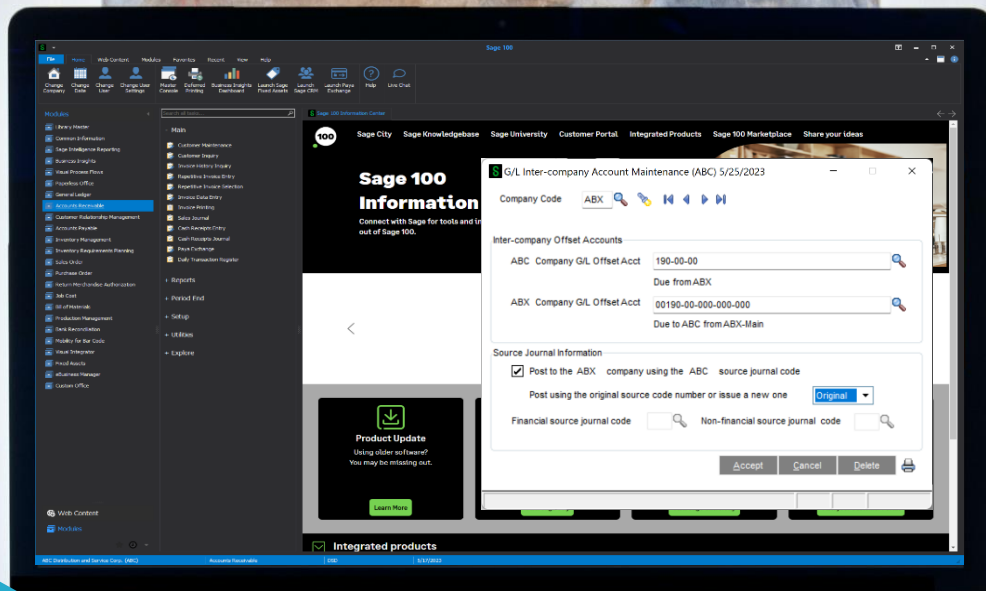


Sage



DSD BUSINESS
SYSTEMS

SAGE 100 ENHANCEMENTS

GLMU

GENERAL LEDGER MULTI-COMPANY

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General Ledger Multi-Company

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Section A: Introduction

This manual contains a description and instructions for this DSD product. Operating instructions are included for the features added by this product to Sage 100. For instructions on using Sage 100, refer to the appropriate Sage 100 manual, or call your Sage 100 reseller. DSD Business Systems offers excellent Sage 100 support, at an hourly rate.

General Ledger Multi-Company Features

The **GLMU** enhancement has been designed to allow a managing company to process **G/L** transactions for an unlimited number of "subsidiary" companies.

G/L transactions may be distributed directly to other companies that have a **Sage 100** General Ledger database. Each line item entry contains a new Company Code field. This new field defaults to the Current Company. It may be changed to any other company that has been setup for inter-company processing.

When an inter-company distribution is made, a transaction is written to the other company's GL Detail Posting File. For each transaction distributed to another company, a corresponding amount is posted to both companies' Inter-company Offset Accounts, in order to keep each of those General Ledgers in balance. A pair of Inter-company Offset Accounts must be set up in advance for each company that will have inter-company processing.

During line entry for an inter-company distribution, the General Ledger Account format, and the **ALE Lookup** feature reflects the Chart of Accounts and the number format for the subsidiary company.

Inter-company Allocations are available in General Journal Entry, Recurring Journal Entry, Transaction Journal Entry, Allocation Entry and in Standard Journals.

Reports

The Multi-Company General Ledger module adds or modifies the following reports:

- **Inter-company Maintenance Listing:** This new report is available through the Inter-company Maintenance screen, and lists each of the companies setup for Inter-company distributions, and their inter-company parameters.
- **General Journal:** This existing report has been modified to include the Company Code for each line item. The Error Log has been modified to display the Company Code for each invalid account detected.
- **Recurring Journal and Listing:** These existing reports have been modified to include the Company Code for each line item.

- **Transaction Journal:** This existing report has been modified to include the Company Code for each line item. The Error Log has been modified to display the Company Code for each invalid account detected.
- **Allocation Listing:** This existing report has been modified to include the Company Code for each line item.

Section B: Getting Started



Important – Read this section prior to installing this enhancement.

Updated Modules

This enhancement modifies several Sage 100 modules. If you reinstall one of the Sage 100 modules listed in the following table, you must also reinstall this enhancement. **Enhancements from different Sage Tech Partners may not be designed to work together.**

Module	GLMU
General Ledger	✓

If you are upgrading Sage 100 with a Product Update, check the DSD website for compatibility before upgrading. A new version of the enhancement may be required.

If you are upgrading Sage 100 to a new version (e.g., 2021 to 2023), you must obtain the latest compatible release from the DSD website prior to installing and converting.

Ensure the compatibility of all enhancements with the version being upgraded to prior to starting the installation process. Work with your reseller to ensure that enhancements are compatible with each other and note the proper order in which they should be installed.

Installation

Back-up: Exit all Sage 100 sessions. Back-up existing Sage 100 data.

