# DSD Business Systems

**Sage 100 Enhancements**

# ARCC

# A/R Credit Collections

**Version 7.40**

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A/R Credit Collections User's Manual
Version 7.40

12 November, 2025

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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*

ARCC A/R Credit Collections:

**http://www.dsdinc.com/enh/pages/ARCC.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:

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*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.

## *A/R Credit Collections Features*

The Customer Collections enhancement is designed for those companies that need to track collection history and call history by customer. Call Codes may be setup and assigned on First, Second, Third, and Final collection call attempts. Track Collection History, print Call Lists and Collection Letters, and use the Customer Collection dashboard to view and update call history.

ADDITIONAL FEATURES
- Define Past Due Threshold by Customer
- Assign Collection Users to Customers
- Dashboard displays which assigned customers are past due
- User-defined Collection Call Codes
- Maintain Info on Call Attempts
- Call List Printing
- Collection Letter Printing
- Credit Hold Utility
- Cash Receipts Update to remove Credit Hold


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## 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 |
|---|---|---|
| A/R | **Y** | 7.40 |

### *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.

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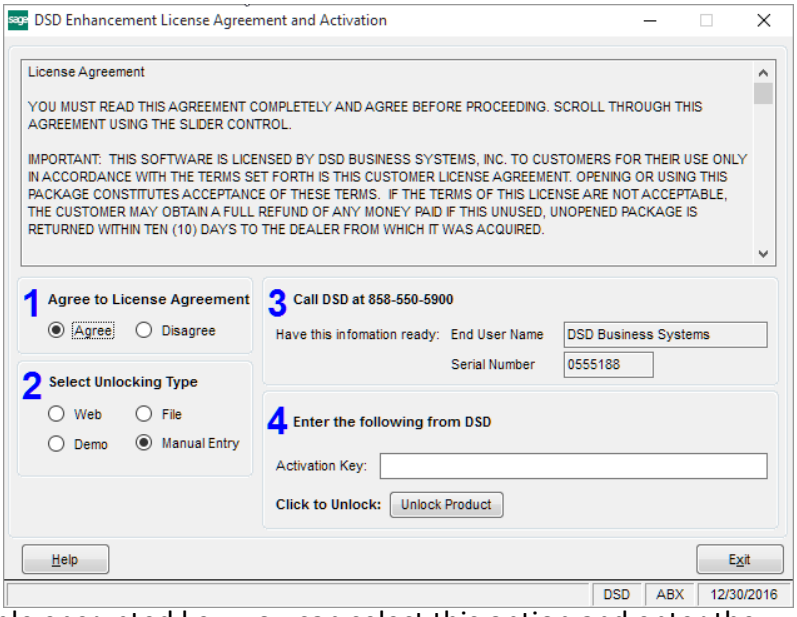
**Web Unlock:** If the system that is running the DSD Enhancement *has web access* and you *have sent DSD your Sage Serial number*, you can unlock the Enhancement without assistance using Web Unlock. When this option is selected, the program will attempt to download encrypted serial number key file from 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.

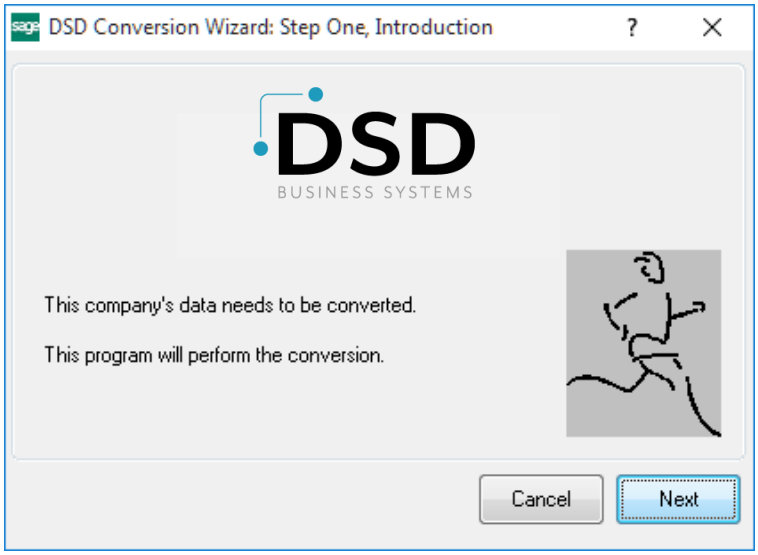
- *Creating a Demo Unlock is a good way to temporarily unlock DSD Enhancements off-hours, if you do not have web or email access. Later, you can unlock the product fully, during business hours.*




