



# DSD Business Systems

**Sage 100 Enhancements**

**I042**

**Customer Specific Item Numbers**

**IM-1042**

**Version 7.10**



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Customer Specific Item Numbers User's Manual  
Version 7.10

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## Section A: Introduction

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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.

### Web Resources

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

The Enhancement page contains:

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

1042 Customer Specific Item Numbers:

<http://www.dsdinc.com/enh/pages/1042.htm>

The product web page contains:

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

### Support

DSD provides product support through Sage 100 resellers. Support is provided for the current version. Older versions are supported at an hourly rate. DSD's telephone number is **858-550-5900**. Fax: **858-550-4900**.

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

- 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 or faxing, please include:

*Your name.*

*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.

### ***Customer Specific Item Numbers Features***

This DSD Extended Solution adds an option to the Inventory Maintenance screen for Customer Specific Item Number Maintenance. An Alternate Part Number, two Sales Unit of Measures, two Alternate Selling Prices and four User Defined Fields may be maintained by Customer Number and (if desired) S/O Ship To Code. All of the fields are available to print on Sales Orders, Sales Order Picking Sheets and Sales Order Invoices.

You may copy the Customer Specific Item Number records into a new Customer when copying an existing Customer during Accounts Receivable Customer Maintenance.

Additional functionality is available if you have Custom Office.

## Section B: Getting Started

### CAUTION

- **If you reinstall or upgrade one of the Sage 100 modules listed in the following table, you must also reinstall this Enhancement.**
- Enhancements from different Sage Developers are generally not designed to work together. If installed together, problems are likely to occur.
- **Check with DSD before installing more than one Enhancement.**

### Required Levels

Sage 100 Module	Module Required	Required Level
I/M	Y	7.10
S/O	Y	7.10
A/R	Y	7.10

### Installation

1. **Back-up:** Exit all Sage 100 sessions. Back-up existing Sage 100 data.
2. **Check Levels:** Sage 100 module levels **must match** those listed above.
3. **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.
4. **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.
5. **Re-Start Sage 100:** Sage 100 will be updated.
6. **Unlock the Enhancement:** 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.*

**Note:** On the next page is a screenshot of the DSD Enhancement License Agreement and Activation window.

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 program will attempt to download encrypted serial number key file from DSD *and then proceed to unlock all enhancements contained in the file*.

- *The Sage 100 system that is being used must have web access for this option to be effective.*
- *You can send your Sage Serial Number to your DSD Enhancements sales representative.*

**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.

**Note:** You can also unlock a DSD Enhancement through the [DSD Enhancement Control Panel](#) found on the Library Master Utilities Menu. Then, select the Enhancement with your mouse from the list of Enhancements and click the **Unlock Product** button on the right side of the window.

- Convert Data:** After unlocking, the DSD Conversion Wizard will appear. Follow on-screen instructions to complete data conversion. *You can exit the conversion program without converting data. The Enhancement will not proceed, however, until data is converted. If you enter an enhanced program and data has not been converted, the conversion program will run again.*

### 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

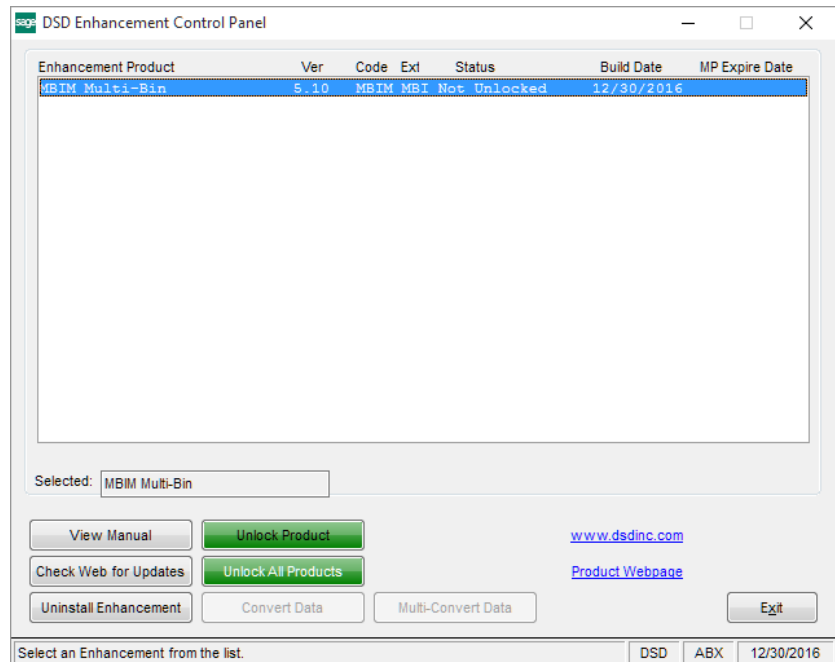
present, and the system has web access, the correct PDF file will be automatically downloaded from the DSD website, put into the "MAS90/PDF" folder and then displayed.

