



DSD Business Systems

Sage 100 Enhancements

SOCM

S/O Enhanced Credit Memo

Version 5.30



Information in this document is subject to change without notice.

Copyright 1993-2016, DSD Business Systems All rights reserved.

S/O Enhanced Credit Memo User's Manual
Version 5.30

1 June, 2016

DSD Business Systems
8787 Complex Drive
Suite 400
San Diego, CA 92123

858/550-5900 8:00am to 5:00pm PST
858/550-4900 Fax

Trademarks

ProvideX® is a Trademark of Sage Software.

Windows is a trademark of Microsoft Corporation.

Sage 100® is a registered trademark of Sage Software.

PXPlus® is a registered trademark of PVX Plus technologies

All other product names and brand names are service marks, and/or trademarks or registered trademarks of their respective companies.

This documentation and the software described herein, is prepared and published under license. Sage Software has not tested or verified either the software or any representation in this documentation regarding the software. Sage Software does not make any warranty with respect to either this documentation or the software described herein, and specifically disclaims any warranty, express or implied, with respect hereto, including the warranties of fitness for a particular purpose and merchantability.

Table of Contents

SECTION A: INTRODUCTION	5
WEB RESOURCES	5
SUPPORT	5
S/O ENHANCED CREDIT MEMO FEATURES	6
SECTION B: GETTING STARTED	7
REQUIRED LEVELS	7
INSTALLATION	7
DSD ENHANCEMENT CONTROL PANEL	9
SECTION C: SYSTEM OPERATIONS	11
SECTION E: UNINSTALL DSD ENHANCEMENTS	14
LICENSE AGREEMENT	17
FAX TRANSMITTAL FORM	19

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*

SOCM S/O Enhanced Credit Memo:

<http://www.dsdinc.com/enh/pages/SOCM.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 with Symantec PCAnywhere or by some other means access or duplicate the system.

S/O Enhanced Credit Memo Features

In S/O Invoice Data Entry, for Invoice Type Credit or Debit Memo, if the user has entered an Apply To Inv#, they will be prompted to recall Invoice History Header information. If the user selects No, then standard MAS resumes; if the user selects Yes, then the Invoice History Header information will be transferred to the Credit Memo header, including mapped UDF's.

If the user enters an Apply To Inv#, then selects the Lines Panel, they will be prompted to recall Invoice History Detail information.

If the user selects No, then standard MAS resumes. If the user selects Yes, then the user will be prompted to Credit the complete Invoice or only selected lines. If the user selects No, then all Invoice History Detail Lines will be transferred to the Credit Memo, but ALL quantities will be set to zero. If the user selects Yes, then all Invoice History Detail Lines will be transferred to the Credit Memo, and ALL quantities will be set to their respective Qty Invoiced in Invoice History including Lot/Serial information. Mapped UDF's will also be included.

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
S/O	Y	5.30

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 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.

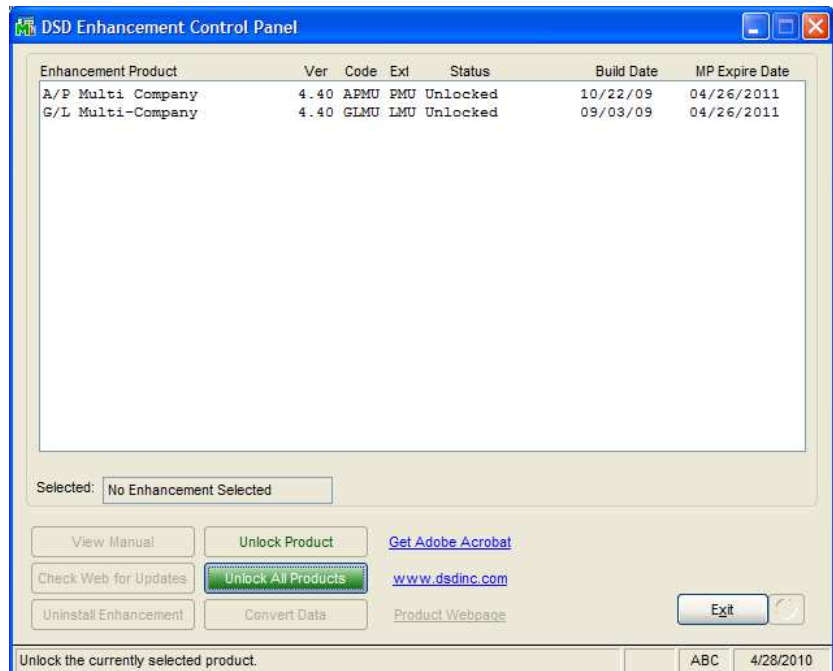
The DSD Enhancement Control Panel is a simple to use yet powerful system to help maintain DSD Enhancements installed on a Sage 100 system. To use it, select an Enhancement product from the list on the window and then click the button, on the right side of the window, which corresponds with the desired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

