



DSD Business Systems

Sage 100 Enhancements

SOCM

S/O Enhanced Credit Memo

Version 6.10



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S/O Enhanced Credit Memo User's Manual
Version 6.10

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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*

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



- 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	6.10

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.

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 License Agreement and Activation

License Agreement

YOU MUST READ THIS AGREEMENT COMPLETELY AND AGREE BEFORE PROCEEDING. SCROLL THROUGH THIS AGREEMENT USING THE SLIDER CONTROL.

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1 Agree to License Agreement
☒ Agree ☐ Disagree

2 Select Unlocking Type
☐ Web ☐ File
☐ Demo ☒ Manual Entry

3 Call DSD at 858-550-5900
 Have this information ready: End User Name:
 Serial Number:

4 Enter the following from DSD
 Activation Key:
 Click to Unlock:

ABC 4/28/2010

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.

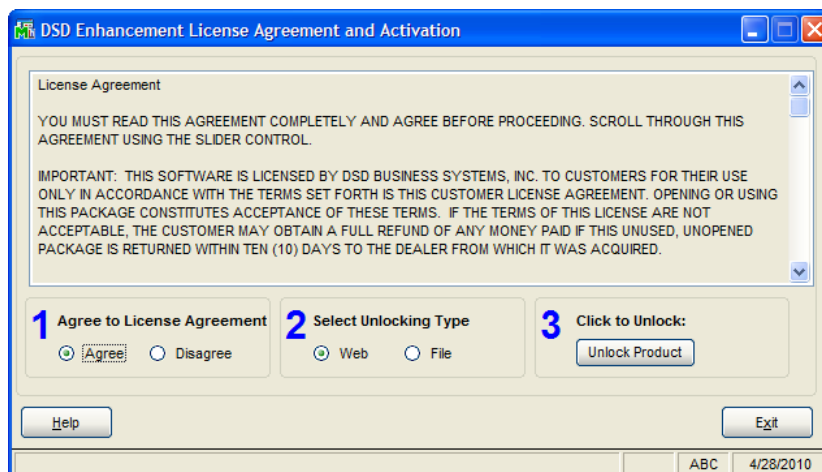
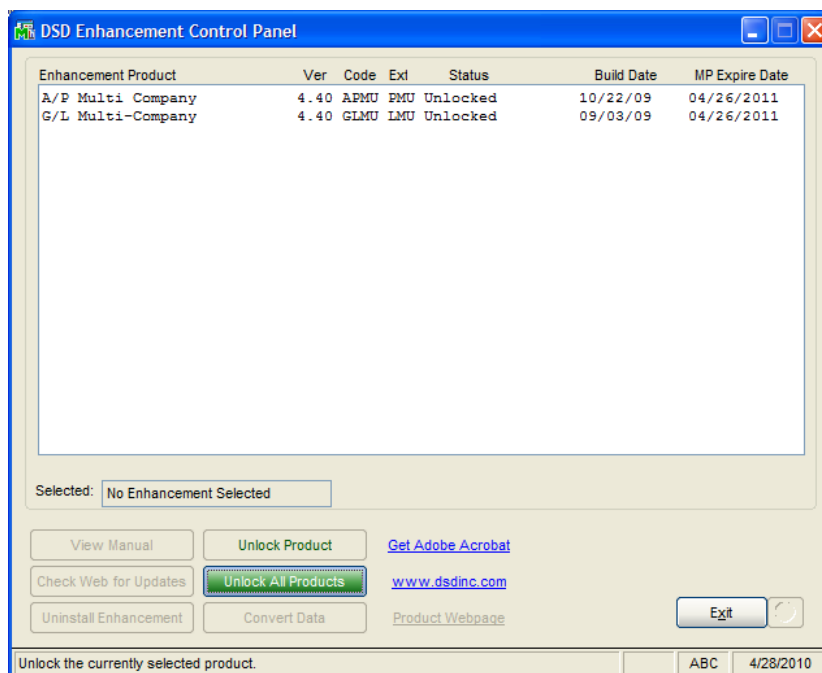
The DSD Enhancement Control Panel is a simple to use yet powerful system to help maintain DSD Enhancements installed on a Sage 100 system. To use it, select an Enhancement product from the list on the window and then click the button, on the right side of the window, which corresponds with the desired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

