DSD Business Systems

Sage 100 Enhancements

RADM

RMA InstaDocs

Version 6.20

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J/C InstaDocs User's Manual
Version 6.20

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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

RADM J/C InstaDocs:

http://www.dsdinc.com/enhancement/RADM-ap-instadocs/

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.

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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.

RMA InstaDocs Features

RMA InstaDocs allows electronic documents to be stored, viewed and accessed within Sage 100 ERP. It is the first and only document management solution to be embedded within Sage 100 ERP. This unique electronic document storage solution provides easy access of documents relating to specific records.

The Documents Panel is embedded into various Sage 100 ERP Maintenance, Inquiry, and Data Entry programs. As each record is accessed, the documents that correspond to that record are displayed. The user has the ability to drag and drop documents, select documents to edit, and tag documents with unlimited keywords. Users can then search all stored documents based on those specific keywords. **Master Search** allows users to search all documents based on File Name, Keywords, and Document Source.

RMAs and Customer Receivers Invoices can be automatically stored in PDF format within the appropriate **RMA** directory.

With ***InstaDocs*** Role Security enabled, you can define which users/roles can View, Open, Email, Delete, and Drag and Drop documents within the ***InstaDocs*** Documents Panel.

With ***InstaDocs***, all documents are at your fingertips!

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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
R/A	**Y**	6.20
S/O	**Y**	6.20
A/R	**Y**	6.20
P/O	**N**	6.20

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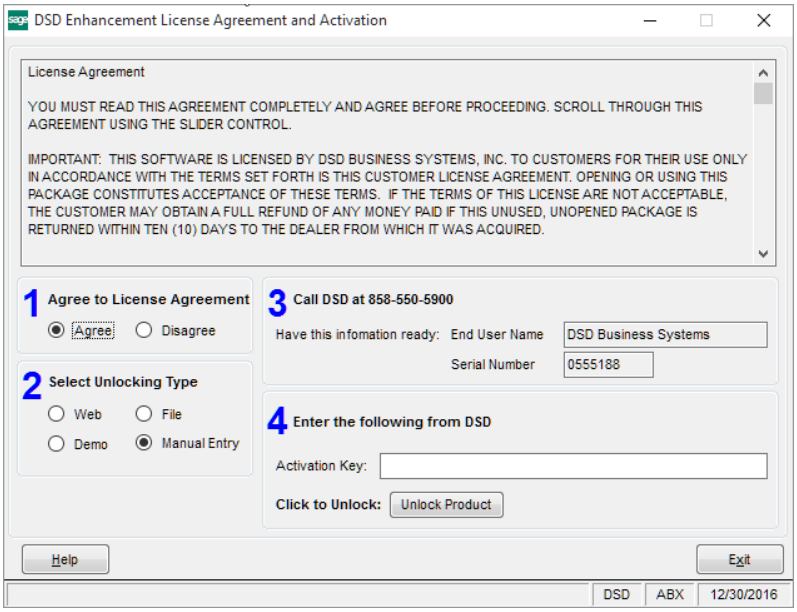
Web Unlock: If the system that is running the DSD Enhancement *has web access* and you *have sent DSD your Sage Serial number*, you can unlock the Enhancement without assistance using Web Unlock. When this option is selected, the program will attempt to download encrypted serial number key file from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

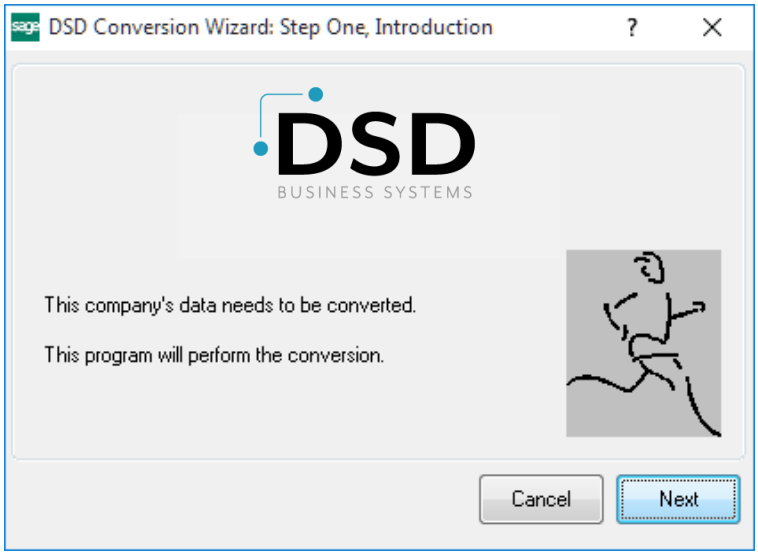
- *Creating a Demo Unlock is a good way to temporarily unlock DSD Enhancements off-hours, if you do not have web or email access. Later, you can unlock the product fully, during business hours.*



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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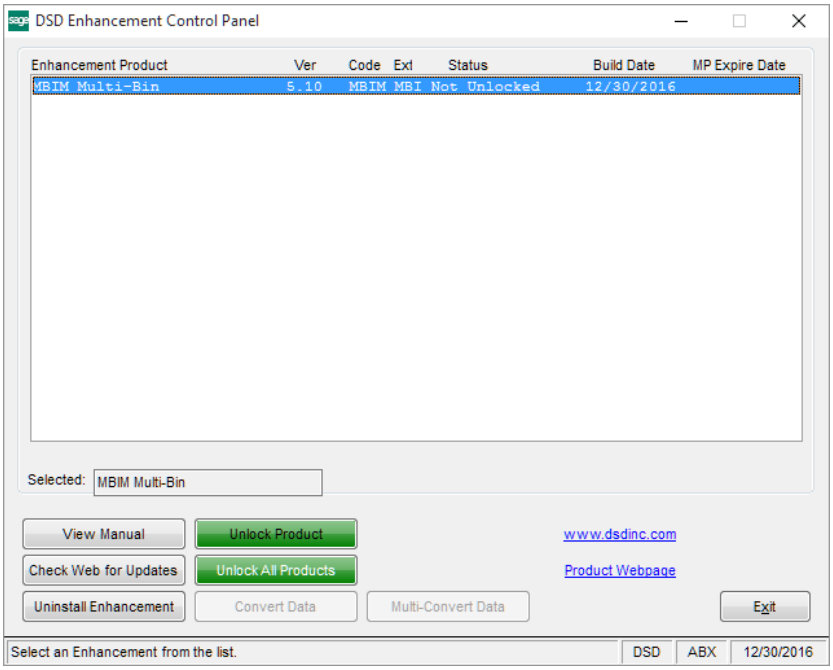
DSD Enhancement Control Panel