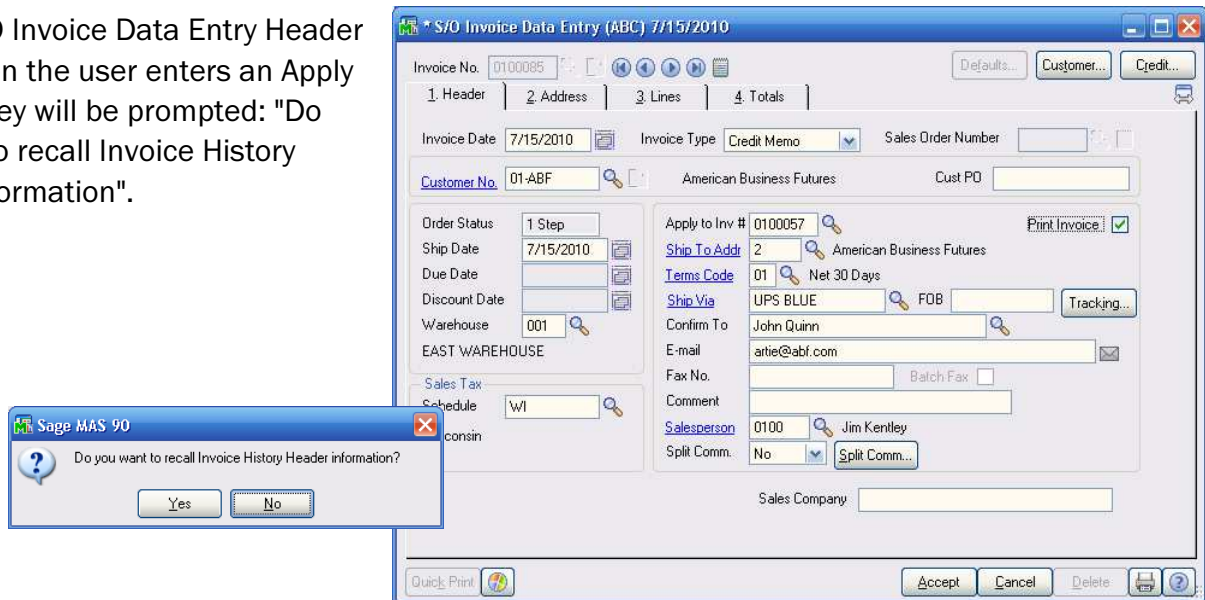
Get Adobe Acrobat: Opens the Adobe Acrobat website to the page where Acrobat can be downloaded and installed.

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: System Operations

On the S/O Invoice Data Entry Header Panel, when the user enters an Apply To Inv#, they will be prompted: "Do you want to recall Invoice History Header information".

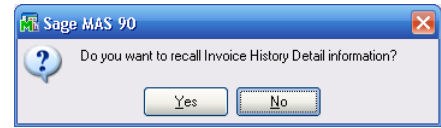


If the user selects No, then standard MAS resumes.

