

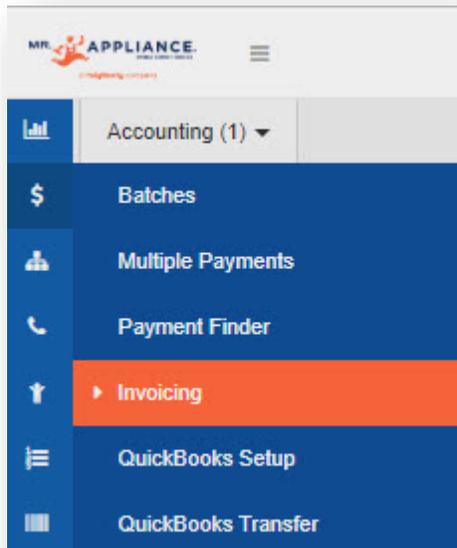
Negative Balances in SmartWare

A Tip from Deborah McKenney

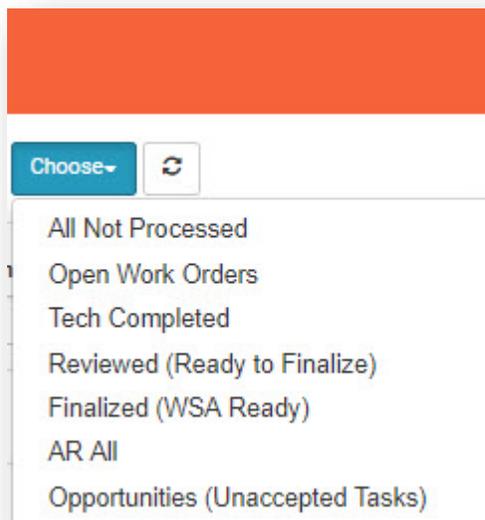
We often see negative balances on completed jobs in SmartWare. If the Work Order is already WSA-Ready you would need to do an Adjustment to resolve and take the work order to a zero balance.

Sometimes you see these in other statuses as well (Tech Completed and Reviewed) before they are Finalized. In that case you may want to check the work order to see if there was an inaccurate pricing (maybe forgot to change from book rate to the warranty rate) or an inaccurate payment entered.

The easiest way to find work orders with a negative balance is by going into **Accounting > Invoicing**.



From the **Choose** dropdown menu check for negative balances under Tech Completed, Reviewed, Finalized, and A/R.



You can easily find them by placing a negative symbol (-) in the filter box at the top of the **Balance** column. Once you enter the negative symbol in the filter box you can see at the bottom of the page how many negative balance work orders there are and check them one-by-one. Your sales / payments transferred to QBO will not be accurate until you have cleared these up.

Reviewed
These Work Orders are ready to finalize.

Date: 01/26/2018 MM/dd/yyyy Choose- ↻

<input checked="" type="checkbox"/>	Options	Bill To Name	Address	Technician	Dispatch Code	Job Date	Job Status	Total	Balance	PO Total	Ticket #
<input checked="" type="checkbox"/>						1/29/18	Reviewed	\$908.80	-\$1,091.20	\$422.38	3289732
<input checked="" type="checkbox"/>						1/26/18	Reviewed	\$89.95	-\$235.05	\$89.93	3346182
<input checked="" type="checkbox"/>						2/2/18	Reviewed	\$153.89	-\$0.06	\$8.38	3354770
<input checked="" type="checkbox"/>						1/31/18	Reviewed	\$89.95	-\$0.05	\$0.00	3389263
<input checked="" type="checkbox"/>						2/2/18	Reviewed	\$0.00	-\$89.95	\$0.00	3391969
<input checked="" type="checkbox"/>						4/6/18	Reviewed	\$89.95	-\$253.05	\$0.00	3453916

There is a video in the Office Library on Higher Logic that explains in more detail and also shows how to do Adjustments on work orders that have negative balances. While your there, check out of the other new training videos and documents.

Folders

New New Child Delete Copy Paste Link

- Office Library
 - 2015 Reunion Presentations & Videos
 - CareerPlug Video Snippets
 - Higher Logic Training
 - OSHA Guidelines
 - SmartWare & QBO Training
 - Inventory Suggestion Tool
 - QBO Training Documents
 - QBO Training Videos
 - SmartWare Training Documents
 - SmartWare Training Videos**
 - Recorded Live Webinars
 - Dryer Vent Cleaning

Folder Contents

New View Delete Copy Paste

- Active/Travel Tab - Work Orders Showing Active for a Long Time
- Adding 3rd Party Billing Customer, Vendor, and Secondary Lead Source
- Adding a New Employee
- Callbacks / Recalls
- Combine Duplicated Customer Records
- Connecting to Your QBO account
- Create a Work Order in SmartWare
- Customer Changed Mind_How to Handle in SmartWare
- Install SmartWare Mobile App
- Look for a Part in Another Franchisee's Inventory
- Map on Dispatch Screen - Tip to Re-center When the Re-center Button is Not Doing the Job
- Negative Balances - How to Handle in SmartWare
- Problem Reviewing a Tech Completed Work Order
- Routing in SmartWare
- Setup Forced Office Sync
- Tech Reducing/Increasing Labor Pricing - Edit the Default Increment Amount Used
- Upload Picture of Technician to SmartWare
- Warranty - How to Handle Warranty Work Orders