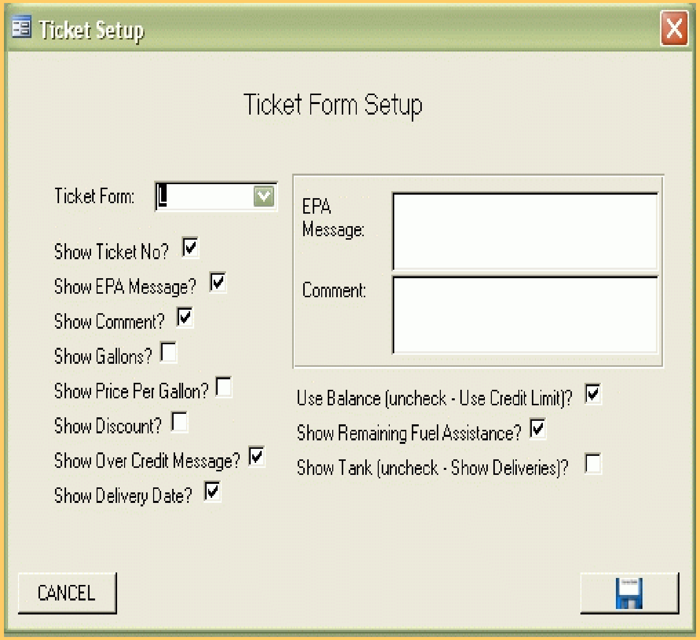
Setting up Reports – Invoice

- Invoice
  - This screen lets you setup the type of invoice form that will be used.
  - Report Types are also set up on this screen:
    - **Detail**: shows each transaction and the total balance due.
    - **Summary:** shows the balance due with no transaction detail.
    - **Tax:** shows each transaction due and how much tax was applied to each transaction.
  - Additional settings
    - Show Price Per Unit
    - Use Product Code



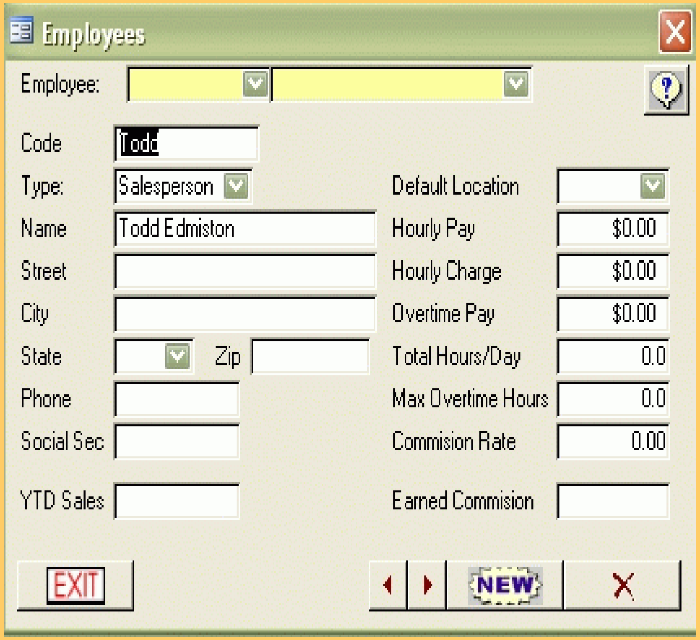
Setting up Reports – Ticket Form

- Ticket Form
  - Show Over Credit Message
    - If checked, a message will display if the customer is over their credit limit.
  - Use Balance
    - If checked, the ticket will display the current balance, otherwise, the system will show their credit limit.
  - Show Tank
    - If checked, the system will show the estimated amount of gallons left in the tank, otherwise, the system will show the past few delivery dates.



Setting up Employees

- Employees
  - This form is optional and maintains information about your employees.
    - Code:
      - An abbreviated reference to this employee.
    - Type
      - Defines the function that employee serves
      - If an employee has two positions they should be set up twice.
    - Default Location
      - The location from which the employee operates, may be left blank.



NOTE: Employees should not be deleted once they are used in the system.

Inventory

The Inventory screens contain information about the products that get delivered to customers.

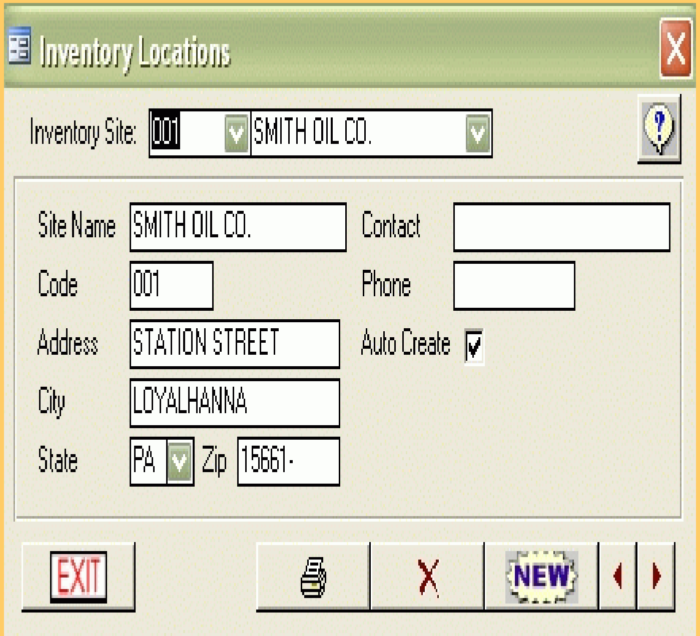
This information needs to be set up <u>BEFORE</u> it can be entered on customer screens.

- Locations
- Vendors
- Products

Each screen is displayed on the following pages.

Inventory – Location

- Inventory Location
  - This code is **REQUIRED**.
  - This screen shows where the inventory is physically located.
  - Each inventory location can have its own inventory list.
  - Auto Create:
    - This function will automatically assign newly entered products to any location that has this box checked.



NOTE: One company location will need to be set up even if you will not be tracking inventory.

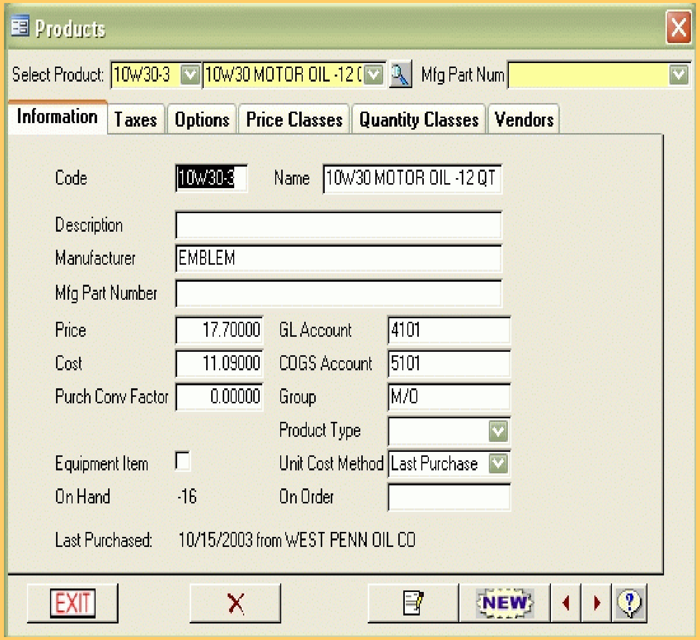
Inventory – Vendors

- Vendors
  - This screen associates a product with a vendor.
  - This screen is required if you will be tracking taxes on purchases.
  - The only required fields on this screen are “Code” and “Name”.
  - All fields on the “Account” tab are optional.

NOTE: One company location will need to be set up even if you will not be tracking inventory.

Inventory – Products

- Products
  - This screen is **REQUIRED**.
  - This is where you track any inventory product that you sell or want to be able to track.
  - The only required fields on this screen are “Code” and “Name”.
  - Be sure to assign each product to the appropriate vendor or vendors.



Inventory will be continued on Day 3.

Customers

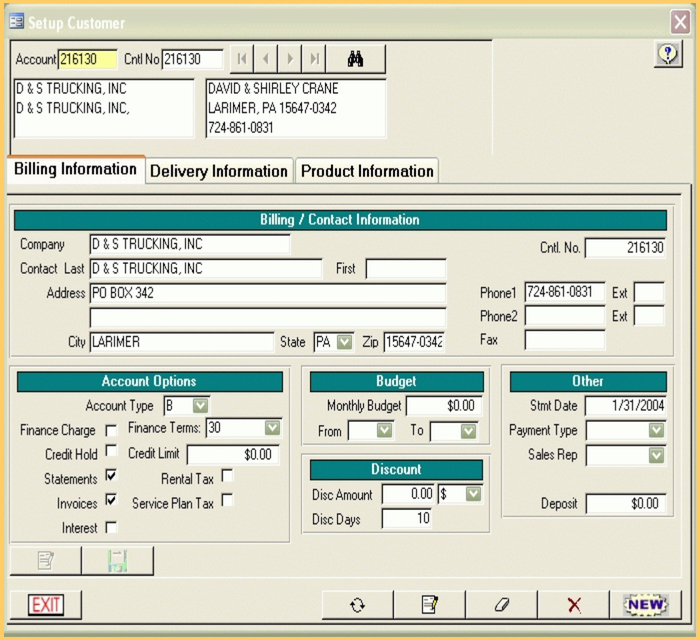
NOTE: The products or products that get delivered to customers need to be setup <u>BEFORE</u> entering in customers.

- **Customer Setup**
  - The customer setup screen allows you to create a brand new account, or edit an existing account in the system.
  - Customer Setup consists of 3 tabs:
    - Billing
    - Delivery
    - Product

Each tab is displayed on the following pages.