Check Levels: Sage 100 module levels must match those listed above.

Run Enhancement Setup Program: Save the executable installation program (sent to you or downloaded from our website) in a convenient location on the Sage 100 server. Launch the program from Windows Explorer or by selecting Start/Run, and then browse for the file in the location you saved it. Follow on-screen instructions.

Send your Sage Serial Number to your DSD Representative: Send your Sage Serial Number to your DSD representative in order for us to send you back the encrypted keys to unlock your system. This serial number can be found in Library Master\Setup\System Configuration, Tab 3. Registration as Serial Number.

Re-Start Sage 100: Sage 100 will be updated.

Update Security: After installation, you may not see the modules you installed on the Launcher menu. You will need to update all your security Roles to include access to the newly installed modules. Make sure your user has sufficient rights to modify Role Maintenance and add access to the new DSD enhancements to the appropriate Roles.



If this is your first DSD enhancement, make sure to add the DSD Enhancement Control Panel in the Library Master module to an appropriate Role.

Run the DSD Enhancement Control Panel: Run the DSD Enhancement Control Panel from the Library Master module under the Utilities menu.

DSD Enhancement Control Panel

Starting with version 3.61, all DSD Enhancement products include DSD's Enhancement Control Panel. The DSD Enhancement Control Panel is accessed from the Library Master Utilities menu.

The DSD Enhancement Control Panel is a simple to use yet powerful system to help maintain DSD Enhancements installed on a Sage 100 system. To use it, select an Enhancement product from the list on the window and then click the button, on the right side of the window, which corresponds with the desired task.

View Manual: This button will display the product manual for the selected Enhancement using Adobe Acrobat. For this to be possible, the PDF file for the corresponding manual must be in the “MAS90/PDF” folder in the Sage 100 system. If the file is not present, and the system has web access, the correct PDF file will be automatically downloaded from the DSD website, put into the “MAS90/PDF” folder and then displayed.

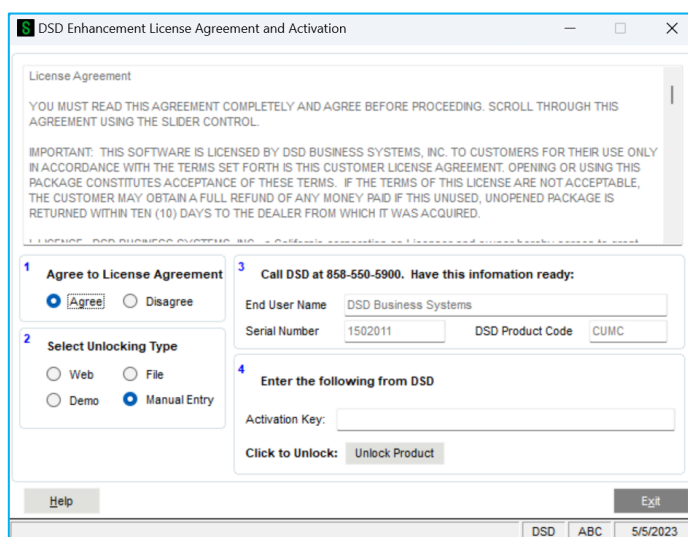
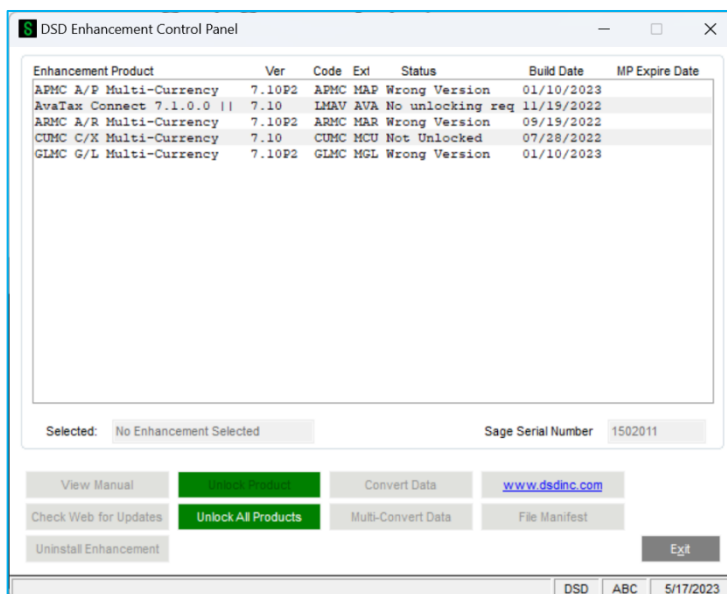
Check the Web for Updates: This button will check the DSD website to see what the current build is the selected Enhancement and alert the user if a later version is available. *This requires an internet connection on the Sage 100 system.*

Unlock Product: This will cause the DSD Enhancement License Agreement and Activation window to appear. DSD Enhancements must be unlocked to run. When any part of the Enhancement is run for the first time, the DSD Enhancement License Agreement and Activation window will appear. Follow the steps shown on that window. You can click the Help button for more detailed instructions. *This button is disabled if the selected Enhancement is already unlocked or if unlocking is not required.*

Agree to the License Agreement: On the DSD Enhancement License Agreement and Activation window, click on the Agree button to accept the DSD License Agreement. After accepting the License Agreement, you can then select the type of unlocking that you’d prefer. The choices are File, Web, Demo and Manual Entry.


