DSD Business Systems

Sage 100 Enhancements

S469

Credit Memo Application to Sales Orders & Invoices
SO-1469

Version 7.30

Information in this document is subject to change without notice.

Credit Memo Application to Sales Orders & Invoices User's Manual
Version 7.30

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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*

S469 Credit Memo Application to Sales Orders & Invoices:

http://www.dsdinc.com/enh/pages/S469.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.

Credit Memo Application to Sales Orders & Invoices Features

This DSD Extended Solution allows the customer to use Credit Memos, Prepayment Invoices, and Invoices with negative balances as additional deposits for Sales Orders and Sales Order Invoices.

Note: This feature only applies to Orders and Invoices for Open Item Customers.

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
A/R	**Y**	7.30
S/O	**Y**	7.30

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.*

7. **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.)*
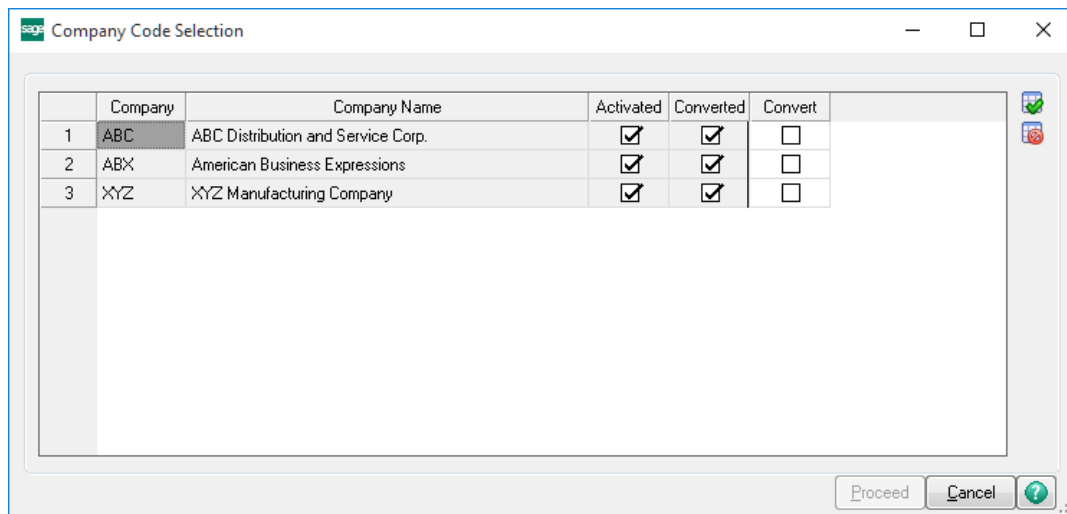
Help: The Help button, located at the bottom right of the window, opens an HTML help file.

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 Sales Order Setup menu. Select this part number and the Setup screen for this Extended Solution will appear. Check the 'Enable Extended Solution' box to activate this Extended Solution.

Allow Over Application of Credit Memos: Check this box to allow the credit memo deposit total to exceed sales order or invoice total minus regular deposit amount.

Pop Up Credit Memo List on Header Tab: Check this box to have the credit memo list pop up on the header tab in inquiry mode.

Section D: System Operations

When you create a Standard or Back order type order in Sales Order Entry or create an invoice with no sales order number in Invoice Data Entry, you will have access to a 'Credit Memo Select' button on the Totals Tab.

Click this button and you will be presented with the Credit Memos Available screen. It lists all Credit Memos, prepayments, and Invoices with negative balances currently on file for this Customer.

Once a credit memo is selected, it will not be available for selection on another order, invoice or A/R cash receipt. Each credit must be taken in full. If over application of a credit memo was allowed in Setup, your credit memo deposit total can exceed order/invoice total. Otherwise, you will receive a warning and you must adjust your credit memo selection.

The total of the selected credit memos will be placed in a new field under the payment type drop-down box. It will display as CM+(order number or invoice number) followed by the amount (Figure 2).

When you invoice an order with credit memos applied as deposit, the credit memo total will display, but the credit memo selection button will not be available. Therefore, no change to what has been selected is allowed in Invoice Entry.

If batch processing is enabled, the credit memo total will be included in the batch deposit total.

If you have checked 'Pop up Credit Memo List on Header Tab', then the Credit Memos Available window will appear after the customer number is entered. It will only appear if that customer has credit memos on file that have not been applied to other sales orders or invoices (Figure 4). This list is for inquiry only.

Note: When you partially invoice an order with 2 deposit types (one regular payment type and credit memo application), and deposit total exceeds invoice total, the regular deposit amount will be applied first, then credit memos will be applied.