Customer Setup – Billing

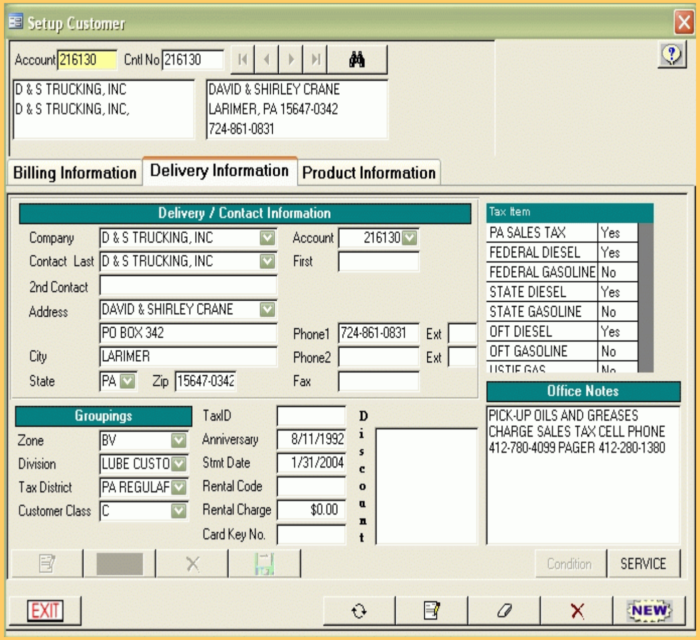
- The **Billing** Information tab dictates the customer's billing information and options used throughout the system.
- The way the name and address appear on this form reflects the way it will be printed on invoices, statements, etc.
- The system automatically assigns the next unique account number (Ctrl No). This can be overridden, but it not recommended.
- Once the account number has been saved it cannot be changed.



NOTE: The SAVE button must be hit or the account will not be saved correctly.

Customer Setup – Delivery

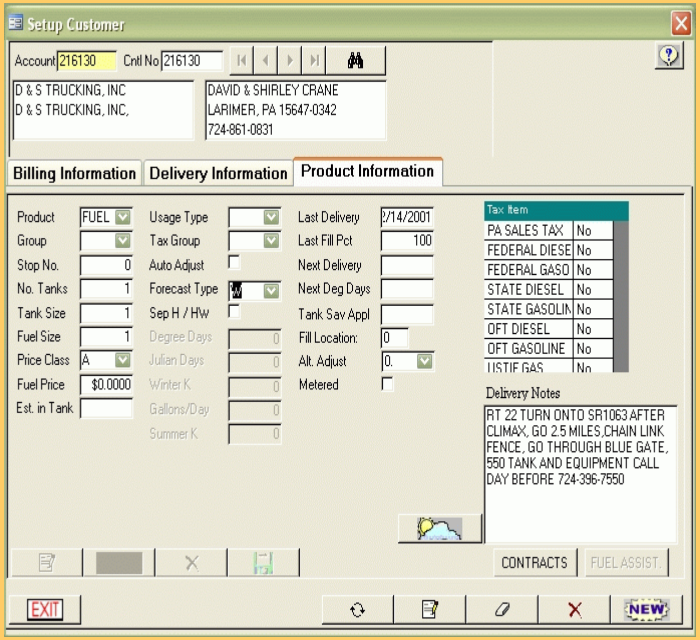
- If the **Billing** information was saved correctly, the name and address information will already be filled in on the **Delivery** screen.
- The address information can be changed if the delivery address is different from the billing address.



NOTE: The SAVE button must be hit or the account will not be saved correctly.

Customer Setup - Product

- **Product** information is set up to track fuel deliveries for this customer.
- It is also used to **Forecast** deliveries.
- If this is a “Service Only” customer and you do not deliver fuel to this customer, just hit the “Done” button.
- Only 1 product can be set up at a time.
- Multiple products can be set up for 1 delivery address.
- Multiple delivery addresses can be set up for the same customer.



NOTE: The SAVE button must be hit or the account will not be saved correctly.

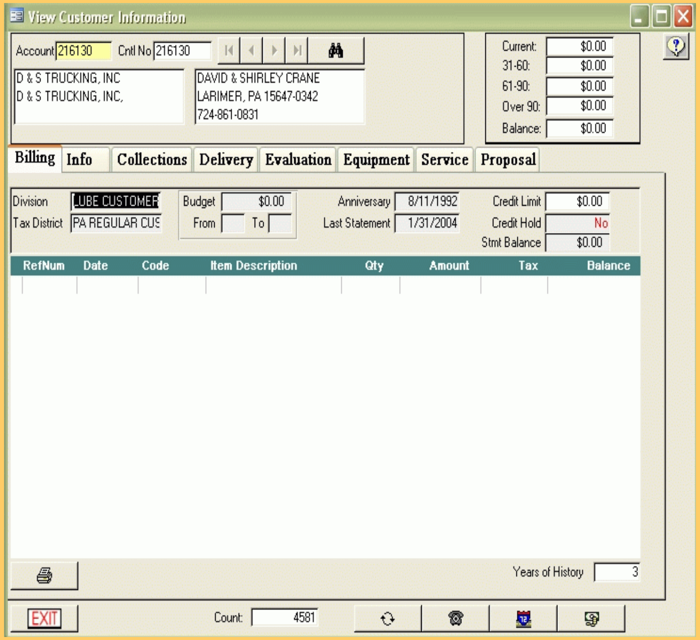
View Customers

- The **View Customer** screen is a collection of customer data, strictly for **VIEWING**.
- You can not edit or add to any field while in this screen.
- All information in any of these tabs is entered elsewhere in the system.
- The **View Customer** screen contains multiple tabs:
  - Billing
  - Info
  - Collections
  - Delivery
  - Evaluation
  - Equipment
  - Service
  - Proposal

Each tab is displayed on the following pages.

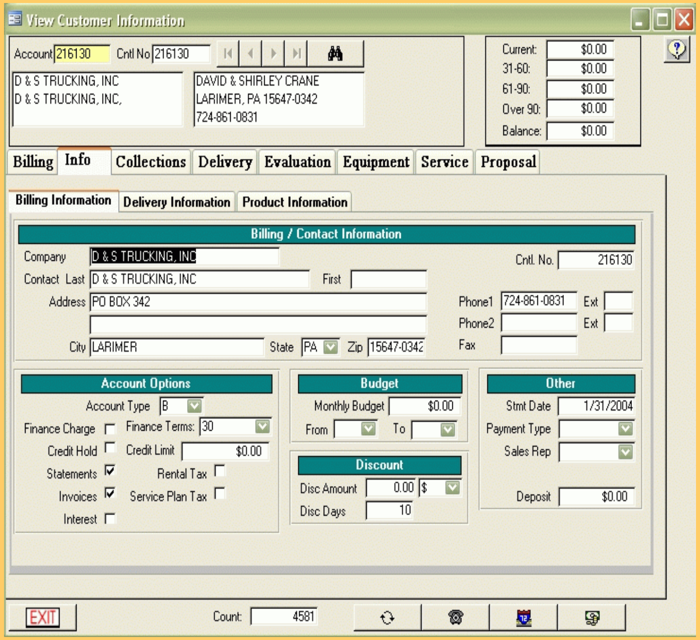
View Customers – Billing

- The **Billing** tab is displayed upon opening **View Customers**.
- This screen will display the current customer history as well as a breakdown of their balance.
- Also displayed is information about:
  - Division
  - Tax District
  - Budget Information
  - Anniversary Dates
  - Billing Dates
  - Credit Limits



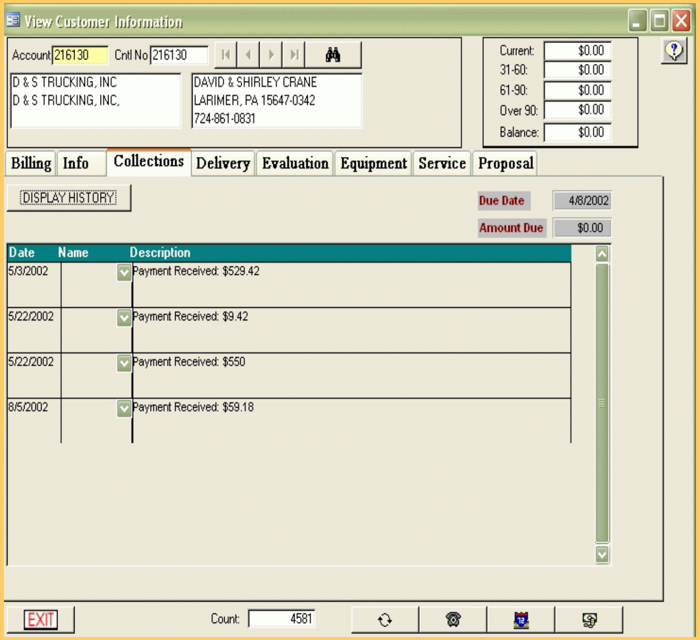
View Customers – Info

- The **Info** tab shows the customer set up information as it was set up in the **Customer Setup** screen.
- To edit any of this information, you must be in the **Customer Setup** screen.



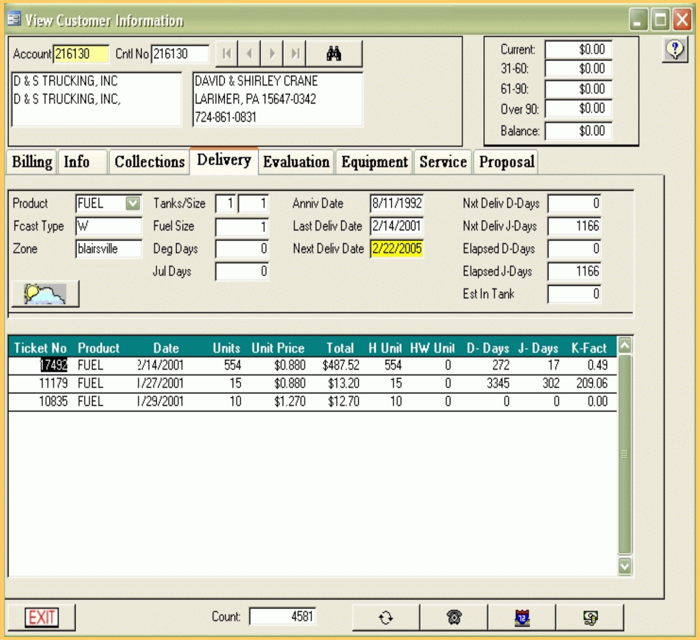
View Customers – Collections

- Clicking the **Display History** button will show the **Collections** entered on this account.