**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.*





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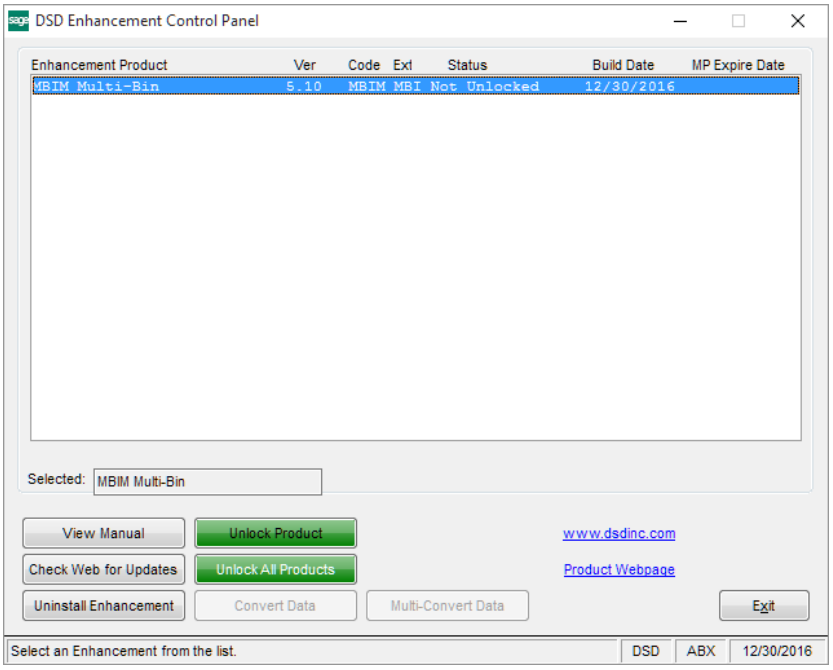
## *DSD Enhancement Control Panel*

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.

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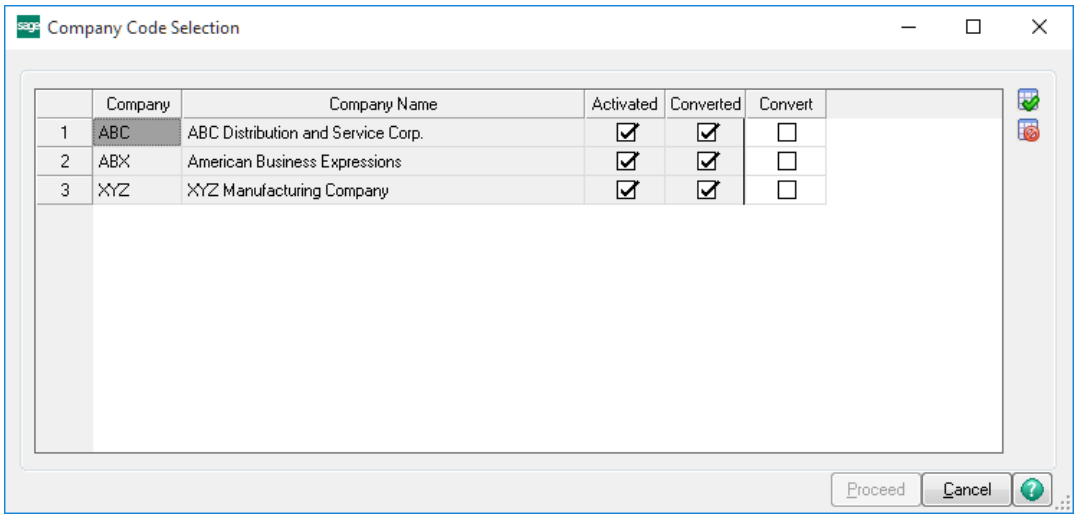
**Multi-Convert Data:** Multiple Companies can be converted at the same time for a given Enhancement. (*If you have a large number of Companies to convert, please do in batches of 20 or fewer due to memory limitations.)*




**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)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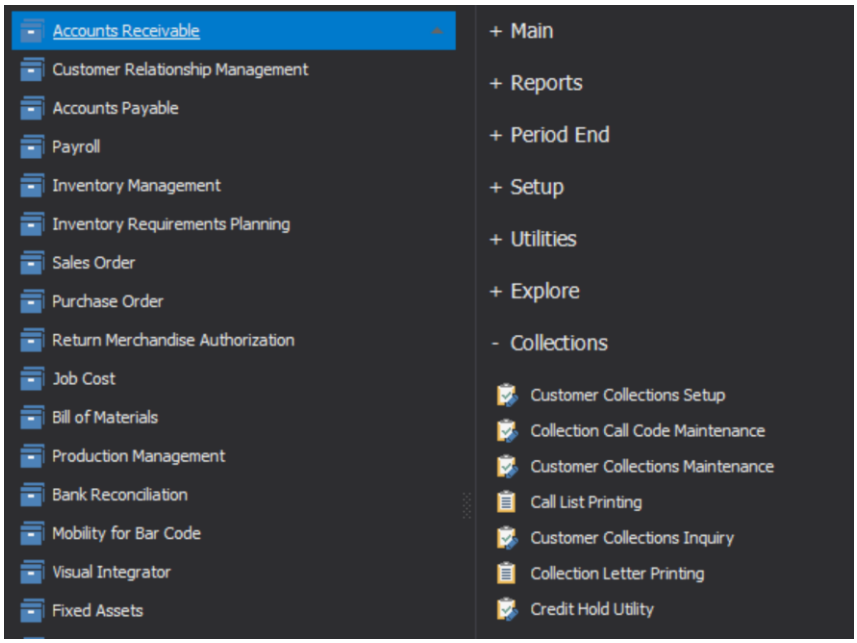
# Section C: Setup

