

# Webinar – EU: Service Management

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Field Service Product Manager

## Acumatica Summit 2019

Collaborate • Innovate • Accelerate • Jan. 27 – Feb. 1 • Houston, TX

#AcumaticaSummit



- End User - Service Management

- Day 1: Lessons 1 to 7

- Service Order
    - Appointment
    - Calendar Board
    - Creation from Customer and Cloning Appointment
    - Creation from Opportunities
    - Creation from Sales Order

- Day 2: Lessons 8 to 15

- Creation from Cases
    - Billing Cycles
    - Integration with Time and Expenses
    - Quick Process
    - Prepayments
    - Integration with Purchase Orders
    - Resource Equipment
    - Mobile App

# Introduction



# Introduction

## Objectives

In this session, you will learn how to:

- Create Service Orders and Appointments
  - Starting from Calendar Board
  - Starting from Customer
  - Starting from Opportunities
  - Starting from Sales Order
- Schedule Appointments using skills, licenses and availability



# Introduction

## Objectives

In this session, you will learn how to:

- Configure Billing Cycles
- Use actions like:
  - Clone Appointment
  - Quick Process
  - Creation of Prepayments
- Integrate with Time & Expenses
- Create of Purchase Orders



# Introduction

## Objectives

In this session, you will learn how to:

- Schedule Resource Equipment
- Use mobile app to perform appointment's actions



# Introduction

## Timing

### Monday; April 29, 2019

- 12:00 PM – 2:00 PM (ET time)

### Tuesday; April 30, 2019

- 12:00 PM – 02:00 PM (ET time)

# Introduction

## Session Rules

- Dynamics of the Training:
  - Lesson's Step will be shown and explained
  - Questions can be written on the chat
  - Recording and Snapshots next day
- Questions after the Training:
  - Email: [acalvo@acumatica.com](mailto:acalvo@acumatica.com)
  - Skype: anacarinacalvo
- Have fun! 😊





# Training Steps



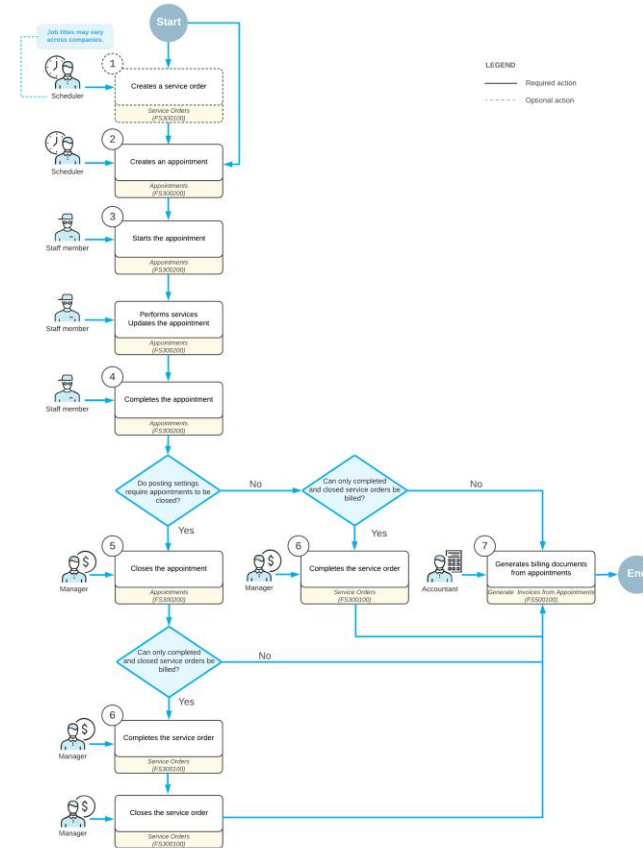
# Company Story

- SweetLife Fruits & Jams
  - SweetLife Office and Wholesale Center
  - SweetLife Store
  - Service and Equipment Sale Center



# Overview

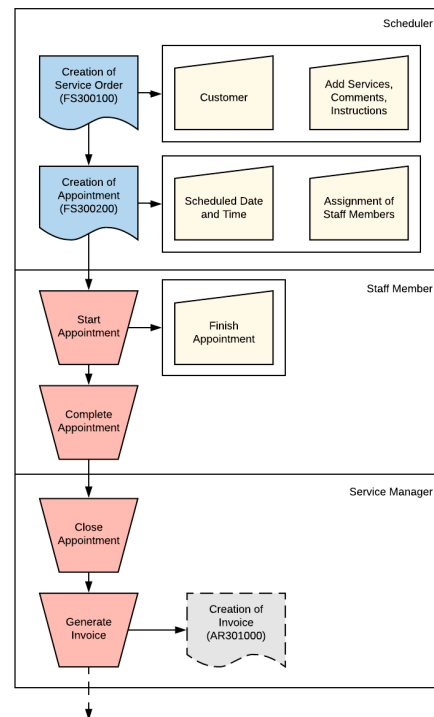
- Service Order
- Appointment
- SM Process
- Calendar Board
- Service Order Types
- Billing Options
- Behavior Types



# Lesson 1: Processing a Service Order with One Appointment

## Objective

- Service Management Process from beginning to end
- Start from **Service Order** creation
  - Add a Service and a Comment
  - Add Staff Members
- End with Invoice generation



# Lesson 1: Processing a Service Order with One Appointment

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *TRN* that generates AR Invoices
- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by App
- Customer (AR303000) forms, setup *HMBAKERY* with *AP AP* Billing Cycle

# Lesson 1: Processing a Service Order with One Appointment

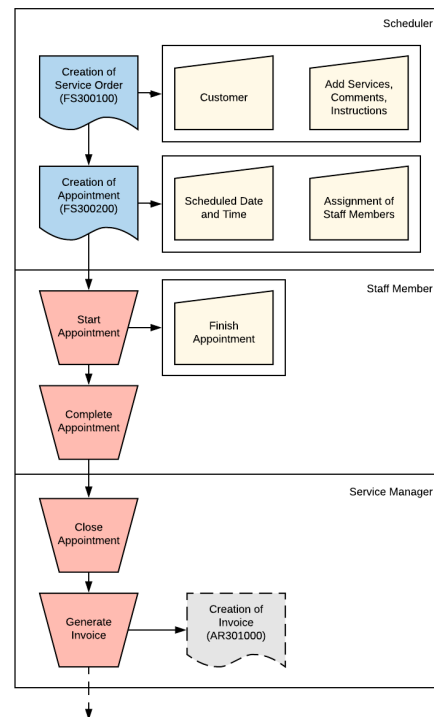
## Configuration Overview

- Non-Stock Items (IN202000) form:
  - Creation of *TRAINING*, of billing rule Time rate
  - Creation of *INSTALL*, of billing rule Flat rate
- Employees (EP203000) form:
  - Setup *EP00000002 (Todd Bloom)* as Staff Member
  - Setup *EP00000004 (Alberto Jimenez)* as Staff Member

# Lesson 1: Processing a Service Order with One Appointment

## Objective

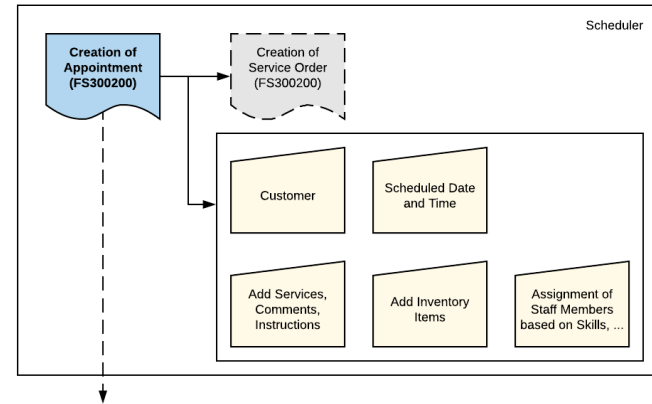
- Service Management Process from beginning to end
- Start from **Service Order** creation
  - Add a Service and a Comment
  - Add Staff Members
- End with Invoice generation



# Lesson 2: Creating an Appointment Quickly

## Objective

- Start from **Appointment** creation
  - Add Service through Service Selector
  - Add Inventory Items
  - Assign Staff Members based on:
    - Skills





# Lesson 2: Creating an Appointment Quickly

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *INST* that generates Sales Orders
- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by App
- Customer (AR303000) forms, setup *GOODFOOD* with *AP AP* Billing Cycle

# Lesson 2: Creating an Appointment Quickly

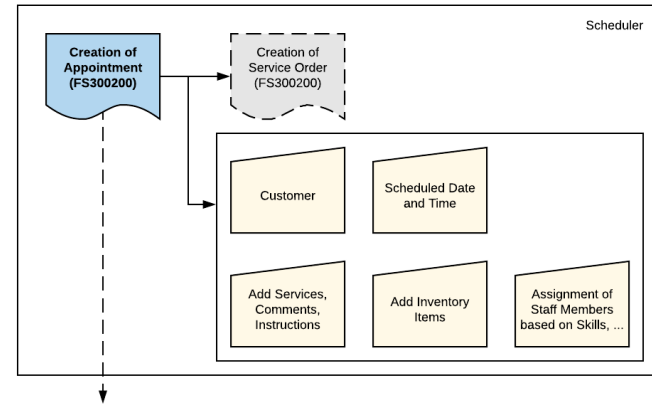
## Configuration Overview

- Skills (FS200600) form:
  - Creation of *INSTALLING*
- Non-Stock Items (IN202000) forms:
  - Creation of *INSTALL*, of billing rule Flat rate, setup *INSTALLING* as skill
- Employees (EP203000) form:
  - Setup *EP00000003 (Jon Waite)* as Staff Member and *INSTALLING* as skill
- Stock Item (IN202500) forms:
  - Creation of *JUICER15*, Items available on Receipt (IN301000), etc.