**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. Using this window is described on the previous page. *This button is disabled if the selected Enhancement is already unlocked or if unlocking is not required.*

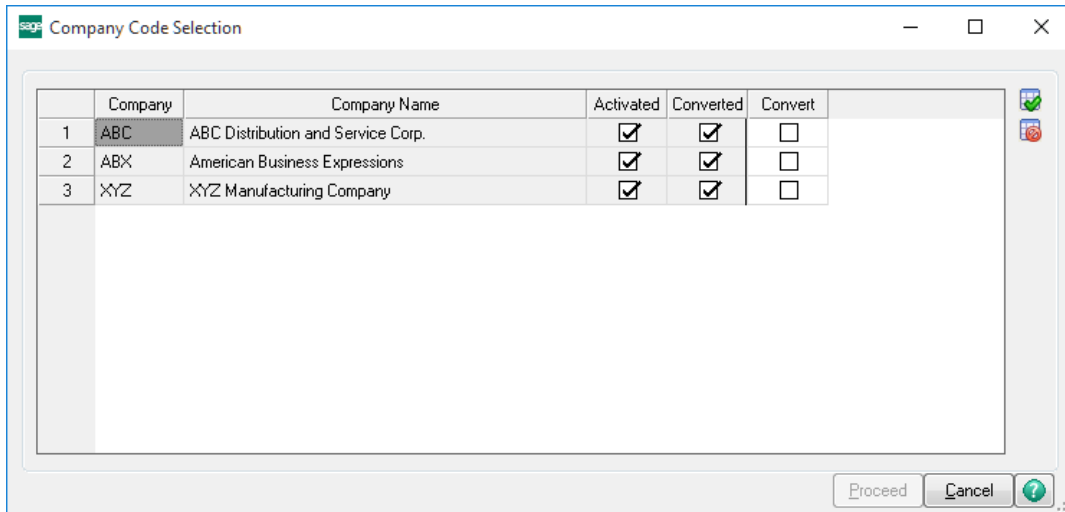
**Unlock All Products:** This will cause the DSD Enhancement All License Agreement and Activation window to appear. This window is similar to the one described on the previous page, but has only web and file as options to unlock. *This button is never disabled.*