## *Role Maintenance*

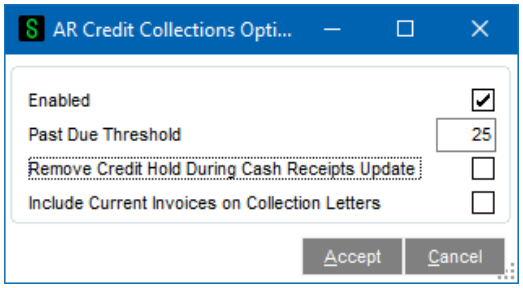
After Installation, a new “Collections” Menu has been added the Accounts Receivable Module. Access “Role Maintenance” to update role permissions to access these tasks.




Additionally, “Allow Collections Display of All Past Due Customers” has been added as a security event. When this Security Even is enabled, the user can view all past due customers. This includes customers unassigned, assigned to another user, or assigned to the user accessing Customer Collections Maintenance.

***Customer Collections Setup***

Access “Customer Collections Setup” to enable the enhancement.




**Past Due Threshold**: Enter number of days to add to Terms code to determine Days Past Due Date

**Remove Credit Hold During Cash Receipts Update**: Enable this option to have Credit Hold removed from Customers during cash receipts update. This option is a default and can be overridden for each customer.

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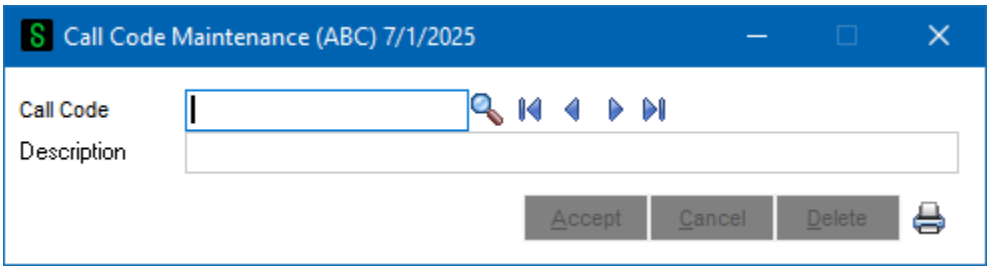
**Include Current Invoices on Collection Letters:** Enable this option to include all invoices, current and past due, on the collection letter.

***Call Code Maintenance***

Access "Call Code Maintenance" to define custom Call Codes for collection attempts. After a collection attempt is made, user can select from this list to denote whether the collection attempt was a success or failure.





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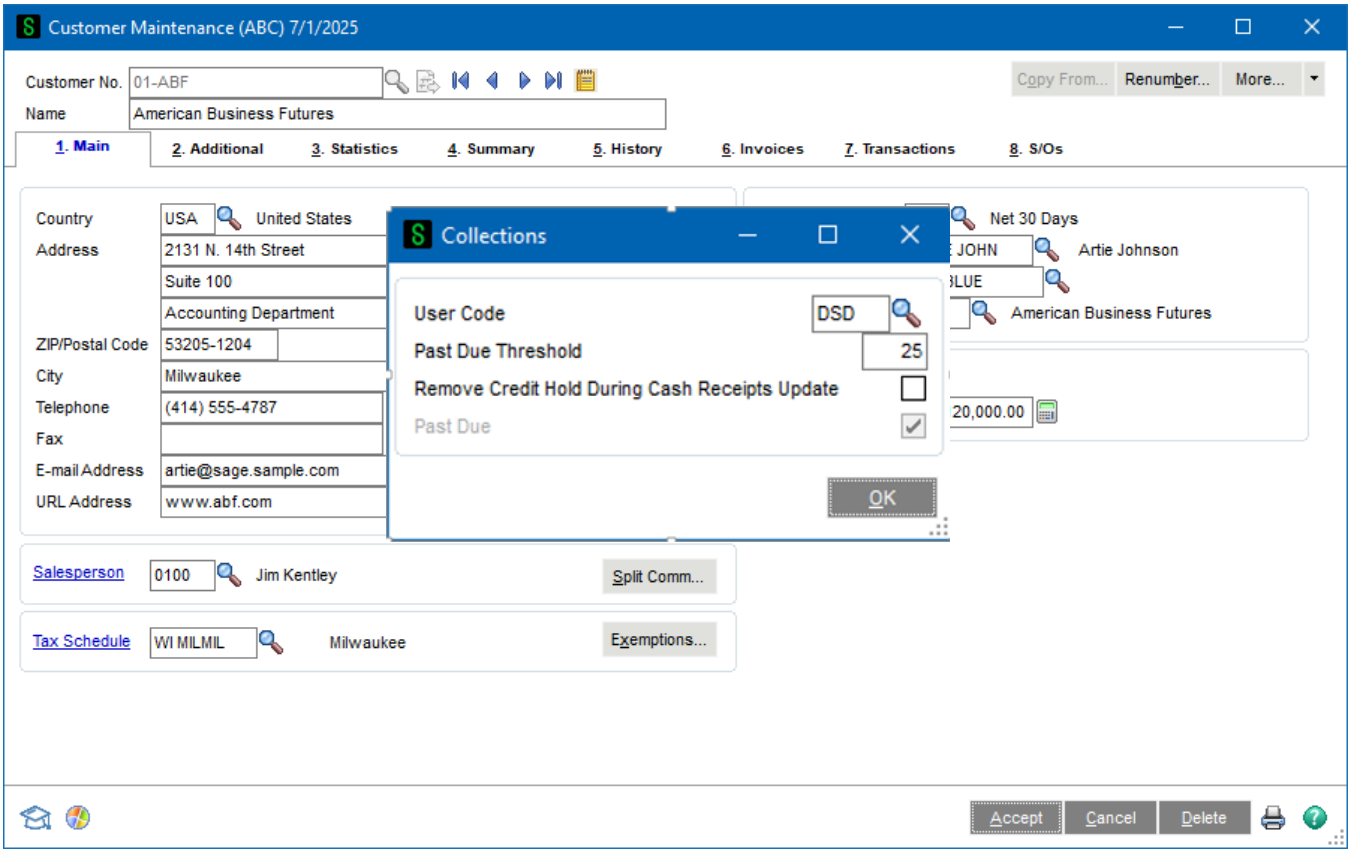
# Section D: System Operations