# Lesson 2: Creating an Appointment Quickly

## Objective

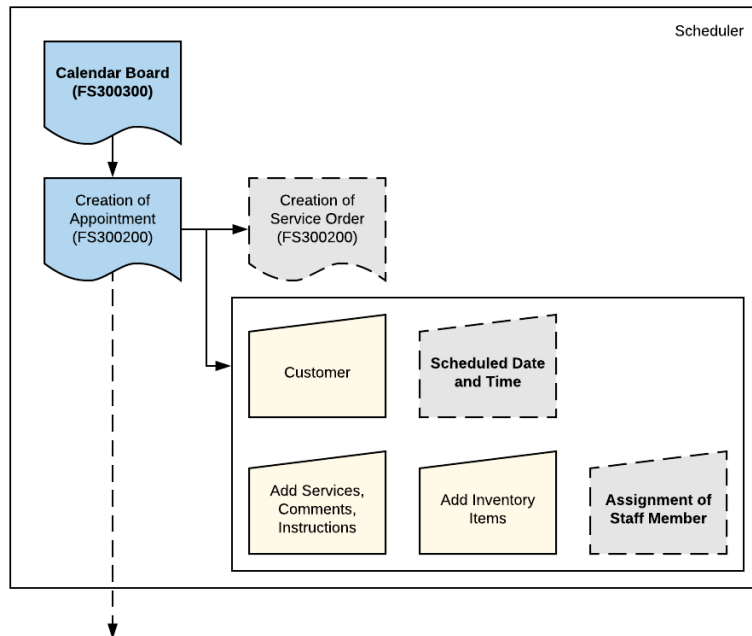
- Start from **Appointment** creation
  - Add Service through Service Selector
  - Add Inventory Items
  - Assign Staff Members based on:
    - Skills



# Lesson 3: Creating an Appointment Quickly on the Calendar Board

## Objective

- Start from **Appointment** creation on the Calendar Board
  - Assign Staff Members based on:
    - Availability
    - Skills
    - License
    - Service Area



# Lesson 3: Creating an Appointment Quickly on the Calendar Board

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of MRO that generates Sales Orders and setup as default SOType
- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by App
- Customer (AR303000) forms, setup *GOODFOOD* with *AP AP* Billing Cycle

# Lesson 3: Creating an Appointment Quickly on the Calendar Board

## Configuration Overview

- Skills (FS200600) form:
  - Creation of *INSTALLING*
  - Creation of *REPAIRING*
- License Type (FS200900) form:
  - Creation of *INST&REP*
- Non-Stock Items (IN202000) form:
  - Creation of *REPAIR*, of billing rule Flat rate; setup *REPAIRING* as skills and *INST&REP* as license

# Lesson 3: Creating an Appointment Quickly on the Calendar Board

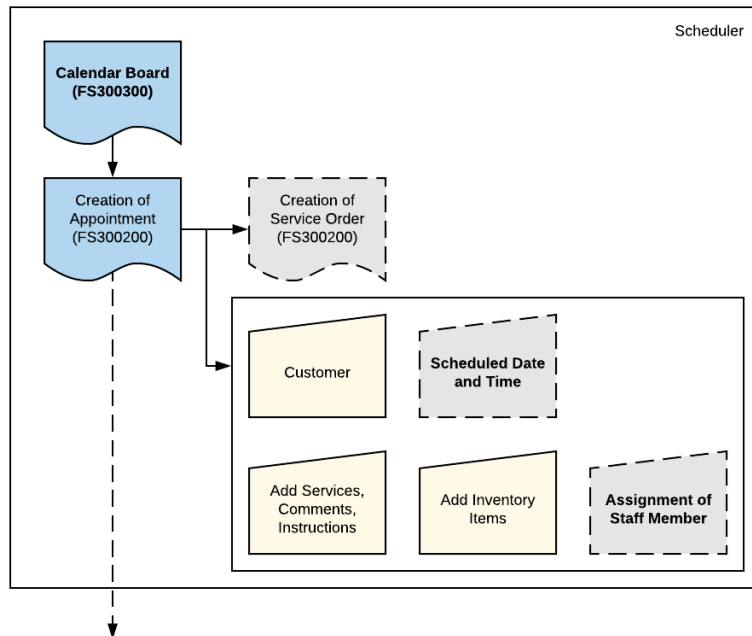
## Configuration Overview

- Service Area (FS201900) form:
  - Creation of *MANHATTAN* with zipcodes
- Employees (EP203000) form:
  - Setup *EP00000003 (Jon Waite)* as Staff Member; *INSTALLING* and *REPARING* as skills; license of *INST&REP*; and *MANHATTAN* as Service Area.
  - Setup *EP00000004 (Alberto Jimenez)* as Staff Member; *REPARING* as skill; license of *INST&REP*; and *MANHATTAN* as Service Area.

# Lesson 3: Creating an Appointment Quickly on the Calendar Board

## Objective

- Start from **Appointment** creation on the Calendar Board
  - Assign Staff Members based on:
    - Availability
    - Skills
    - License
    - Service Area

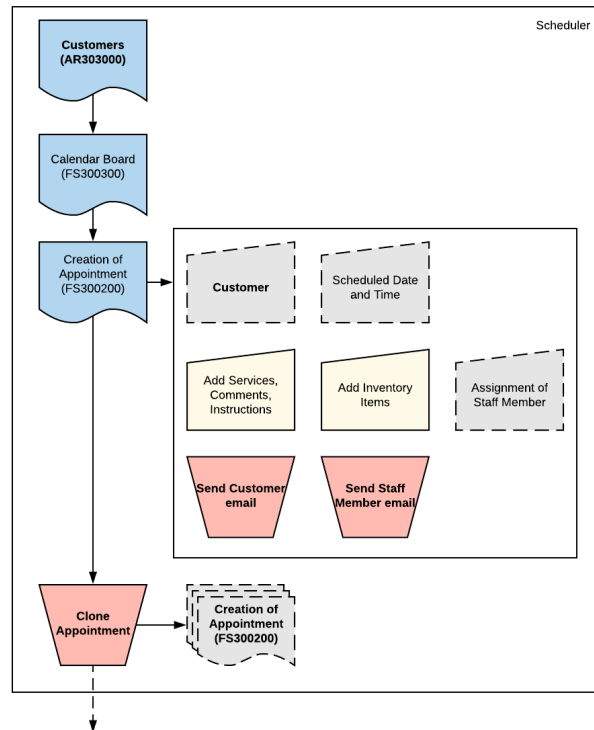




# Lesson 4: Creating an Appointment from the Customers Form and Cloning an Appointment

## Objective

- Start from **Customer** to create an Appointment, using the Calendar Board
  - Send Notification emails
  - Clone Appointment



# Lesson 4: Creating an Appointment from the Customers Form and Cloning an Appointment

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of MRO that generates Sales Orders and setup as default SOType
- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by App

# Lesson 4: Creating an Appointment from the Customers Form and Cloning an Appointment

## Configuration Overview

- Customer (AR303000) forms, setup *HBAKERY* with *AP AP* Billing Cycle, allow Appointment Notifications
- Skills (FS200600) form:
  - Creation of *REPAIRING*
- License Type (FS200900) form:
  - Creation of *INST&REP*
- Non-Stock Items (IN202000) form:
  - Creation of *REPAIR*, of billing rule Flat rate; setup *REPAIRING* as skills and *INST&REP* as license

# Lesson 4: Creating an Appointment from the Customers Form and Cloning an Appointment

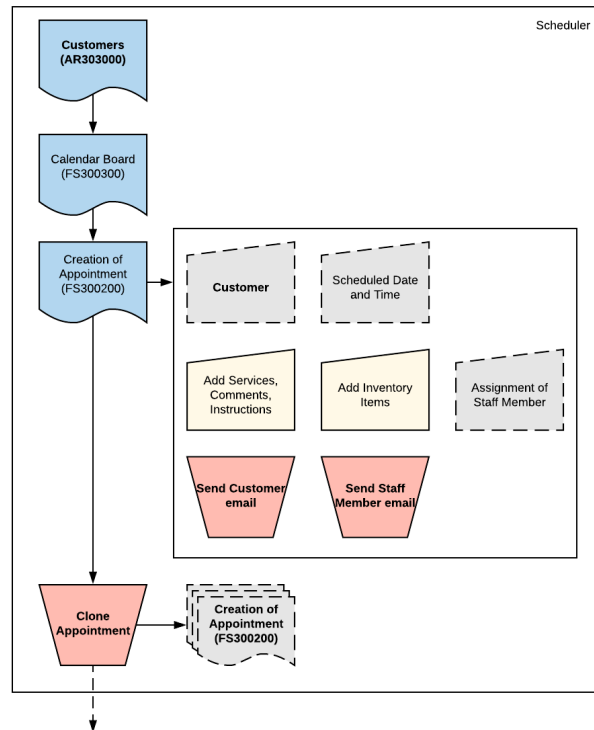
## Configuration Overview

- Employees (EP203000) form:
  - Setup *EP00000003 (Jon Waite)* as Staff Member; *INSTALLING* and *REPARING* as skills; license of *INST&REP*; and allow Appointment Notifications