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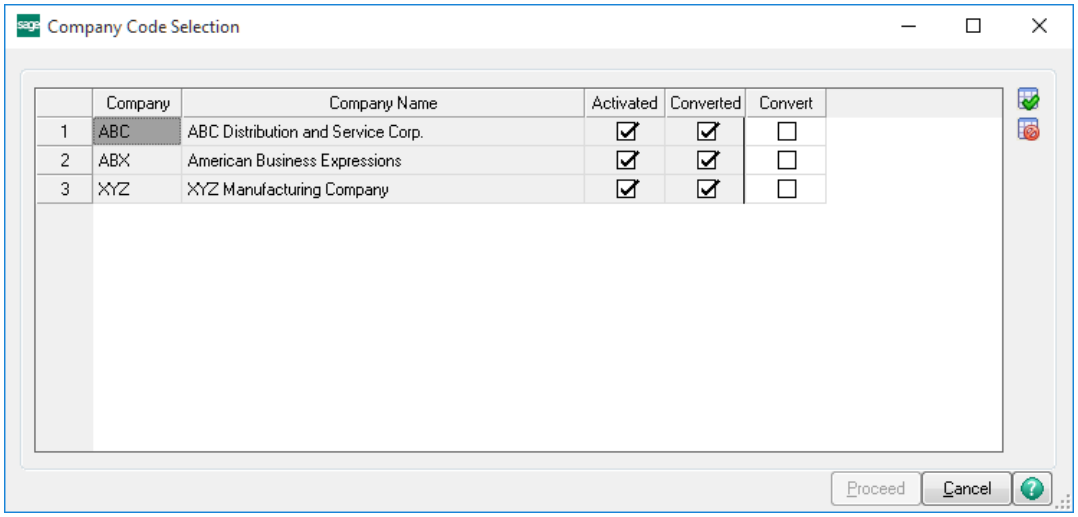
Multi-Convert Data: Multiple Companies can be converted at the same time for a given Enhancement. (*If you have a large number of Companies to convert, please do in batches of 20 or fewer due to memory limitations.)*



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

Compatibility

InstaDocs is not compatible with Windows O/S versions 2003 (server) or XP. Windows Vista or higher is required.

InstaDocs Workstation Setup – Sage 100 Advanced and Premium Versions Only

The DLL Components required for each workstation will be copied automatically from the server on the initial load of an InstaDocs screen, and the necessary Window's registration performed. Should this process fail, for Window's security reasons or otherwise, a DLL registration error will result, requiring this process to be performed manually. To perform this process manually, do the following:

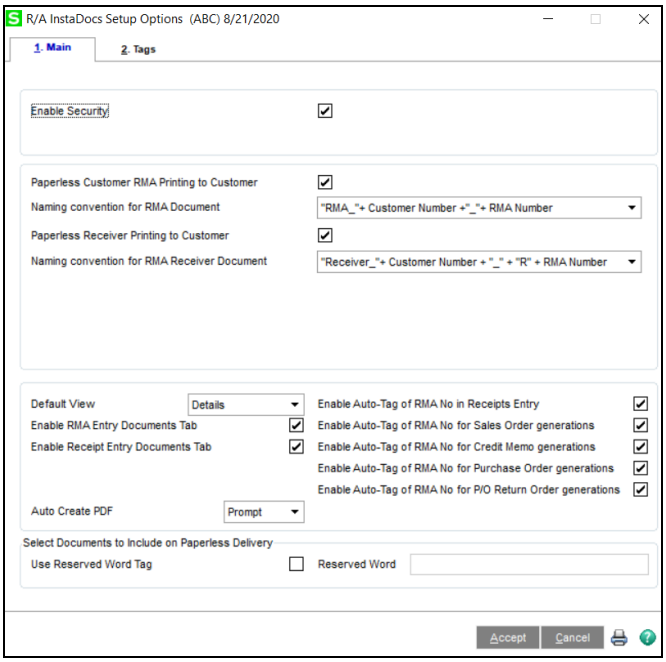
1. Copy the DSDDocuments.dll and REGDM.BAT files from the ..\MAS90\Home directory on the server, to the directory of the same name on the workstation.
2. Open a Command Prompt as Administrator.
3. Change the current directory to the workstation's MAS90\Home location.
4. Enter: REGDM.BAT

InstaDocs Setup Options

NOTE: ***Prior to setup of RMA InstaDocs, it is recommended that you first setup A/R and S/O InstaDocs.***

InstaDocs **Setup Options** has been added as a menu item on the RMA Setup menu.

On the Main Tab, the following fields are available:



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Enable Security: Selecting this checkbox turns on the Module Security Options in Role Maintenance. Please refer to the **InstaDocs Security** section in this User Manual.

Paperless Customer RMA Printing to Customer: Selecting this checkbox turns on the Paperless RMA Printing feature.

Naming Convention for RMA Document: With the **Paperless Customer RMA Printing Update to Customer** feature turned on, the naming convention of the invoice document can be defined, and is used when automatically printing to PDF and saving into the RMA's document directory. There are four options to choose from:

- RMA Number
- Customer Number + "_" + RMA Number
- "RMA_" + RMA Number
- "RMA_" + Customer Number + "_" + RMA Number

Paperless Receiver Printing to Customer: Selecting this checkbox turns on the Paperless RMA Receiver Printing feature.