Sales Order Inquiry has been modified to display the credit memo total on the Totals tab (Figure 5). Click the Credit Memo Selection button to view the list of credit memos selected.

If Shipping Data Entry is enabled, then any Credit Memos applied to Sales Orders will transfer to the Invoice in the same manner as they do when the Invoice is created via Invoice Entry.

During Sales Order Sales Journal update, one AR Transaction Payment History record will be created for each credit memo applied to an invoice.   One posting to the customer deposit account will be made per credit memo. If an order is partially invoiced, the update process will apply the regular deposit amount first, then each credit memo amount, splitting a credit memo if necessary. Any remaining deposit will update to the back order.

If over application is allowed and the Invoice is shipped complete and updated with an applied credit amount that is in excess of the Invoice amount, then the Invoice will have a negative balance. The negative balance Invoice will be available for application as an on file credit.

Credit Memo deposits will be written to the AR Deposit History file if the A/R Setup question 'Retain Deposit Transaction History' is not answered 'None'. They will print on the Deposit Transaction Report under payment type "CMEMO". Please note that "CMEMO" is not an on-file payment type in the Payment Type File.

Sales Journal and Daily Deposit Recap Report

The credit memo amount applied on an invoice will be included in the deposit amount on the sales journal. Each credit memo and the amount applied will be listed on the daily deposit recap report.If an invoice has multiple deposits applied to it, the invoice amount will only print on one of the deposit lines. If an invoice has a regular deposit and credit memos, all credit memos will print under the payment type of the regular deposit. You may modify the Daily Deposit Recap Report to include the SequenceNo_001 field in the sort order so that the invoice amount will always print on the first deposit line.

Daily Deposit Recap
Journal Posting Date: 5/1/2020
Register Number: SO-000008

ABC Distribution and Service Corp. (ABC)

Invoice Number	Invoice Date	Customer Number	Bill To Name	Order Number	Credit Card/ Ref/Check No.	Expiration Date	Invoice Amount	Deposit Applied	Payment Applied
Payment Type: CASH	Cash								
0100059-IN	10/22/2015	01 - ABF	American Business Futures	0000185	CREDIT MEMO 0100055-CM		0.00	81.48	0.00
0100059-IN	10/22/2015	01 - ABF	American Business Futures	0000185	123456		518.00	100.00	0.00
0100059-IN	10/22/2015	01 - ABF	American Business Futures	0000185	CREDIT MEMO 0100057-CM		0.00	185.54	0.00
					Payment Type: CASH Total:		518.00	367.02	0.00
					Report Total:		518.00	367.02	0.00

Customer Maintenance/Inquiry, Invoices Tab

Sales Order Invoices with Credit Memos applied to them will reference each Credit Memo as a separate payment.

Customer Maintenance (ABC) 9/8/2023

Customer No. 01-ABF
Name American Business Futures

1. Main   2. Additional   3. Statistics   4. Summary   5. History   6. Invoices   7. Transactions   8. S/Os

Invoice No.	Invoice Type	Inv Date	Inv Due Date	Disc Date	Amount	Discount	Balance	Customer PO No.	Commen
0100055	Credit Memo	5/10/2025			81.48-	0.00	0.00	3456	
0000190	Invoice	4/30/2025	5/30/2025		85.00	0.00	85.00		
APR0001	Finance Charge	4/30/2025	4/30/2025		43.89	0.00	43.89		FINANCE
0000141	Invoice	3/31/2025	4/30/2025		1,226.25	0.00	1,178.69		Monthly
0100054	Invoice	3/1/2025	4/1/2025		407.40	0.00	407.40	3456	
0000101	Invoice	1/31/2025	3/2/2025		850.00	0.00	0.00		Monthly
0000122	Invoice	1/31/2025	3/30/2025		850.00	0.00	0.00		Monthly
0100058	Invoice	9/8/2023	10/8/2023		84.00	0.00	2.52		

Trans Date	Trans Type	Trans Amount	Pay Date	Check No.	Payment Ref	Cr Card	RMA No.
5/5/2025	Invoice	84.00					
5/5/2025	Credit Memo	81.48-	9/8/2023		0100055CM		

Balance	Current	30 Days	60 Days	90 Days	120 Days
4,353.31	3,945.91	407.40	0.00	0.00	0.00

Accept   Cancel   Delete

Invoice History Inquiry has been modified to display the credit memo total on the Header tab. Click this field to view the list of credit memos applied.

Sales Order/Quote History Inquiry

Sales Order/Quote History Inquiry has been modified to display the credit memo total on the Totals tab next to Payment Type (Figure 9). Only the Credit Memo Deposit Total is saved in Sales Order/Quote History; the details are not saved.

