



DSD Business Systems

Sage 100 Enhancements

RAMC

RMA Multi-Currency

Version 5.10



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RMA Multi-Currency User's Manual
Version 5.10

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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.

Web Resources

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

The Enhancement page contains:

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

RAMC RMA Multi-Currency:

<http://www.dsdinc.com/enhancement/rma-multi-currency-4/>

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 with Symantec PCAnywhere or by some other means access or duplicate the system.

How the Multi-Currency R/A Module Works

The **Multi-Currency RMA Processing** enhancement provides the Sage 100 user with the ability to generate RMAs and Receipts in different currencies. The **Generate Transactions** feature allows creation of Sales Orders and Credit Memos in the RMA Currency and Purchase Orders and PO Returns in the Vendor Currency. Foreign Prices and Levels setup in the Inventory Management module may be used. Reports may be printed in Entry or Base Currency.

RMA Multi-Currency Features

- **Enter Transactions in Any Currency:** You may enter RMAs and Receipts in any currency. The A/R Invoice History transactions that are chosen for returns must be in the RMA transaction currency.
- **Enter Transactions using Any Exchange Rate:** You may use the Currency Exchange Rate as of the transaction date or you may override the Exchange Rate.
- **Customer Price Levels by Customer by Currency:** You may use the Customer Price Levels by Currency that were set up in the Multi-Currency Inventory Management module when creating Sales Orders and Credit Memos.
- **Vendor Price Levels by Vendor by Currency:** You may use the Vendor Cost Levels by Currency that were set up in the Multi-Currency Inventory Management module when creating Purchase Orders and Returns for the assigned Vendor.
- **Print Reports in Base Or Entry Currency:** Print any report in Base or Entry Currency.

Reports

These reports are modified for the **Multi-Currency RMA Processing** module:

- Open RMA Report
- RMA Receipts History Report
- Customer RMA Printing
- RMA Receiver Printing
- Generate Transactions Listing

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
R/A	Y	5.10
SOMC	Y	5.10
ARMC	Y	5.10
CUMC	Y	5.10
IMMC	N	5.10
POMC	If PO is installed	5.10
APMC	If AP is installed	5.10

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 registration, the Data Conversion window 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.

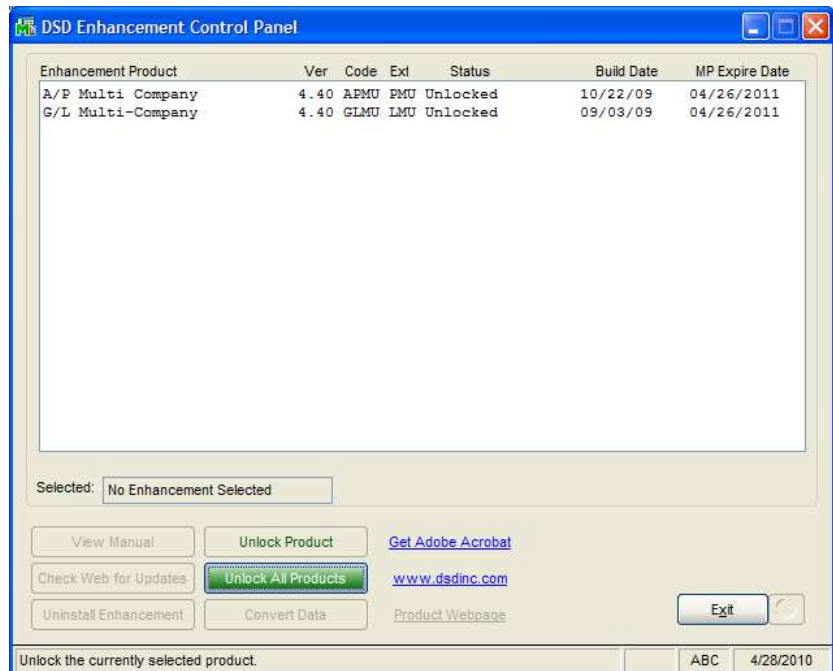
The DSD Enhancement Control Panel is a simple to use yet powerful system to help maintain DSD Enhancements installed on a Sage 100 system. To use it, select an Enhancement product from the list on the window and then click the button, on the right side of the window, which corresponds with the desired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

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 Enhancements 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.