Naming Convention for RMA Receiver Document: Enter the naming convention to use when auto-creating the RMA's Document Directory. There are three options to choose from:

- "R" + RMA Number
- Customer Number + "_" + "R" + RMA Number
- "Receiver_" + "R" + RMA Number
- "Receiver_" + Customer Number + "_" + "R" + RMA Number

Default View: Select the default "View" for the ***InstaDocs*** Document Directory display in the various Maintenance, Data Entry, and Inquiry programs. The following options are available:

- Details – similar to Microsoft Explorer Details View
- Small Icon
- Medium Icon
- Large Icon
- Extra Large – great for .jpg or .bmp
- Tile

These "views" are similar to the directory view that can be seen in Microsoft Explorer. The option of changing from the default display is available in the Maintenance, Data Entry, and Inquiry programs. It is recommended that you try the different views in RMA Entry, and then set your preferred view in *InstaDocs* Setup Options.

Enable RMA Entry Document Tab: Select this checkbox to enable the ***InstaDocs*** Panel in RMA Entry.

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Enable Receipt Entry Document Tab: Select this checkbox to enable the ***InstaDocs*** Panel in R/A Receipts Entry.

Enable Auto-Tag of RMA No in Receipts Entry: Select this checkbox to enable documents that are tagged in RMA Entry, to ALSO be tagged with the R/A Receipt Entry Number during R/A Receipt Entry. The end-result is that the documents that are displayed on the RMA Entry *InstaDocs* Tab for an RMA will also be displayed in R/A Receipt Entry.

Enable Auto-Tag of RMA No for Sales Order Generations: Select this checkbox to enable documents that are tagged in RMA Entry, to ALSO be tagged with the Sales Order Number when the Sales Order is generated from Generate Transactions or Express Sales Order creation. The end-result is that the documents that are displayed on the RMA Entry *InstaDocs* Tab for an RMA will also be displayed in Sales Order Entry.

Enable Auto-Tag of RMA No for Credit Memo Generations: Select this checkbox to enable documents that are tagged in RMA Entry, to ALSO be tagged with the S/O Invoice Number when the Credit Memo is generated from Generate Transactions. The end-result is that the documents that are displayed on the RMA Entry *InstaDocs* Tab for an RMA will also be displayed in S/O Invoice Data Entry.

Enable Auto-Tag of RMA No for Purchase Order Generations: Select this checkbox to enable documents that are tagged in RMA Entry, to ALSO be tagged with the Purchase Order Number when the Purchase Order is generated from Generate Transactions. The end-result is that the documents that are displayed on the RMA Entry *InstaDocs* Tab for an RMA will also be displayed in Purchase Order Entry.

Enable Auto-Tag of RMA No for P/O Return Order Generations: Select this checkbox to enable documents that are tagged in RMA Entry, to ALSO be tagged with the Return Number when the P/O Return is generated from Generate Transactions. The end-result is that the documents that are displayed on the RMA Entry *InstaDocs* Tab for an RMA will also be displayed in P/O Return of Goods Entry.

Use Reserved Word Tag: Check this box to use a reserved word. When enabled this tag needs to be on documents that you want emailed to customers with the feature “Attach Tagged Documents to Email Deliveries”

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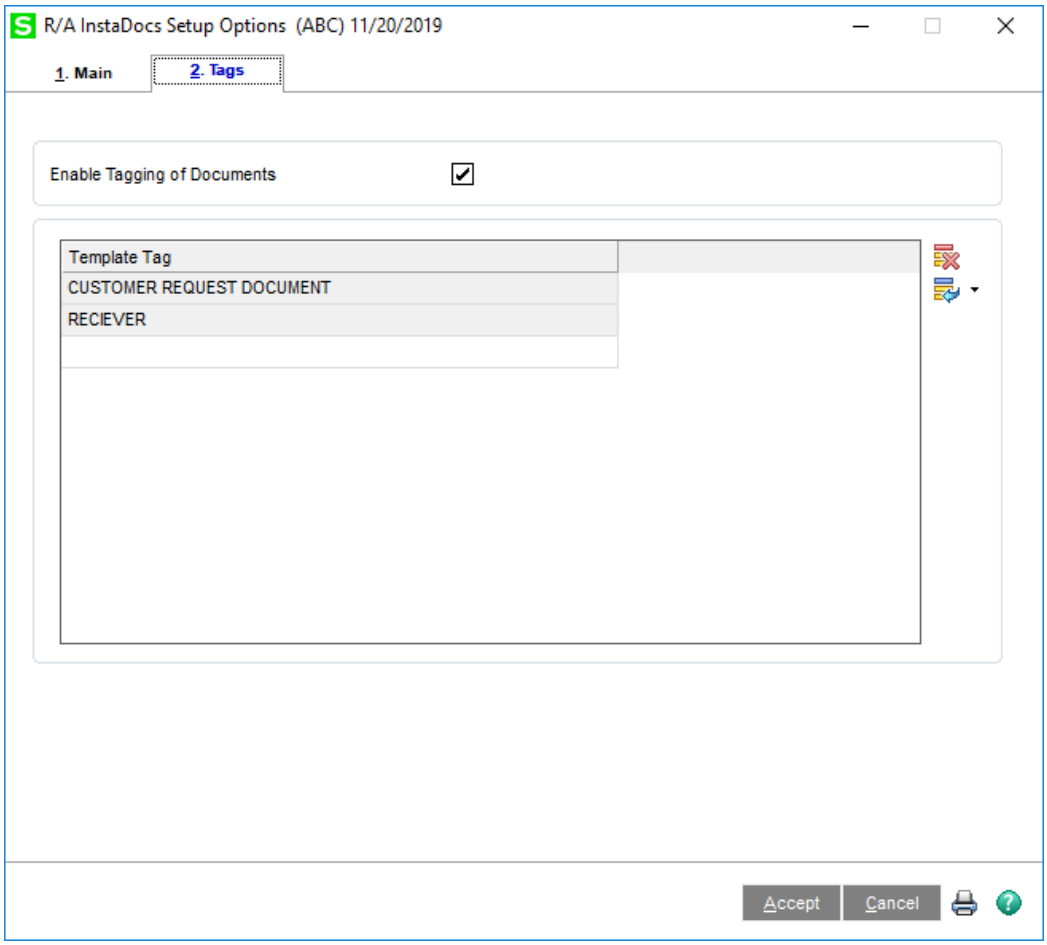
On the Tags Tab, the ability to create “Template Tags” is available, which can be used when tagging documents. Template Tags are Terms or phrases that are commonly used for documents and can relate to different stages in workflow.



