Get Started

Accounting and Management Products 9.1.0 CD
Estimating Products 7.1.0 CD
Residential Management Application 9.1.0 CD

Documentation

- The *Installation Guide* lists installation steps and system requirements. This document, which replaces the "Quick Install Guide" and parts of the *Resource and Installation Guide*, is provided as a hard copy and is available on your CD in the Documents folder.

- The *Release Notes* describe new features, known issues, and fixes. This document is available on your CD in the Documents folder.

- The *Technical System Reference* provides detailed information about system issues. This document, which replaces parts of the *Resource and Installation Guide*, is available on the Estimating Products CD and Accounting and Management Products CD in the Documents folder.

These documents are current at the time of the release. To review support documentation published after the release, open the Release Update page at Timberline's Technical Support Knowledgebase. See below for details.

Support

Technical Support Knowledgebase

The Knowledgebase is an online source to get answers to your Timberline application issues. To access the Knowledgebase, open www.timberline.com and click **Client Login**. In the next window, on the left, click **Knowledgebase**. Follow the instructions to log on.

After you have logged on, type a question for a specific issue, or click **Release Update** at the top of the page for a list of key support topics.

Contact Information

U.S. or Canada
Call 1-800-551-8307, fax 503-439-5333, or e-mail support@timberline.com
Support hours: Monday through Friday 6 a.m. to 5 p.m. PT (Pacific time)

Australia
Acctg/Mgmt: 1800-120-369, fax +503-439-5763, e-mail austracct@timberline.com
Estimating: 1800-120-369, fax +503-439-5333, e-mail austrest@timberline.com
Support hours: Monday through Friday 8 a.m. to 5 p.m. AET (Australian Eastern time)

Asia-Pacific
Acctg/Mgmt: +503-439-5178, fax +503-439-5763, e-mail austracct@timberline.com
Estimating: +503-439-5178, fax +503-439-5333, e-mail austrest@timberline.com
Support hours: Monday through Friday 8 a.m. to 5 p.m. AET (Australian Eastern time)

Other International Areas
Call +503-439-7155, fax +503-439-5333, or e-mail support@timberline.com
Support hours: Monday through Friday 6 a.m. to 5 p.m. PT (Pacific time)

CDs in This Release

Product	CD
Accounting and Management Products	9.1.0
Estimating Products	7.1.0
Residential Management	9.1.0

Do not use the CDs above in combination with earlier CDs. For example, do not use an Accounting and Management Products 8.3.3 CD with an Estimating Products 7.1.0 CD.

If you install both accounting and management products and estimating products, install accounting and management products first. This ensures that estimating products use the same shared folder that accounting and management products use.

Supported Upgrade Paths

Product	Versions From Which You Can Upgrade
Accounting and Management Products	7.5.0–8.3.3
Estimating Products	Any previous Windows-based
Residential Management	Any previous

If you have a Gold Collection version earlier than 7.5.0, upgrade to 7.5.x or 7.6.x before you upgrade to Accounting and Management Products 9.1.0.

Before You Install

- If you are upgrading, back up all Timberline Office program and data files.

- Turn off all programs for the duration of the installation. This includes programs that may be running in the background, such as antivirus, e-mail, and backup software.

New Applications

Timberline Office Desktop

Desktop is the centerpiece of Timberline Office. From Desktop, you can open any Timberline application. You can also open Timberline tasks without opening their associated applications. For example, you can open the Correspondence Log task without opening Project Management.

In Desktop's **Favorites** pane, you can create links to the applications or tasks that you use the most. For example, you can create links to the Enter Invoices, Post Invoices, and Print Checks tasks. You can also create links to any Web page or third-party application.

Desktop's home pages show the status of your projects, properties, accounts, and estimates. You can choose from dozens of home pages that Timberline provides, or you can select a home page of your own design.

To start Desktop, select [**Start**] **> Programs > Timberline Office > Desktop**.

To learn more about Desktop, please see Desktop.pdf, available in the Documents folder on your CD.

New Features

Accounts Receivable—Aging Report Enhancements

Accounts Receivable contains several aging report enhancements:

- New application function formulas prevent record overlines from printing on aging reports if there is no corresponding detail for that record.

- New retainage released transactions provide improved reporting for retainage.

- Aging reports now include retainage-only invoices.

- Aging reports now handle duplicate customer invoices.