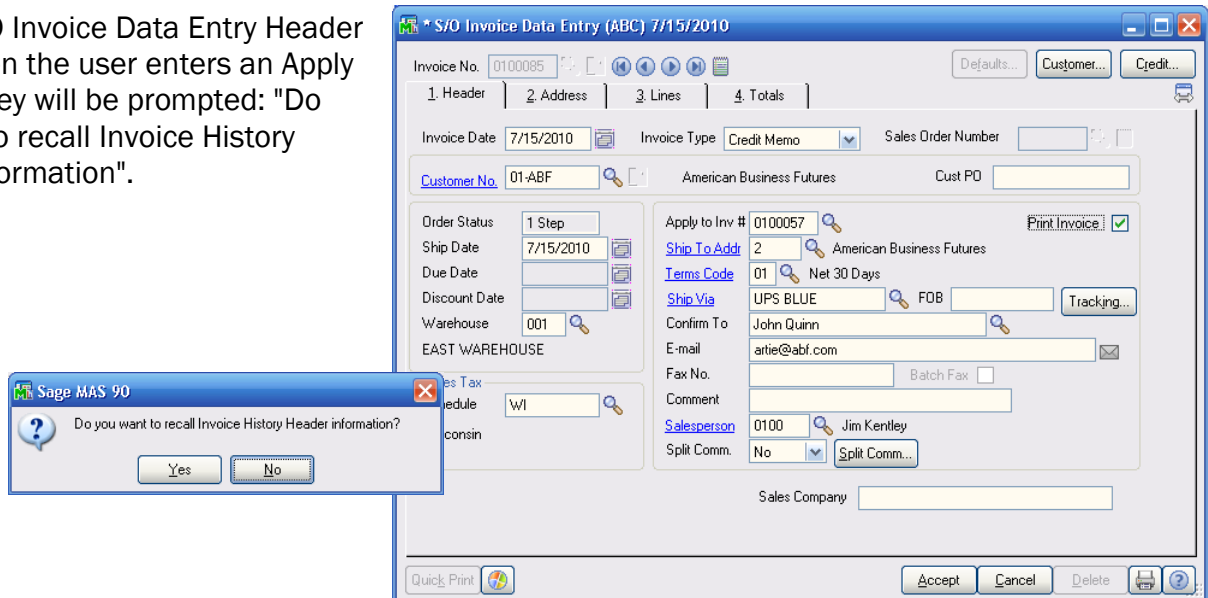
Get Adobe Acrobat: Opens the Adobe Acrobat website to the page where Acrobat can be downloaded and installed.

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.

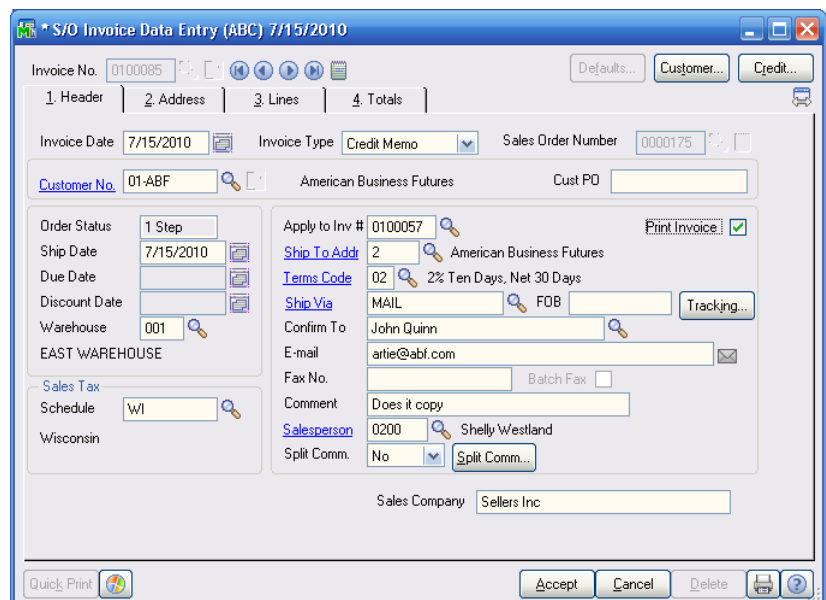
Section C: System Operations

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".

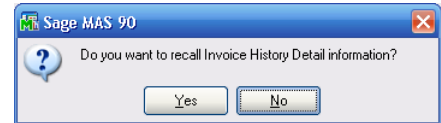


If the user selects No, then standard MAS resumes.

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.

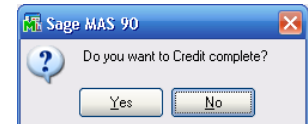
	Item Code	Ordered	Shipped	Unit Price	Extension	Comment
1		.00	.00	.000	.00	

Description
Warehouse
Unit Of Measure
Back Ordered .00

Total Amount .00

Quick Print Accept Cancel Delete

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.