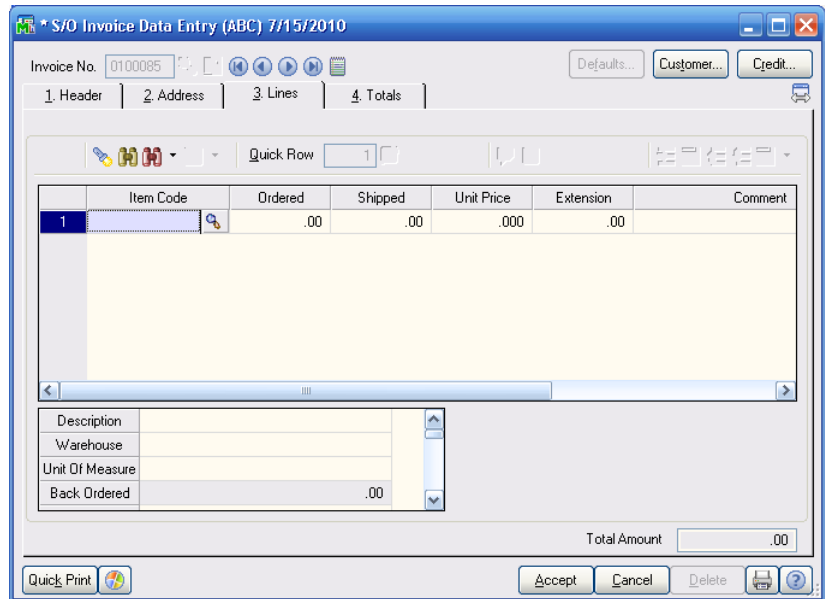
If the user selects Yes, then the Invoice History Header information will be transferred to the Credit Memo header, including mapped UDF's.



If the user enters an Apply To Inv# then selects the Lines Panel, they will be prompted: "Do you want to recall Invoice History Detail information".



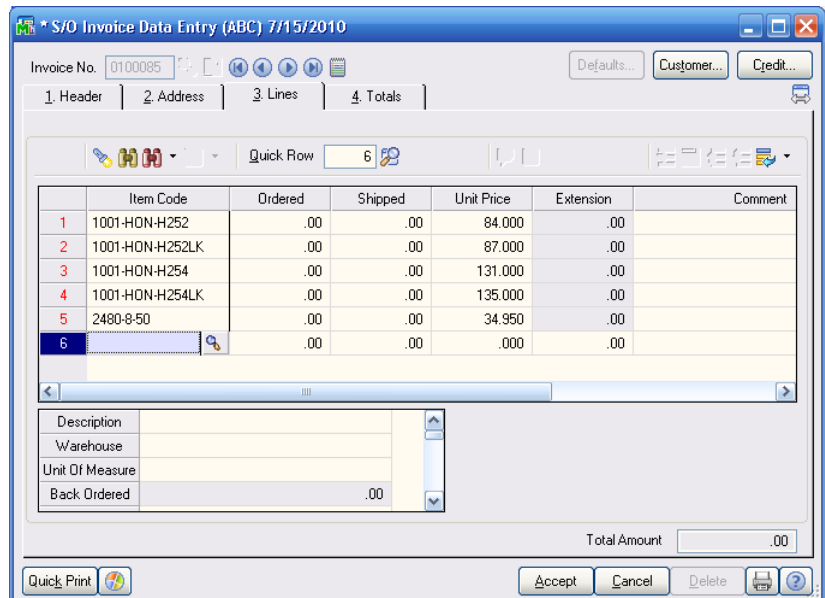
If the user selects No, then standard MAS resumes.



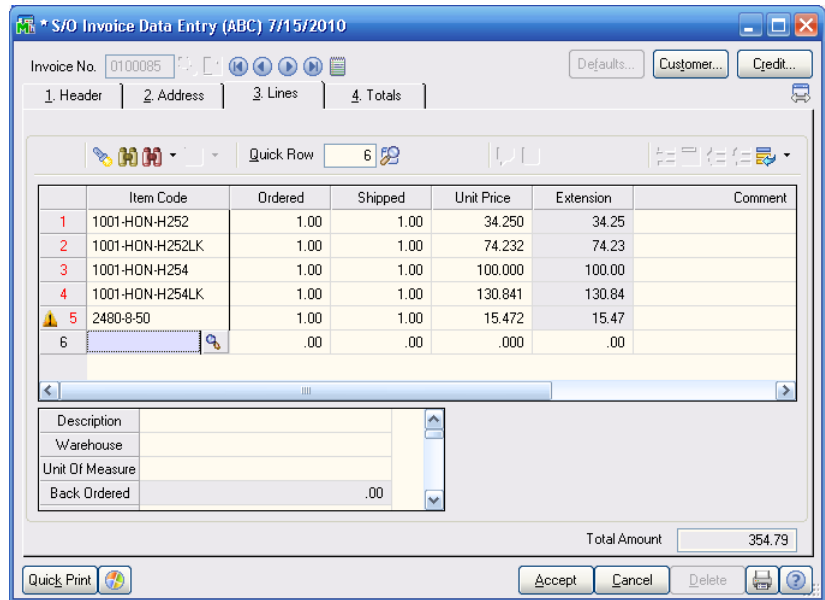
If the user selects Yes, then the user will be prompted: "Do you want to Credit complete".