Enable Tagging of Documents: Select this checkbox to allow for tagging of documents. Tagging can be done by selecting one or more documents in the ***InstaDocs*** Tab in various Maintenance, Data Entry, and Inquiry programs, and then selecting the button on the right of the ***InstaDocs*** Tab.

If the **Enable Security?** checkbox is checked on the Main Tab, then the Enable/Disable Tagging of Documents can be set in **Role Maintenance**.

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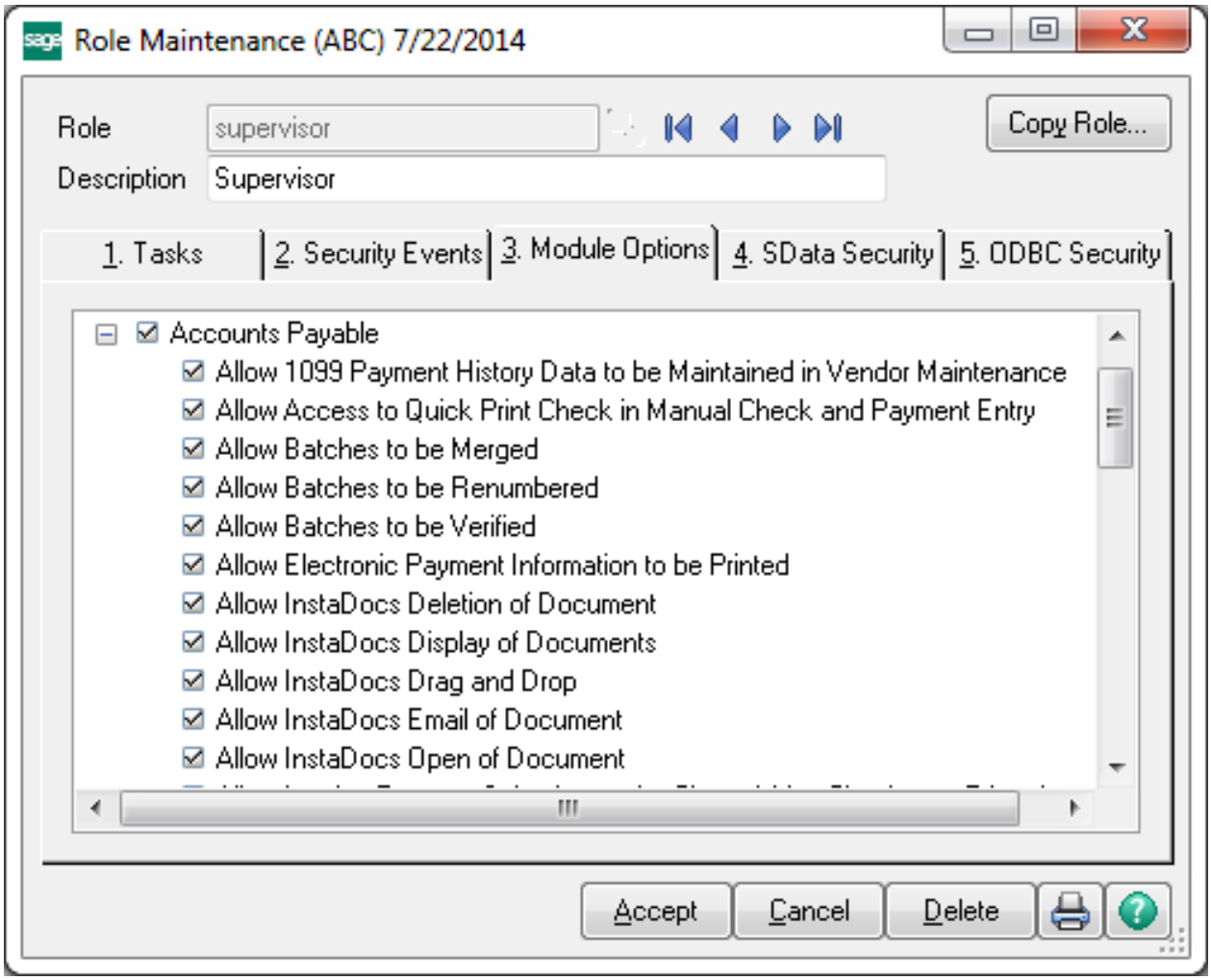
InstaDocs Security

***InstaDocs* Security** can be maintained in Library Master / Main / **Role Maintenance**. Select the 3. Module Options panel to access the security options.



Allow InstaDocs Deletion of a Document: Allow/Disallow the deletion of a document from the InstaDocs Document Tab.

Allow InstaDocs Display of a Document: Enable/Disable the display of the InstaDocs Document Tab in the Maintenance, Data Entry, and Inquiry programs.

Allow InstaDocs Drag and Drop Allow/Disallow the drag and drop of a document into the InstaDocs Document Tab.

Allow InstaDocs Email of a Document: Allow/Disallow the email of a document from the InstaDocs Document Tab.

Allow InstaDocs Open of a Document: Allow/Disallow the open of a document from the InstaDocs Document Tab.