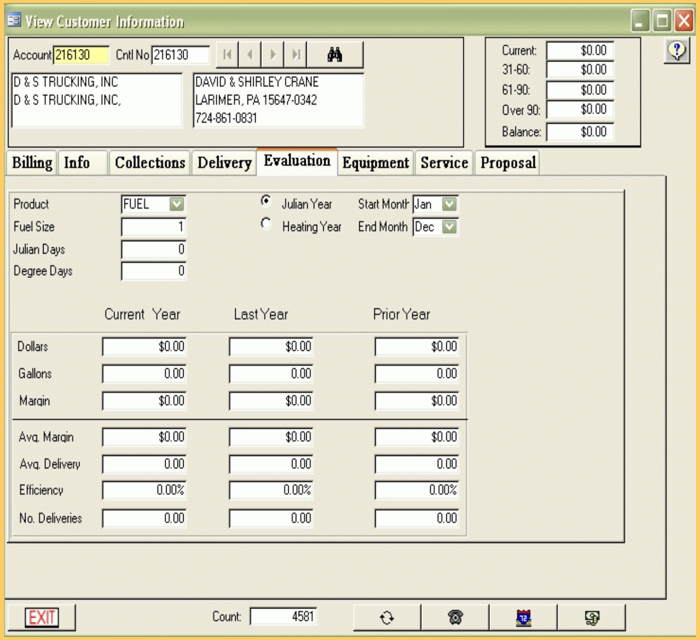
View Customers – Delivery

- The **Delivery** tab shows each product’s specific delivery information.
- If there are multiple products set up on this account you can select the appropriate product from the combo box.
- To see the forecasted next delivery date, click the **Forecast** button.
- Tickets posted from **Ticket Control** are always displayed on this tab.



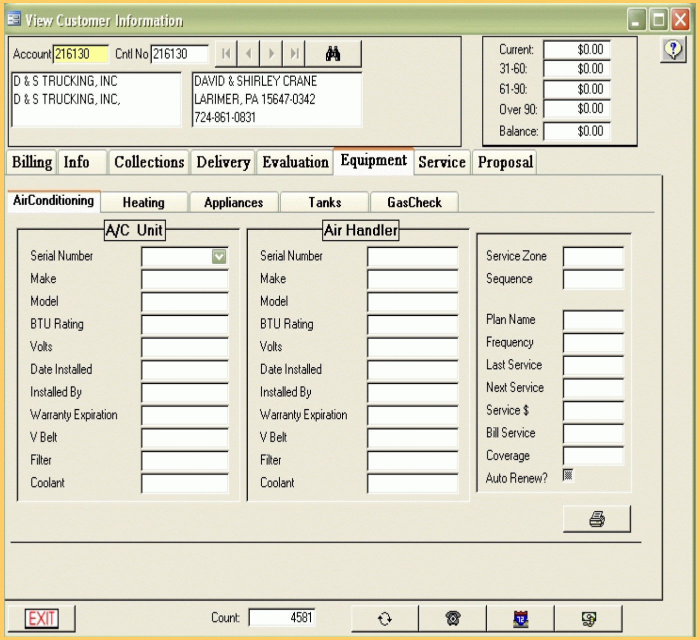
View Customers – Evaluation

- The **Evaluation** tab has yearly totals for fuel sales and profit margins.
- Each product is selected from the drop down list and will automatically refresh the information shown.
- Selecting **Julian Year** or **Heating Year** will show profit margins based on either calendar.



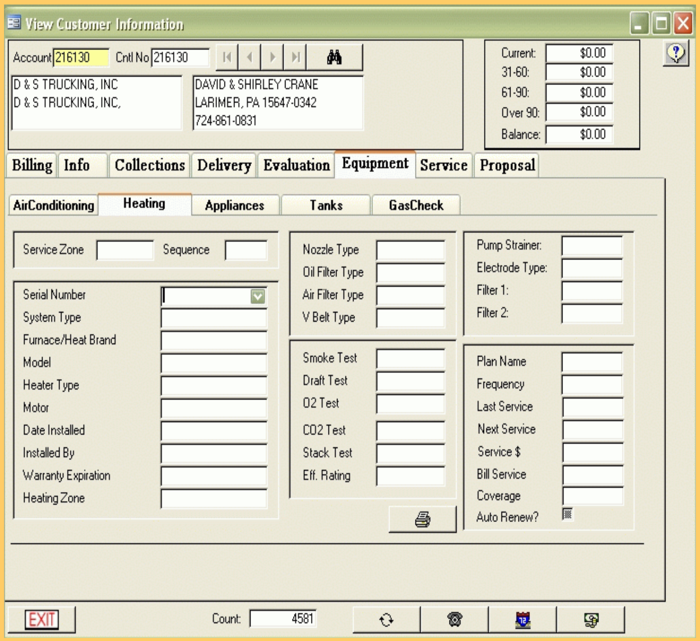
View Customers – Equipment / Air

- The **Equipment** tab displays customer assigned equipment.
- Select the appropriate tab for the equipment that the customer has set up.
- Equipment information can be printed by clicking the **Print** button.

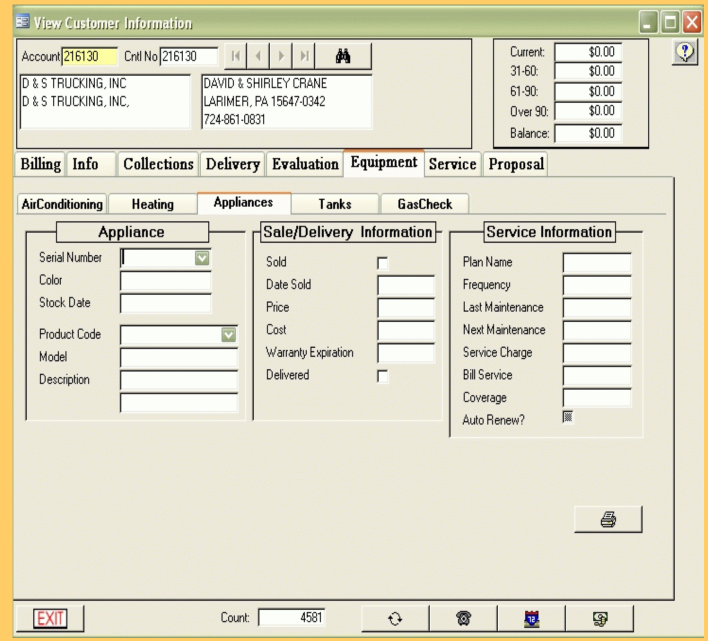


Each tab is displayed on the following pages.