# Lesson 4: Creating an Appointment from the Customers Form and Cloning an Appointment

## Objective

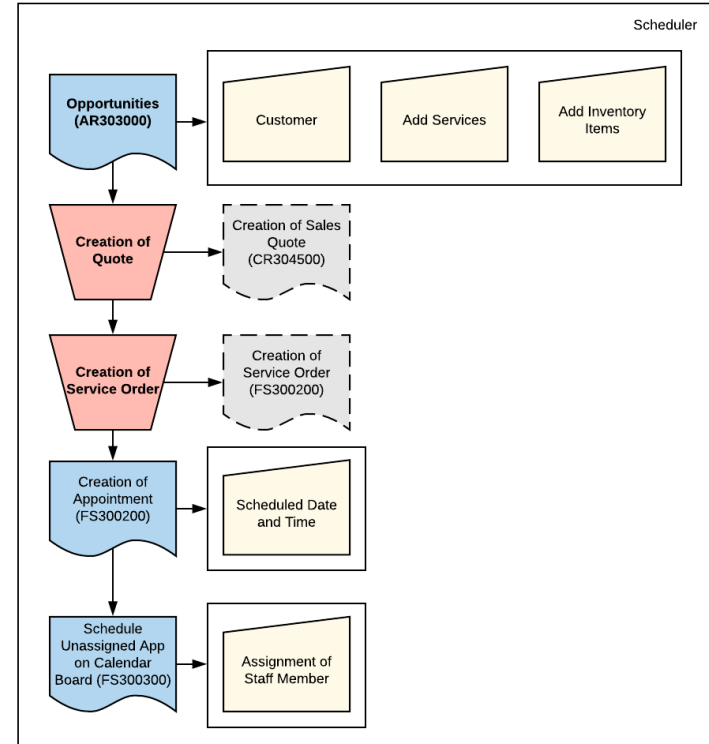
- Start from **Customer** to create an Appointment, using the Calendar Board
  - Send Notification emails
  - Clone Appointment



# Lesson 5: Creating a Service Order from an Opportunity

## Objective

- Start from **Opportunity**
  - Create an Sales Quote
  - Create a Service Order
  - Creation of an Unassigned Appointment
  - Schedule Unassigned Appointment on the Calendar Board



# Lesson 5: Creating a Service Order from an Opportunity

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of INST that generates Sales Orders and setup as default SOType
- Billing Cycle (FS206000) form:
  - Creation of *AP* SO that generates from App /groups by SrvOrd
- Customer (AR303000) form, setup *TOMYUM* with *AP* SO Billing Cycle

# Lesson 5: Creating a Service Order from an Opportunity

## Configuration Overview

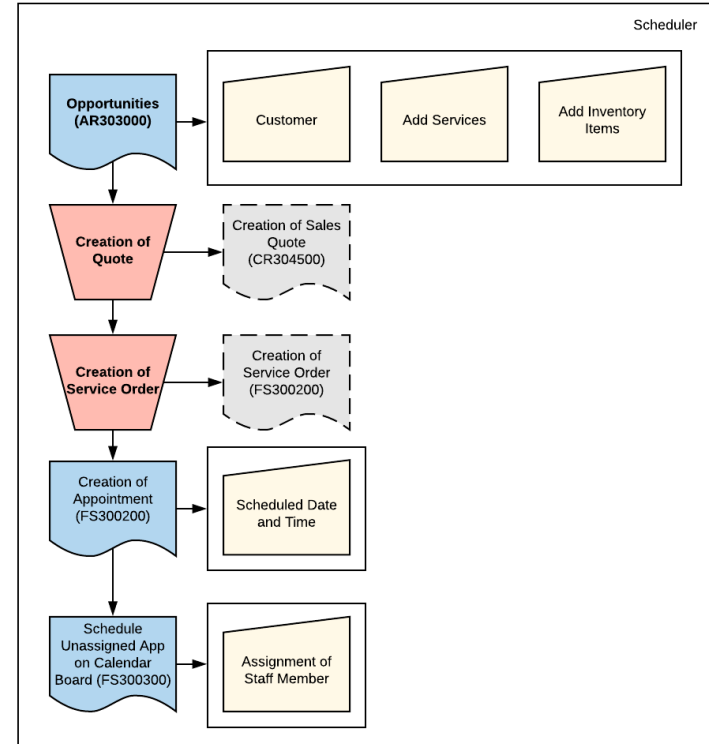
- Non-Stock Items (IN202000) form:
  - Creation of *INSTALL*, of billing rule Flat rate
- Stock Item (IN202500) form:
  - Creation of *JUICER15*, Items available on Receipt (IN301000), etc.
- Employees (EP203000) form:
  - Setup *EP00000003 (Jon Waite)* as Staff Member



# Lesson 5: Creating a Service Order from an Opportunity

## Objective

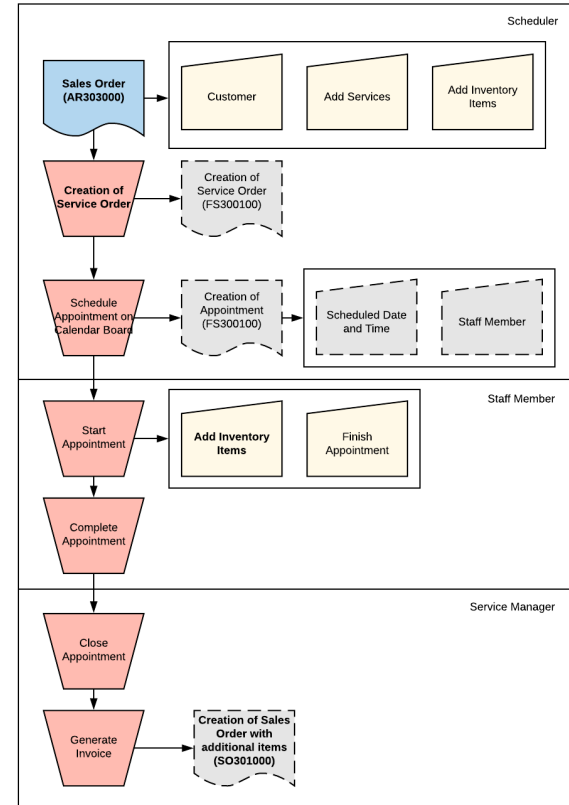
- Start from **Opportunity**
  - Create an Sales Quote
  - Create a Service Order
  - Creation of an Unassigned Appointment
  - Schedule Unassigned Appointment on the Calendar Board



# Lesson 6: Creating a Service Order from a Sales Order

## Objective

- Start from **Sales Order**
  - Create a Service Order
  - Generate invoice for Additional Items



# Lesson 6: Creating a Service Order from a Sales Order

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of INST that generates Sales Orders and setup as default SOType
- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by App
- Customer (AR303000) form, setup *GOODFOOD* with *AP AP* Billing Cycle

# Lesson 6: Creating a Service Order from a Sales Order

## Configuration Overview

- Skills (FS200600) form:
  - Creation of *INSTALLING*
- License Type (FS200900) form:
  - Creation of *INST&REP*
- Non-Stock Items (IN202000) form:
  - Creation of *INSTALL*, of billing rule Flat rate; setup *INSTALLING* as skill and *INST&REP* as license

# Lesson 6: Creating a Service Order from a Sales Order

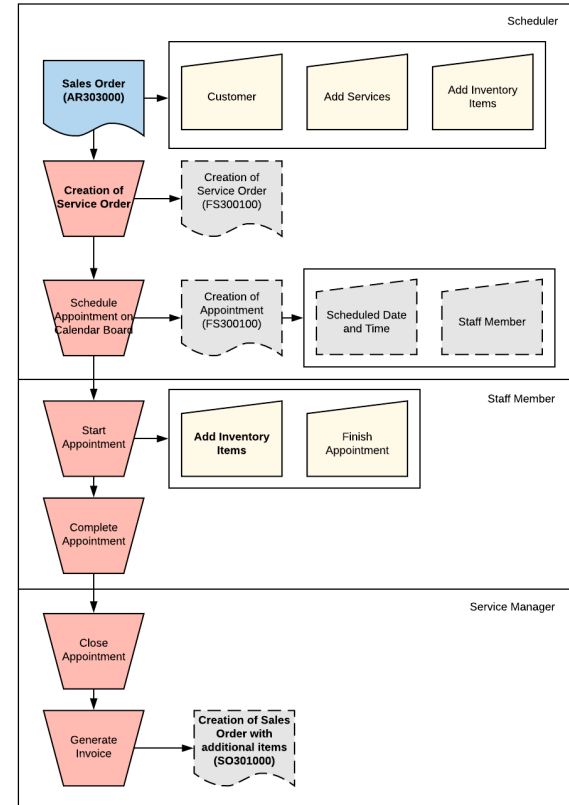
## Configuration Overview

- Stock Item (IN202500) form:
  - Creation of *JUICER15* with Items available on Receipt (IN301000), etc.
  - Creation of *CONTAINER* with Items available on Receipt (IN301000), etc.
- Employees (EP203000) form:
  - Setup *EP00000003 (Jon Waite)* as Staff Member setup *INSTALLING* as skill and *INST&REP* as license
- Order Types (SO201000) form:
  - Enable *IN* and *SO* types with Field Service Integration

# Lesson 6: Creating a Service Order from a Sales Order

## Objective

- Start from **Sales Order**
  - Create a Service Order
  - Generate invoice for Additional Items



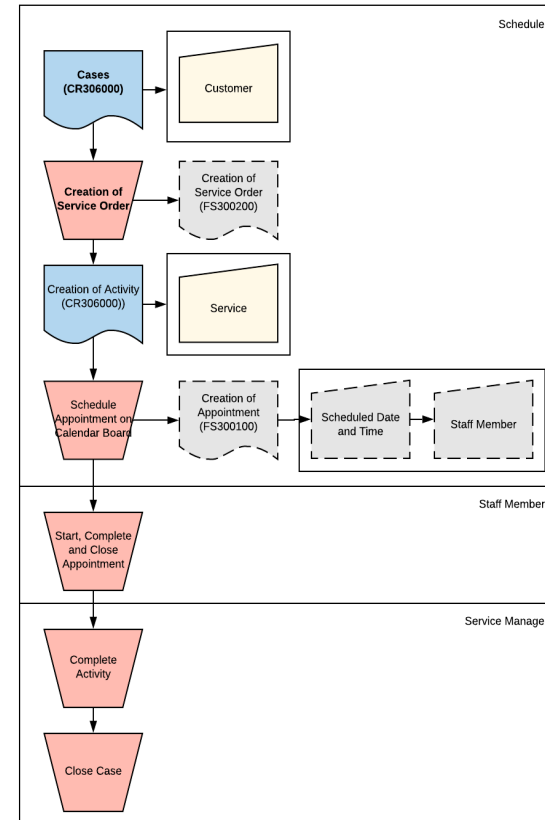
# Day 2



# Lesson 7: Creating a Service Order along with a Case

## Objective

- Start from **Case**
  - Create a Service Order
  - Add a Service through an Activity