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.

There are also links to the DSD website and the Enhancement page on that site.

Section C: Setup

Initial Set-up

After data conversion, set-up IMMC. See other parts of this section for detail.

1. Set-up Foreign Price / Cost (if applicable).
2. Set-up Foreign Price Breaks (if applicable).

Conversion Notes

The system will designate the following values for each transaction converted from an existing Sage 100 System:

1. Transaction Currency= Base Currency
2. Entry Date = Transaction Date
3. Entry Rate = 1
4. Entry Amount = Original Transaction Amount

Important: Follow the Multi-Currency Startup process for each module installed before entering Multi-Currency transactions.

Multi-Currency RMA Processing Setup

Data You Need

The SOMC and ARMC enhancements are required for use of the RAMC enhancement. There is no additional setup required other than making sure these modules are properly installed.

A new **Currency Button** has been added to all Multi-Currency related screen prompts. Select this button access the new Multi-Currency fields via a pop-up panel.

Most screens have been modified to display on the bottom of the screen the Currency of amounts being displayed or entered.

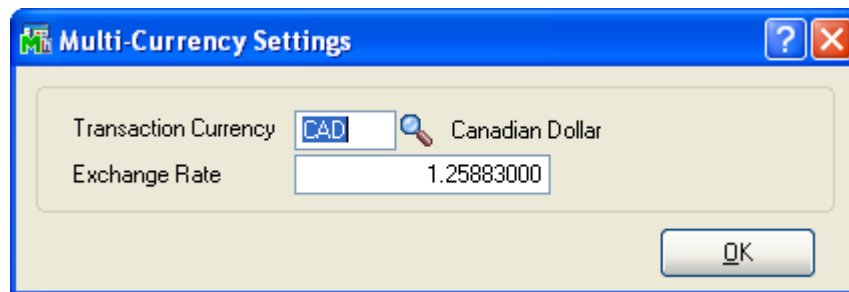
Section D: System Operations

RMA Data Entry

The RMA Data Entry program has been enhanced to allow the entry of RMAs in Foreign Currencies using the appropriate Exchange Rate.

When a new RMA is entered, the system displays the Customer's Default Entry Currency at the bottom of the panel. This is the currency for all amounts entered in the selected RMA. The RMA Exchange Rate will be the Exchange Rate as of the RMA date.

The RMA Entry Header Panel has been modified to include a new **Currency Button**. Select this button to access the **Multi-Currency Settings** screen:



Transaction Currency: Enter the Transaction Currency Code for the RMA. Select the Lookup Button to list all Currency Codes on file. The system will ask you for the Supervisor Password if one was set up in General Ledger.

If line entries have already been entered for an RMA, then the currency may NOT be changed until those lines items are first removed.

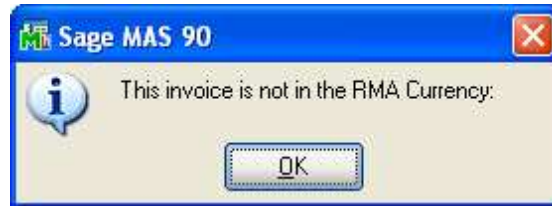
This field will not be accessible if the **Allow Currency Change** flag is not checked for the Customer in Customer Maintenance.

Exchange Rate: Enter the Exchange Rate for the RMA. The rate will default to the exchange rate found in Currency Code Maintenance for the RMA Date. If the default exchange rate is overridden, then the RMA amounts that were entered will remain the same.

The system will ask you for the Supervisor Password if one was set up in General Ledger. This field will not be accessible if the **Allow Rate Change** flag is not checked for the Customer in Customer Maintenance.

