

IMPLEMENTATION PROCESS

Day 1) Tour office & meet employees

View computer & operation system

If ASP, nothing necessary

If server: Install SW (if not already done) **should be done prior to arrival**

Map each workstation to the network (server)

Test each workstation (shutting down & restarting to see SW)

Run Client RX

If drivers need to be updated:

Microsoft.com

Downloads

Product using = Windows _____

Type in driver needed (see SW to get error message info)

Open file (don't save)

Rerun Client RX (If still problem, call office)

Ask client their SW needs

Ask client P/R info: (P/R service or in-house, piece rate, hourly, salary)

Get copy of existing Income Statement, Balance Sheet, A/R Aging,
A/P Aging, Chart of Accounts, Notes Payable, Bank Rec.

Quick Start (company, users, acct. registers, periods, etc... - all possible)

Go through Financial Statements & note all necessary changes to be made

Clean Chart of Accounts

Start client on A/R & A/P opening balance data entry

Begin Reference Library:

Expense Types - Liabilities, Direct Costs, Operating Costs (clean existing & add new) & enter Account # after description

Sales Types – Clean existing & add new

Pricebook:

Overhead – Same as Ref. Library without acct. #'s

Add Categories (i.e., Equipment, Duct Work) & enter Exp & Sale Type

Parts – Rt. Click on category & edit & enter Exp & Sale Type

(Parts = Service, Equip = Install)

Add Groups per client (Equip by manufacturer, etc...)

Click on group & insert

Enter item # (per their parts book)

Unit measure (i.e., Roll)

Min. order (i.e., 6 feet – Client's desired order level)

Lot Qty (i.e., 3 rolls – Required quantity to order per vendor)

If no Straight Fwd Pricing, Part as task pricing (checkmark if piece rate)

Rt. Click in gray area – Vendors for Item (preferred & alternate)

Begin G/L opening balances (if time)

Day 2) Setup check registers – Cashbox, checking, savings, etc...
Enter beginning balances & outstanding items
Finish G/L opening balances
Continue on A/R & A/P input
Finish Reference Library – Each category (clean & add) also Zip codes, Cities & Zones (then utilities to merge zones).
Finish A/R & A/P input
Setup financial statement groups
Train on A/P, A/R, G/L (show how to merge duplicate customer accounts)
Train on Counter Sales (show job costing & customer deposits)

Day 3) Train on Call Center:
Take call
Enter a job
Enter equipment & warranties
Invoicing (show job costing & customer deposits)
Show how to enter current month's Jobs, A/P & A/R
Train on deposits, misc. payments, adjustments, bank reconciliations
Convert agreements – Convert prior to activation date
Show how to enter equipment & warranties
Show how to enter current agreements (Rt. Click & create invoice)
Enter employees
Set up recurring entries (A/P & Depreciation)
Enter **current** A/P, A/R, Agreements, Invoices & Deposits (align computer checks)

Day 4) Live on Call Center
Activate P/R – Each tab
Enter last payroll from current period if applicable
Continue data entry & training
Set up reminders (if client desires)

Day 5) Finish P/R
Finish data entry
Finish training
Print reports for us:
Income Statement
Balance Sheet
A/R Aging
A/P Aging
Chart of Accounts
Show how to run Reports
Show Snapshot

Issue client our invoice
Issue client our customer questionnaire

Type up Implementation Progress Report

Get client's check