File Unlock: After receiving your encrypted serial number key file from DSD, and placing that file in the MAS90/SOA directory, selecting this option will unlock all products keys contained in the file. This means you can unlock all enhancements at once using this option.

Web Unlock: If the system that is running the DSD Enhancement **has web access** and you **have sent DSD your Sage Serial number**, you can unlock the Enhancement without assistance using



Web Unlock. When this option is selected, the licensing program will attempt to download encrypted serial number key file from DSD **and then proceed to unlock all enhancements contained in the file.**

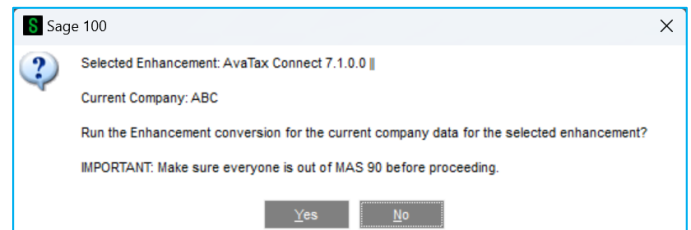
Demo Unlock: If a Demo mode is available for the Enhancement you're running, you will be able to Demo unlock the product without assistance from DSD for demo purposes.

 Creating a Demo Unlock is a good way to temporarily unlock DSD Enhancements off-hours, if you do not have web or email access. Later, you can unlock the product fully, during business hours.

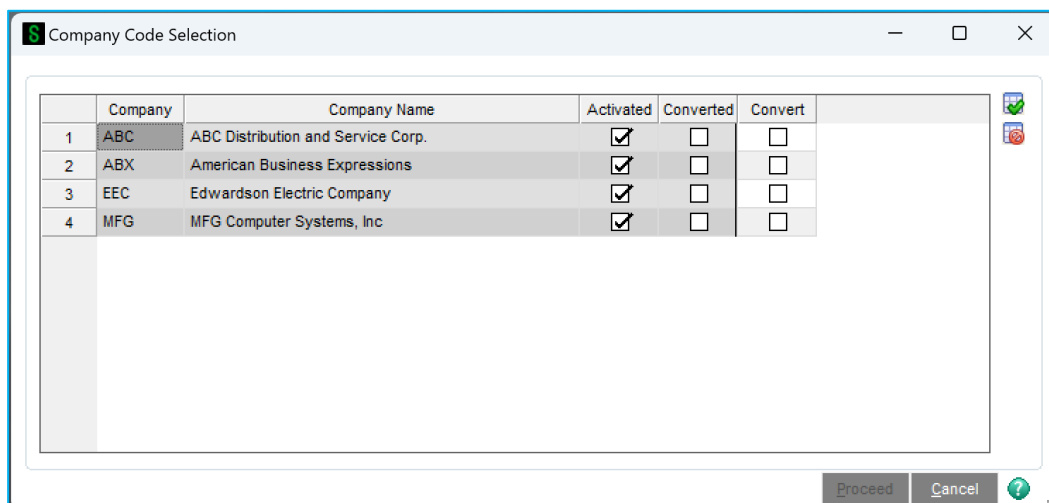
Manual Entry Unlock: If you want to unlock a single enhancement using a single encrypted key, you can select this option and enter the 64 character key you receive from DSD by copy and paste.

Unlock All Products: This will cause the DSD Enhancement All License Agreement and Activation window to appear. This window is similar to the one described on the previous page but has only web and file as options to unlock. *This button is never disabled.*

Convert Data: After verification, the selected Enhancement's data conversion program will run. Data conversion is non-destructive and may be triggered any number of times. Sometimes this is required to fix data records imported or updated from a non-enhancement installation.



Multi-Convert Data: Multiple Companies can be converted at the same time for a given Enhancement. *(If you have a large number of Companies to convert, please do in batches of 20 or fewer due to memory limitations.)*



Help: The Help button, located at the bottom right of the window, opens an HTML help file.

Get Adobe Acrobat: Opens the Adobe Acrobat website to the page where Acrobat can be downloaded and installed.

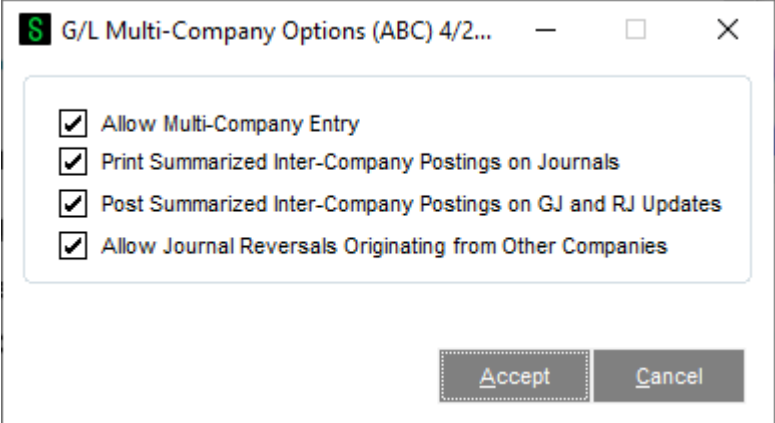
Uninstall Enhancement: If this option is available, then selecting this button will start the un-install process, removing the enhancement from the system. For more information see [Uninstall DSD Enhancements](#).