## *Customer Maintenance*

Once A/R Credit Collections has been enabled, access the Collections task from the 'More…" button in Customer Maintenance.




**User Code:** Select a User Code to assign collections of this customer to
**Past Due Threshold:** Enter the Past Due Threshold # of days for the customer. For new customers (Customers created after this enhancement is installed), this value is defaulted from the Past Due Threshold value in Customer Collections Setup, but can be overridden at any time. Note that this value will default to 0 for all customers that existed prior to when this enhancement is installed – You will need to modify each one manually in Customer Maintenance (Press the More button, select Collections, change the "Past Due Threshold" value, and press the OK button. Press Accept button to save changes.) or import values using Visual Integrator.
**Remove Credit Hold During Cash Receipts Update:** Enable or Disable this option to have the credit hold removed automatically when cash is received from the customer. This value is defaulted from the Customer Collections Setup but can be overridden on each customer.
**Past Due (display only):** This field is calculated by the system and show if the Customer is Past Due.

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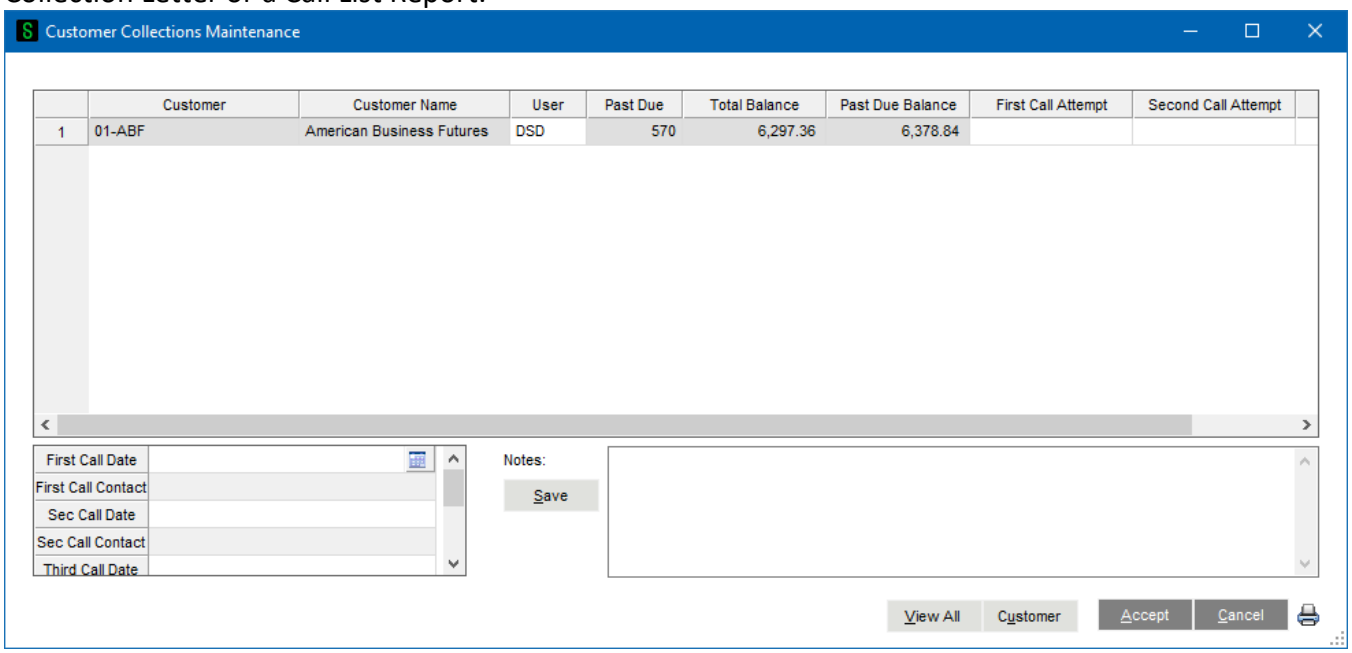
## Customer Collections Maintenance

Access Customer Collections Maintenance from the A/R Collections menu. By default, all customers that are past due and are assigned to your user code are shown. A **View All** button exists at the bottom of the window that is only displayed if the user has the Security Event "Allow Collections Display of All Past Due Customers" checked for their role. Selection of this button will display ALL customers that have invoices Past due (passed the PastDueThreshold).