RMA Line Entry

When selecting an Invoice History record at the Lines panel, the system will detect if that record is in the same currency as the RMA. If it is NOT, then the system will display the following message and will NOT select the record.



If you wish to select that specific invoice, then you will have to change the RMA Currency to be that currency before selection. Therefore, only Invoice History records in the RMA Currency may be selected.

The RMA Line Entry programs have been enhanced to calculate and display the Item Prices in the RMA Entry Currency.

You may use Foreign Prices and Foreign Price Levels as established through the Multi-Currency Inventory Module.

NOTE: The IMMC module is not required, but is needed to use Foreign Pricing.

Item Price Precedence

The system will consider the following order to determine the correct Item Price:

1. Foreign Price + Customer + Price Level
2. Foreign Price + Price Level
3. Foreign Price
4. Base Currency Price + Customer + Price Level
5. Base Currency Price + Price Level
6. Base Currency Price

For cases 4, 5 and 6 the system will calculate the Foreign Price by converting the Base Currency Price using the RMA Exchange Rate.

The Sales Price is calculated as follows:

When the Sales Promotion Discount Method is **Sales Price**, the system will display the Base Currency Sales Price for RMAs in Base Currency.

For RMAs in a Foreign Currency where a Foreign Price is set up, the Base Currency Sales Price will be displayed but will not be used.

For RMAs in a Foreign Currency where a Foreign Price is not set up, the Foreign Sales Price will be displayed. This price will be calculated by multiplying the Base Currency Sale Price multiplied by the RMA Exchange Rate.

When the Sales Promotion Discount Method is **Price Discount**, the system will calculate the Base Currency or Foreign Sales Price by applying the percentage discount to the Base Currency or Foreign Price.

NOTE: Please refer to the Multi-Currency Inventory Management module for an explanation of Foreign Prices and Levels.

Restocking Charges

Restocking Charges that are setup in Inventory Maintenance will be recalculated using the exchange rate of the RMA Currency. For example, if you use a Fixed Restocking Charge Method and the Charge is \$10.00 (in Base Currency) and the RMA Exchange Rate is 1.555, then the Restocking Charge that is calculated on the RMA transaction is \$15.55.

Original Invoice History Item Cost

When selecting an item from A/R Invoice History, the original Base Currency Unit Cost is transferred from the Invoice History Detail record to the RMA Detail record. When creating S/O Credit Memos from that RMA transaction, the Base Currency Unit Cost from the RMA transaction is then transferred to the Credit Memo. When that Credit Memo is posted in the Sales Order module, that Base Currency Unit Cost is used when posting to the General Ledger and Inventory. This is important since the system should “back out” the item cost with the same cost amount.

On the third panel in RMA Options, Entry Options, there is a checkbox called “Allow Cost Override.” This allows the user to change the unit cost for that item during RMA Data Entry and RMA Receipts Entry. **IMPORTANT:** Since RMA DATA Entry displays and maintains the Unit Cost in RMA Currency, if the user decided to change that unit cost, then the Base Unit Cost will be recalculated to an amount that is different than the original unit cost. This change has obvious implications when the SO Credit Memo posts back to the General Ledger and Inventory modules since it will no longer “back out” the item cost with the same cost amount. Please be aware of this!

Xpress Sales Order

“Xpress Sales Orders” that are created from RMA Data Entry for cross shipments will be created in The RMA Currency using the RMA Exchange Rate.