Sales Order Printing

Credit Memo records are written to the work file as Item Type 'c' and one record will be written for each deposit. To modify the report to show Deposit records, you must change the line suppression formula of the Details a section from:

    formula = {SO_SalesOrderWrk.ItemType} = "4"
    to:
    formula = {SO_SalesOrderWrk.ItemType} = "4" OR {SO_SalesOrderWrk.ItemType} = "c"

To print credit memo details, a new detail section will need to be added and the following suppression formula used in the new section. It is recommended that you put the new Detail Section between the existing Details (a) and Details (b) sections. Deposit records will print after all line item details.

    formula = {SO_SalesOrderWrk.ItemType}<>"c"

Fields applicable to credit memo deposits are:
- CreditMemoNo_001
- CreditMemoDepostAmt_001
- CommentText

The CreditMemoTotal_001 field is available to print in the page footer.

You must modify @Order Balance formula to subtract the credit memo total. For example:
    formula = {@OrderTotal} - {SO_SalesOrderWrk.DepositAmt} –
    {SO_SalesOrderWrk.CreditMemoTotal_001}

You need to change the field suppress condition behind @Order Balance. For example:
    formula = {SO_SalesOrderWrk.DepositAmt} + SO_SalesOrderWrk.CreditMemoTotal_001}= 0.00

Sales Order Invoice Printing

Invoice printing is the same as sales order printing, except that the suppression formula in Details (a) is different. You must change it from:
        formula = {SO_InvoiceWrk.ItemType} in array ("", "4") or _
        PreviousValue({@InvoiceNoLineNo}) = {@InvoiceNoLineNo}
        to:
        formula = {SO_InvoiceWrk.ItemType} in array ("", "4**, "c"**) or _
        PreviousValue({@InvoiceNoLineNo}) = {@InvoiceNoLineNo}

You must modify @Invoice Balance formula to subtract the credit memo total. For example:
        formula = {@InvoiceTotal} - {SO_InvoiceWrk.DepositAmt} -
        {SO_InvoiceWrk.CreditMemoTotal_001}

You can use the same invoice form in A/R Invoice History Printing.

ODBC Dictionary

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

| *File:*	*Fields:*
AR_CMApplicationHistory_001	All Fields
SO_CreditMemoApplication_001	All Fields
SO_DailyDepositRecapWrk	SequenceNo_001
SO_InvoiceWrk	CreditMemoTotal_001
	CreditMemoNo_001
	CreditMemoDepositAmt_001
SO_SalesOrderHistoryHeader	CreditMemoTotal_001
SO_SalesOrderWrk	CreditMemoTotal_001
	CreditMemoNo_001
	CreditMemoDepositAmt_001