Select the "Customer" button to view Customer Maintenance for the selected customer.

A Printer icon is available at the lower right of the window which allows the user to print either a Collection Letter or a Call List Report.




The following fields are available to record collection attempts:

**First Call Date, Second Call Date, Third Call Date, Final Call Date:** Enter the Date that each collection attempt is made.

**First Call Contact, Second Call Contact, Third Call Contact, Final Call Contact:** Enter the contact information for each collection attempt.

**First Call Code, Second Call Code, Third Call Code, Final Call Code:** Select from the ALE lookup a Collection Call Code.

**Comment:** Enter a comment for each customer.

**Notes:** Enter in any notes relating to collection attempts. Select the Save button to the left of the Notes text box to save the note as a new customer memo.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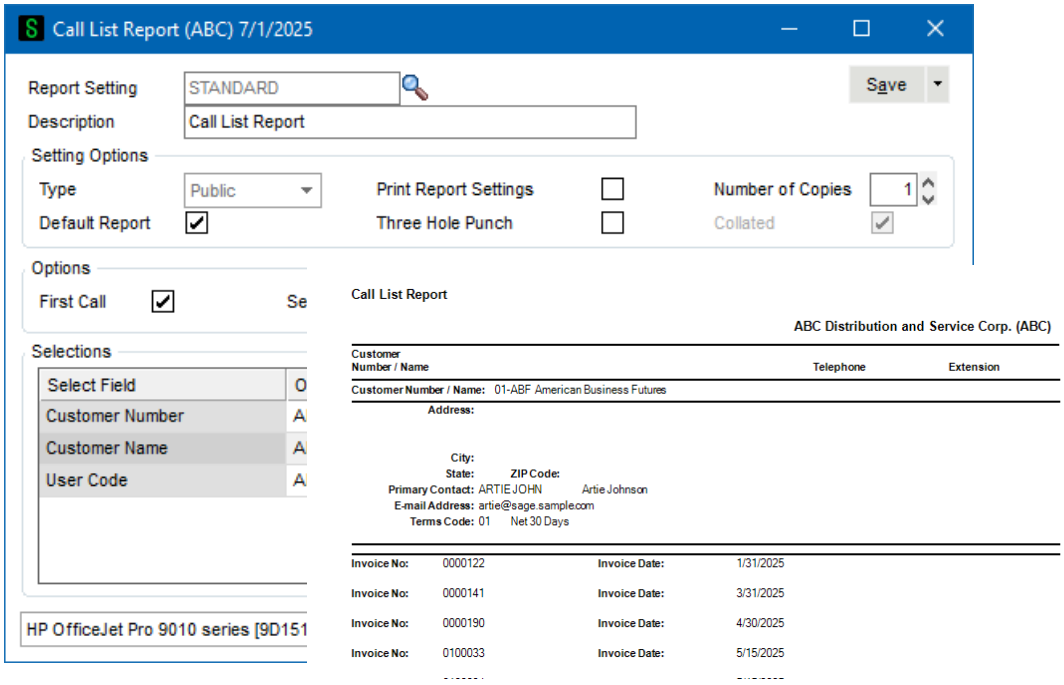
### *Cash Receipts Update*

During Cash Receipts Update, the Aging is recalculated the Customer will be reviewed to determine if the Customer is Past due (passed the PastDueThreshold). If not, then:

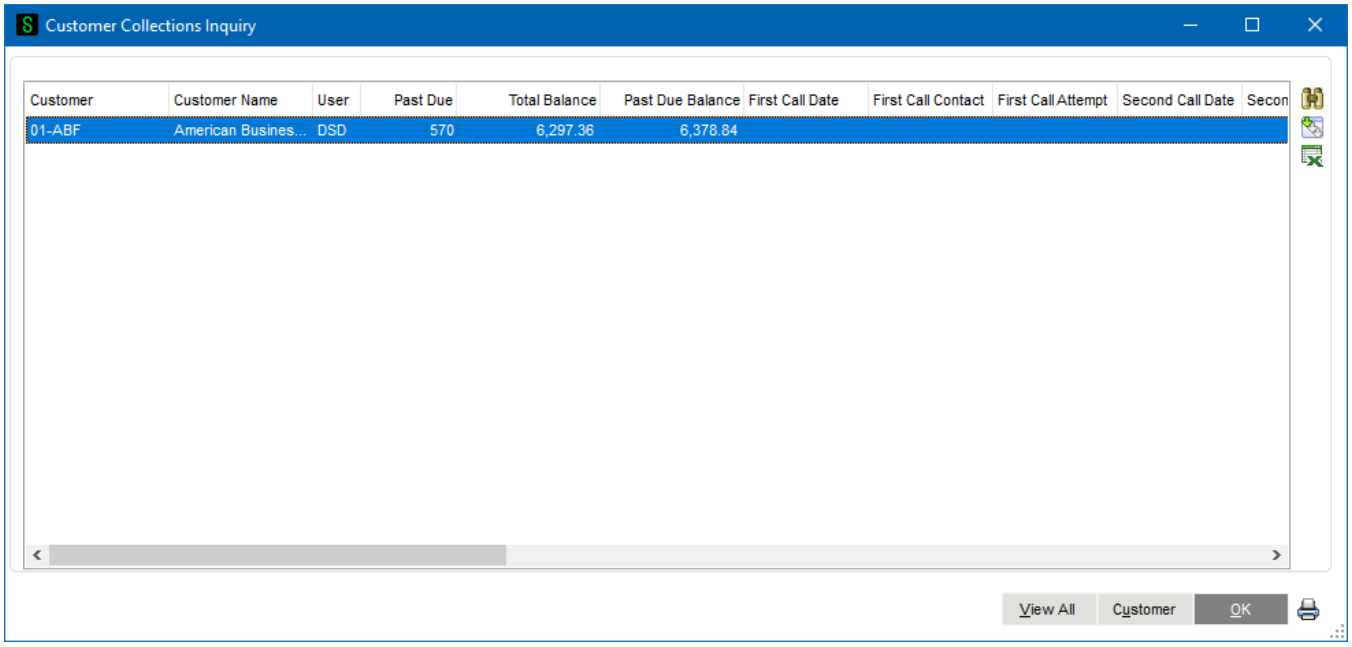
- If the Customer is on Credit Hold, and the “Remove Credit Hold During Cash Receipts Update” is checked for the Customer, then the Customer will be taken off Credit Hold.
- If the Customer has Collection Entry records, then the Collection Entry records for the customer will be copied Collection History, then removed.

### *Call List Printing*

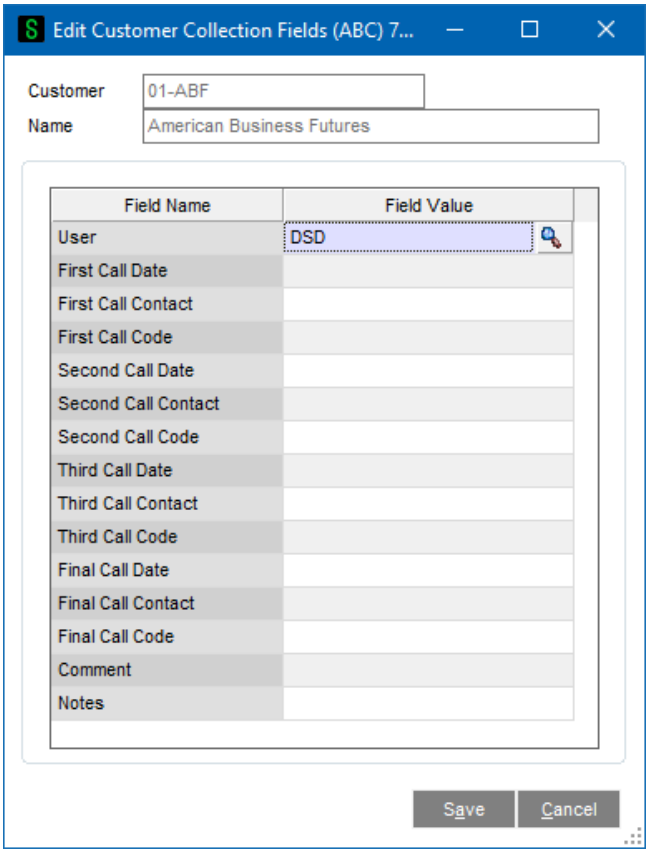
The Call List Printing will print a report of all Customers which are Past Due. The customer information is displayed as well as a list of all invoices past due.



## Customer Collections Inquiry




Customer collection inquiry has three buttons: filter, edit fields and export to excel.