Customer RMA Printing and Receiver Printing

The Customer RMA Printing and Receiver Printing programs have been modified to have additional currency fields available to print:

- RAMC_234_EntryCurrency – Entry Currency Code for each entry
- RAMC_234_StringRate – The Exchange Rate for each entry
- RAMC_234_CurrencyName – The name of the Entry Currency
- RAMC_234_CurrencySymbol – The Currency Symbol of the Entry Currency

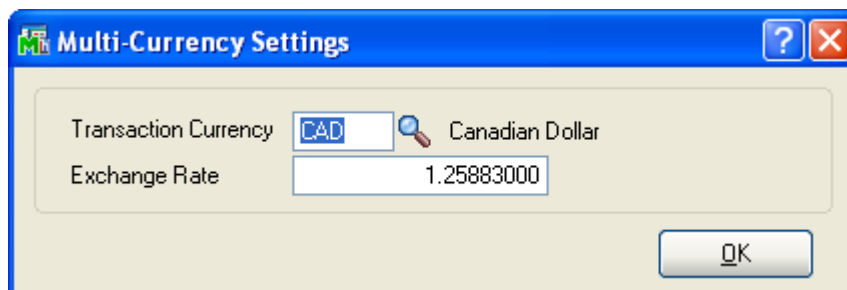
If you do not see this new field during the edit of the Crystal form, then select **Verify Database** from the **Database** dropdown menu to update your data dictionaries.

RMA Receipts Entry

The RMA Receipts Entry program has been modified to allow the entry of RMA Receipts in Foreign Currencies using the appropriate Exchange Rate. When a receipt is entered that makes reference to an RMA already entered in RMA Data Entry, then the Transaction Currency of the RMA will be used and may NOT be modified. The Receipt Exchange Rate will be recalculated to the Exchange Rate as of the Receipt date.

When a Receipt entered does not make reference to an existing RMA, then the system displays the Customer's Default Entry Currency at the bottom of the screen. This is the currency for all amounts entered. The Receipt Exchange Rate will be the Exchange Rate as of the Receipt date.

The RMA Receipts Entry Header Panel has been modified to include a new **Currency Button**. Select this button to access the **Multi-Currency Settings** window:



Transaction Currency: Enter the Transaction Currency Code for the RMA Receipt. Select the Lookup Button to list all Currency Codes on file. The system will ask you for the Supervisor Password if one was set up in General Ledger.

If line entries have already been entered for an RMA Receipt, then the currency may NOT be changed until those lines items are first removed.

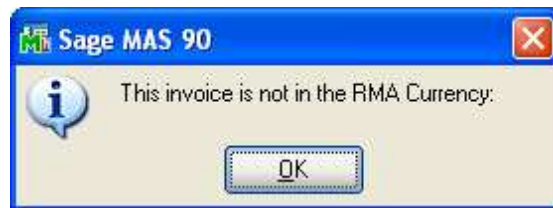
This field will not be accessible if the **Allow Currency Change** flag is not checked for the Customer in Customer Maintenance.

Exchange Rate: Enter the Exchange Rate for the RMA Receipt. The rate will default to the exchange rate found in Currency Code Maintenance for the RMA Receipt Date. If the default exchange rate is overridden, then the RMA Receipts amounts that were entered will remain the same.

The system will ask you for the Supervisor Password if one was set up in General Ledger. This field will not be accessible if the **Allow Rate Change** flag is not checked for the Customer in Customer Maintenance.

RMA Receipts Line Entry

When selecting an Invoice History record at the Lines panel, the system will detect if that record is in the same currency as the RMA Receipt. If it is NOT, then the system will display the following message and will NOT select the record.



If you wish to select that specific invoice, then you will have to change the RMA Currency to be that currency before selection. Therefore, only Invoice History records in the RMA Currency may be selected.

The RMA Receipts Line Entry programs have been enhanced to calculate and display the Item Prices in the RMA Receipts Entry Currency.

You may use Foreign Prices and Foreign Price Levels as established through the Multi-Currency Inventory Module.

NOTE: The IMMC module is not required, but is needed to use Foreign Pricing.

NOTE: If you are doing a receipt from an RMA that was already entered in RMA Data Entry, then all pricing will be taken from the original RMA.

Item Price Precedence

The system will consider the following order to determine the correct Item Price:

1. Foreign Price + Customer + Price Level
2. Foreign Price + Price Level
3. Foreign Price
4. Base Currency Price + Customer + Price Level
5. Base Currency Price + Price Level
6. Base Currency Price

For cases 4, 5 and 6 the system will calculate the Foreign Price by converting the Base Currency Price using the RMA Receipts Exchange Rate.