View Customers – Equipment

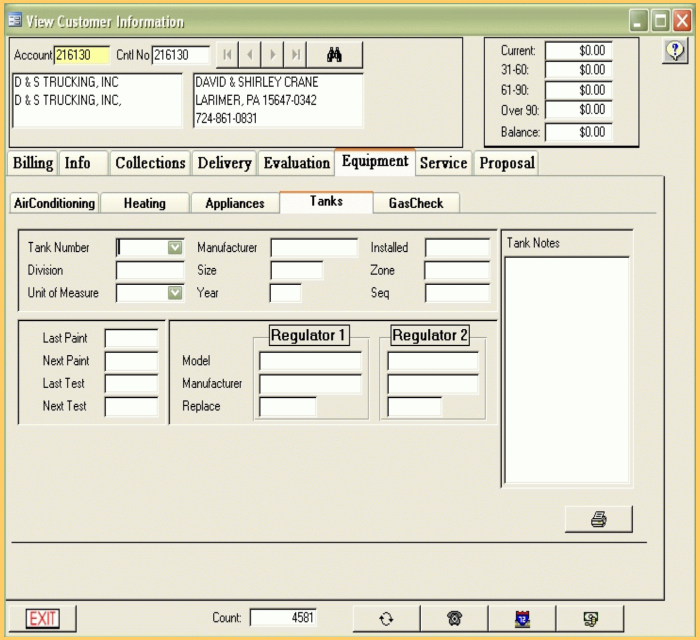


Heating

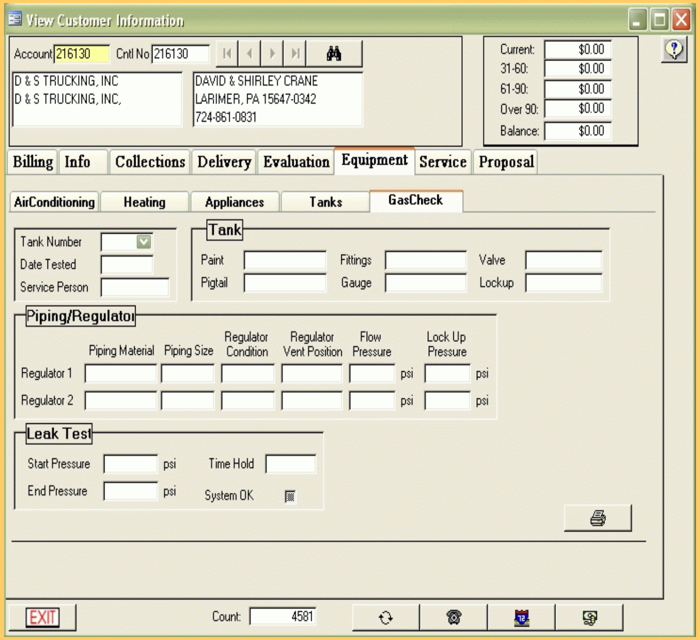


Appliances

View Customers – Equipment / Tanks



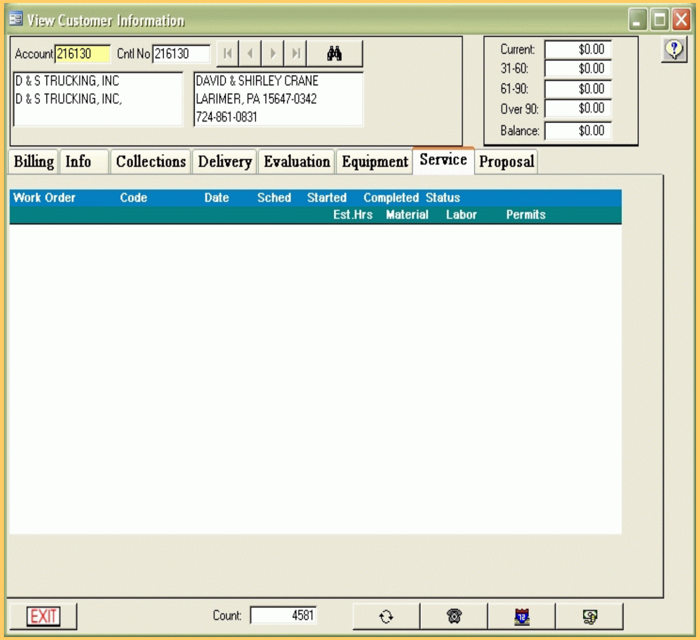
Tanks



Gas Check

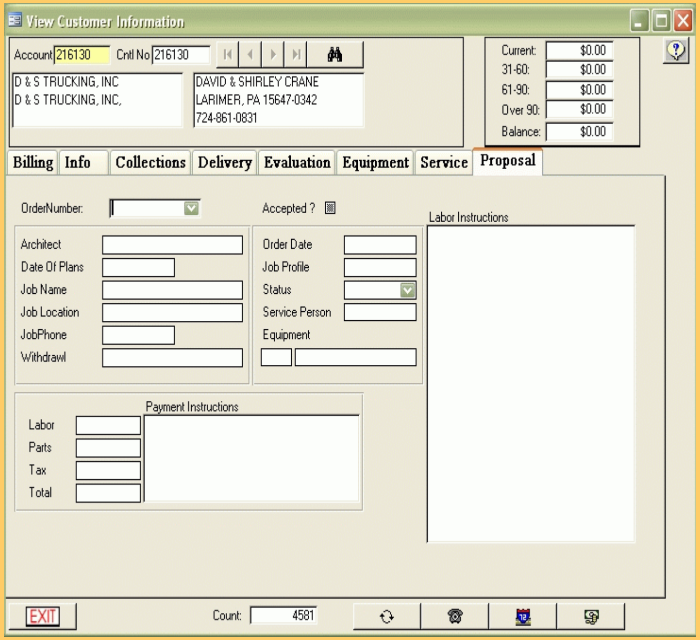
View Customers – Service

- The **Service** tab shows account service history.
- This screen will give you a summarized view of that customer's service calls.



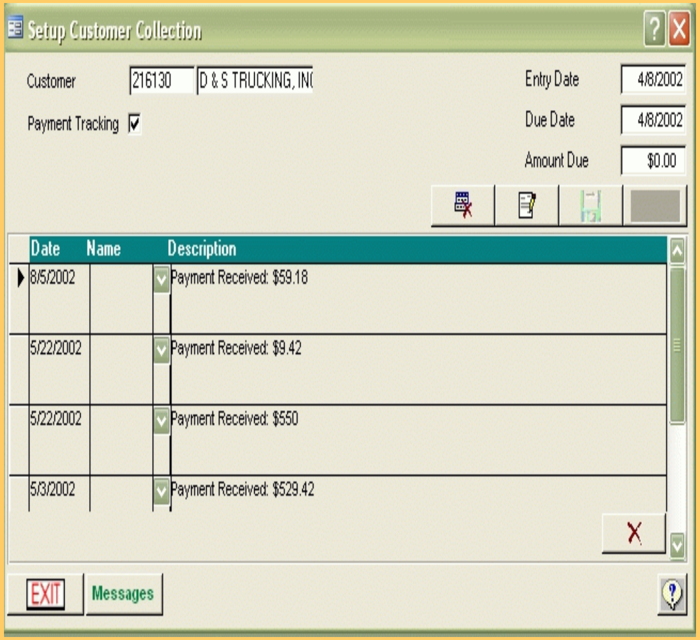
View Customers – Proposal

- The **Proposal** tab will display any proposals the customer may have received.
- If the account has multiple proposals assigned to it, you may choose between them by selecting the order number.



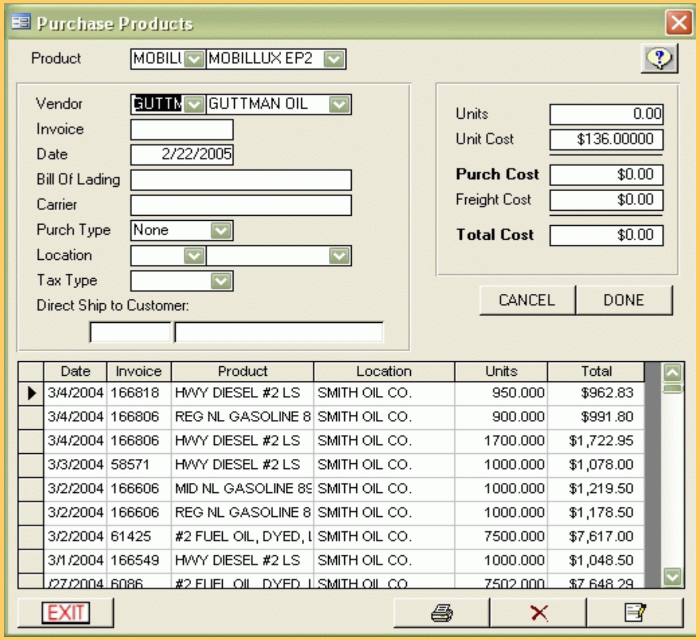
Customer - Collections

- The **Collections** screen is used to enter in notes every time you have tried to collect money from a non-paying customer.
- At any time you would be able to print these notes, which would be useful if taking legal action.
- When multiple notes are entered, the newest collection history is on top.



Inventory – Purchase

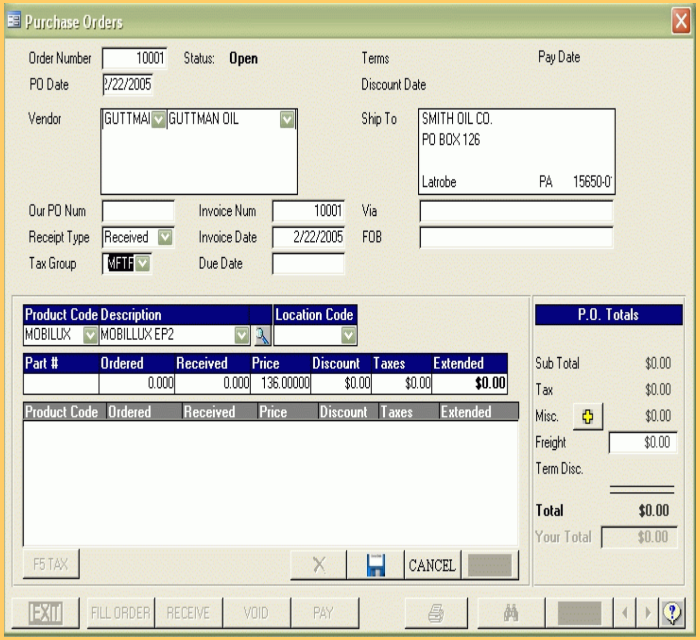
- **Purchases** are entered into the system from this screen.
- As purchases are entered, inventory is increased.
- Once all the information has been entered and the **“DONE”** button has been clicked, the system will update the inventory location with the quantity specified.



Note: If you get charged tax by your vendors and have to track those taxes in the system you must use the **Purchase Order** screen. The **Purchase** screen will not handle taxes.

Inventory – Purchase Orders

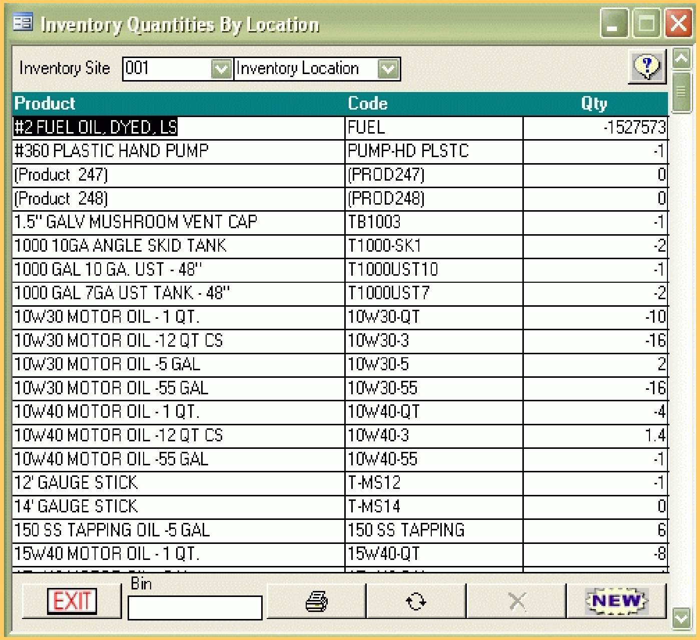
- The **Purchase Order** Screen allows you to
  - Enter purchase orders
  - Print purchase orders
  - Accept purchase orders into inventory.



Note: The system will not keep track of any accounts payable information. All it does is mark your P.O. “paid” and keep track of the pay date.