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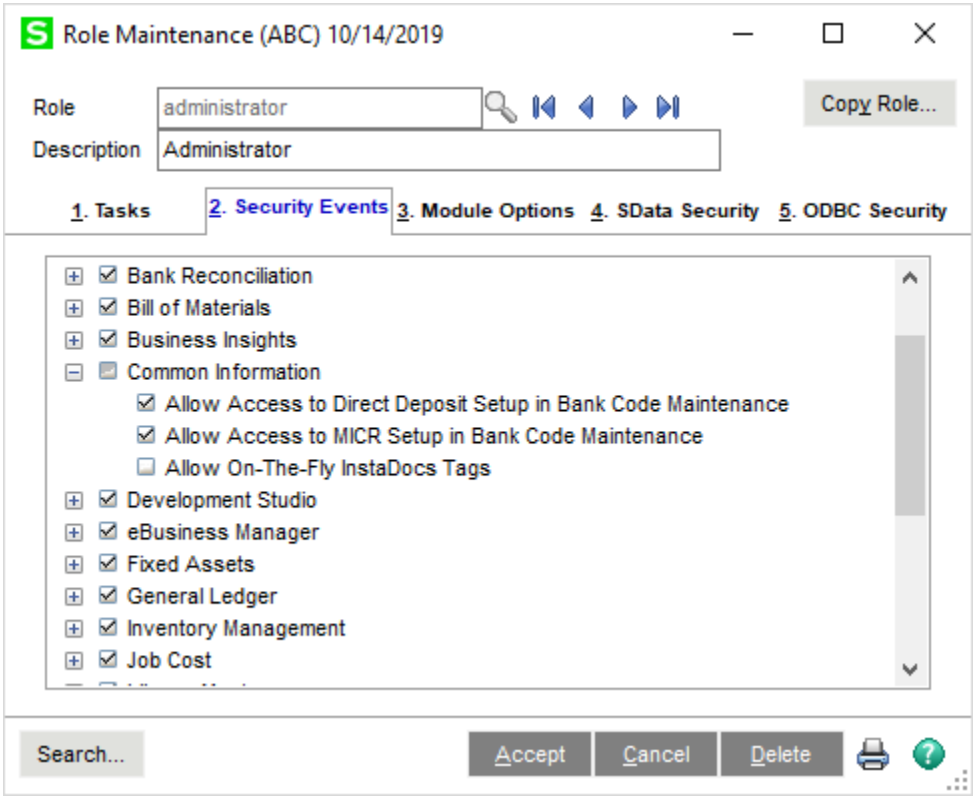
InstaDocs Security – Common Information

A new **Common Information Security Event** has been added:

Allow On-The-Fly InstaDocs Tags: Select this checkbox to allow the user to enter free-form Tags to documents. Clear this checkbox to disallow free-form Tags, and only allow Template Tags to be used when tagging documents.



Microsoft's One Drive™ integration

Microsoft's One Drive™ can be obtained on the One Drive website: https://onedrive.live.com.

After signup and purchase, be sure to download the install to enable One Drive™ on your network or workstation. After installation, you will have the ability to set the One Drive™ as your Default Path in InstaDocs Options.

The One Drive™ mobile device application is also available for download, which enables you to preview documents remotely.

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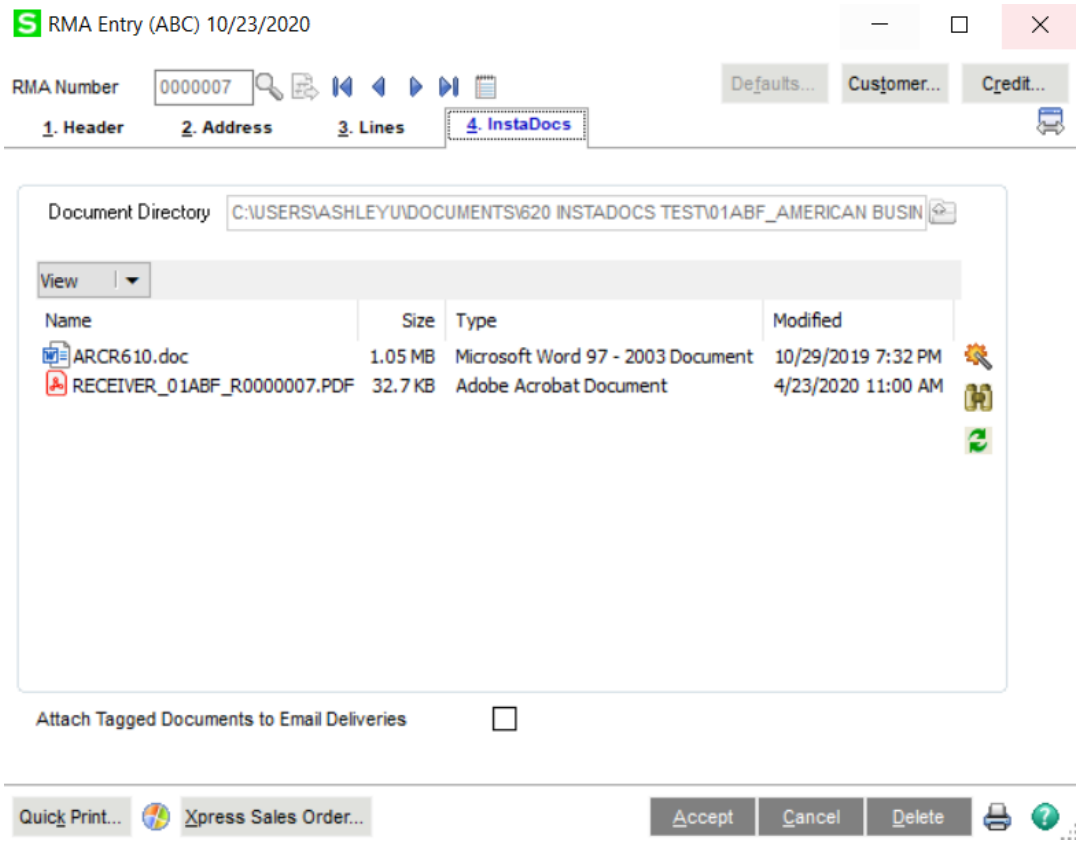
Section D: System Operations

Customer Maintenance

Please refer to the **ARDM Accounts Receivable *InstaDocs* User Manual** for explanation of the Customer Maintenance features.