Accounts Receivable—Agings and Statement Crystal Reports

Accounts Receivable provides these new reports:

- Crystal aging reports for Customer, Customer Name, Contract, and Job.

- Crystal statement.

Accounts Receivable—Future Year Warning

You now receive a warning if you use an accounting date that is more than one year beyond the year-end date in the **AR Settings** window (**File** > **Data Folder Settings** > **AR Settings**). This warning occurs in the **Enter Invoices** window (**Tasks** > **Enter Invoices**) and in the **Deposit Information** window (**Tasks** > **Enter Cash Receipts**).

Accounts Receivable—Write Off Retainage

Accounts Receivable now allows you to write off retainage amounts for retainage billed invoices in Cash Receipts and enter write-off adjustments for retainage billed invoices in Adjust Receivables.

Billing—Retainage Percent to Bill

Billing has a new, convenient method to bill retainage. In **Enter Worksheets**, you can now enter a retainage percentage to bill for the period. Use **Fill Down** on the shortcut menu in the **Retainage Percent to Bill This Period** column to assign a percentage to multiple contract items.

Billing—Accounting Date Option in Generate Invoices

Billing has a new option that increases your flexibility when you generate invoices. In **Generate Invoices**, you are no longer limited to a WIP cut-off date when you generate cost-based invoices. You can now choose between an accounting cut-off date and a WIP cut-off date.

Contracts—Change Approved Contract Item Amounts

If you have security permissions, you can now change approved contract item amounts without the inconvenience of having to unapprove the contract item. For more information, see the Contracts Help topic "Change approved contract item amounts."

Crystal Reports 9

Crystal reports in Timberline Office now use the Crystal Reports 9 format. The Crystal Reports viewer that comes with Timberline Office reads reports that are based on Crystal Reports 9 as well as earlier versions of Crystal reports. For more information, please see *Crystal Reporting,* available on the Accounting and Management Products CD or Estimating Products CD at \Documents\Crystal.pdf.

Estimating—Database Item Sorting

In Estimating you can customize how you want items to sort when you perform takeoff or database maintenance. You can create up to four multiple-level sort orders that sort items by WBS code, group phase, phase, price code, job cost phase, or material class. For more information about setting up item sort orders refer to the "Setting up item sorting" Help topic (**Estimating > Help > Help Topics**).

Estimating—Multiple Item Labor Productivities and Material Prices

Estimating now supports multiple item labor productivities and material prices. New tables allow you to store values that Estimating can apply to labor and material costs for items in an estimate or database. In addition to the database item productivity and material price, you can enter up to ten (10) labor productivity tables and twenty (20) material price tables.

For example, you could use the tables to store different productivity factors for levels of difficulty; it may take 30 hours per thousand linear feet to run conduit at the ground level of a building, but to run the conduit on the 3rd floor it may take 45 hours per thousand linear feet. Or maybe your company uses different prices based on negotiated or competitive work. In that case you could setup two different tables for prices.

This feature is activated in Estimating (**Database** > **Database Settings**). After you turn it on and build your tables in the **Database Settings** window, you must add the values for the labor productivity factors and material prices or percentages in Database Editor. For more information refer to the "Multiple labor productivities and material prices in Estimating" Help topic in Estimating Help (**Estimating > Help > Help Topics**).

Estimating—New Search Capability for Item Lists

Now in an item list, you can search for items that meet specific criteria. In the new **Search** field, you can type a combination of full or partial words or special characters. Estimating finds all the items whose descriptions contain all the keywords entered. The more specific your criteria, the more focused your search results. For more information about searching for items refer to the "Searching a list" Help topic (**Estimating > Help > Help Topics**).

Pervasive.SQL V8 Database Engine

The Accounting and Management Products 9.1.0 and Estimating Products 7.1.0 CDs upgrade to the Pervasive.SQL V8 database engine. With the new engine, you should notice that some Timberline reports work significantly faster.

Project Management—Change Management

The new Project Management change management system is a simple, integrated, and efficient way to manage project changes. You can track vendor quotes, contract, and cost estimate changes through the entire change cycle. PJ change management allows you to:

- Record and produce pending change requests when they are first discovered (such as from an RFI).

- Set up default markups, add-ons, and tax descriptions to make data entry easier.

- Send cost estimate changes to Job Cost whenever you choose, without waiting for the "official" change order.

- Group approved change requests onto change orders and send approved contract changes to Job Cost and Contracts from one entry point.