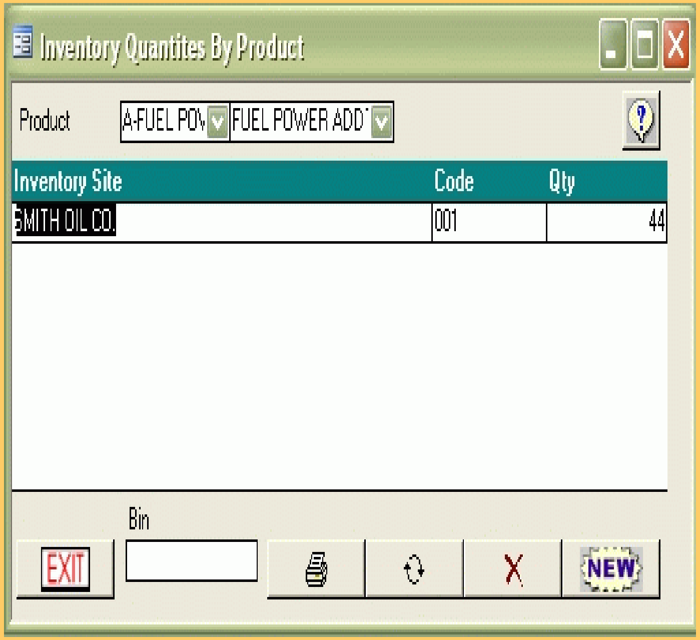
Inventory – Quantity by Location

- The **Inventory by Location** screen lets you select a location and view all the inventory levels for each product.
- Each location can have it's own set of products.
- You can remove a product from a location by clicking on the **Delete** button.
- You can assign a product to a location by clicking the **New** button.



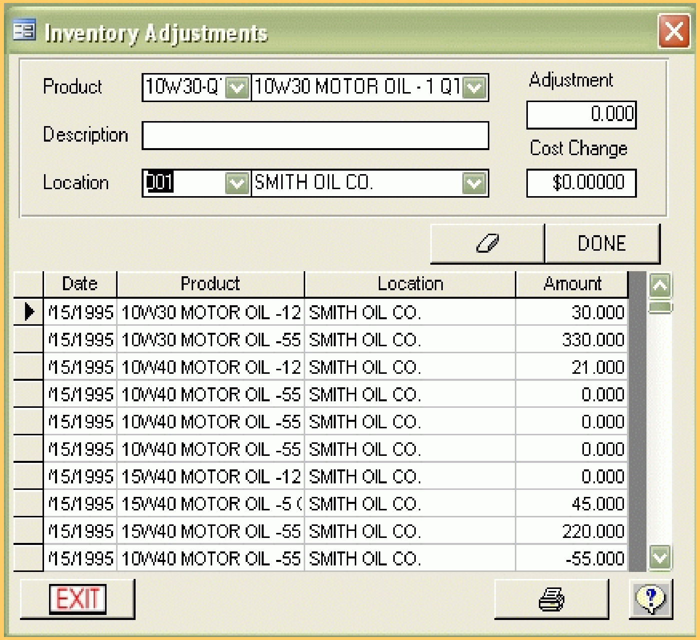
Inventory – Quantity by Product

- The **Inventory by Product** screen lets you select a product and view all the inventory levels of that product in each location.
- Each location can have it’s own set of products.
- You an remove a location from a product by clicking on the **Delete** button.
- You can assign a location to a product by clicking the **New** button.



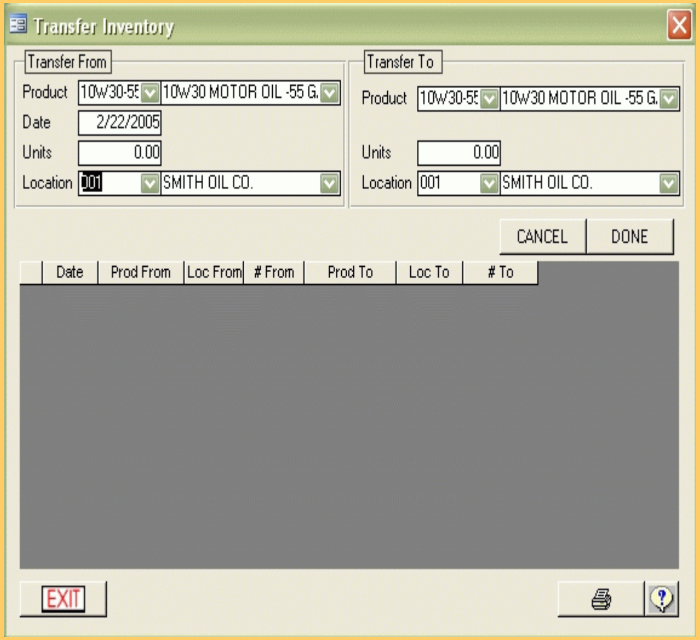
Inventory – Adjustment

- When you make a sale, the quantity of the sale subtracts from inventory.
- When you purchase something, the quantity of the purchase adds to inventory.
- The **Adjustment** screen lets you <u>FORCE</u> an inventory adjustment.
- The system saves each adjustment in the lower part of the screen.
- An adjustment report is available in the reports section.



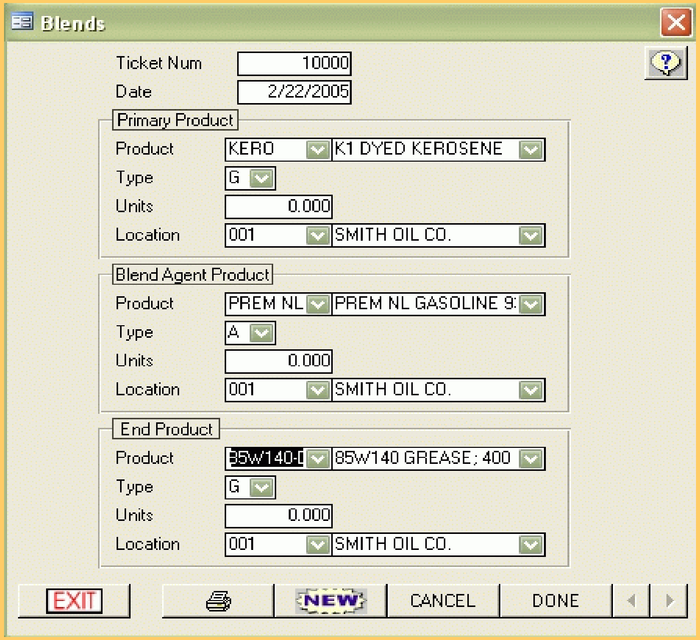
Inventory – Transfer

- This screen will only be used to **Transfer** inventory from one location to another.
- The system will subtract inventory from the location on the left, and then add the inventory to the location on the right.
- The system will also track all transfers made, and you may run reports on them at any time.



Inventory – Blend

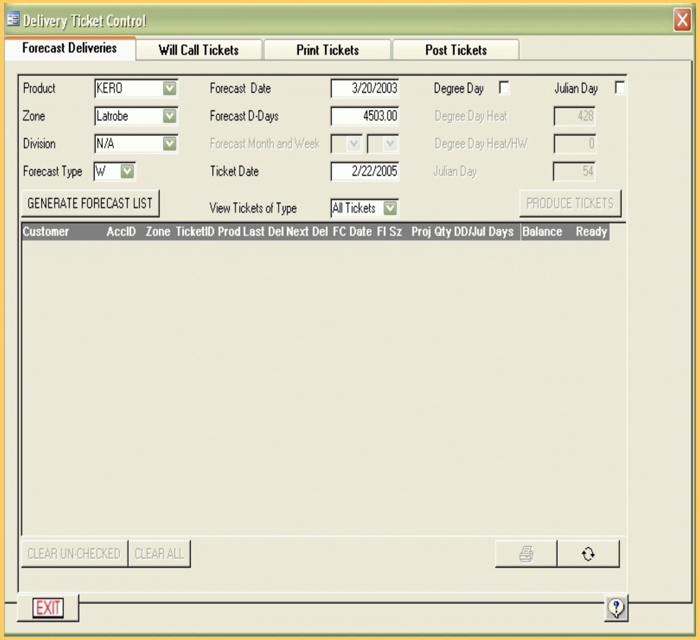
- The **Blend** module allows you to combine two of your products and create a third.



Note: You need to have the 2 products that you are blending already set up in inventory, as well as the final blended product.

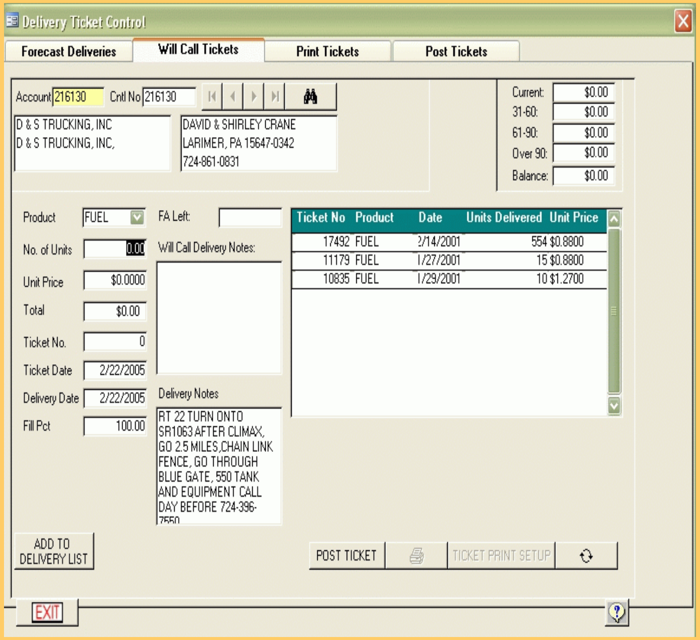
Delivery – Ticket Control

- Forecast **Deliveries** allows users to create lists of deliveries based on various filters and forecast methods to be used by drivers and dispatchers.
- Projected deliveries are printed as reports and later as delivery tickets.
- Forecast Deliveries is the first step in Ticket Control for creating a Forecasted Delivery List, Delivery Tickets and later to Post Deliveries.