Be aware that the ODBC 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.
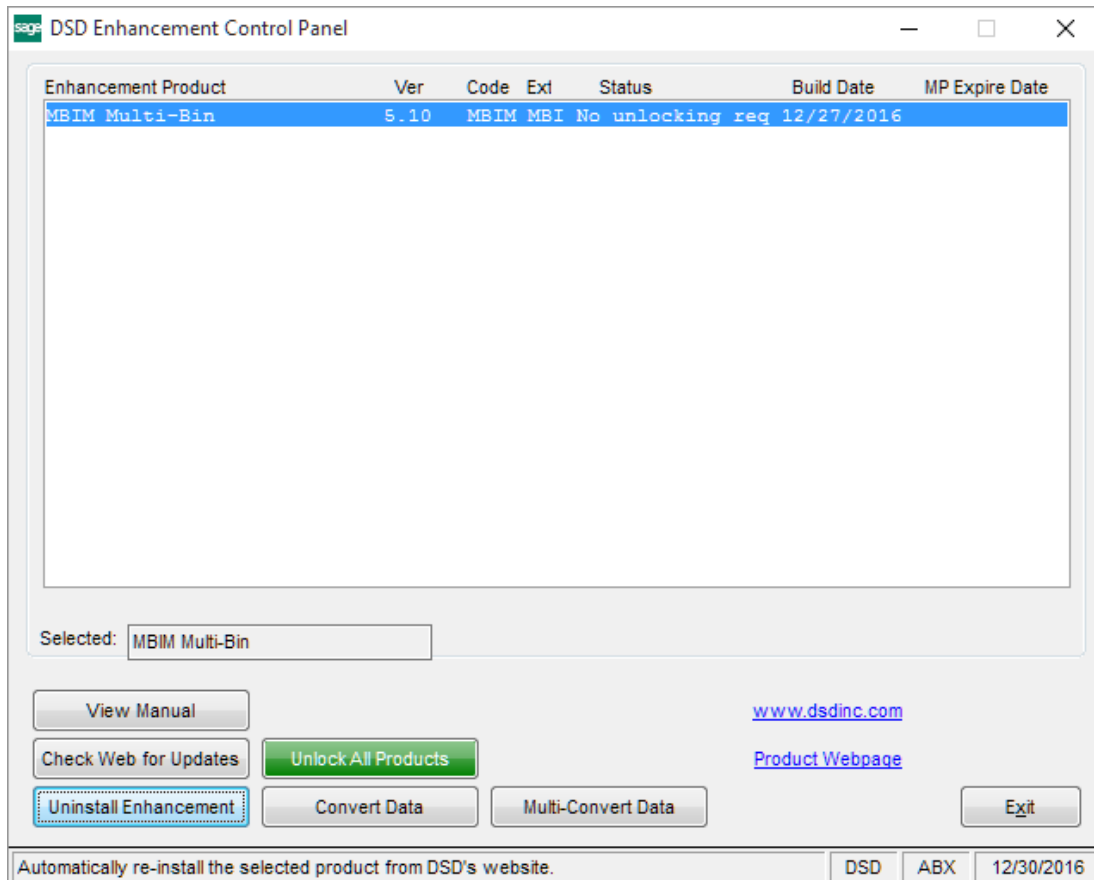
When accessing the **DSD Enhancement Control**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:
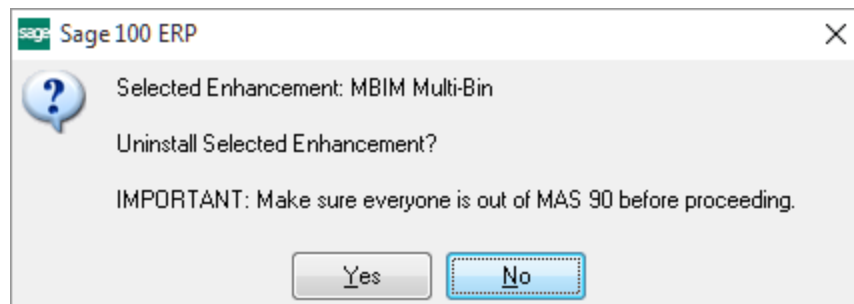
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

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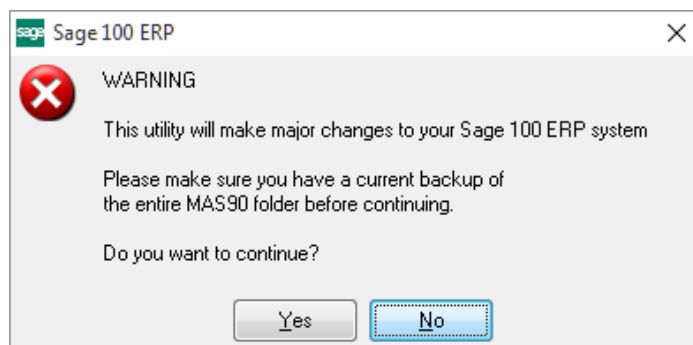
Select **No** to exit the Uninstall Process.
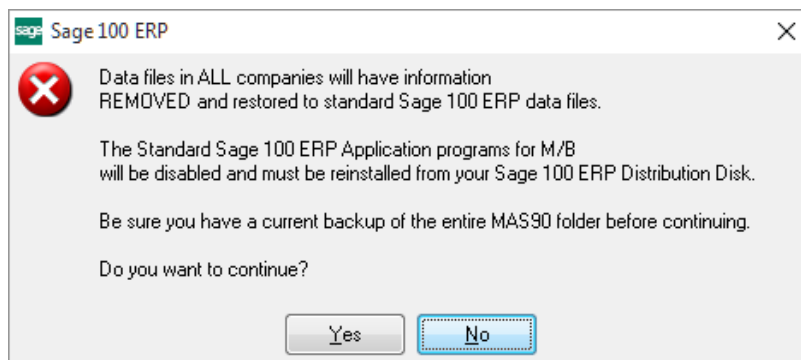Select **Yes** to continue with the Uninstall Process.

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.
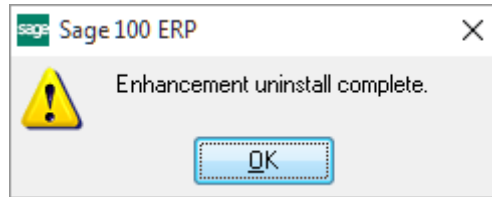
Now that the Uninstall process is completed, you must:

- 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).