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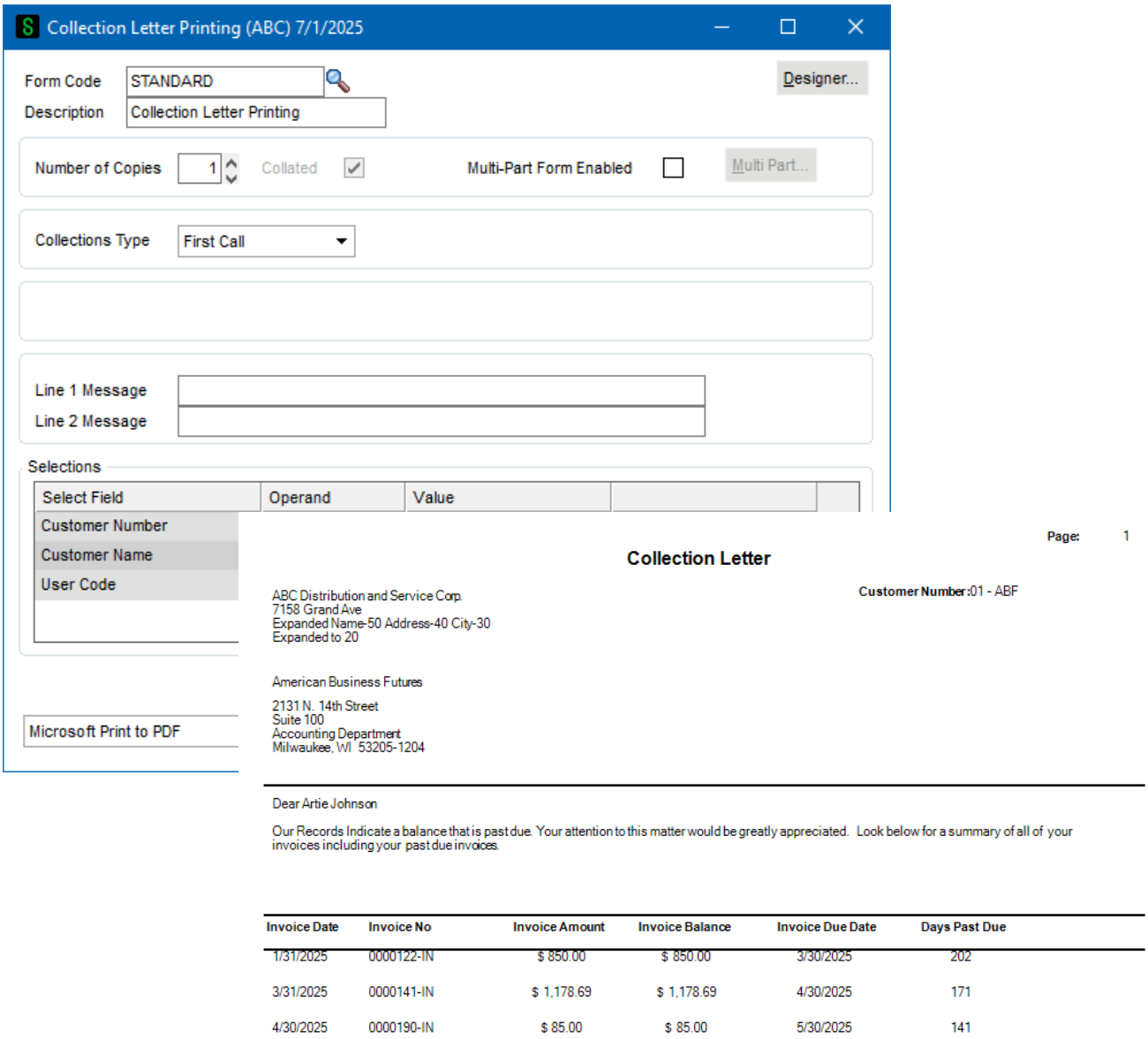
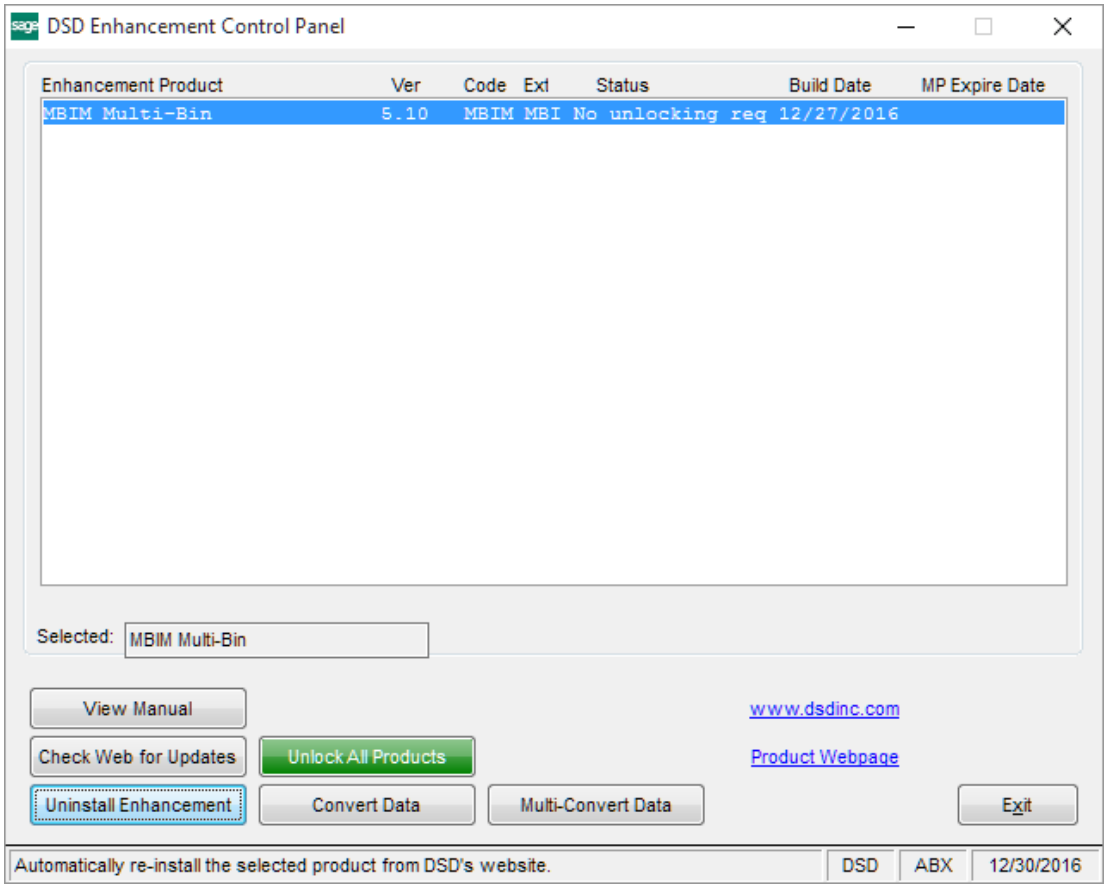
## Collection Letter Printing