Delivery – Will Call Tickets

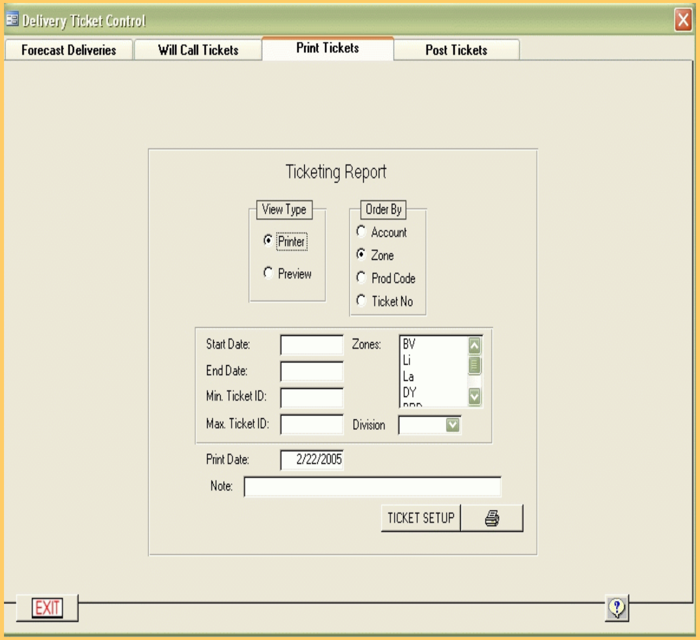
- **Will Call Tickets** are used when a customer calls in for a fuel delivery.
- Use the **Search Box** to locate the customer.
- Once the necessary fields are filled in, click “**Post Tickets”.** The ticket will now show on the **Post Ticket** tab along with **Forecasted Tickets**.



Note: Just this ticket may be printed by clicking the **“Print”** button.

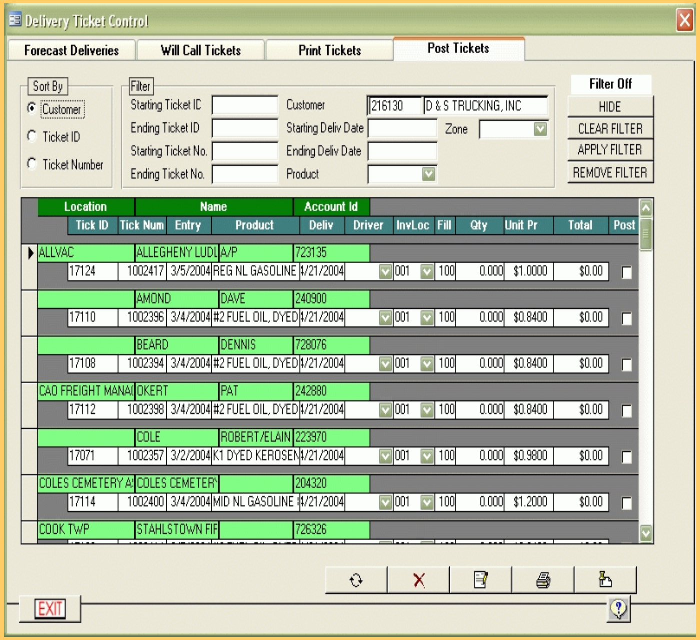
Delivery – Print Tickets

- The **Print Tickets** screen is used to print a batch of tickets.
- Click on the **Print Ticket** tab to open the **Print Tickets** screen.
- You control whether you want to print a hard copy or view the tickets online.
- You select how you want the ticket order to print out.
- You can print all tickets or a selected number based on the filters you select.



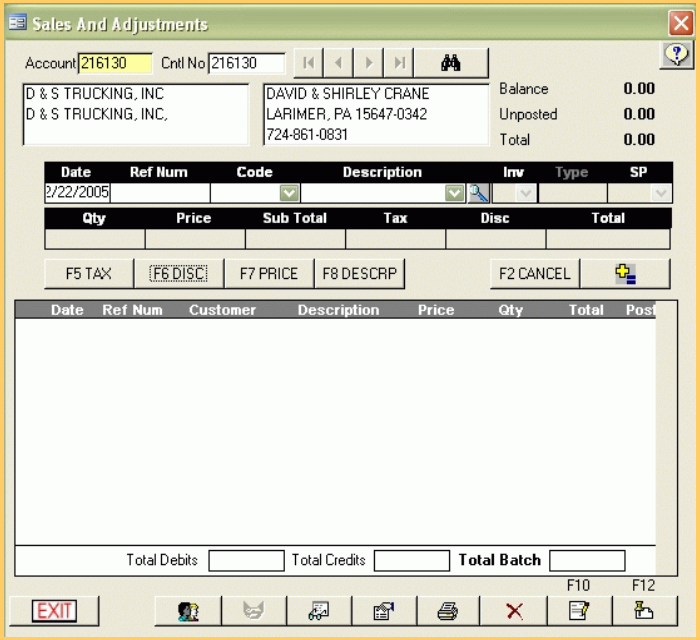
Delivery – Post Tickets

- The **Post Tickets** screen is where you will edit and then post your tickets.
- All tickets, whether they were entered from a forecast list or as a will call, will be posted through this screen.
- Make sure that all of the tickets that you wish to post have a check mark under the **Post** column.
- When you click on the **Post** button, all tickets with a check mark will be posted to the proper accounts.



Transactions – Sales and Adjustments

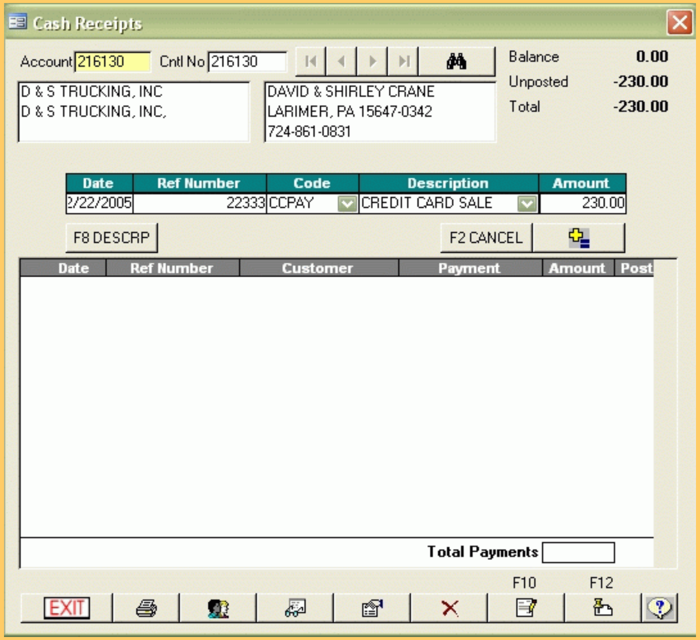
- The **Sales and Adjustments** screen is used to enter in extra services rendered, account adjustments, or even hand written fuel tickets.
- When creating transactions you have the choice of using any charge, payment reserved transaction or inventory product code.
- This screen can post multiple customers at one time.



Transactions – Cash Receipts

- The **Cash Receipts** screen is much like the **Sales and Adjustments** screen, but is for payment transactions only.

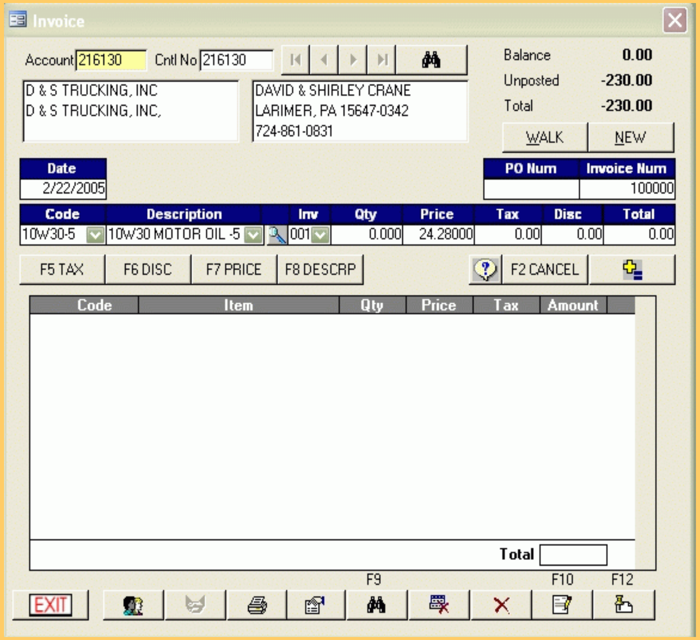
- This screen can post multiple customers at one time.



- **Note:** If you do not want to separate your sales from your payments, you can put sales and payments in the **Sales and Adjustments** screen.

Transactions – Point of Sale/Invoice

- The **Point of Sale/Invoice** screen is used for recording the sale of products when a receipt is needed.
- Here is where you make a sale to a walk-in customer who does not need to be added to the database.
- This screen works like the **Sales and Adjustments** screen except it only handles one customer at a time.
- You print out the invoice by clicking on the **Print** button at the bottom of the screen.

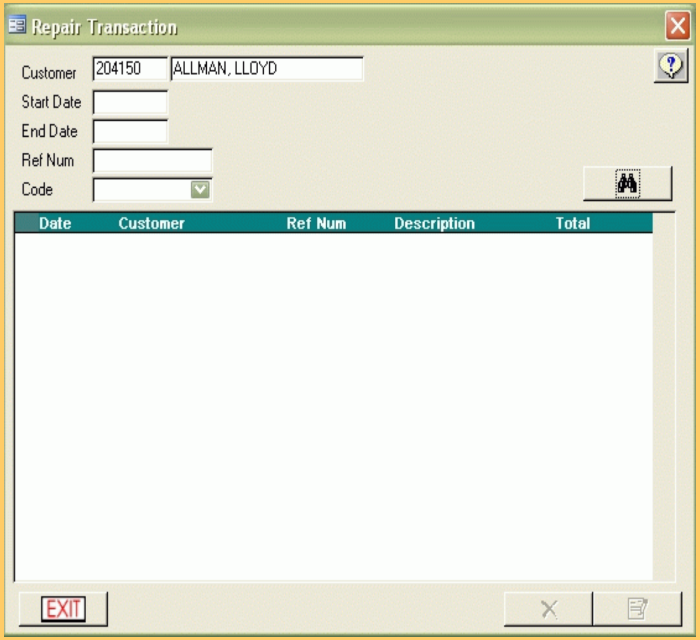


Transactions – Repair Transactions

- The **Repair Transaction** screen is used for editing and removing wrongly entered transactions after they have been posted to an account.

- Use the **Search** button to find the transaction you want to repair.