# Lesson 7: Creating a Service Order along with a Case

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of MRO that generates Sales Orders and setup as default SOType
- Billing Cycle (FS206000) form:
  - Creation of SO SO that generates/groups by SrvOrd
- Customer (AR303000) form, setup *TOMYUM* with *AP* SO Billing Cycle

# Lesson 7: Creating a Service Order along with a Case

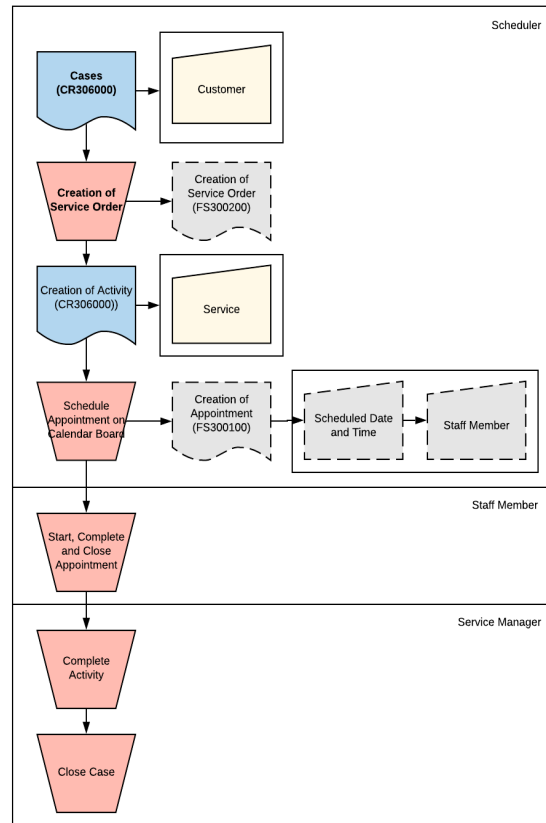
## Configuration Overview

- Employees (EP203000) form:
  - Setup EP00000004 (Alberto Jimenez) as Staff Member

# Lesson 7: Creating a Service Order along with a Case

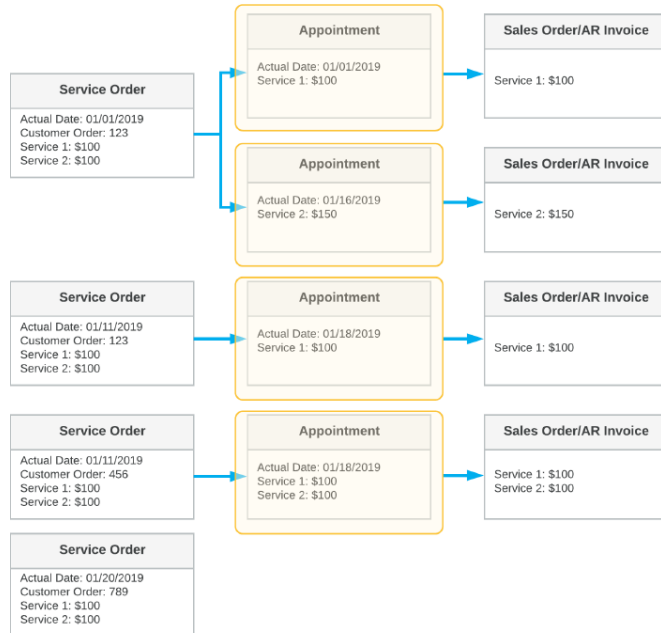
## Objective

- Start from **Case**
  - Create a Service Order
  - Add a Service through an Activity