	Item Code	Ordered	Shipped	Unit Price	Extension	Comment
1	1001-HON-H252	.00	.00	84.000	.00	
2	1001-HON-H252LK	.00	.00	87.000	.00	
3	1001-HON-H254	.00	.00	131.000	.00	
4	1001-HON-H254LK	.00	.00	135.000	.00	
5	2480-8-50	.00	.00	34.950	.00	
6		.00	.00	.000	.00	

Description
Warehouse
Unit Of Measure
Back Ordered .00

Total Amount .00

Quick Print Accept Cancel Delete

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

	Item Code	Ordered	Shipped	Unit Price	Extension	Comment
1	1001-HON-H252	1.00	1.00	34.250	34.25	
2	1001-HON-H252LK	1.00	1.00	74.232	74.23	
3	1001-HON-H254	1.00	1.00	100.000	100.00	
4	1001-HON-H254LK	1.00	1.00	130.841	130.84	
5	2480-8-50	1.00	1.00	15.472	15.47	
6		.00	.00	.000	.00	

Description
Warehouse
Unit Of Measure
Back Ordered .00

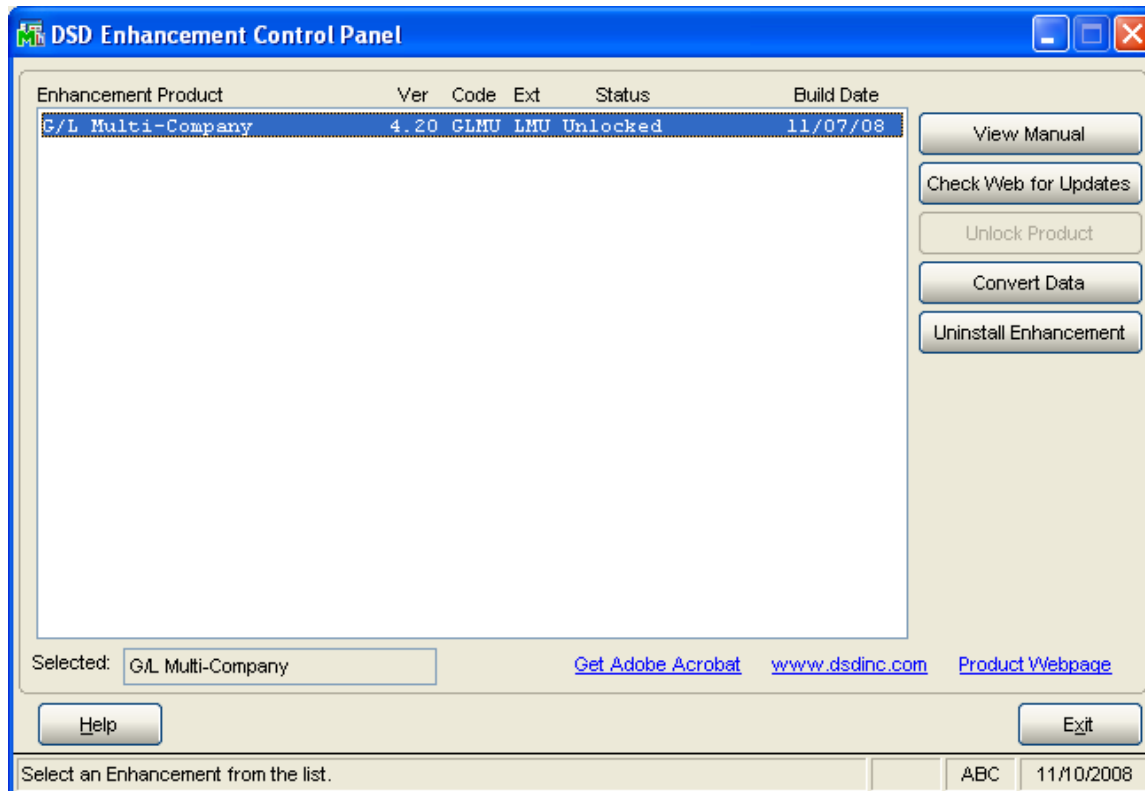
Total Amount 354.79

Quick Print Accept Cancel Delete

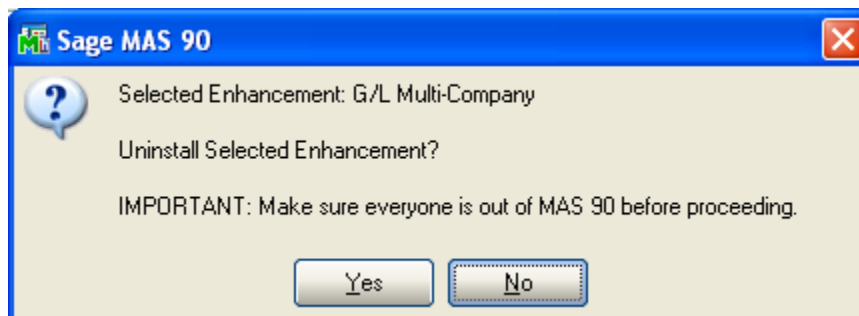
respective Qty Invoiced in Invoice History, including Lot/Serial information. Mapped UDF's will also be included.