**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.)



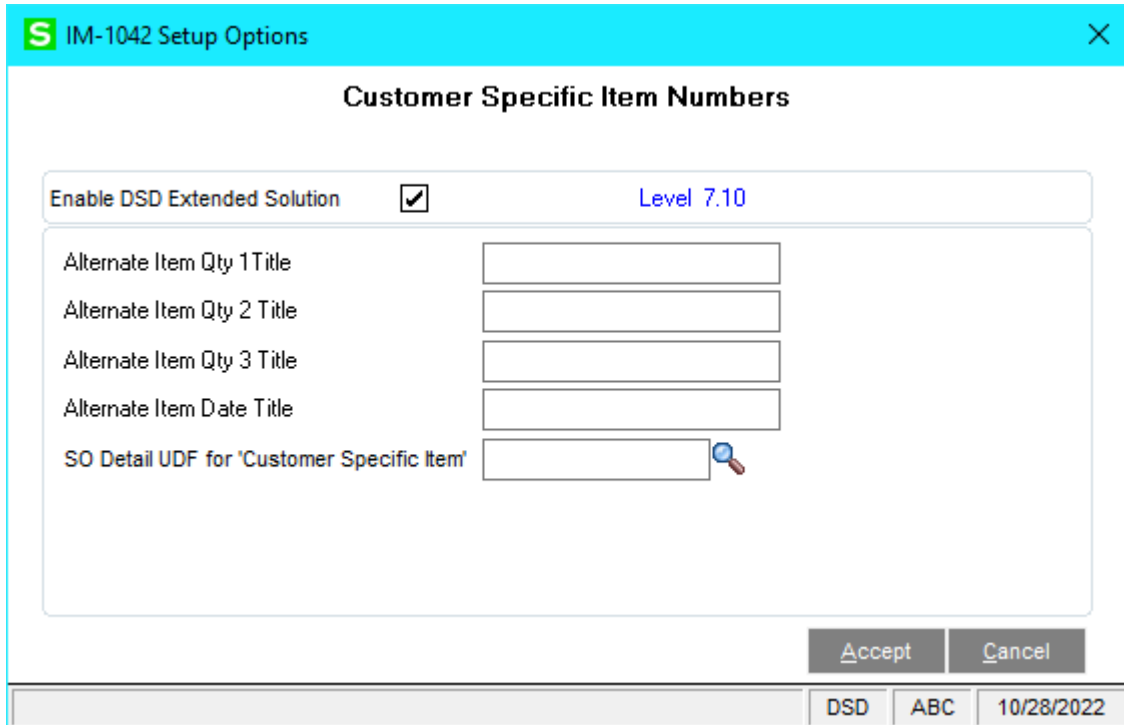
**Help:** The Help button, located at the bottom right of the window, opens an HTML help file.

**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

Upon completion of software installation, you will need to access DSD Extended Solutions Setup from the Inventory Management Setup menu. Select this part number and the Setup screen for this Extended Solution will appear. Check the 'Enable DSD Extended Solution' box to activate this Extended Solution.



Answer the following prompts:

**Alternate Item Qty 1...3 Title:** You may enter three field titles for Item Quantity for entry in Alternate Part Number Maintenance. Fields without titles will not be entered or displayed.

**Alternate Item Date Title:** You may enter a field title for Item Date for entry in Alternate Part Number Maintenance. Fields without titles will not be entered or displayed.

If you have Custom Office installed, you will see the following prompt:

**SO Detail UDF for 'Customer Specific Item':** Enter a 30 character Custom Office Sales Order Detail UDF that will hold the Customer Specific Item Number as a default value.

You should visit this Setup screen after each upgrade or reinstallation of this Extended Solution.

## Section D: System Operations

The Customer Specific Item Number Maintenance option will be available from the Inventory Maintenance screen, via the 'More' button.

When you click the 'More' button, choose 'Alternate Item by Customer', and you will be prompted for a Customer Number and S/O Ship To Location Code. You may leave the Ship To Location Code blank.

Cust No.	Name	Ship To	Alternate Item No.
01-ABF	American Business Futures		ABF-100-H252

From this screen the Alternate Part Number, Alternate Sales Unit of Measure and Alternate Selling Price fields may be maintained. In addition, you will be prompted for any Alternate Item Quantity Fields that have been titled in Setup.

**The Alternate Sales Unit of Measure 2 and Alternate Selling Price 2 fields are required fields for the prompt line to display.**

The Alternate Sales Unit of Measures does not contain any Unit of Measure conversion factors.

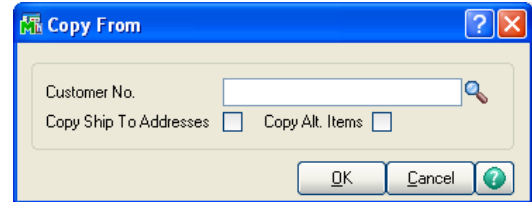
## 12 Numbers

## Customer Specific Item

As a Customer is deleted, the I/M Alternate Part Number records that reference that customer will also be deleted.