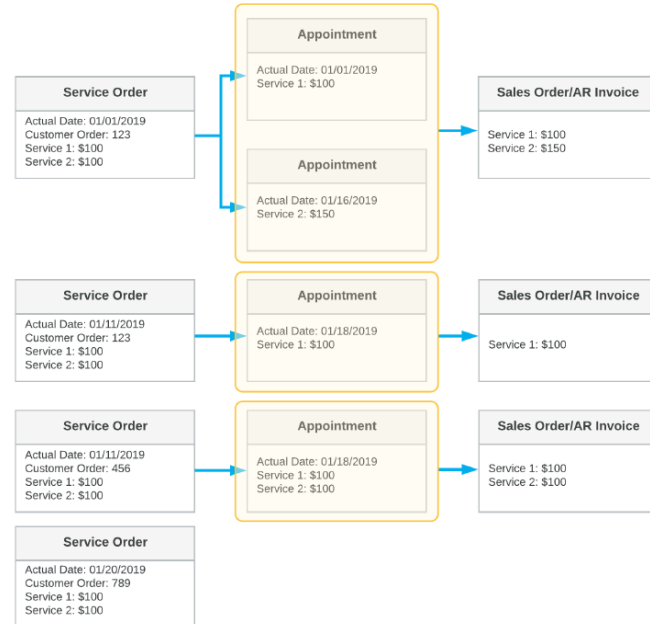


# Overview of Billing Cycles

## Generate From Appointments Group By Appointments

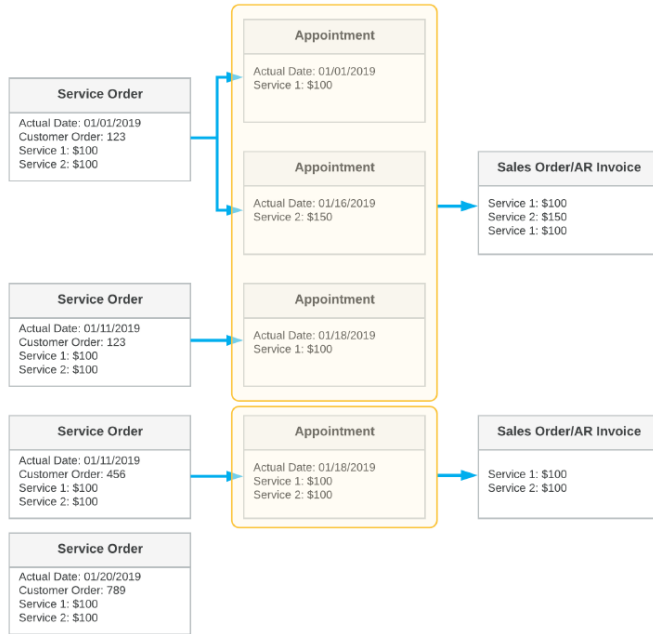


## Generate From Appointments Group By Service Orders

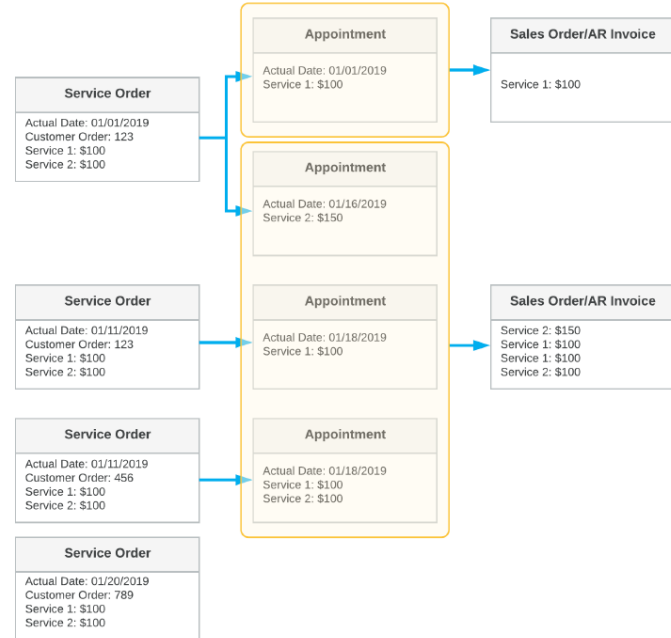


# Overview of Billing Cycles

## Generate From Appointments Group By Customer Order/External Ref

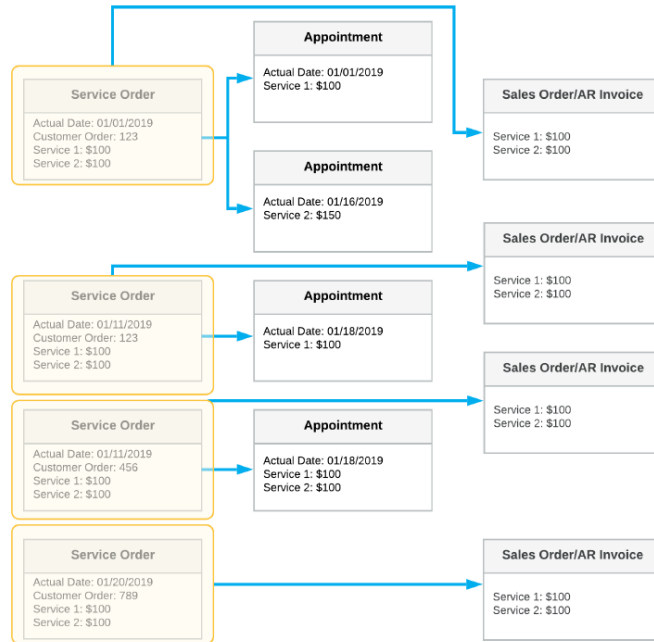


## Generate From Appointments Group By Time Frame (15<sup>th</sup>)

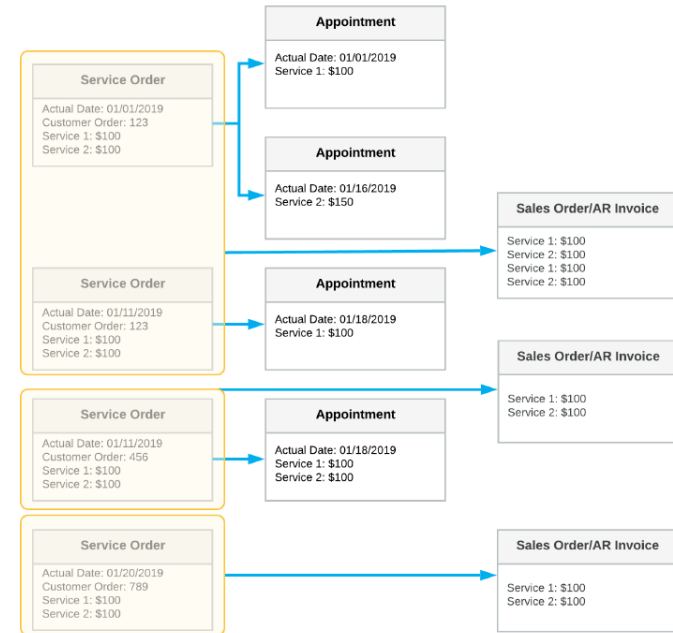


# Overview of Billing Cycles

## Generate From Service Orders Group By Service Orders

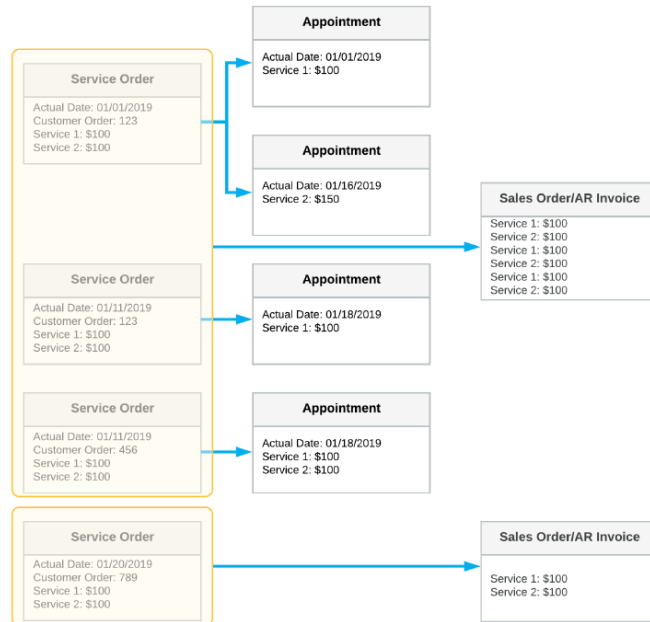


## Generate From Service Order Customer Order/External Ref



# Overview of Billing Cycles

Generate From Service Orders  
Group By Time Frame (15<sup>th</sup>)



# Lesson 8: Generating Billing Documents for Multiple Appointments

## Objective

- Generate Invoices for multiple Appointments with different Billing Cycles



# Lesson 8: Generating Billing Documents for Multiple Appointments

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of INST that generates Sales Orders and setup as default SOType

# Lesson 8: Generating Billing Documents for Multiple Appointments

## Configuration Overview

- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by App
  - Creation of *AP MONDAY* that generates from App /groups by Time Frame
  - Creation of *AP SO* that generates from App /groups by SrvOrd
- Customer (AR303000) form:
  - Setup *GOODFOOD* with *AP AP* Billing Cycle
  - Setup *RETSALE* with *AP MONDAY* Billing Cycle
  - Setup *TOMYUM* with *AP SO* Billing Cycle

# Lesson 8: Generating Billing Documents for Multiple Appointments

## Configuration Overview

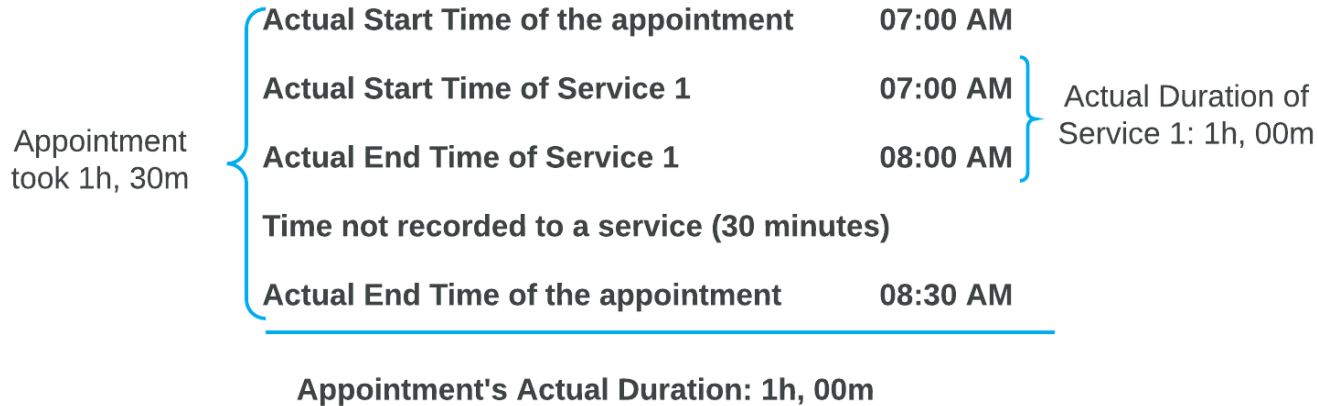
- Order Types (SO201000) form:
  - Enable *IN* type with Field Service Integration
  - Enable *SO* type with Field Service Integration

# Lesson 8: Generating Billing Documents for Multiple Appointments

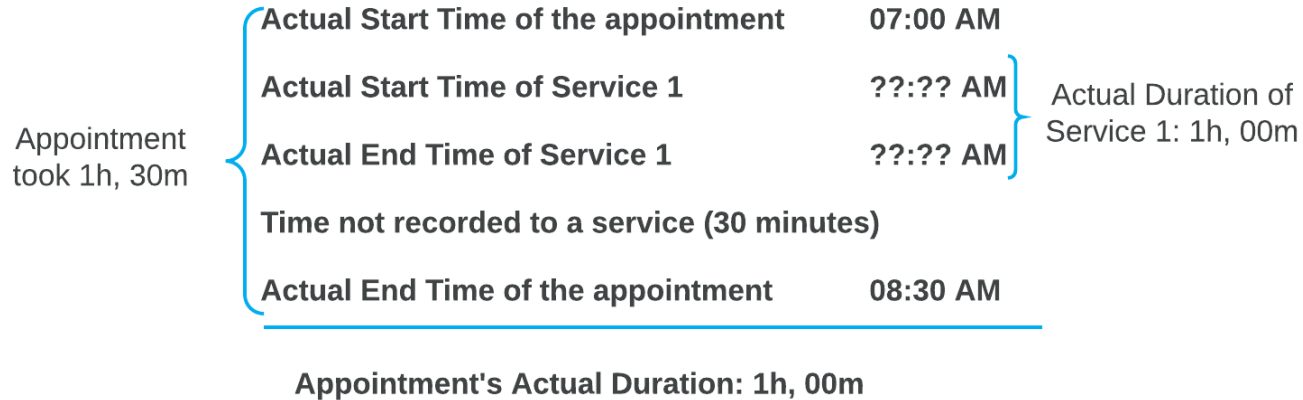
## Objective

- Generate Invoices for multiple Appointments with different Billing Cycles

# Recording Staff Times in Time Activities



# Recording Staff Times in Time Activities



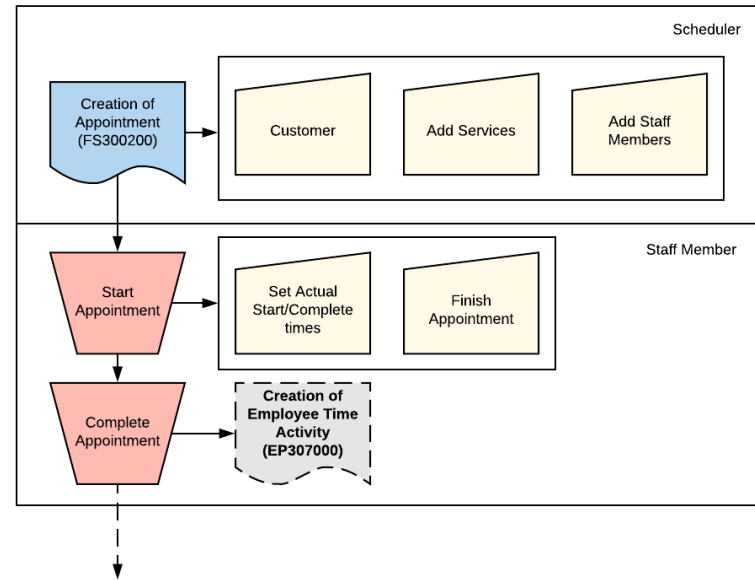
# Recording Staff Times in Time Activities