Section C: Setup

Multi-Company Options

This menu option has been added to the General Ledger Setup Menu.

Allow Multi-Company Entry: Selecting this option causes the new **Company Code** field to appear on each line item of **General Journal Entry, Transaction Data Entry, and Recurring Journal Entry**. To process **Inter-company Postings**, each company must be setup in the new **Inter-company Maintenance Screen**, which is described in this section.



G/L Multi-Company Options (ABC) 4/2...

- ☒ Allow Multi-Company Entry
- ☒ Print Summarized Inter-Company Postings on Journals
- ☒ Post Summarized Inter-Company Postings on GJ and RJ Updates
- ☒ Allow Journal Reversals Originating from Other Companies

Accept Cancel

NOTE: This field is disabled (grayed-out) while General Journal Entry or Transaction Data Entry are in progress. **Those journals must first be printed and updated before the Inter-company Posting flag can be changed.**

Print Summarized Inter-Company Postings on Journals: Selecting this option causes the Inter-Company Postings to print on the Journals for Allocation Entry, General Journal Entry, Recurring Journal Entry and Transaction Journal Entry.

Print Summarized Inter-Company Postings on GJ Update: Selecting this option causes the like Inter-Company Postings to be summarized when the General Journal is updated.

Allow Journal Reversals Originating from Other Companies: Select this option to allow inter-company journal reversals. When this option is enabled the user will be presented with a message box "Do you want to allow inter-company postings in this reversal?" when performing journal reversals. Note: GLMU Inter-Company Account Maintenance source journal settings must be set as show below. This feature has been added in 6.00 P5 and higher.

Inter-company Maintenance

The **Inter-company Maintenance** screen has been created to allow various companies on the system to be accessed during data entry. These companies must have a Chart of Accounts.

For each company activated, the user must define two **G/L OFFSET ACCOUNTS**. When an entry is made into the **ABC Company**, which is to be distributed to the **ABX Company**, the ABX Company's transaction is posted as is to the ABX GL Detail File, along with an offset transaction, in the same amount, to the Offset Account defined in the screen below.

G/L Inter-company Account Maintenance (ABC) 5/25/2023

Company Code: **ABX**

Inter-company Offset Accounts

ABC Company G/L Offset Acct: **190-00-00**
Due from ABX

ABX Company G/L Offset Acct: **00190-00-000-000-000**
Due to ABC from ABX-Main

Source Journal Information

☒ Post to the ABX company using the ABC source journal code

Post using the original source code number or issue a new one: **Original**

Financial source journal code: Non-financial source journal code:

Accept **Cancel** **Delete**

The offset transaction must be created in order to keep the ABX Company's General Ledger in balance. A corresponding posting will be made, also for the same amount, to the ABC Company's Offset Account.

In addition to the two offset accounts, some additional journal parameters must be defined. The first and most important of these is the **POST TO 'ABC' COMPANY USING THE 'ABX' SOURCE JOURNAL CODE** field. "ABC" and "ABX" are, of course, replaced by the user's company codes. If this box is checked, then the journal code from the originating company ("CD" or "JE" for example) will be used when transactions are posted to the subsidiary company. If this box is not checked, then the user must define the journal code to be used, in the following fields.

NOTE: This field refers only to the Journal Code, and not to the Journal Number!

If the previous box is checked then the next field **USE THE ORIGINAL JOURNAL NUMBER OR ISSUE A NEW ONE** is accessible, and the last two fields on the screen, described below, are disabled. If this box is checked then the original Journal Code and Journal Number will be used when posting transactions to all subsidiary companies. For example, if the current company's transactions are being entered into Journal CD-0017, all inter-company postings, to all other subsidiary companies, will also be identified as CD-0017.

This has its advantages and disadvantages. On the plus side, subsidiary transactions are more easily identifiable and traceable if they keep their originating journal's ID. The disadvantage is that if you use the originating company's journal code and number, there is the possibility that transactions could be posted in the subsidiary company to a duplicate journal number. In other words, if there was already a set of transactions posted as CD-0017 in the ABX company, then the transactions also identified as CD-0017, coming over from the ABC company as an inter-company posting, would add to that same journal number. That could cause serious trace-ability problems in the ABX company's journals.

The last two screen fields are only enabled if the user has opted **not** to use the originating company's source journal code. In that case, the user must define the two source journal codes that will be used for all inter-company postings. A financial journal code must be defined, as well as a non-financial code. Journal numbers will be issued consecutively for these Journals, using the sequence stored in the subsidiary company. For instance, if the user has defined the **IF** Journal Code to be used for both the ABX company and the XYZ companies, the inter-company postings from ABC might be saved as IF-0005 in the ABX Company, and as IF-0017 in the XYZ Company.