### **Copying Alternate Item Number Information**

A 'Copy Alt. Items' option has been added to A/R Customer Maintenance when you click on the 'Copy From' Button. This option is available when you are creating new customers. Choose this option if you wish to copy the Alternate Item Record for every item that currently references the 'copy from' Customer Number into the new Customer you are creating.



### **S/O Line Item Entry and S/O Invoice Line Item Entry**

When an Inventory Item Number is selected from either Sales Order Line Item entry or S/O Invoice Line Item entry, an attempt will be made to find Customer Specific Item Number information. The Customer Specific Item Number file will be scanned first for Item Number, Customer Number and Ship To Code. If no match is found, then the file will be scanned using a blank Ship To Code. If either scan is successful, the Customer Specific Item Number, Selling Price, U/M and Extended Price will be displayed on the unit price entry screen prompt line. The prompt line will disappear upon exiting the Unit Price entry field (**if no Alternate Sales Unit of Measure 2 is set up for a Customer Specific Item Number, then there will be no display on the Unit Price prompt**).

Alternate Item information is not available for Component Items of a Sales Kit.

If you specified a SO Detail UDF to hold the Customer Specific Item Number, then the Customer Specific Item Number will default into the specified UDF.

### **Sales Order Printing, Picking Sheet Printing and Invoice Printing**

Customer Specific Item Number Fields have been added to the Crystal Reports Work Tables for Sales Orders, Sales Order Picking Sheets and Sales Order Invoices.

To have the Customer Specific Item Number print in place of the standard Item number (if the Customer Specific Item Number exists for the Customer /Ship To Code or for the Customer/blank Ship To Code), replace the Item Number field in the Crystal forms with a formula that reads (using Crystal syntax):

```
if {SO_SalesOrderWrk.AlternatePartNo_001} = "" then
  {SO_SalesOrderWrk.ItemCode}
else
  {SO_SalesOrderWrk.AlternatePartNo_001}
```

To have the Retail Price from the Inventory Masterfile print in place of the Customer Specific Alternate Price on the Form (if Alternate Price 1 and 2 are blank), create a formula that reads (using Crystal syntax):

```
if {SO_SalesOrderWrk.AlternatePrice1_001} = 0 and
   {SO_SalesOrderWrk.AlternatePrice2_001} = 0 then
   {SO_SalesOrderWrk.SuggestedRetailPrice}
else if {SO_SalesOrderWrk.AlternatePrice1_001} = 0 then
   {SO_SalesOrderWrk.AlternatePrice2_001}
else
   {SO_SalesOrderWrk.AlternatePrice1_001}
```

To have the Alternate Price field print followed by an '\*' if the Retail Price prints:

- Right click on the above formula field and go into "Format Field"
- Go to Number tab and press "Customize"
- Go to Currency Symbol tab and check "Enable Currency Symbol"
- Choose "Position" that reads "-123\$"
- Click the formula button next to "Currency Symbol"

Enter the following formula (using Crystal syntax):

```
if {SO_SalesOrderWrk.AlternatePrice1_001} = 0 and
   {SO_SalesOrderWrk.AlternatePrice2_001} = 0 then
   "*"
else
   ""
```

For the Picking Sheet form, the tables above are {SO\_PickingSheetWrk. ... and for the Invoice form, the tables above are {SO\_InvoiceWrk. ...

\*Please note that SuggestedRetailPrice is not a recognized field in Picking Sheet Printing, so you will also need to substitute "SuggestedRetailPrice" with "UnitPrice"

**Visual Integrator**

The files listed below have been added or changed in the Data Dictionary by this Extended Solution for Visual Integrator purposes.

<i>New File:</i>	<i>Field:</i>
IM_AlternateItemByCustomer	All

The Data Dictionary may contain other files and data fields that are not available without their corresponding Sage Software Extended Solutions installed.

**ODBC Dictionary**

The files listed below have been added, or changed, in the ODBC Dictionaries by this Extended Solution for Crystal Reports purposes.