# Lesson 9: Recording the Appointment Staff Time

## Objective

- Record Time on the Appointment
  - Employee not associated to any service





# Lesson 9: Recording the Appointment Staff Time

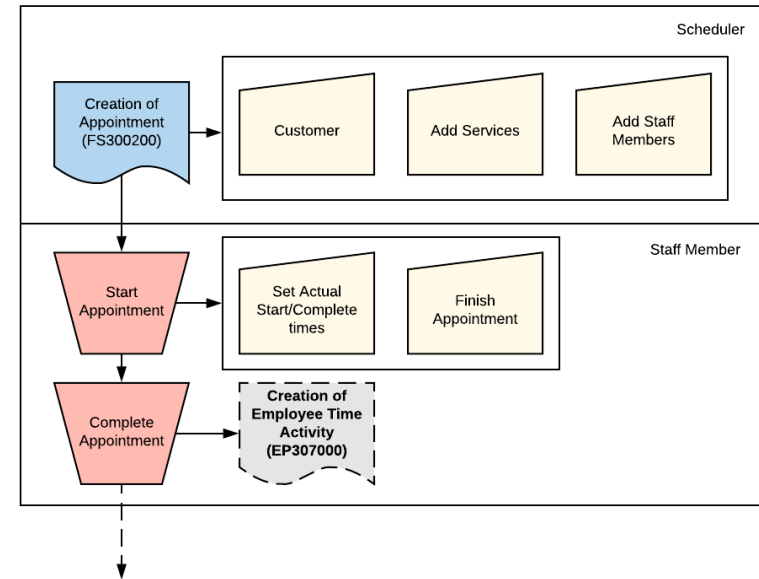
## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form:
  - Enable Time and Expense integration
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of TRN that generates AR and Time and Expenses setup
- Employees (EP203000) form:
  - Setup *EP00000002 (Todd Bloom)* as Staff Member

# Lesson 9: Recording the Appointment Staff Time

## Objective

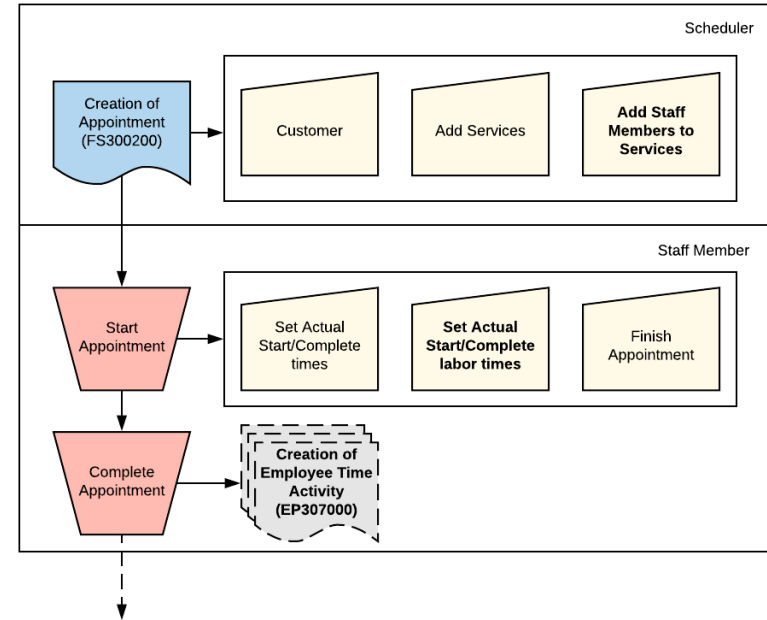
- Record Time on the Appointment
  - Employee not associated to any service



# Lesson 10: Recording the Staff Time Spent on Services

## Objective

- Record Time on the Appointment
  - Employee associated to a service



# Lesson 10: Recording the Staff Time Spent on Services

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form:
  - Enable Time and Expense integration
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *INST* that generates SO and Time and Expenses setup

# Lesson 10: Recording the Staff Time Spent on Services

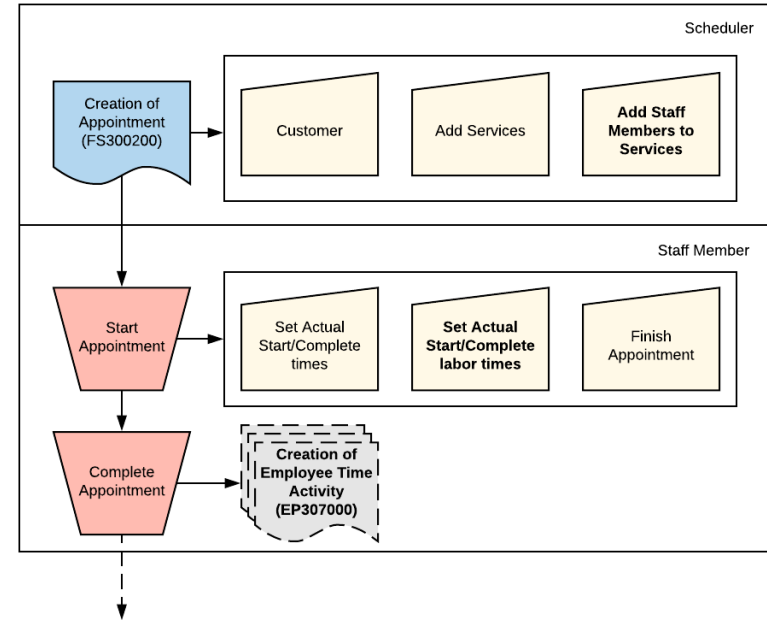
## Configuration Overview

- Employees (EP203000) form:
  - Setup *EP00000002 (Todd Bloom)* as Staff Member
  - Setup *EP00000003 (Jon Waite)* as Staff Member

# Lesson 10: Recording the Staff Time Spent on Services

## Objective

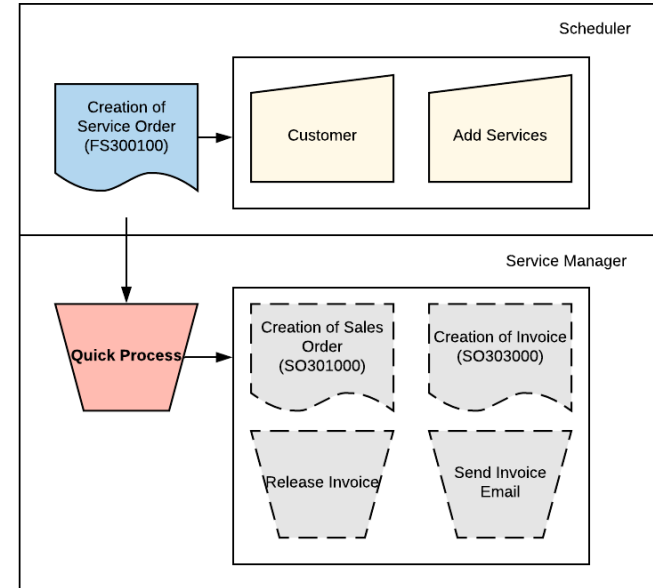
- Record Time on the Appointment
  - Employee associated to a service



# Lesson 11: Quickly Processing a Service Order

## Objective

- Quick Process on the Service Order form



# Lesson 11: Quickly Processing a Service Order

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form:
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *MRO* that generates SO, enable Allow Quick Process and setup Quick Process tab
- Billing Cycle (FS206000) form:
  - Creation of SO SO that generates/groups by App



# Lesson 11: Quickly Processing a Service Order

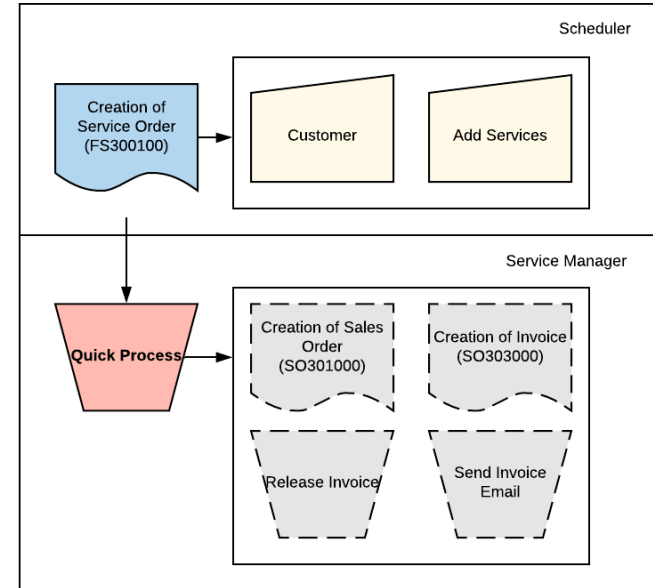
## Configuration Overview

- Customer (AR303000), setup *COFFEESHOP* with SO SO Billing Cycle
- Non-Stock Items (IN202000) form:
  - Creation of *REPAIR*, of billing rule Flat rate;
- Order Types (SO201000) form, Enable *IN* type with Field Service Integration

# Lesson 11: Quickly Processing a Service Order

## Objective

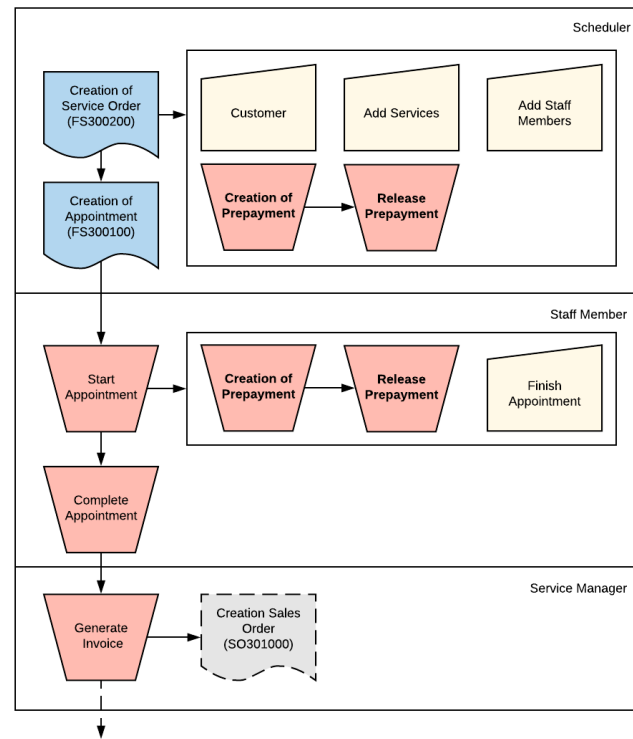
- Quick Process on the Service Order form