- Click the **Edit** button to repair or the **Delete** button to delete.

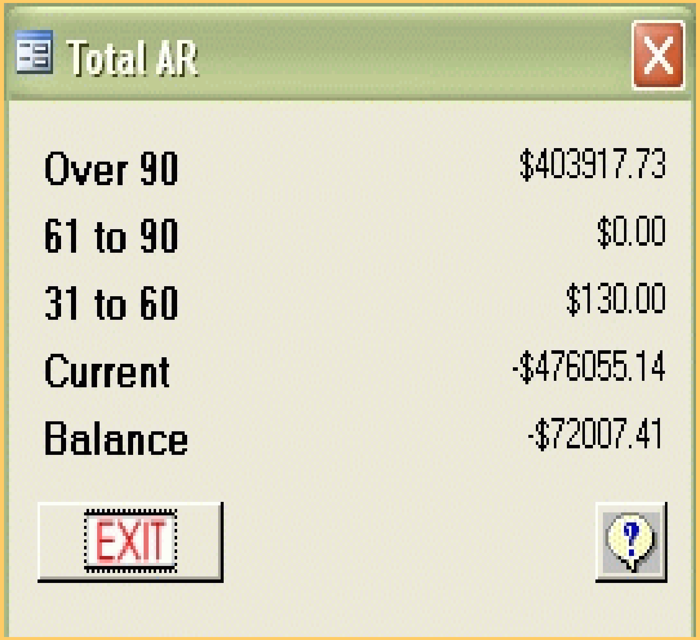


Note: Only transactions entered during the current period can be modified or deleted.

Transactions – View A/R

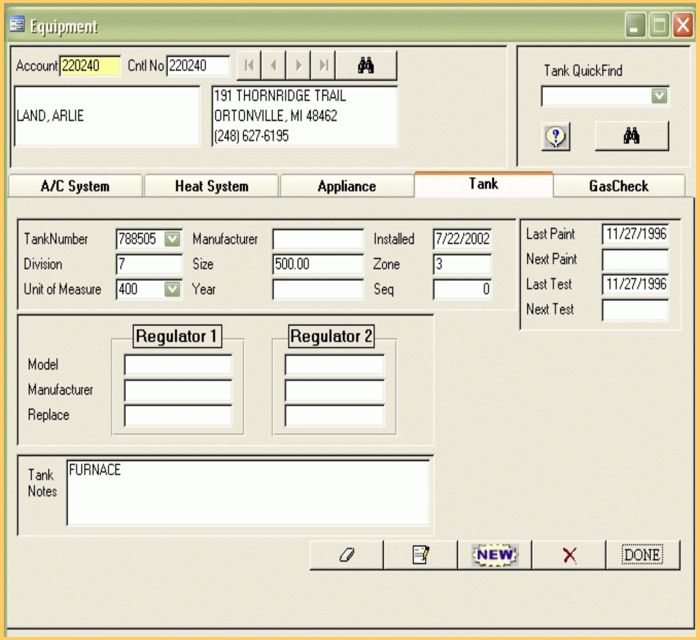
- The **View A/R** screen displays the results of your Accounts Receivable for the current day.
  - Current
  - Over 30
  - Over 60
  - Over 90
  - Total

- To get a more detailed analysis or to choose specific Accounts Receivable criteria run an aging analysis using the **Customer List** report.



Service – Equipment

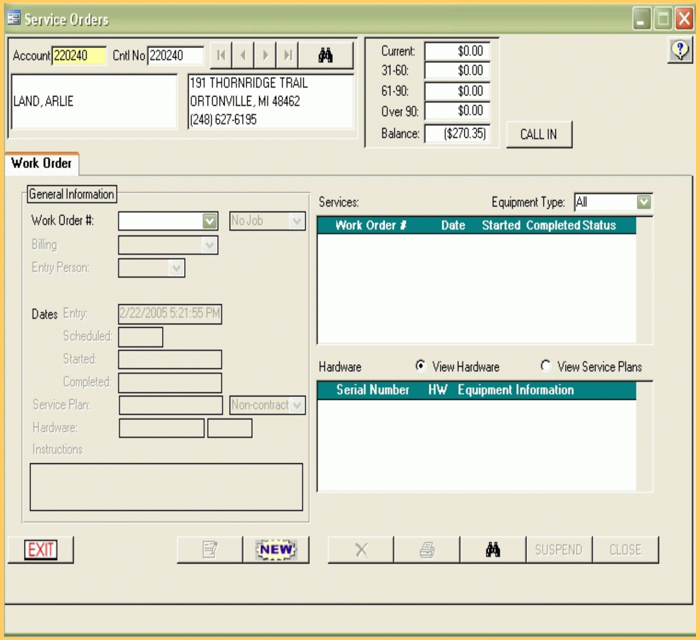
- The **Equipment** screen contains information related to customer installed **Heater, Appliance,** and **A/C Systems**.
- This screen is also used to associate service contracts with equipment records.
- More than one piece of equipment can be entered per customer account.



Note: Only **QuickGas** Users will have a **Gas Checks** tab.

Service – Service Calls

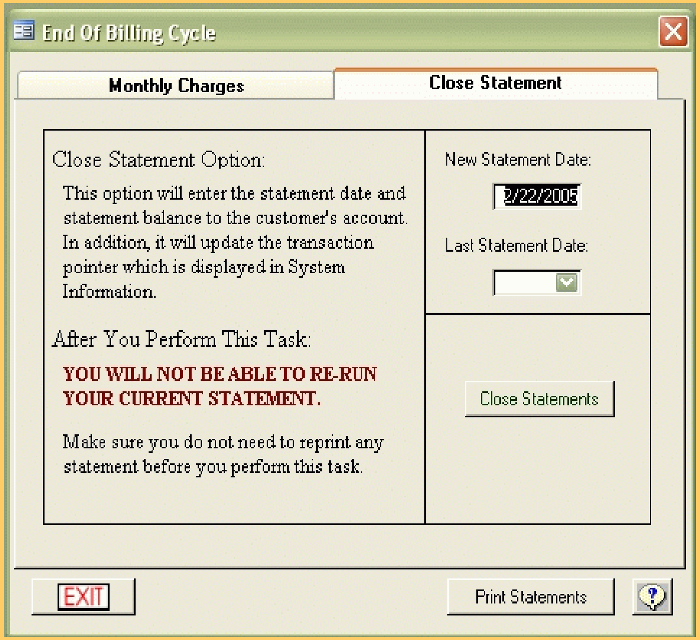
- The steps for creating a **Service Call** are:
  - Creation
  - Assignment of Technicians
  - Completion
  - Invoicing
- Creation and Completion are done on the **Work Order** tab.
- Assign technicians to the task through the **Assign Tech** tab.
- The **Invoice** tab will automatically open when the **Work Order** tab is **“Closed”**.



Note: Service calls need not be invoiced, nor do they need technicians assigned. The service calls screen can be used as little or as fully as you require.

Management – Close Statements

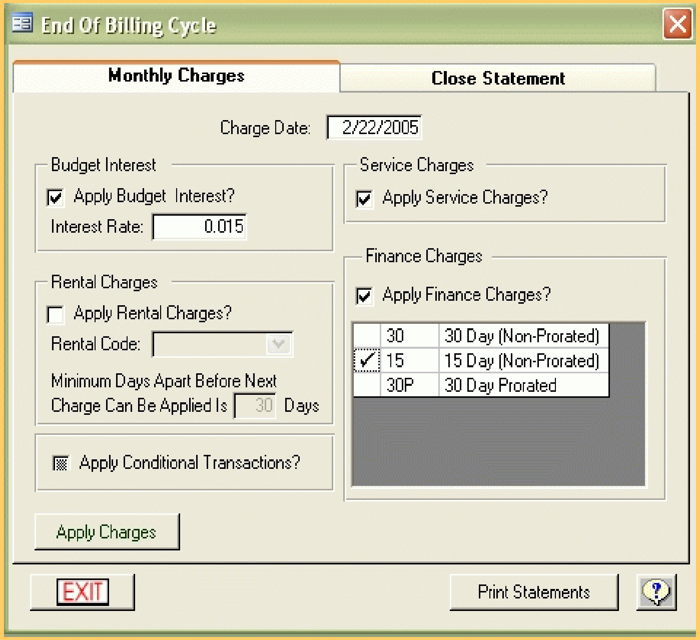
- Before running the **End of Billing Cycle** from the **Monthly Charges** tab go to the **Close Statement** tab to verify the **Last Statement Date** and the **New Statement Date** fields.
- All transaction history **on or before** the **Last Statement Date** will not show up on statements. Only the transactions **after** the **Last Statement Date** will show up.



Note: You should make a data backup before running any end of month billing procedures.

Management – Monthly Charges

- Fill in the **Charge Date** with the date for which you are running statements.
- Budget Interest, Service Charges, Rental Charges and Finance Charges can all be applied at the same time.
- Once all criteria has been entered, hit the **Apply Charges** button. The system will go through each customer and apply charges accordingly.
- All charges will be dated on the last day of the statement month.



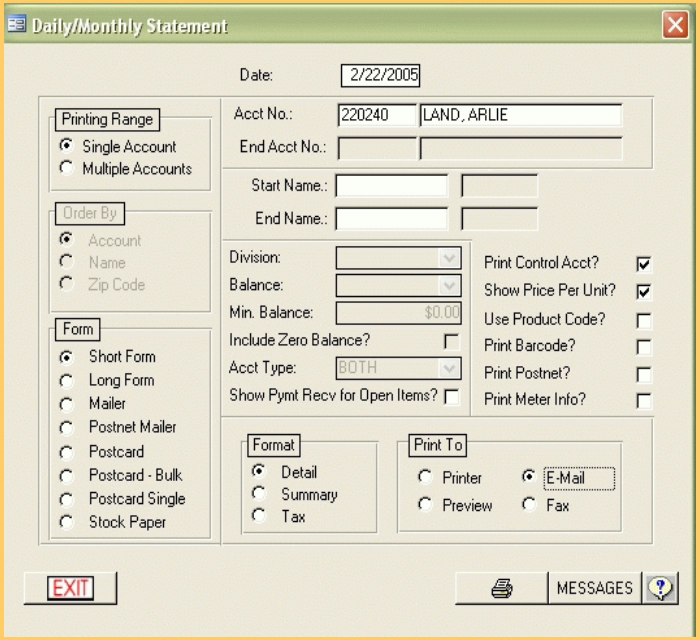
Note: Make sure the system is set to the correct **Last Statement Date** before running **Monthly Charges.**

Management – Print Statements

- The **Print Statements** screen opens when you hit the **Print Statements** button on the **Monthly Charges** tab.