RMA Entry

The ***InstaDocs*** Tab has been added to the RMA Entry Panel.



This Document Directory is based on the setting in Customer Maintenance. All documents that are Drag and Dropped or Pasted into this panel are saved into this Customer directory.

Attach Tagged Documents to Email Deliveries: Select this option to have Tagged Documents attached to email deliveries when electronically sending invoices through Paperless

The behavior of the panel is similar to those in Customer Maintenance, with these additions:

- Only those documents Drag and Dropped or Pasted into this panel are displayed on this panel.

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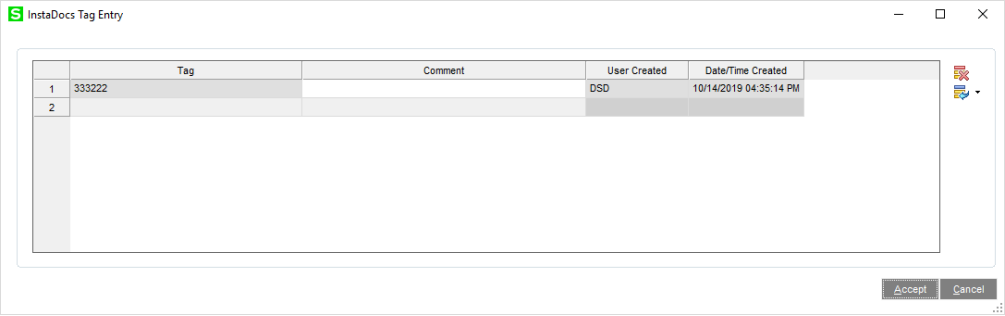
- Files that are Drag and Dropped or Pasted into this panel are **Auto-Tagged** with the RMA Number.

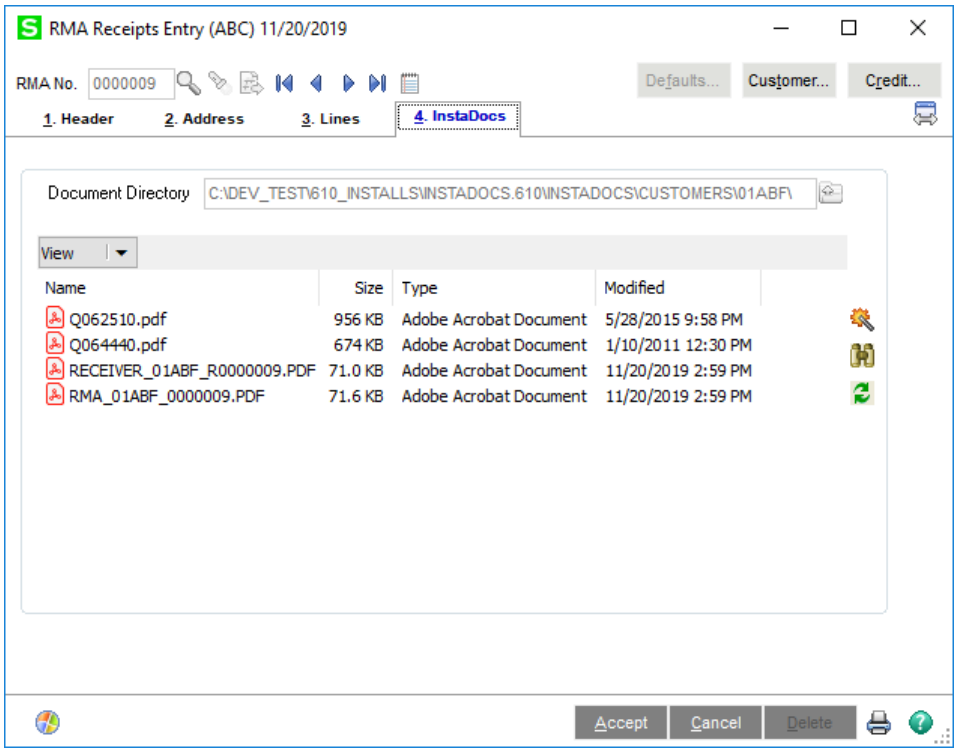


All tags will have system-generated **User Created** and **Date/Time Created** fields added. The Date/Time is based on when the tag was created.

Comment: A comment may be entered for each tag. Once the Comment is added, and saved, it cannot be changed.

RMA Receipts Entry

The ***InstaDocs*** Tab has been added to the RMA Receipts Entry Panel.



This directory is based on the setting in Customer Maintenance. All documents that are Drag and Dropped or Pasted into this panel are saved into this Customer directory.

The behavior of the panel is similar to those in Customer Maintenance, with these additions:

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- Only those documents Drag and Dropped or Pasted into this panel are displayed on this panel.
- Files that are Drag and Dropped or Pasted into this panel are **Auto-Tagged** with the Receipt Number.

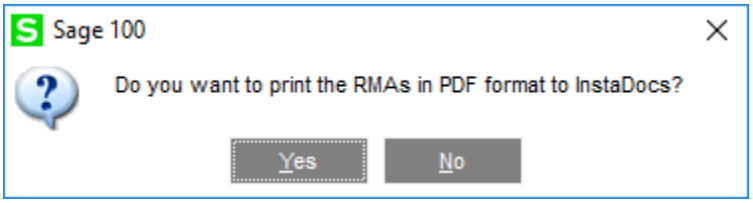
All tags will have system-generated **User Created** and **Date/Time Created** fields added. The Date/Time is based on when the tag was created.

Comment: A comment may be entered for each tag. Once the Comment is added, and saved, it cannot be changed.

If the **Enable Auto-Tag of RMA No in Receipts Entry** setting in ***InstaDocs* Setup Options** is selected, then documents that are tagged in RMA Entry will ALSO be tagged with the R/A Receipt Entry Number during R/A Receipt Entry. The end-result is that the documents that are displayed on the RMA Entry *InstaDocs* Tab for an RMA will also be displayed in R/A Receipt Entry.