NOTE: If the **IF** Journal Code does not exist in the ABX Company (for example), it will be created automatically during the ABC Company General Ledger update. The Journal Codes entered into these fields are not validated, and need not exist in either the ABC Company, or in the subsidiary company. As previously discussed, using these two fields allows the user to segregate and control the inter-company postings, however the ability to trace the inter-company postings back to the originating company's journal, is more difficult.

A sample Inter-company Maintenance Listing is shown below:

Inter-Company Maintenance Listing						
ABC Distribution and Service Corp. (ABC)						
Company Code	Debit Transfer Account	Credit Transfer Account	Post Using Source Company Journal	Financial Journal Code	Non Financial Journal Code	Use Original Journal Number
ABX	12000-03-002-010-000	101-03-00	Y			Y

Section D: System Operations

General Journal Entry

If Inter-company processing has been selected, a new **Company** column will appear just before the **Account No** in the Line Entry portion of the General Journal Entry screen. This field will at first default to the current company, and if overridden, to the Company Code most recently entered. The Company Code value is ignored when comments are entered, and that field may be set to any valid value.

	Company	Account No.	Debit	Credit	Comment
1	ABC	100-00-00	100.00	.00	
2	ABX	10000-01-000-000-000	.00	50.00	
3	PMZ	100-000-000	.00	50.00	
4	PMZ		.00	.00	

Debits: 100.00 Credits: 100.00 Net Balance: .00

The General Journal has been modified to include the new Company Code field, as shown below:

General Journal					ABC Distribution and Service Corp. (ABC)	
Source Journal	Posting Date	Journal Comment	Reversing Date	User Updated Logon		
JE-000019	5/31/2010	Journal Comment			lb	
Company Code	Account Number	Description/Comment	Debit	Credit		
ABC	635-01-01	Warehouse supplies - East	10.00			
		Journal Comment				
EEC	635-00-00	Insurance Expense	20.00			
		Journal Comment				
XYZ	635-010-000	Warehouse Supplies	30.00			
		Journal Comment				
ABC	765-00-04	Miscellaneous expense		60.00		
		Journal Comment				
Journal JE-000019 Totals:			60.00	60.00		
Source JE Totals:			60.00	60.00		
Report Totals:			60.00	60.00		

If the new **Print Summarized Inter-Company Postings** checkbox has been checked, the General Journal will also print those postings.

Recurring Journal Entry

If Inter-company processing has been selected, a new **Company** column will appear just before the **Account No** in the Line Entry portion of the Recurring Journal Entry screen. This field will at first default to the current company, and if overridden, to the Company Code most recently entered.

	Company	Account No.	Debit	Credit	Comment
1	ABC	100-00-00	100.00	.00	
2	PMZ	100-000-A	.00	100.00	
3	PMZ		.00	.00	

Debits: 100.00 Credits: 100.00 Net Balance: .00

The Recurring Journal has been modified to include the new **Company** field as shown below:

Recurring Journal									
ABC Distribution and Service Corp. (ABC)									
Source Journal	Reference Number	Journal Number	Select Cycle	Start Date	Stop Date	Posting Date	User Updated Logon	Journal Comment	
GL	000999	000011		12/1/2008		12/3/2010	lb	Recurring Journal	
Company	Account Number		Description/Comment					Debit	Credit
ABC	635-01-02		Warehouse supplies - West					10.00	
			Recurring Journal						
ABC	635-01-01		Warehouse supplies - East					20.00	
			Recurring Journal						
EEC	635-00-00		Insurance Expense					30.00	
			Recurring Journal						
EEC	640-00-00		Advertising Expense					40.00	
			Recurring Journal						
XYZ	635-010-000		Warehouse Supplies					50.00	
			Recurring Journal						
XYZ	640-010-000		Telephone Expense					60.00	
			Recurring Journal						
ABC	630-01-00		Insurance						210.00
			Recurring Journal						
Journal GL-000011 Totals:								210.00	210.00
Source Journal GL Totals:								210.00	210.00
Report Totals:								210.00	210.00

If the new **Print Summarized Inter-Company Postings** check box has been checked, those postings will also print.

Transaction Journal Entry

If Inter-company processing has been selected, a new **Company** column will appear just before the **Account No** in the Line Entry portion of the Transaction Journal Entry screen. This field will at first default to the current company, and if overridden, to the Company Code most recently entered.