The Sales Price is calculated as follows:

When the Sales Promotion Discount Method is **Sales Price**, the system will display the Base Currency Sales Price for RMAs in Base Currency.

For RMAs in a Foreign Currency where a Foreign Price is set up, the Base Currency Sales Price will be displayed but will not be used.

For RMAs in a Foreign Currency where a Foreign Price is not set up, the Foreign Sales Price will be displayed. This price will be calculated by multiplying the Base Currency Sale Price multiplied by the RMA Exchange Rate.

When the Sales Promotion Discount Method is **Price Discount**, the system will calculate the Base Currency or Foreign Sales Price by applying the percentage discount to the Base Currency or Foreign Price.

NOTE: Please refer to the Multi-Currency Inventory Management module for an explanation of Foreign Prices and Levels.

Restocking Charges

Restocking Charges that are setup in Inventory Maintenance will be recalculated using the exchange rate of the RMA Receipts Currency. For example, if you use a Fixed Restocking Charge Method and the Charge is \$10.00 (in Base Currency) and the RMA Receipts Exchange Rate is 1.555, then the Restocking Charge that is calculated on the RMA Receipts transaction is \$15.55.

NOTE: If you are doing a receipt from an RMA that was already entered in RMA Data Entry, then the restocking charge will be taken from the original RMA.

Original Invoice History Item Cost

When selecting an item from A/R Invoice History, the original Base Currency Unit Cost is transferred from the Invoice History Detail record to the RMA Receipts Detail record. When creating S/O Credit Memos from that RMA Receipts transaction, the Base Currency Unit Cost from the RMA transaction is then transferred to the Credit Memo. When that Credit Memo is posted in the Sales Order module, that Base Currency Unit Cost is used when posting to the General Ledger and Inventory. This is important since the system should “back out” the item cost with the same cost amount.

On the third panel in RMA Options, Entry Options, there is a checkbox called “Allow Cost Override.” This allows the user to change the unit cost for that item during RMA Data Entry and RMA Receipts Entry. **IMPORTANT:** Since RMA Receipts DATA Entry displays and maintains the Unit Cost in RMA Currency, if the user decided to change that unit cost, then the Base Unit Cost will be recalculated to an amount that is different than the original unit cost. This change has obvious implications when the SO Credit Memo posts back to the General Ledger and Inventory modules since it will no longer “back out” the item cost with the same cost amount. Please be aware of this!

Generate Transactions

The **Generate Transactions** program creates the following transactions (if applicable) from RMA Receipts:

- **S/O Credit Memo** – This will be in the Currency of the RMA Receipt using the Exchange Rate from the RMA Receipt. The Base Currency Unit Cost is transferred from the RMA Receipt (which was originally taken from the A/R Invoice History Detail record) and will be used during posting of the Credit Memo to Inventory and General Ledger.
- **Sales Order** – This will be in the Currency of the RMA Receipt using the Exchange Rate from the RMA Receipt. The Sales Order is created, if applicable and if not already created using the “Xpress Sales Order” feature in RMA Data Entry.
- **P/O Return of Goods** – This will be in the Vendor’s Default Entry Currency (if APMC and POMC is installed). If the Return of Goods Currency is the same as the RMA Currency, then the RMA Exchange Rate will be used as the Return of Goods Exchange Rate, otherwise the Return of Goods Exchange Rate will be calculated based upon the Return of Goods date. The Item costing will be based upon Foreign Costing if IMMC is used and the item has Foreign Costing setup, otherwise the costs will be calculated in accordance to P/O Return of Goods Entry (please see the POMC manual for the details).
- **Purchase Order** – This will be in the Vendor’s Default Entry Currency (if APMC and POMC is installed). If the Purchase Order Currency is the same as the RMA Currency, then the RMA Exchange Rate will be used as the Purchase Order Exchange Rate, otherwise the Purchase Order Exchange Rate will be calculated based upon the Purchase Order date. The Item costing will be based upon Foreign Costing if IMMC is used and the item has Foreign Costing setup, otherwise the costs will be calculated in accordance to P/O Purchase Order Entry (please see the POMC manual for the details).