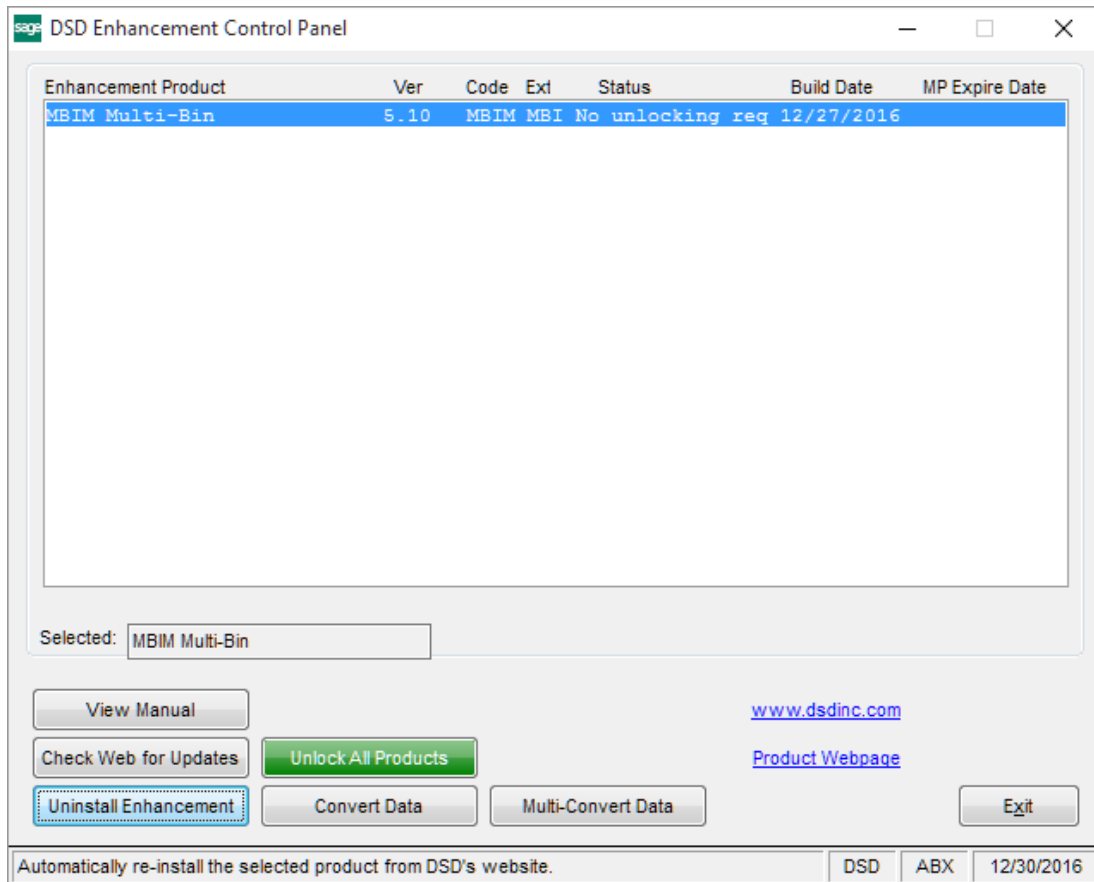
<i>File:</i>	<i>Description</i>	<i>Field:</i>
IM_AlternateItemByCustomer	Alternate Part By Customer	All
SO_SalesOrderWrk	Sales Order Work Table	AlternatePartNo_001 AlternateUOM1_001 AlternatePrice1_001 AlternateExtensionPrice1_001 AlternateUOM2_001 AlternatePrice2_001 AlternateExtensionPrice2_001 AlternateItemUDFDate_001 AlternateItemUDFQty1_001 AlternateItemUDFQty2_001 AlternateItemUDFQty3_001
SO_InvoiceWrk	Invoice Work Table	AlternatePartNo_001 AlternateUOM1_001 AlternatePrice1_001 AlternateExtensionPrice1_001 AlternateUOM2_001 AlternatePrice2_001 AlternateExtensionPrice2_001 AlternateItemUDFDate_001 AlternateItemUDFQty1_001 AlternateItemUDFQty2_001 AlternateItemUDFQty3_001
SO_PickingSheetWrk	Picking Sheet Work Table	AlternatePartNo_001