Transaction Journal Entry (ABC) 5/25/2023

Source Journal: CD Entry Number: 000007

1. Header 2. Lines

	Check No.	Date	Company	Account No.	Amount
1	0000123123	5/25/2023	ABC	111-00-00	100.00
2	0012123123	5/25/2023	ABX	11300-01-000-000-000	100.00
3		5/25/2023	ABX		0.00

Description: [Empty]

Quick Row: 3

Net Balance: 100.00- Total: 200.00

Accept Cancel Delete

The Transaction Journal has been modified to include the new **Company Code** field as shown below:

Transaction Journal					
ABC Distribution and Service Corp. (ABC)					
Source Journal	Bank Code	Posting Date	Offset Account Number	User Updated Logon	Journal Comment
JE-000020	B	5/31/2010	101-02-00	lb	General Journal
Doc Ref	Date	Company Code	Credit Account Number	Description/Posting Comment	Transaction Amount
1	5/31/2010	ABC	635-00-00	Warehouse supplies	10.00
1	5/31/2010	ABC	635-01-00	Warehouse supplies	20.00
1	5/31/2010	ABC	635-01-02	Warehouse supplies - West	30.00
1	5/31/2010	EEC	635-00-00	Insurance Expense	10.00
1	5/31/2010	EEC	640-00-00	Advertising Expense	20.00
1	5/31/2010	XYZ	635-010-000	Warehouse Supplies	30.00
1	5/31/2010	XYZ	640-010-000	Telephone Expense	40.00
Journal JE-000020 Totals:					160.00
Source JE Totals:					160.00
Report Totals:					160.00

If the new **Print Summarized Inter-Company Transactions** check box has been checked, those postings will also print.

Transaction Journal Entry – Bank Transfers

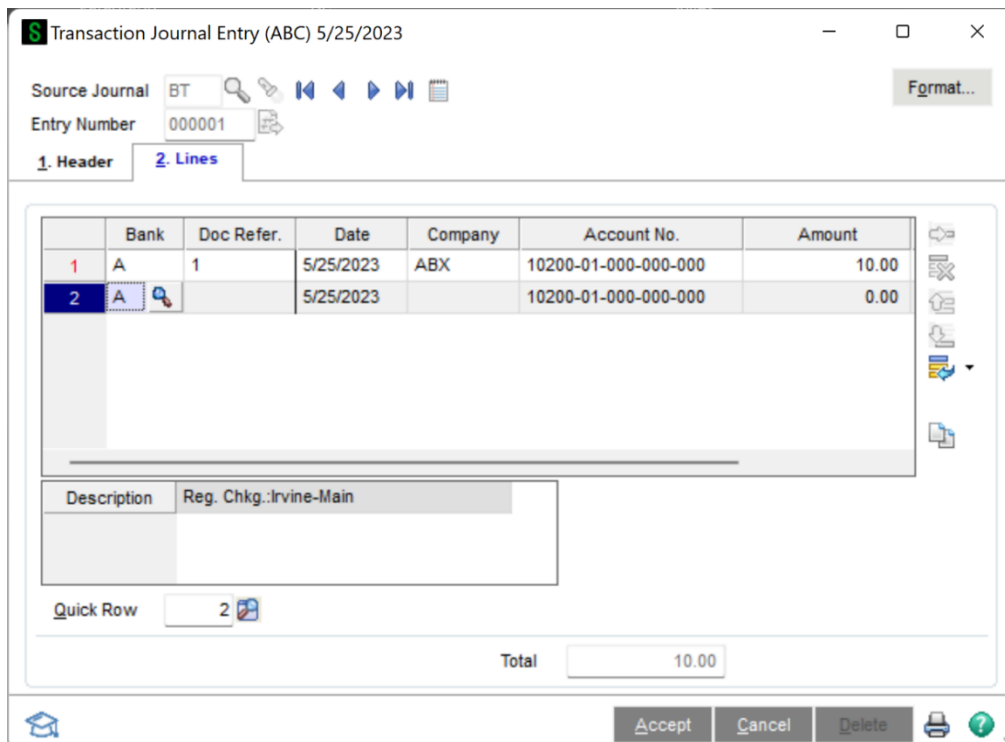
The 4.xx versions of General Ledger now allows the user to do a Bank Transfer from one Bank to another, while updating BOTH General Ledger Cash Accounts and BOTH Bank Code's Bank Reconciliation (if the B/R module is installed) with one transaction in Transaction Entry.

With DSD's GLMU Multi-Company enhancement, you now have the additional capability of transferring cash from one company's Bank to another Company's bank!

Note: It is important for the user to understand how to do a Bank transfer in Standard Sage 100, without going from one company to another. Please refer to the 4.xx General Ledger User Manual for Sage 100 to learn how to do this.

In the screen example below, the Main (or Parent) Company is ABC and the Subsidiary Company is EEC. The Bank Code ALE Lookup and validation is set to the ABC company once you go to the Lines Panel. When you change the Company Code on the line, such as the EEC Company Code, the Bank Code field is reset to <blank> and the Bank Code ALE Lookup and validation is changed to the EEC company. You may then select the EEC Bank Code to Transfer To/From.

Note: The Main (or Parent) Company's Source Journal Format must be changed to be a "Bank Transfer" format, and the Debit/Credit setting dictates if the Subsidiary Company is transferred FROM or TO.



Transaction Journal Entry (ABC) 5/25/2023

Source Journal: BT

Entry Number: 000001

1. Header 2. Lines

	Bank	Doc Refer.	Date	Company	Account No.	Amount
1	A	1	5/25/2023	ABX	10200-01-000-000-000	10.00
2	A		5/25/2023		10200-01-000-000-000	0.00

Description: Reg. Chkg.:Irvine-Main

Quick Row: 2

Total: 10.00

Accept Cancel Delete

Allocation Entry

If Inter-company processing has been selected, a new **Company** column will appear just before the **Account No** in the Line Entry portion of the Allocation Entry screen. This field will at first default to the current company, and if overridden, to the Company Code most recently entered.