Collection Letter Printing will print a letters for all Customers which are Past Due. The customer information is displayed as well as a list of all invoices past due. The form can be modified with Crystal Reports Designer. This form is also available for Paperless Office as well.

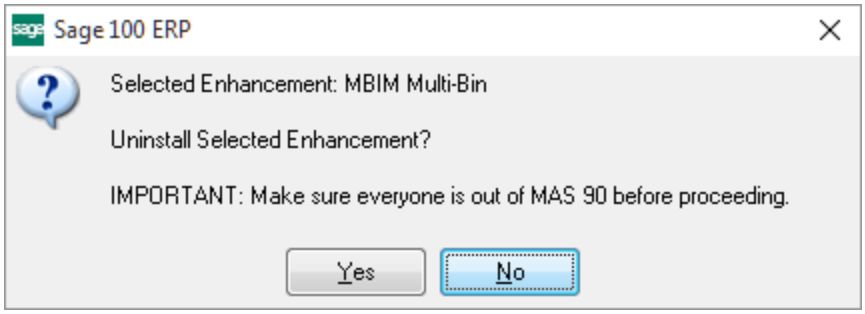


# Section E: Uninstall DSD Enhancements

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.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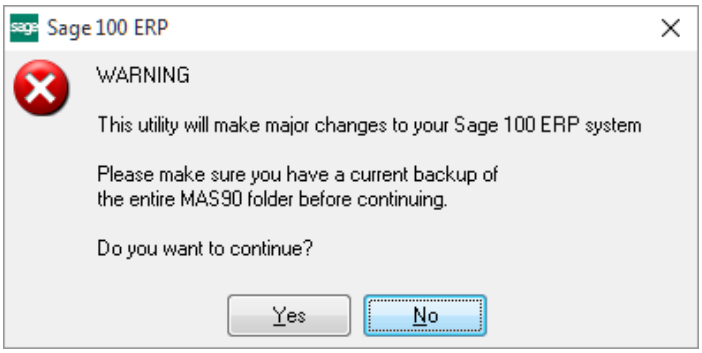
The following message box will appear, to remind you that a complete backup of your entire Sage 100 system should be completed prior to uninstalling a DSD product.



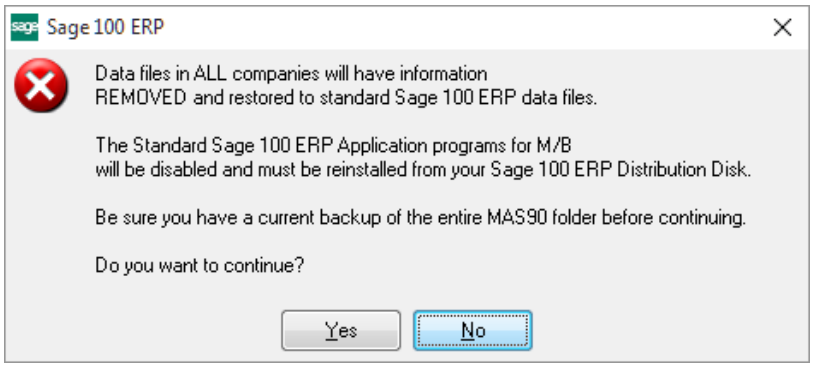

Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

**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.

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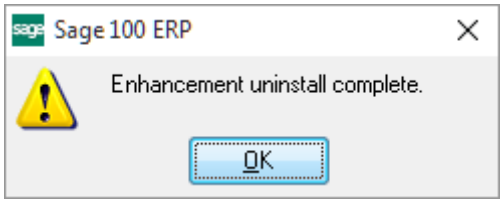


Now that the Uninstall process is completed, you must:

- 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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