Customer RMA Printing

After Customer RMAs are previewed or printed, the user will be prompted to print the RMAs in PDF format and saved into the RMA's directory.



The PDF File Name will be based on the **Naming Convention for RMA Document** setting in ***InstaDocs* Setup Options**.

As the PDF is saved, the document is Auto-Tagged with the RMA Number.

Note: This feature is only available if the **Paperless Customer RMA Printing to Customer** checkbox is selected in ***InstaDocs* Setup Options**.

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RMA Receiver Printing

After RMA Receivers are previewed or printed, the user will be prompted to print the RMAs in PDF format and saved into the RMA's directory.

The PDF File Name will be based on the **Naming Convention for RMA Receiver Document** setting in ***InstaDocs* Setup Options**.

As the PDF is saved, the document is Auto-Tagged with the Receipt Number.

Note: This feature is only available if the **Paperless Receiver Printing to Customer** checkbox is selected in ***InstaDocs* Setup Options**.

Generate Transactions

The Generate Transactions has been enhanced to create Auto-Tags for each document associated with a Receipts Entry.

If the **Enable Auto-Tag of RMA No for Sales Order Generations** field in RMA InstaDocs Options is checked, then any InstaDocs documents associated with the Receipts Entry will be auto-tagged with the Sales Order Number if/when the Sales Order is created from Generate Transactions. The end-result is that the documents that are displayed on the Receipts Entry *InstaDocs* Tab for an RMA will also be displayed in Sales Order Entry.

If the **Enable Auto-Tag of RMA No for Credit Memo Generations** field in RMA InstaDocs Options is checked, then any InstaDocs documents associated with the Receipts Entry will be auto-tagged with the S/O Invoice (Credit Memo) Number if/when the Credit Memo is created from Generate Transactions. The end-result is that the documents that are displayed on the Receipts Entry *InstaDocs* Tab for an RMA will also be displayed in S/O Invoice Data Entry.

If the **Enable Auto-Tag of RMA No for Purchase Order Generations** field in RMA InstaDocs Options is checked, then any InstaDocs documents associated with the Receipts Entry will be auto-tagged with the Purchase Order Number if/when the Purchase Order is created from Generate Transactions. The end-result is that the documents that are displayed on the Receipts Entry *InstaDocs* Tab for an RMA will also be displayed in Purchase Order Entry.

If the **Enable Auto-Tag of RMA No for P/O Return Order Generations** field in RMA InstaDocs Options is checked, then any InstaDocs documents associated with the Receipts Entry will be auto-tagged with the Return Order Number if/when the Return Order is created from Generate Transactions. The end-

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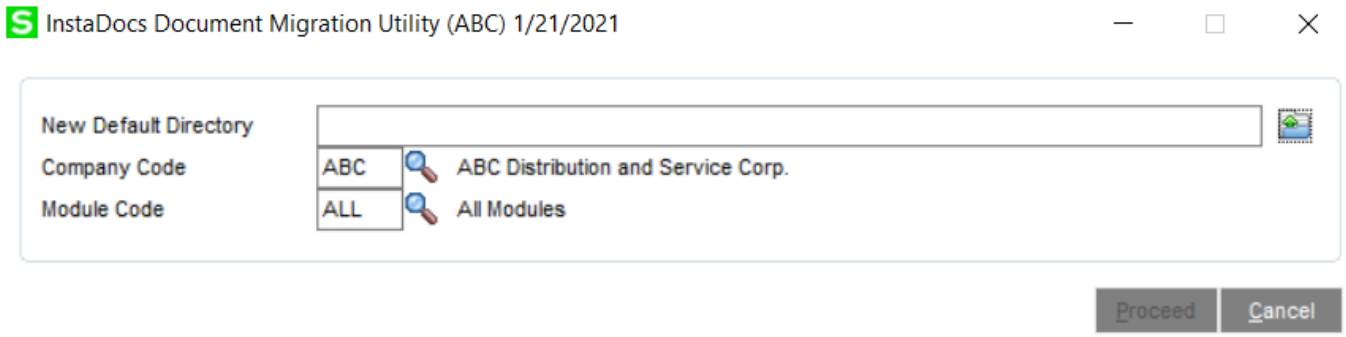
result is that the documents that are displayed on the Receipts Entry *InstaDocs* Tab for an RMA will also be displayed in P/O Return of Goods Entry.

InstaDocs SuperSearch

This Search Program has been added to the RMA Utilities menu, and has the same functionality as the Search Panel outlined in RMA Maintenance.

InstaDocs Document Migration Utility

The InstaDocs Document Migration Utility has been added to the Common Information / Utilities menu.



New Default Directory: Select the new directory to move all documents to.
Company Code: Select the Company Code for the migration.
Module Code: Select the InstaDocs module code to migrate, or select ALL to do all modules.

When the **Proceed** button is selected, the utility will scan all InstaDocs directories and do the following:

When the **Proceed** button is selected, the utility will scan all InstaDocs directories and do the following:

1. A Find/Replace process will be performed for the specified InstaDocs module, substituting the original Default Directory with the New Default Directory

2. All files in the original document directories will be moved to the new location as prefixed by the new Default directory.

    a. A new directory will be created for those that don't already exist.