	Company	Account No.	Quantity	Comment
1	ABC	530-10-03	8.00	
2	ABC	530-20-03	4.00	
3	ABX	67000-01-000-000-000	6.00	
4	PMZ	530-000-300	9.00	
5	ABC		.00	

Description: Insurance Expense

Quick Row: 4

Total Quantity: 27.00

Buttons: Accept, Cancel, Delete

The Allocation Listing has been modified to include the new **Company Code** field as shown below:

Allocation Listing					
ABC Distribution and Service Corp. (ABC)					
Allocation Number	Allocation Method	Allocation Cycle	Amount To Allocate	Journal Comment	Last Posting Date
0000003	Percent	Manual	Activity	Allocation Journal for insurance expense.	
Source Account Number			Description/Comment		Percent
530-00-03			Insurance expense		
Company	Account Number				
ABC	530-10-03		Insurance expense: SA&MK-CENTR		10.00
ABC	530-20-03		Insurance expense: ACCTG-CENTR		20.00
ABC	530-30-03		Insurance expense: CSERV-CENTR		20.00
ABC	530-60-03		Insurance expense: SH&RC-CENTR		5.00
002	530-10-03		Insurance expense: SA&MK-CENTR		5.00
002	530-20-03		Insurance expense: ACCTG-CENTR		10.00
002	530-30-03		Insurance expense: CSERV-CENTR		5.00
002	530-60-03		Insurance expense: SH&RC-CENTR		10.00
XYZ	730-00-04		Insurance expense		10.00
EEC	635-00-00		Insurance Expense		5.00
Allocation 0000003 Total					100.00

If the new **Print Summarized Inter-Company Transactions** check box has been checked, those postings will also print on the Period Allocation Journal.

4.50.PU3 Data Dictionary change

The 4.50.PU3 and up versions of DSD's GLMU Multi-Company enhancement have an additional data dictionary field to the GL_DetailPosting file:

OriginatingCompanyCode – 3-char.

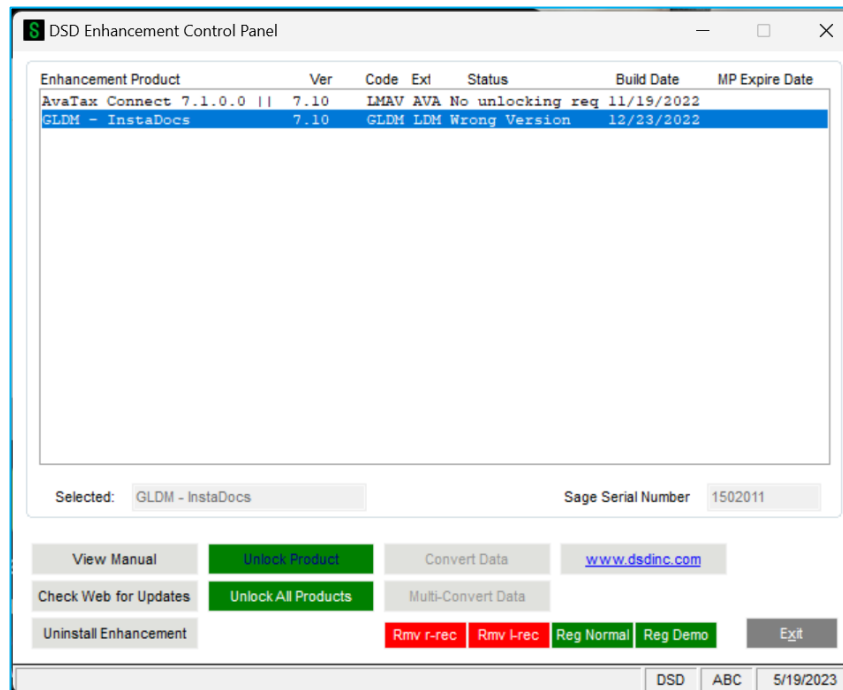
The General Journal Update, Transaction Journal Update, Allocation Update, and Recurring Journal Update programs will be modified to post to the new OriginatingCompanyCode field with the Company Code doing the update.

Visual Integrator Setup

When importing data using Visual Integrator, it's important to set up the Import Job so that the Company Code field exists **above the Account field** on the Data tab. This is critical for G/L Account validations by company code.

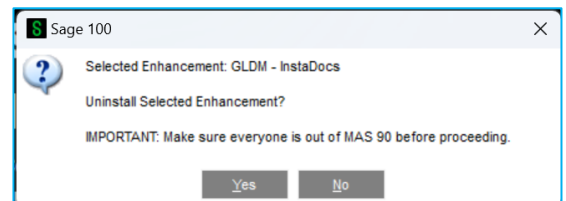
Section E: Uninstall DSD Enhancements

A DSD Enhancements Uninstall Utility has been provided for the purposes of removing DSD Enhancements from your Sage 100 System. This utility may be accessed from the **DSD Enhancement Control Panel** menu option on the **Library Master / Utilities** menu.