If the user selects No, then all Invoice History Detail Lines will be transferred to the Credit Memo, but ALL quantities will be set to zero.

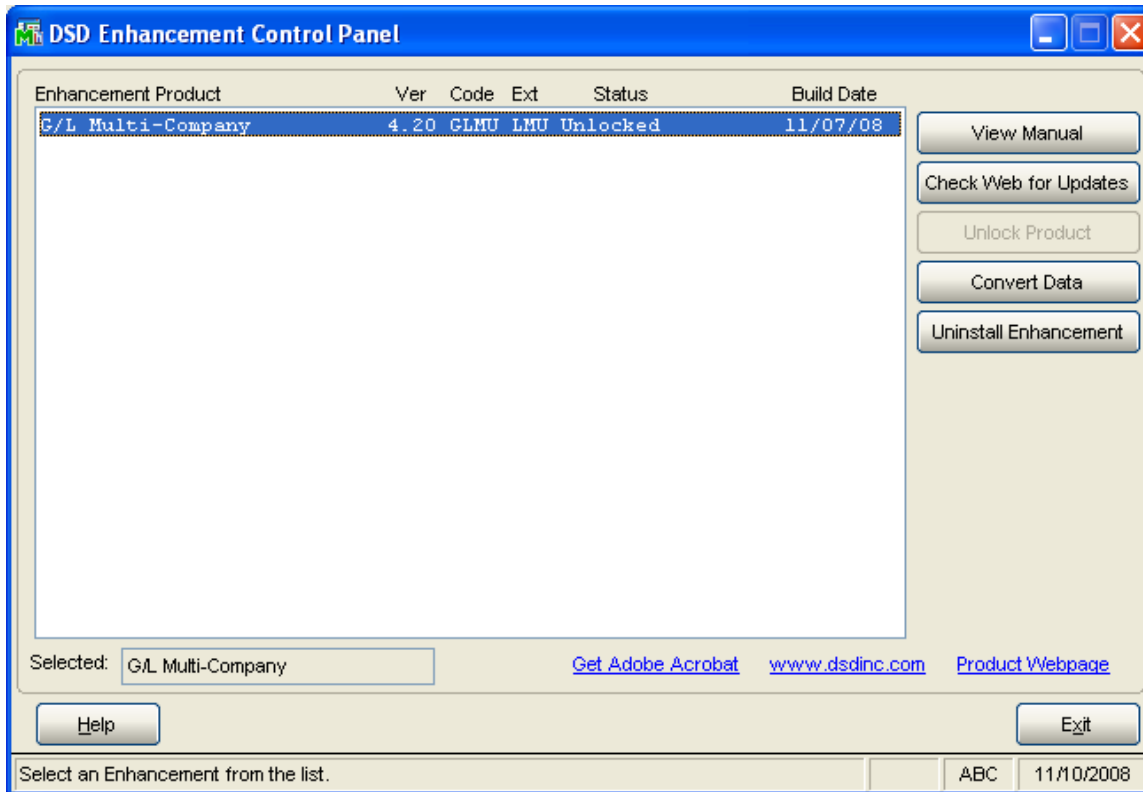


If the user selects Yes, then all Invoice History Detail Lines will be transferred to the Credit Memo, and ALL quantities will be set to their respective Qty Invoiced in Invoice History, including Lot/Serial information. Mapped UDF's will also be included.