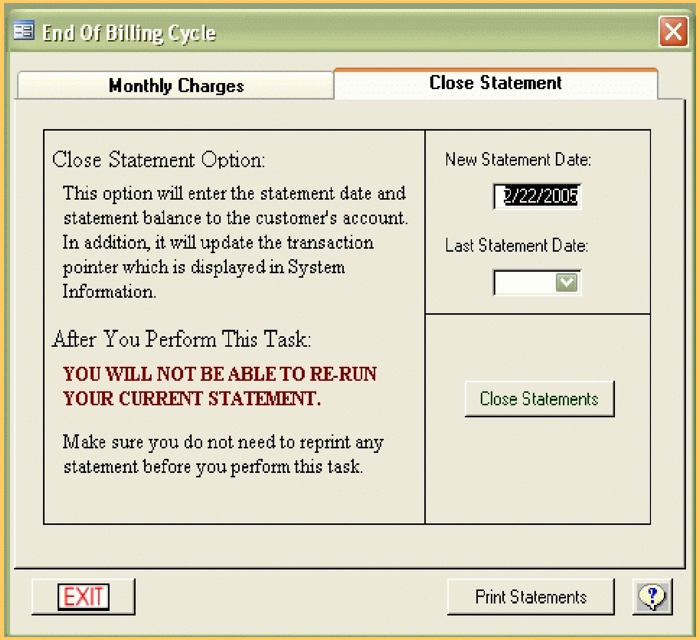
- The **Date** field defaults to the current date, however, you may change it to reflect a different date on the statements.

- The **Message** button will ring up your pre-defined messages and will allow you to change them.



Management – Close Statements

- The last month that was just billed can either be closed out now, or during the next billing.
- Transactions will not be able to be edited within that billing period once the month is closed.
- The date 1/1/80 keeps showing up in the system for good reason.



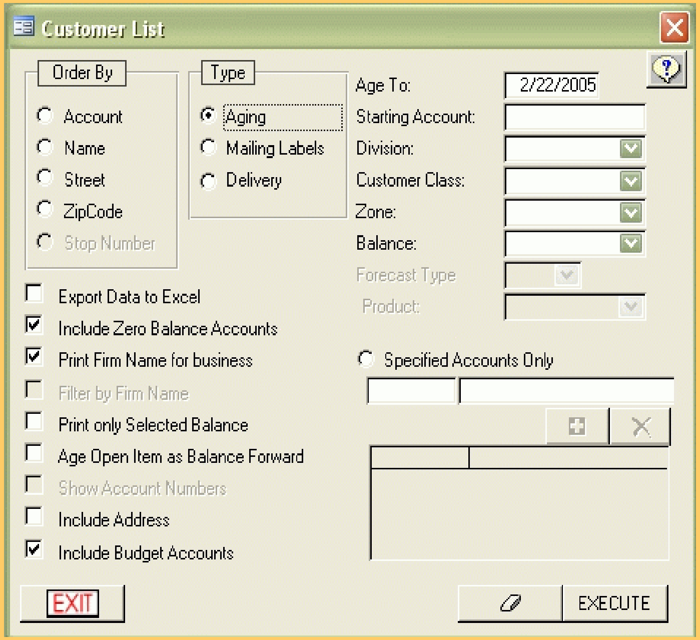
Reports

- Following are the most popular reports. Most are made for wide carriage printers, but wide carriage reports can be printed on a laser printer.
  - **Customer List**
  - **Tank List (QuickGas only)**
  - **Product Report**
  - **Daily Delivery**
  - **Sales Reports**
    - Sales By Product
    - Sales By Account
    - Transaction By Code
    - Accounts Receivable
    - Tax Reports
    - Cost of Goods

Each report is displayed on the following pages.

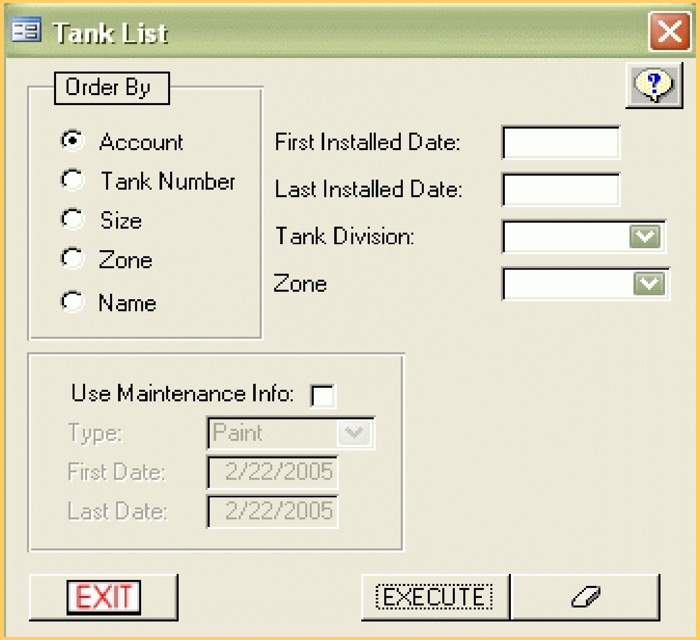
Reports – Lists:Customer List

- The **Customer List** generates lists of customers.
- This report can be sorted by **Account, Name, Street, Zip Code** or **Stop Number** (if type is delivery).
- **Aging Reports, Delivery Reports,** and **Mailing Labels** may be printed depending on the option chosen.
- All customers are entered through **Setup Customer.**



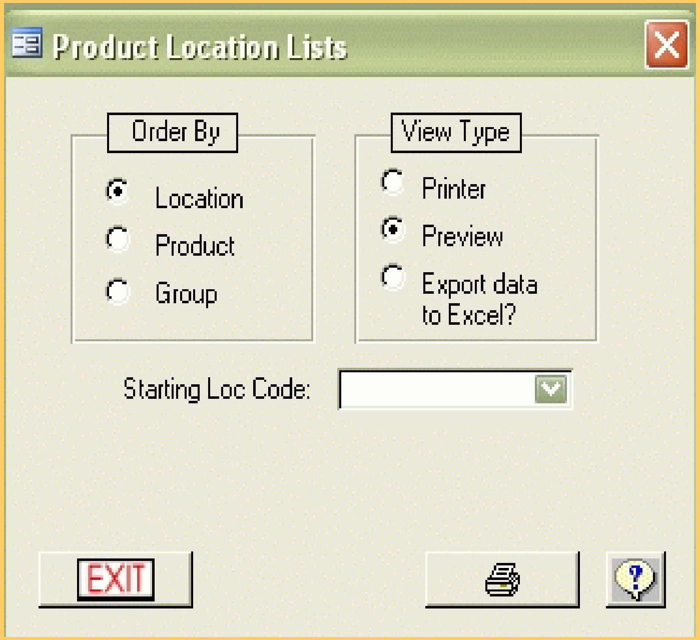
Reports – Lists: Tank List (QuickGas only)

- The **Tank List** generates a list of your tank inventory
- This report can be sorted by **Account, Tank Number, Size, Zone,** or **Name.**
- Tanks are entered through **Service: Equipment Setup.**



Reports – Inventory: Product Report

- The **Product List** generates lists of products, along with their on-hand amounts, by location.
- This report can be sorted by **Location, Product** or **Group**.
- All inventory products are entered through **Inventory:Products**.
- All locations are entered through **Inventory:Location**.



Reports – Daily: Daily Delivery

- The **Daily Delivery** report generates a list of all daily deliveries.
- The **Include Customer Information** option gives you the choice of printing customer information on the **Daily Delivery** report or not.

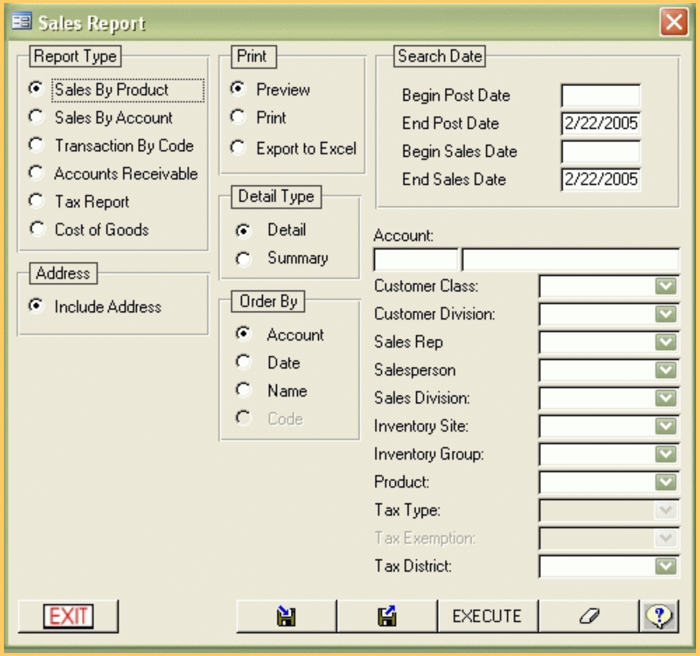
Reports – Sales:Sales

- The **Sales** form contains six important reports essential to your business:
  - **Sales by Product**
  - **Sales By Account**
  - **Transaction By Code**
  - **Accounts Receivable**
  - **Tax Report**
  - **Cost of Goods Sold**

- This report can be sorted by **Account, Date**, or **Name.**

- These reports can be printed out as detail or summary reports.

- You have the option of including **Addresses** in the report.



QuickGas Training Supplement

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