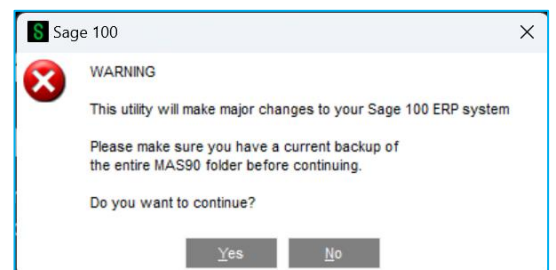
When accessing the **DSD Enhancement Control**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:

- Select **No** to exit the Uninstall Process.
- Select **Yes** to continue with the Uninstall Process.



The following message box will appear, to remind you that a complete backup of your entire Sage 100 system should be completed prior to uninstalling a DSD product.

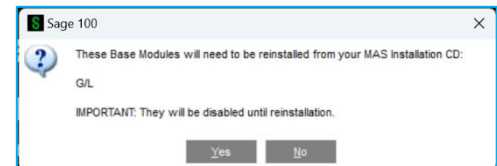
- Select **No** to exit the Uninstall Process.
- Select **Yes** to continue with the Uninstall Process.



After the Uninstall of the DSD Enhancement, you MUST reinstall certain standard Sage 100 modules, followed by reinstallation of Product Updates and Hot Fixes, if applicable.

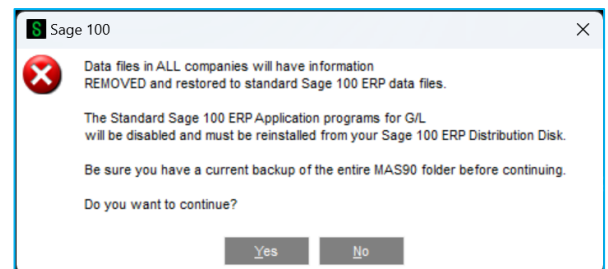
A message box will appear, and will display which of those specific Sage 100 modules you must reinstall afterwards.

- Select **No** to exit the Uninstall Process.
- Select **Yes** to continue with the Uninstall Process.

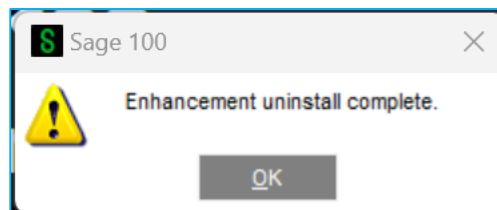


The following message box will appear, displaying the final warning message.

- Select **No** to exit the Uninstall Process.
- Select **Yes** to continue with the Uninstall Process. At this point, the DSD Enhancement will be removed from the Sage 100 system.



After completion of the Uninstall, the following message box will appear. Select OK to continue.



Now that the Uninstall process is completed, you must:

- Reinstall the applicable standard Sage 100 modules
- Reinstall the latest Sage 100 Service Pack/Updates, if applicable.
- Reinstall any other DSD Enhancements or Developer products that are affected from the reinstallation of the standard Sage 100 module(s).

Section I: Resources and Support

Web Resources

DSD web site: <http://www.dsdinc.com>

The Enhancement page contains:

- Current Release Schedule
- Purchasing Information
- Installation Instructions
- Product Support
- Enhancement Links

General Ledger Multi-Company:

<https://www.dsdinc.com/enhancements/marketplace/products/glmu-multi-company-general-ledger>

The product web page contains:

- Product Description
- Web Links
- Current Product Version Table
- Product Installation File Download
- Product Manual in .pdf Format

Support

DSD provides product support through Sage 100 resellers. Support is provided for the current version. Older versions are supported at an hourly rate.

- Telephone: 858-550-5900
- Fax: 858-550-4900
- Email: enhancements@dsdinc.com

For a hard error, where the program displays an error dialog, report:

- Enhancement Name
- Error number
- Program name
- Line number

- Program version
- Exact sequence that caused the error, including menus and menu selections
- Other pertinent information

If leaving a message, faxing or email, please include:

- Your name and company
- Your phone number (and fax if applicable) and extension.

It is possible to be unable to duplicate a problem, because of data corruption or because we have not exactly duplicated a particular operating environment. In such circumstances, we can only continue to try to fix the problem if we can either access the system remotely or by some other to duplicate the system.



Since 1984, DSD Business Systems has been providing clients with professional business consulting services and business software solutions across the globe. Specialties include Sage Intacct, Acumatica Cloud ERP, Sage 100, Sage 300, Sage 500, Sage CRM, Sage HRMS and more.

DSD Business Systems has been a Sage Tech Partner, commonly referred to as a “Master Developer”, for over 30 years. DSD currently has over 500 Enhancements to Sage 100 and has created thousands of custom solutions for end-users around the world. We have had the privilege of working with hundreds of Sage consultants, resellers, and end-users to produce powerful custom solutions that enhance the functionality of Sage 100.

Contact DSD Enhancements



enhancements@dsdinc.com



[Enhancements Marketplace](#)



800-627-9032