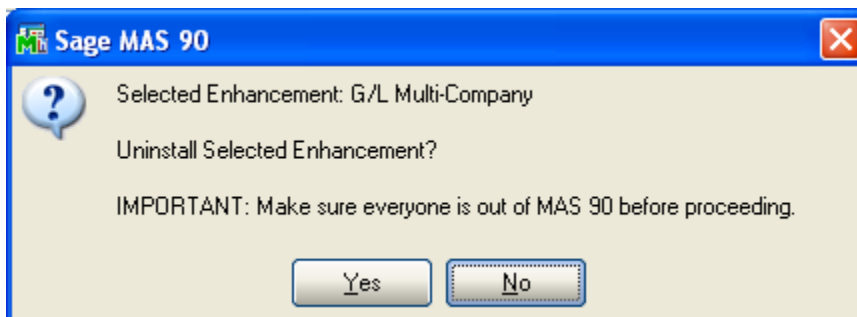


Section E: Uninstall DSD Enhancements

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.

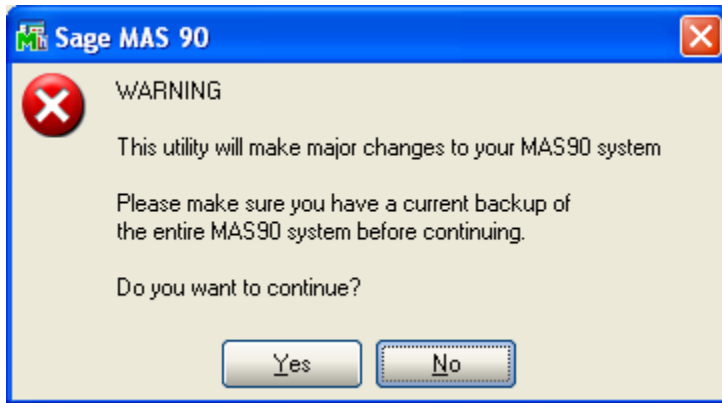


When accessing the **DSD Utility Suite**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:



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

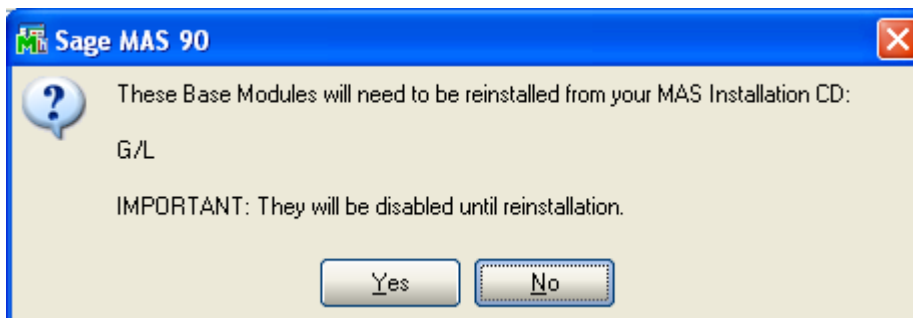
The following message box will appear, to remind you that a complete backup of your entire MAS90 system should be completed prior to uninstalling a DSD product.



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.