3. The InstaDocs Directory for each Masterfile record for the specified module will be updated with the new Default Directory

4. The InstaDocs Tag file will be updated for all tags that contain the original path.

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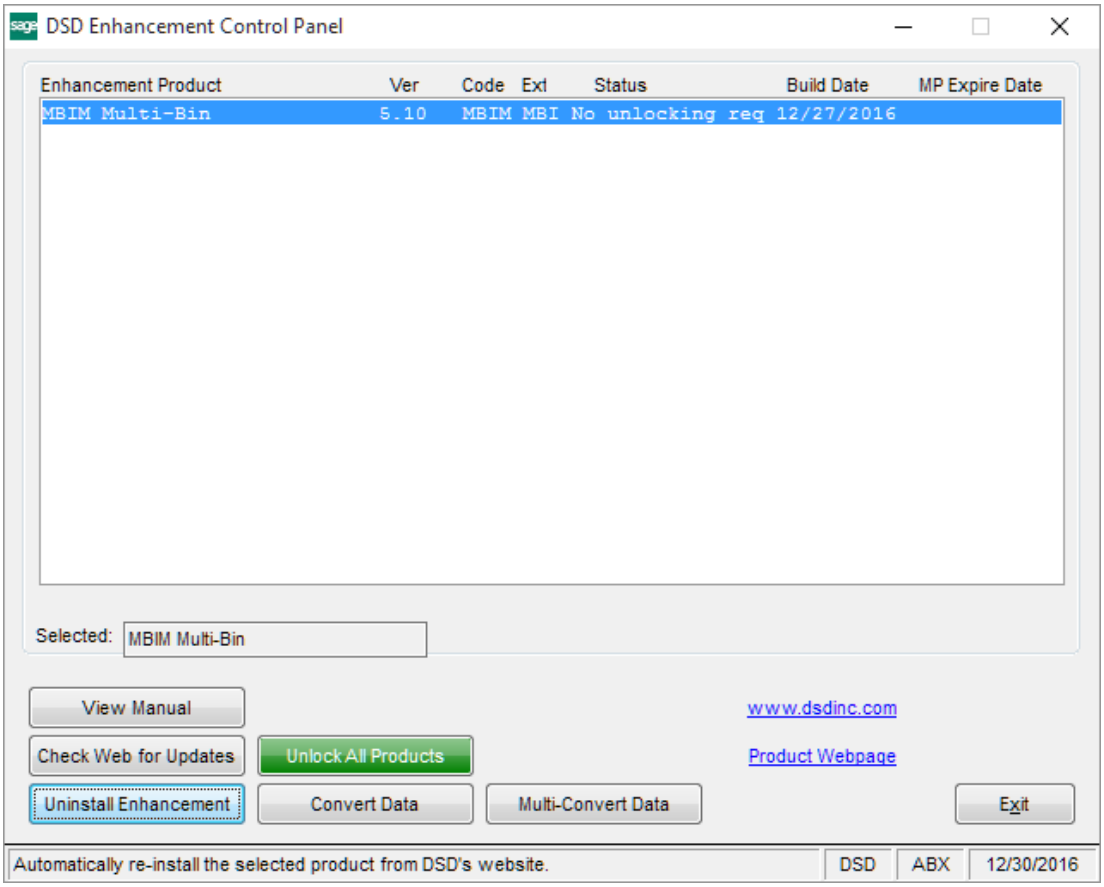
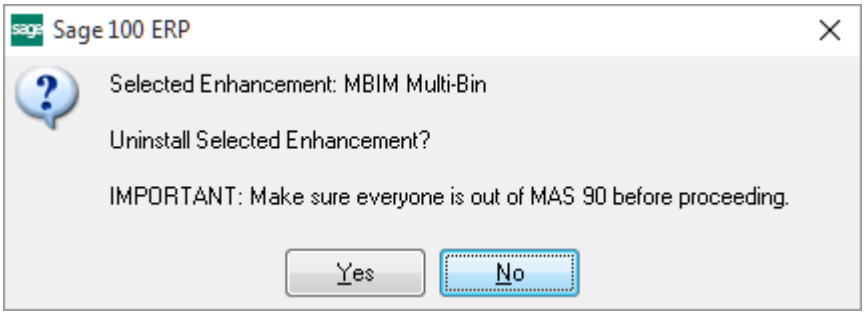
Section E: Uninstall DSD Enhancements

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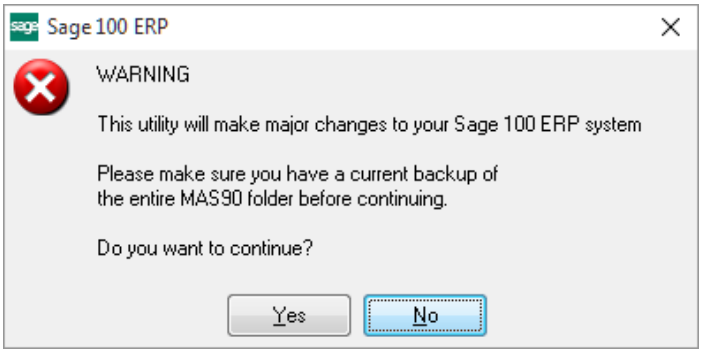
The following message box will appear, to remind you that a complete backup of your entire Sage 100 system should be completed prior to uninstalling a DSD product.



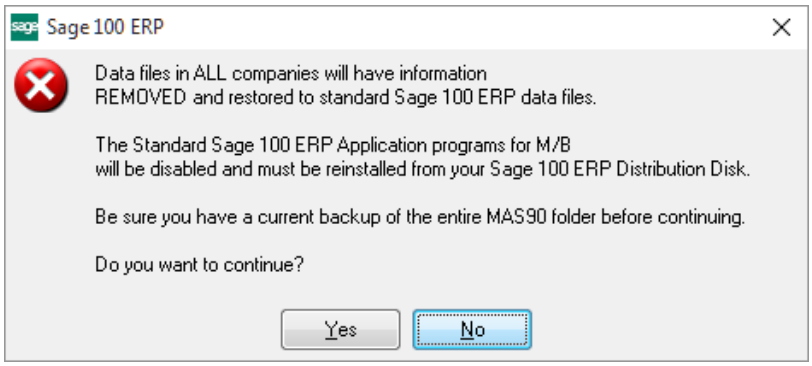
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

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.

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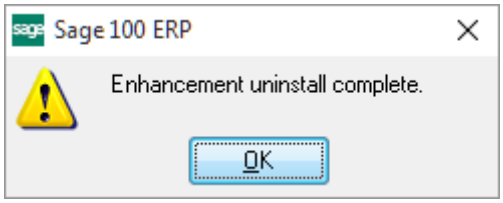
After completion of the Uninstall, the following message box will appear. Select OK to continue.



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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