# Lesson 12: Processing Prepayments for a Service Orders

## Objective

- Creation of a Prepayment on the Service Order
- Creation of a Prepayment on the Appointment
- Generation of Sales Order



# Lesson 12: Processing Prepayments for a Service Orders

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *INST* that generates SO
- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by App
- Customer (AR303000), setup *GOODFOOD* with *AP AP* Billing Cycle

# Lesson 12: Processing Prepayments for a Service Orders

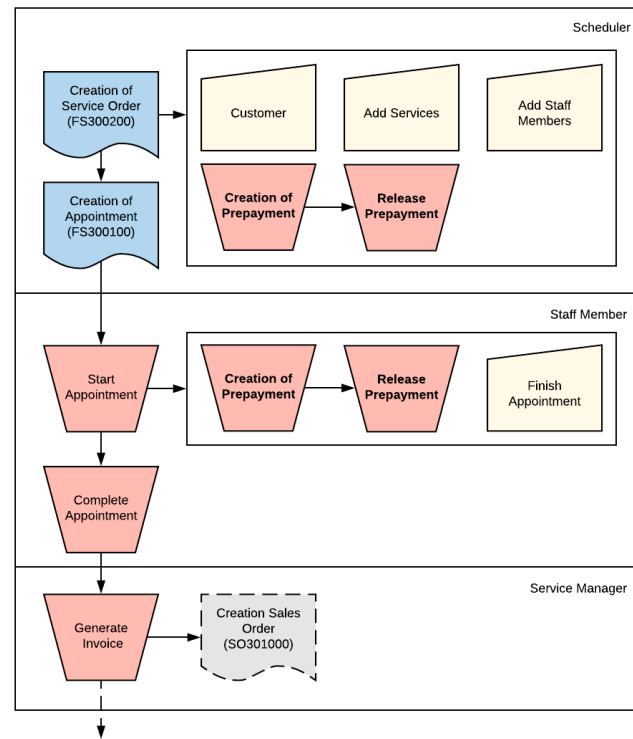
## Configuration Overview

- Employees (EP203000) form:
  - Setup *EP00000004 (Alberto Jimenez)* as Staff Member
- Non-Stock Items (IN202000) form:
  - Creation of *INSTALL*, of billing rule Flat rate;
- Stock Item (IN202500) form:
  - Creation of *JUICER20C*, Items available on Receipt (IN301000), etc.
- Order Types (SO201000) forms, Enable *IN* type with Field Service Integration
- Cash Accounts (CA202000), *10300* is assigned to the branch.

# Lesson 12: Processing Prepayments for a Service Orders

## Objective

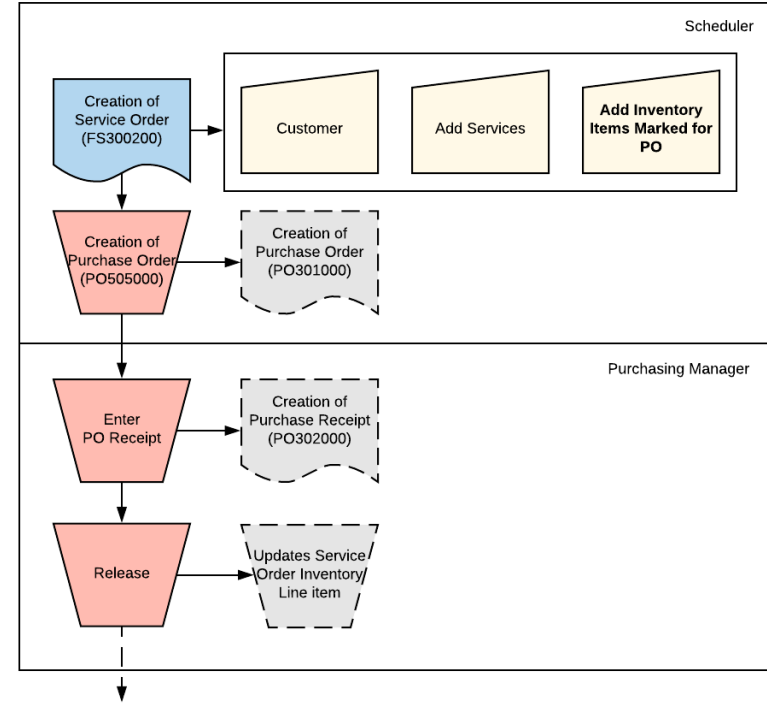
- Creation of a Prepayment on the Service Order
- Creation of a Prepayment on the Appointment
- Generation of Sales Order



# Lesson 13: Processing Service Orders with Items to Be Purchased

## Objective

- On Service Order, Mark item for PO
- Creation of a Purchase Order from a Service Order
- Creation of Purchase Receipt



# Lesson 13: Processing Service Orders with Items to Be Purchased

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *INST* that generates SO
- Billing Cycle (FS206000) form:
  - Creation of SO SO that generates/groups by Service Order
- Customer (AR303000), setup *COFFEESHOP* with SO SO Billing Cycle



# Lesson 13: Processing Service Orders with Items to Be Purchased

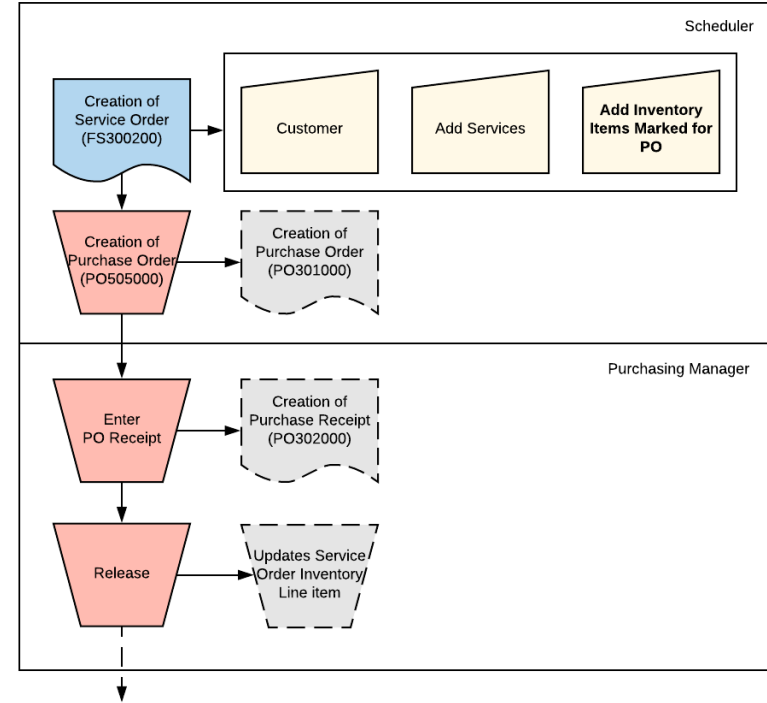
## Configuration Overview

- Employees (EP203000) form:
  - Setup *EP00000004 (Alberto Jimenez)* as Staff Member
- Non-Stock Items (IN202000) form:
  - Creation of *INSTALL*, of billing rule Flat rate;
- Stock Item (IN202500) form:
  - Creation of *JUICER05*
- Vendor (AP303000) form, creation of SQUEEZO

# Lesson 13: Processing Service Orders with Items to Be Purchased

## Objective

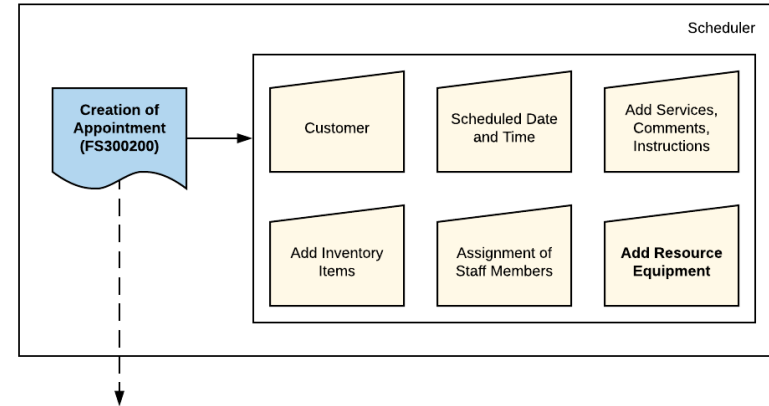
- On Service Order, Mark item for PO
- Creation of a Purchase Order from a Service Order
- Creation of Purchase Receipt



# Lesson 14: Using Resource Equipment

## Objective

- Assignment of Resource Equipment to an Appointment



# Lesson 14: Using Resource Equipment

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *MRO* that generates *SO*
- Billing Cycle (FS206000) form:
  - Creation of *SO SO* that generates/groups by Service Order
- Customer (AR303000), setup *COFFEESHOP* with *SO SO* Billing Cycle

# Lesson 14: Using Resource Equipment

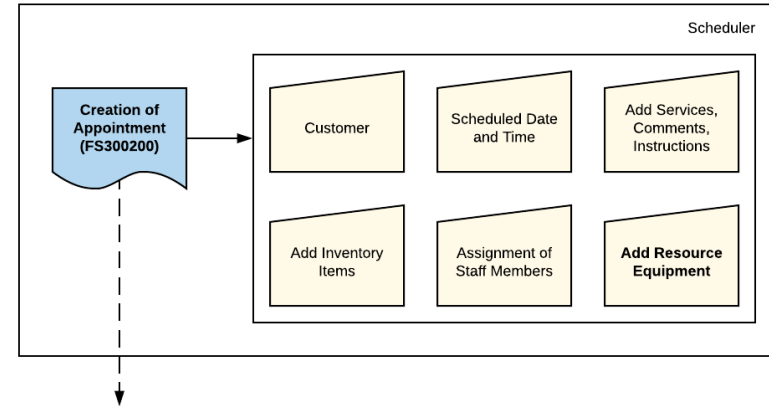
## Configuration Overview

- Non-Stock Items (IN202000) form:
  - Creation of *REPAIR*, of billing rule Flat rate;
- Equipment Type (FS200800) form, creation of *SCREWDRIVER*
- Equipment (FS205000) form, creation of *FSE00001 - Vissko Screwdriver Set* resource equipment