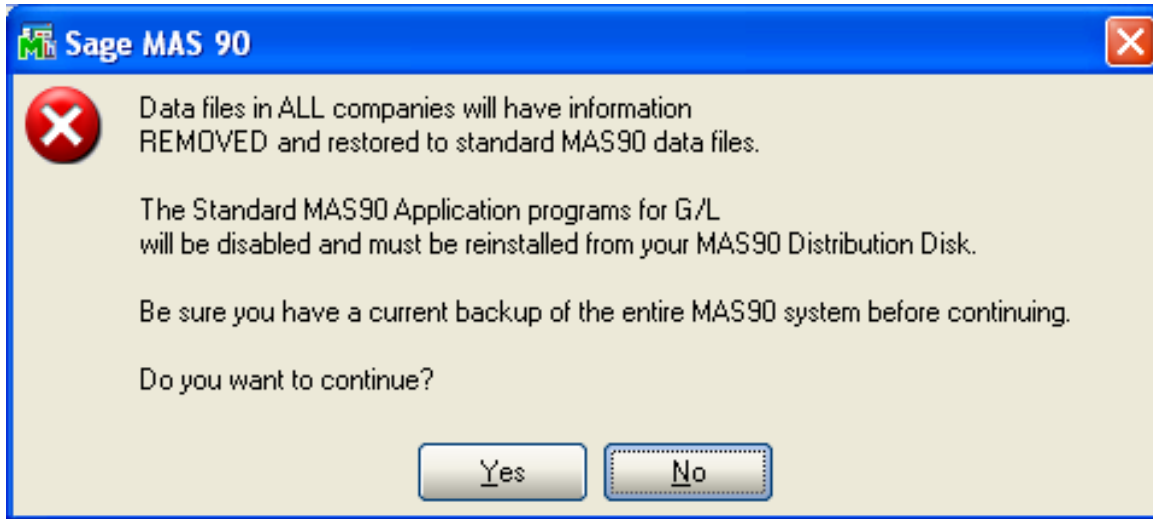


Select No to exit the Uninstall Process.
Select Yes to continue with the Uninstall Process.

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).

License Agreement

IMPORTANT: THIS SOFTWARE IS LICENSED BY DSD BUSINESS SYSTEMS, INC. TO CUSTOMERS FOR THEIR USE ONLY IN ACCORDANCE WITH THE TERMS SET FORTH IN THIS CUSTOMER LICENSE AGREEMENT. OPENING OR USING THIS PACKAGE CONSTITUTES ACCEPTANCE OF THESE TERMS. IF THE TERMS OF THIS LICENSE ARE NOT ACCEPTABLE, THE CUSTOMER MAY OBTAIN A FULL REFUND OF ANY MONEY PAID IF THIS UNUSED, UNOPENED PACKAGE IS RETURNED WITHIN TEN (10) DAYS TO THE DEALER FROM WHICH IT WAS ACQUIRED.

1. **LICENSE. DSD BUSINESS SYSTEMS, INC.,** a California corporation as Licensor and owner hereby agrees to grant you as Licensee a non-exclusive license to use the enclosed software subject to the terms and restrictions set forth in this License Agreement. Title in and ownership of all programs and program enhancements or modifications written by DSD Business Systems, Inc. shall remain at all times vested in DSD Business Systems, Inc. The right granted by this Customer License Agreement and your payment of the non-refundable License fee is the right to use the Program in accordance with the terms of this Customer License Agreement. Delivery of a copy of the Program to you is made solely to enable you to exercise this right.
2. **COPYRIGHT.** This Program is copyrighted and all rights are reserved by DSD BUSINESS SYSTEMS, INC. and SAGE, INC. You may not copy or reproduce any part of the Program except to copy the Program for backup purposes. If you make a backup copy you must reproduce and include the copyright notice on it. The distribution of the product is intended for the use of the original Licensee only and for use only on the computer systems specified. Lawful users of this Program are hereby licensed only to read the Program from its medium into the memory of a computer only for the purpose of executing the program.

The documentation is also copyrighted and all rights are reserved. This document may not, in whole or in part, be copied, photocopied, reproduced, translated, transmitted or reduced to any electronic medium of machine readable form without prior consent, in writing, from DSD BUSINESS SYSTEMS, INC.

The Licensee recognizes that DSD BUSINESS SYSTEMS, INC. has expended considerable time, effort and money to develop the licensed Software and Manual and that DSD BUSINESS SYSTEMS, INC. will be substantially damaged by its unauthorized use, sale or distribution. In addition to recovery of all damages and the obtaining of injunctive relief as provided by law, in the event legal action must be taken to enforce this provision, the Licensee will pay DSD BUSINESS SYSTEMS, INC. all reasonable legal fees incurred in enforcing the rights of DSD BUSINESS SYSTEMS, INC. under this provision.