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.

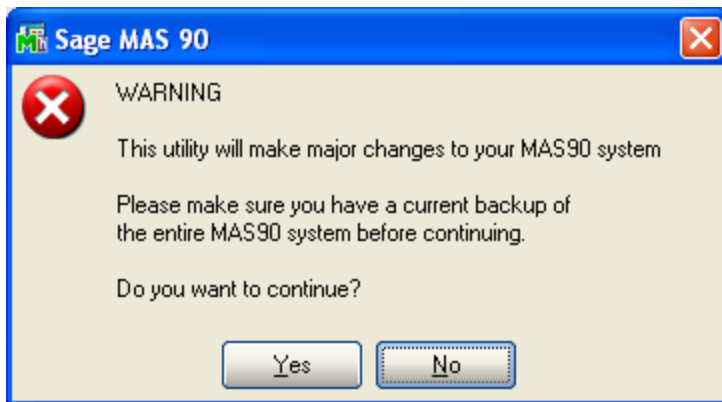


When accessing the **DSD Utility Suite**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:



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

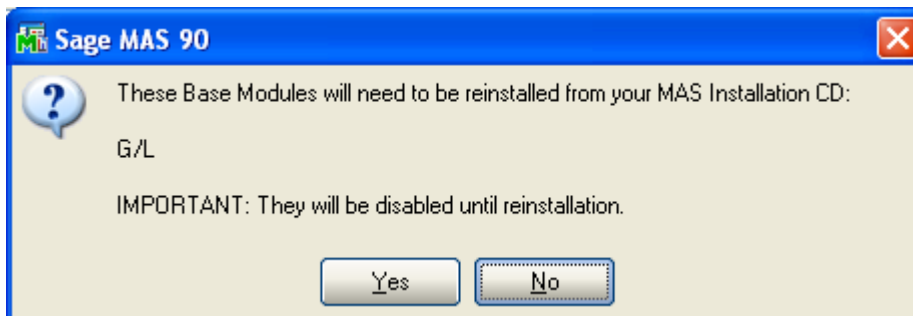
The following message box will appear, to remind you that a complete backup of your entire MAS90 system should be completed prior to uninstalling a DSD product.



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.

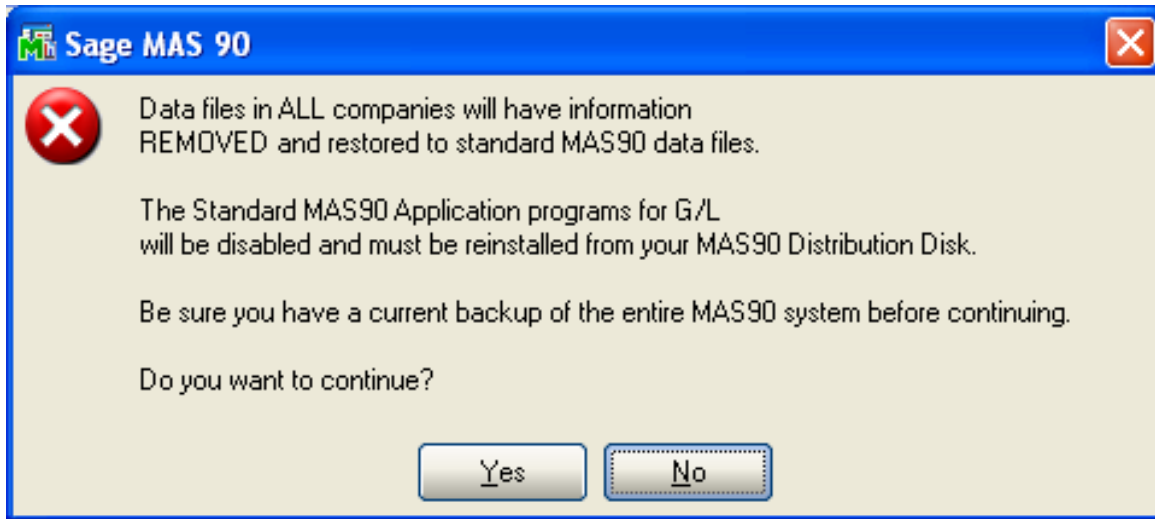
The following message box will appear, and will display which of those specific Sage 100 modules you must reinstall afterwards.



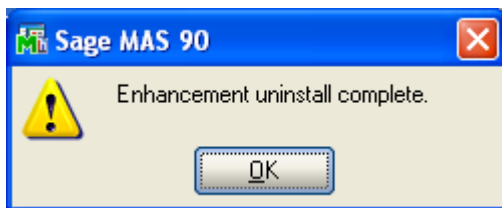
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

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).

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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>6.10</i>

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