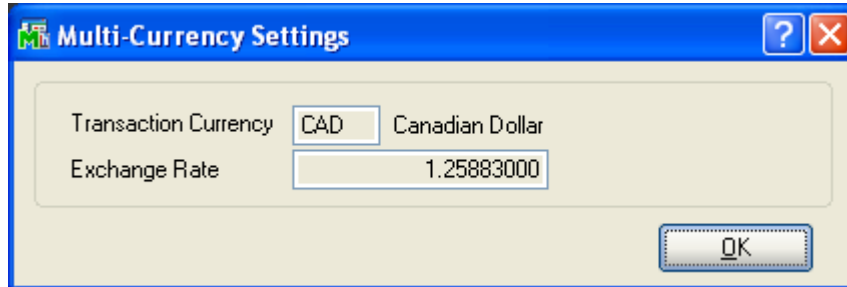
NOTE: These four transactions are created based upon the RMA settings in RMA Options and on the individual RMA Receipt records. Please see the standard RMA User Manual on how (and under what circumstances) these transactions are created.

Generate Transactions Listing

The **Generate Transactions Listing** has been enhanced to print the Currency Code and Exchange Rate of each transaction.

RMA Inquiry

The RMA Inquiry Header Panel has also been modified to include a **Currency Button**. Select this button to access the **Currency Code** and **Exchange Rate** of the transaction.



The Currency of the Transaction is displayed at the bottom of the RMA Inquiry Panel and all currency amounts are displayed in the RMA Currency.

The Inquiry programs that can be viewed from the Document drill-down are enhanced for Multi-Currency: Sales Order Inquiry, Invoice History Inquiry, Purchase Order Inquiry, and P/O Receipts History Inquiry.

Section E: Reports

Open RMA Report and RMA Receipt History Report

A new **Currency** Button has been added to these Report Panels, and when selected, the following screen will be displayed:

Currency Range: Enter a range of Currencies for a specific group of transactions. Select the **Lookup** Button to list all Currencies on file. This field will be displayed only for reports that print amounts from individual transactions.

Printing Currency: Select **Entry** for Transaction Currency or **Base** for Base Currency

Printing Amounts: Select **As Posted** to import all amounts As Posted or **Override Date** to convert amounts using an Exchange Rate as of an Override Date.