- Route and track the distribution of change documents and related attachments using transmittals and Timberline's sending feature.

- Track due dates for vendor quotes and owner responses and produce dunning letters.

- Correct errors and apply revisions easily with the flexibility to unapprove changes or even edit them in an approved state.

- Produce professional AIA style forms and change documents with Crystal designs using the latest formats.

For more information, see the PJ Training Supplement at **Help > Documents > ProjectManagementChangeManagement.pdf**, and the following topics in **Help > Help Topics > Contents** under **Change Orders - Project Management**:

- About PJ change management

- Converting existing jobs to PJ change management

- Set up a job for PJ change management

Property Management

Cash Receipts and Import Payments allow you to exempt a charge type from being automatically paid during cash receipts. Property Management also has improvements related to Cash Receipts, Change Lease, Import Payments, and Desktop.

Residential Management

Residential Management improvements include the ability to assign an accrual start date to each deposit type, the ability to limit the bank accounts that are available for selection, and expanded online Help.

Revised Installation

The installation has been revised to be faster, more stable, and more informative. Messages now inform you if you are using an invalid operating system, an unsupported network protocol, or inadequate access permissions. Messages also notify you if you are installing a product that is incompatible with another Timberline Office product.

The installation now displays which third-party components are being installed and the progress of those installations. Finally, the installation requires fewer restarts.

Service Management—Dispatch Board Improvements

You can now view the dispatch board based on scheduled time, create custom dispatch board views, and track miscellaneous time such as training and vacation. Additional enhancements to the dispatch board include:

- Drag and Drop—Use the drag and drop feature to move assignments and ECards between the new scheduled and priority views.

- Miscellaneous Assignments—Track non-work order time such as shop time, vacation, training, and medical appointments with a miscellaneous assignment on the dispatch board.

- Named Views—Set up custom, named views your dispatcher, service manager, and other office personnel can use to save them time when they open a dispatch board.

- Resize ECards—Resize ECards by clicking the bottom edge of the ECard and dragging it up or down and the estimated repair hours field updates automatically.

- Dispatch Board Settings—The **Dispatch Board Settings** now include a list of you named views and if you select multiple views at once, all of them will open simultaneously.

- Scheduled View—This is a new view of the dispatch board that displays ECards based on their scheduled times as opposed to timeslots.

- Split an ECard—Split an ECard by highlighting it; right-clicking; then selecting **Split ECard**. This will divide the original ECard into two equal ECards by the scheduled time and is useful when you need to schedule around an existing appointment or the employee's lunch hour.

Service Management—Interface with @Road® Mobile Resource Management

You can now create an interface between the @Road Mobile Resource Management system and Service Management. If you subscribe to the @Road service, you can share Service Management information such as employees, service locations, and work orders with the @Road service for Global Positioning System (GPS). The interface lets you track, via the internet, your employees' vehicles and positions in relation to service sites. It also lets you monitor important work order information such as status and department. Note: Timberline provides an activation code to owners of this feature.

Other

Purchasing and Inventory Applications CD

All content from the Purchasing and Inventory Applications CD has been moved to other CDs. Purchasing and Inventory have been moved to the Accounting and Management Products 9.1.0 CD. Mobile Purchasing and Inventory, Procurement TRA-SER® Integrator, barcode fonts, and sample files have been moved to the Training Data Sets 9.1.0 CD.

Supported Operating Systems

Timberline supports Microsoft® Windows® 2000 Professional, Windows 2000 Server, Windows 2000 Advanced Server, Windows XP Professional, Windows Server 2003 Standard Edition, Windows Server 2003 Enterprise Edition, and Windows Small Business Server 2003. Timberline has discontinued support for Windows 98 SE, Windows Me, and Windows NT® on the Accounting and Management Products 9.1.0 CD, Estimating Products 7.1.0 CD, and Residential Management Application 9.1.0 CD.

Timberline also supports Novell® NetWare® 4.2 and 5.1. Timberline will discontinue support for Novell-based installations in all software released after December 31, 2004.

You can read "Software Notice 04-S," dated April 9, 2004, which provides more information on this issue. To read this notice, open www.timberline.com and click **Client Login**. In the next window, on the left, click **Knowledgebase**. Follow the instructions to log on. In the **Search for a solution section**, type Notice 04-S. In the **Document library** section, select **Software Alert/Notice**. Click [**Submit**].