3. **RESTRICTIONS ON USE AND TRANSFER.** The original and any backup copies of the Program and its documentation are to be used only in connection with a single computer or network fileserver. You may physically transfer the Program from one computer to another, provided that the Program is used in connection with only one computer or network fileserver at a time. You may not distribute copies of the Program Documentation to others. The Program is to be used exclusively for business purposes and not for personal, family or household use. YOU MAY NOT USE, COPY, MODIFY, OR TRANSFER THE PROGRAM, IN WHOLE OR IN PART, EXCEPT AS EXPRESSLY PROVIDED FOR IN THIS LICENSE AGREEMENT. IN ADDITION YOU MAY NOT MODIFY, ADAPT, TRANSLATE, REVERSE ENGINEER, DECOMPILE, DISASSEMBLE THE PROGRAM, OR CREATE ANY DERIVATIVE WORK BASED UPON THE PROGRAM.
4. **WARRANTY.** DSD BUSINESS SYSTEMS, INC. software is licensed "as is" with no warranties of any kind, either expressed or implied, other than the following: DSD BUSINESS SYSTEMS will repair any bugs or flaws found in the software. Flaws of a critical nature which affect the basic functionality of the software will be repaired on an "emergency" basis, with a corrected distribution diskette sent via UPS Blue or equal. Flaws of a non-critical or cosmetic nature will be repaired on a timely basis, and a corrected distribution diskette sent via UPS ground or regular mail. All incidental or consequential damages that result from any defect in the software, even if DSD Business Systems, Inc. has been advised of the possibility of such damages will be assumed by you.

5. **LIMITED WARRANTY FOR DISKETTES.** To the original licensee only, DSD BUSINESS SYSTEMS, INC. warrants the magnetic diskette on which the Program is recorded to be free from defects in materials and faulty workmanship under normal use and service for a period of ninety days from the date the Program is delivered. Any implied warranties of merchantability and fitness for a particular purpose are limited in duration to the period of ninety (90) days from the date of delivery. If, during this 90 day period, a defect in the diskette should occur, the diskette may be returned DSD BUSINESS SYSTEMS, INC., 5120 Shoreham Place, Suite 280, San Diego, California, 92122, or to any authorized DSD BUSINESS SYSTEMS, INC. Dealer, and the diskette will be replaced without charge to you, provided that you have previously returned the Warranty Registration Card along with a copy of your sales receipt for the Program.
6. **NO OTHER WARRANTIES.** No dealer or distributor of DSD BUSINESS SYSTEMS, INC. products or any agent of DSD BUSINESS SYSTEMS, INC. is authorized to make any representation of warranty with respect to the Program except those expressly stated in the Customer License Agreement.
7. **LIMITATION OF LIABILITY.** Neither DSD BUSINESS SYSTEMS, INC. nor anyone else who has been involved in the creation, production or delivery of this program shall be liable for any direct, incidental or consequential damages.
8. **TERM.** This license is effective until terminated. You may terminate it at any time by returning the Program and Documentation together with all copies, modifications and merged portions in any form to DSD BUSINESS SYSTEMS, INC. The license will also be terminated by DSD BUSINESS SYSTEMS, INC. immediately and without notice if you fail to comply with any term or condition of this License Agreement.
9. **ACKNOWLEDGMENT.** Your opening this package, use of this program or signature on the warranty registration card acknowledges that you have read this customer license agreement and agree to its terms. You further agree that the license agreement is the complete and exclusive statement of the agreement between yourself and DSD BUSINESS SYSTEMS, INC. and supersedes any proposal or prior agreement, oral or written, and any other communications between yourself and DSD BUSINESS SYSTEMS, INC or dealers and distributors of DSD BUSINESS SYSTEMS, INC products relating to the subject matter of this agreement.
10. **ASSIGNMENT.** You may not sublicense this license or the Program. You may not rent this Program or the use of the Program. You may not transfer this copy of the Program unless the recipient agrees in writing (and a copy of such acceptance is sent to DSD BUSINESS SYSTEMS, INC., 5120 Shoreham Place, Suite 280, San Diego, California, 92122) to accept all of the terms of this Customer License Agreement. Any attempt by you to otherwise rent, sublicense, assign or transfer any of the rights, duties or obligation hereunder is void and may be the cause for immediate termination of the license. DSD BUSINESS SYSTEMS, INC. may assign any of its rights and obligation under this agreement to any party without notice to you.

Fax Transmittal Form

To:	<i>DSD Business Systems Customer Service</i>		Fax:	<i>858/550-4900</i>
From:	Name:		Phone:	
	Company:		Fax:	
Date:	/ /	# Pgs Including this Page:		
Subject:	Check One:	Product Problem	Suggestions	
Product:	<i>SOCM S/O Enhanced Credit Memo</i>		Version:	<i>5.30</i>

This page may be copied