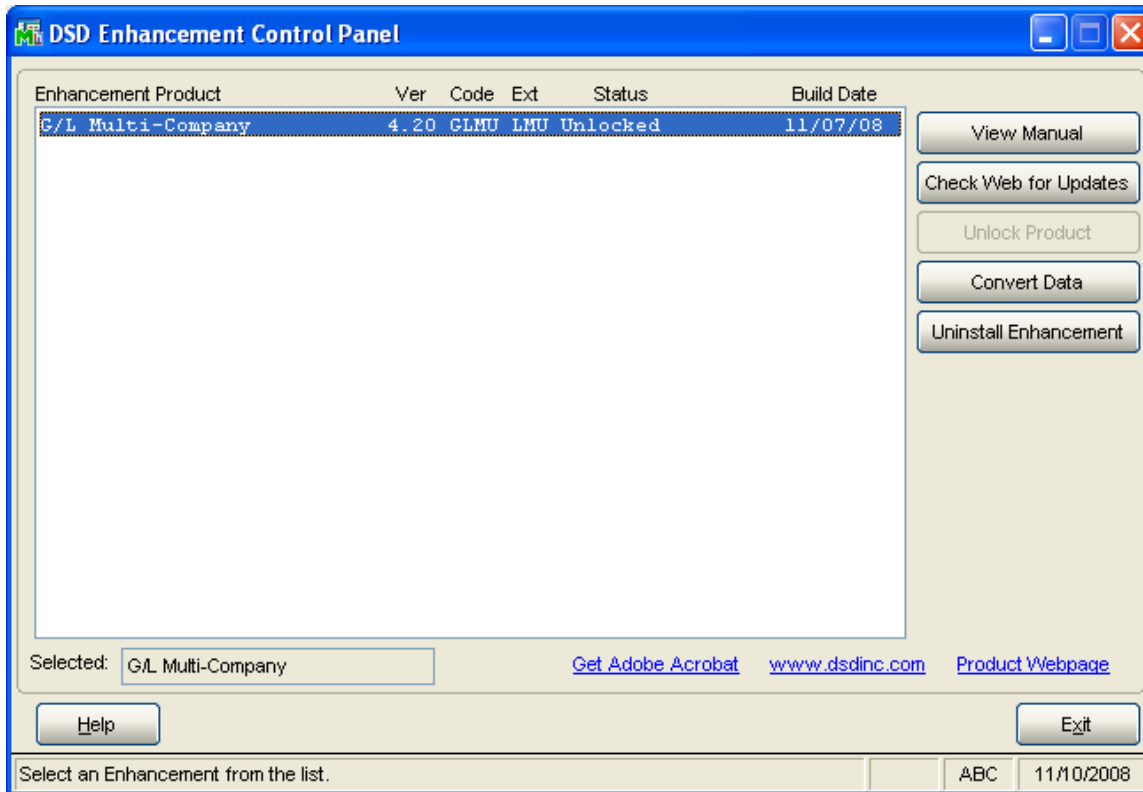
Override Date: Enter a date using the MMDDYY format to import amounts converted to the Printing Currency using the Exchange Rate as of this date. This field will be displayed only if you selected **Override Date** as the Printing Amounts.

Rate Type: Select **Buy Rate** or **Sell Rate**. This field will be displayed only if you selected **Override Date** as the Printing Amounts.

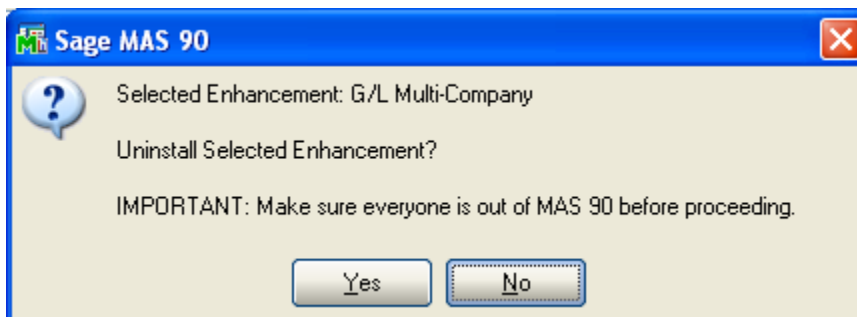
Note: When printing in Entry Currency, the transaction's Currency Code and Exchange Rate are also printed in the report detail.

Section F: 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.

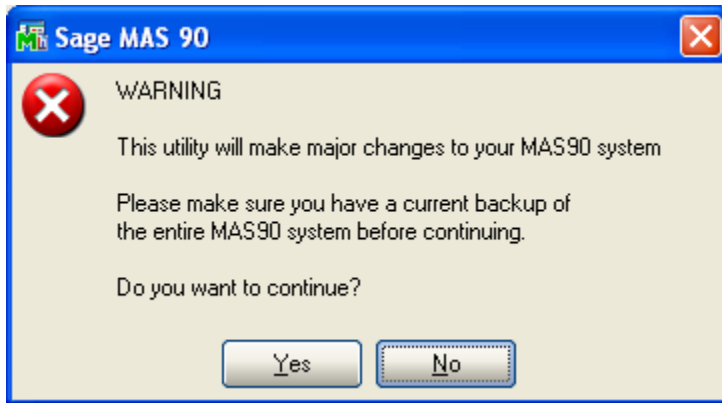


When accessing the **DSD Utility Suite**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:



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

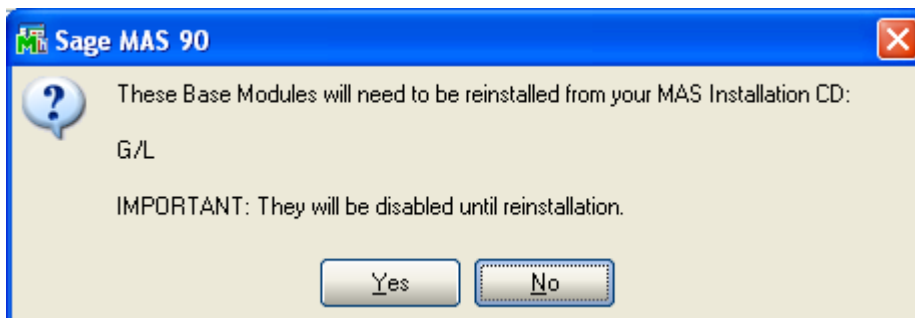
The following message box will appear, to remind you that a complete backup of your entire MAS90 system should be completed prior to uninstalling a DSD product.



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 MAS Service Packs / Updates, if applicable.

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

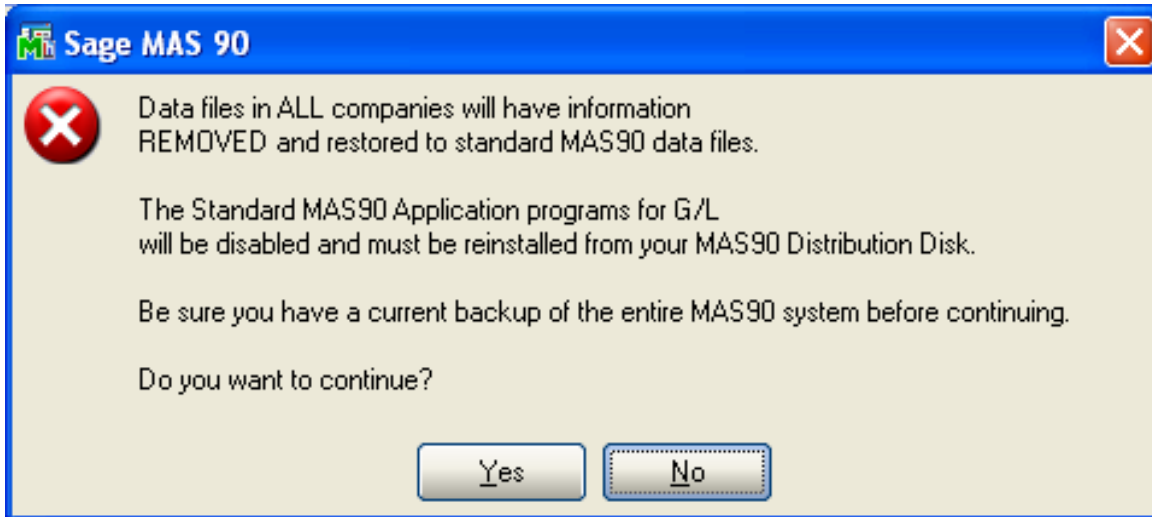


Select No to exit the Uninstall Process.
Select Yes to continue with the Uninstall Process.

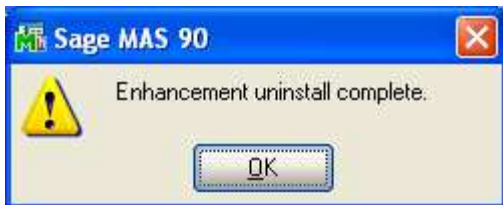
The following message box will appear, displaying the final warning message.

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).

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