AlternateUOM1\_001  
AlternatePrice1\_001  
AlternateExtensionPrice1\_001  
AlternateUOM2\_001  
AlternatePrice2\_001  
AlternateExtensionPrice2\_001  
AlternateItemUDFDate\_001  
AlternateItemUDFQty1\_001  
AlternateItemUDFQty2\_001  
AlternateItemUDFQty3\_001

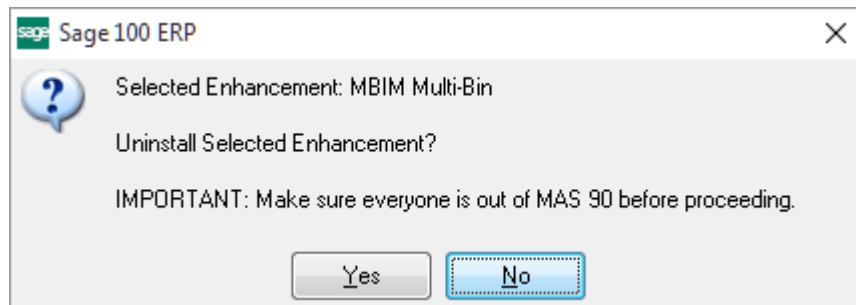
Be aware that the Crystal Dictionaries may contain other files and data fields that will be unavailable without their corresponding Extended Solutions installed.

## 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.



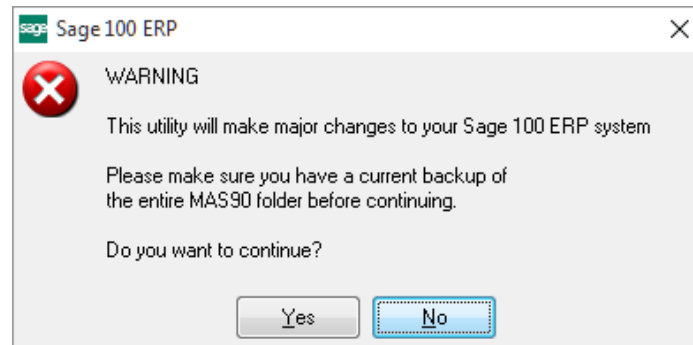
When accessing the **DSD Enhancement Control**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:



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.



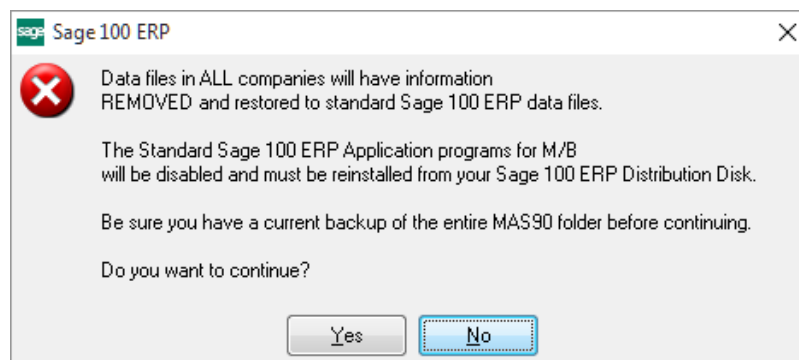
Select **No** to exit the Uninstall Process.  
Select **Yes** to continue with the Uninstall Process.

**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.

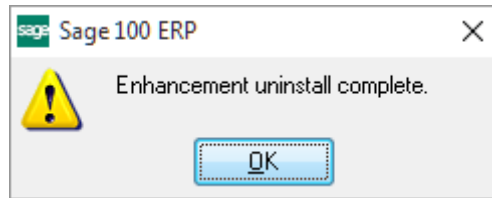
Select **No** to exit the Uninstall Process.  
Select **Yes** to continue with the Uninstall Process.

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).