# Lesson 14: Using Resource Equipment

## Objective

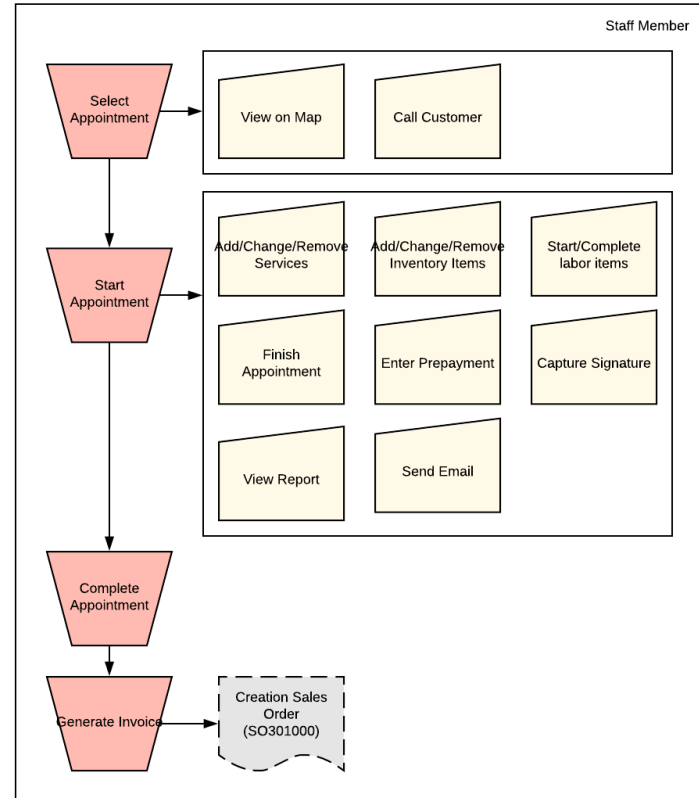
- Assignment of Resource Equipment to an Appointment



# Lesson 15: Processing Appointments by Using the Mobile App

## Objective

- Process Appointment using the mobile app
  - Start Appointment
  - View On Map
  - Add Inventory Item
  - Start/Complete labor hours
  - Enter Prepayment
  - Gather Customer Signature
  - Complete Appointment
  - Generate Invoice



# Lesson 15: Processing Appointments by Using the Mobile App

## Configuration Overview

- Enable/Disable Features (CS100000) form
- Service Management Preferences (FS100100) form
- Branch Location (FS202500) form, Creation of *WEST BRIGHTON*
- Service Order Type (FS202300) form:
  - Creation of *MRO* that generates *SO*
- Billing Cycle (FS206000) form:
  - Creation of *AP AP* that generates/groups by Appointment
- Customer (AR303000), setup *GOODFOOD* with *AP AP* Billing Cycle



# Lesson 15: Processing Appointments by Using the Mobile App

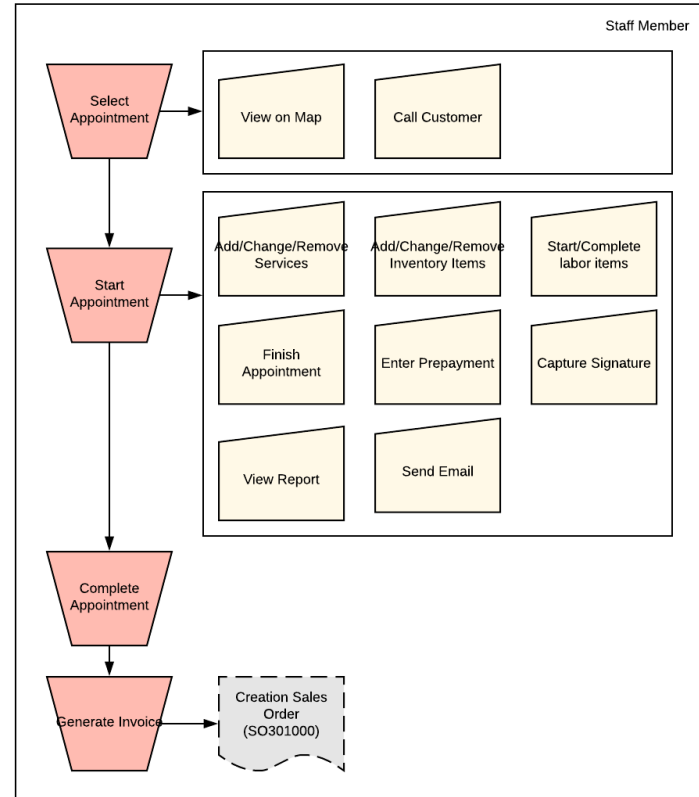
## Configuration Overview

- Employees (EP203000) form:
  - Setup *EP00000004 (Alberto Jimenez)* as Staff Member
- Non-Stock Items (IN202000) form:
  - Creation of *REPAIR*, of billing rule Flat rate
- Stock Item (IN202500) form:
  - Creation of *BLADE20*, Items available on Receipt (IN301000), etc.

# Lesson 15: Processing Appointments by Using the Mobile App

## Objective

- Process Appointment using the mobile app
  - Start Appointment
  - View On Map
  - Add Inventory Item
  - Start/Complete labor hours
  - Enter Prepayment
  - Gather Customer Signature
  - Complete Appointment
  - Generate Invoice



# Objectives

You have learned how to:

- Create Service Orders and Appointments
  - Starting from Calendar Board
  - Starting from Customer
  - Starting from Opportunities
  - Starting from Sales Order
- Schedule Appointments using skills, licenses and availability



# Objectives

You have learned how to:

- Configure Billing Cycles
- Use actions like:
  - Clone Appointment
  - Quick Process
  - Creation of Prepayments
- Integrate with Time & Expenses
- Create of Purchase Orders



# Objectives

You have learned how to:

- Schedule Resource Equipment
- Use mobile app to perform appointment's actions



# Thank You



# Survey

- Please give us your feedback:

<https://www.surveymonkey.com/r/onlineessions2019>

## Anacarina Calvo

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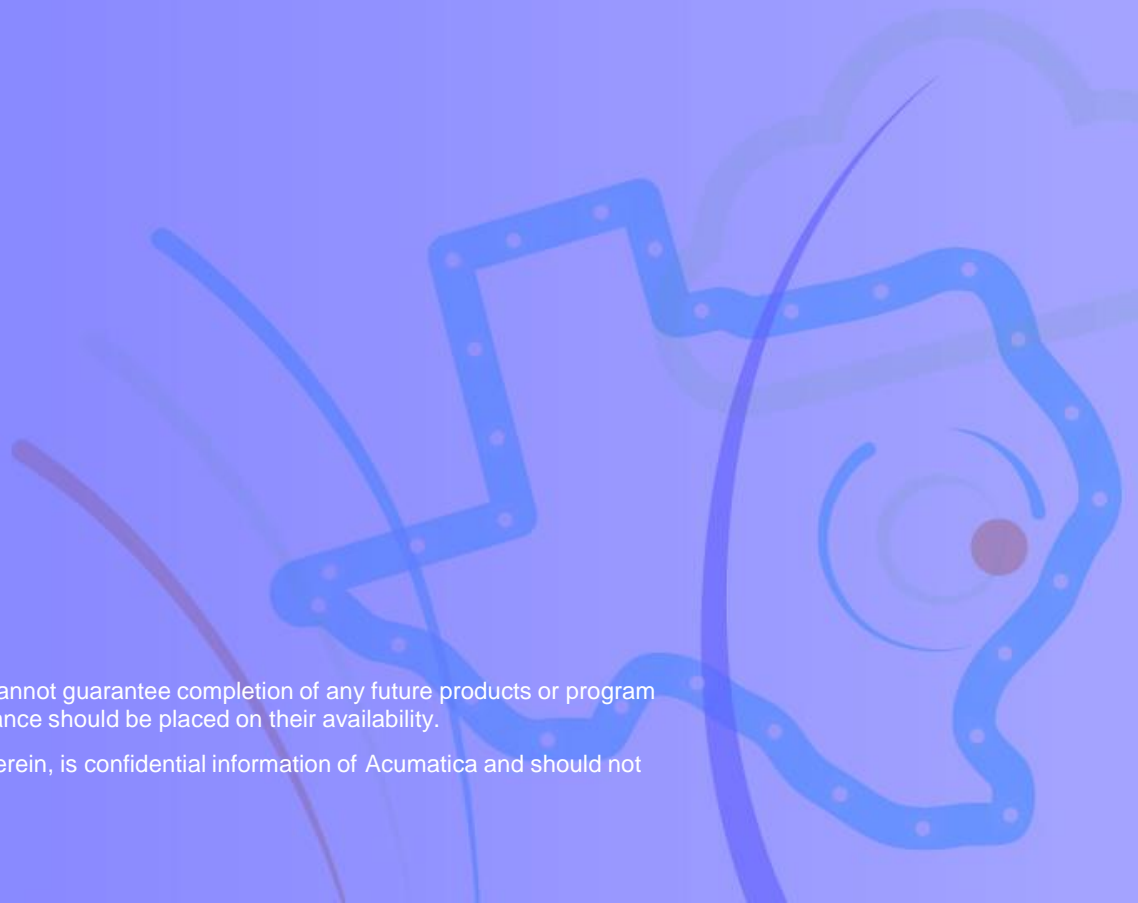
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