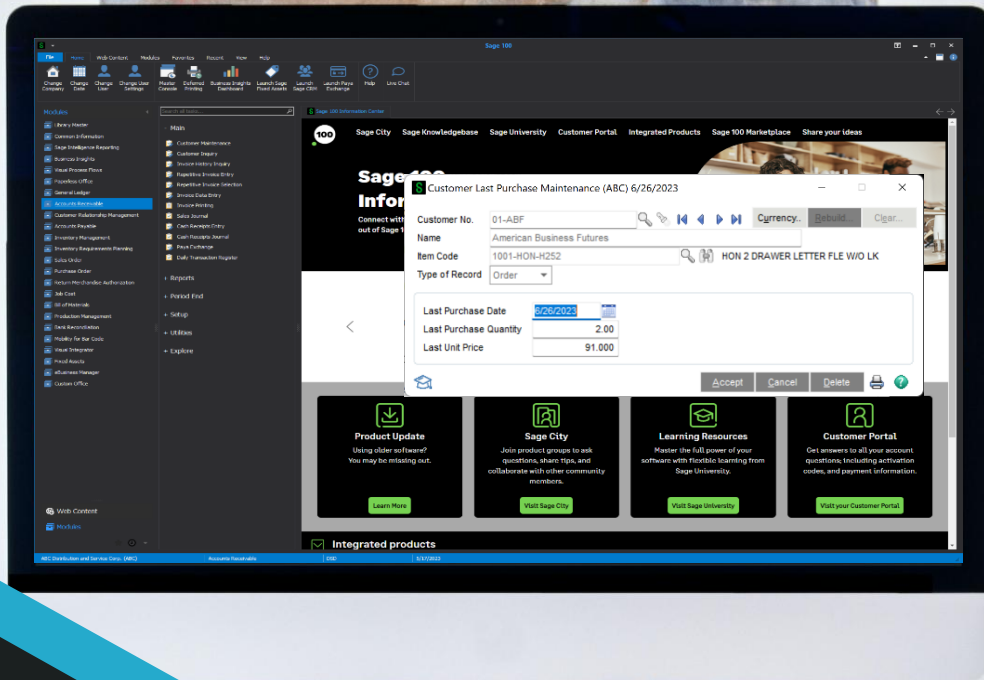


# Sage



**DSD** BUSINESS SYSTEMS

**SAGE 100 ENHANCEMENTS**

**SOMC**

**RMA MULTI-CURRENCY**

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## RMA Multi-Currency

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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.

### How RMA Multi-Currency Works

The Multi-Currency RMA Processing enhancement provides the Sage 100 user with the ability to generate RMAs and Receipts in different currencies. The Generate Transactions feature allows creation of Sales Orders and Credit Memos in the RMA Currency and Purchase Orders and PO Returns in the Vendor Currency. Foreign Prices and Levels setup in the Inventory Management Multi-Currency module may be used. Reports may be printed in Entry or Base Currency

#### RMA Multi-Currency Features

- Enter Transactions in Any Currency: You may enter RMAs and Receipts in any Currency. The A/R Invoice History transactions that are chosen for returns must be in the RMA Entry Currency .
- Enter Transactions using Any Exchange Rate: You may use the Currency Exchange Rate as of the transaction date or you may override the Exchange Rate.
- Customer Price Levels by Customer by Currency: You may use the Customer Price Levels by Currency that were set up in the Inventory Management Multi-Currency module (if installed) when creating Sales Orders and Credit Memos.
- Vendor Price Levels by Vendor by Currency: You may use the Vendor Cost Levels by Currency that were set up in the Inventory Management Multi-Currency module (if installed) when creating Purchase Orders and Returns for the assigned Vendor.
- Print Reports in Base or Entry Currency: Print any report in Base or Entry Currency.

### Reports

These reports are modified for the **Multi-Currency RMA Processing** module:

- Open RMA Report
- RMA Receipts History Report
- Customer RMA Printing
- RMA Receiver Printing
- Generate Transactions Listing

# Section B: Getting Started



**Important – Read this section prior to installing this enhancement.**

## Updated Modules

This enhancement modifies several Sage 100 modules. If you reinstall one of the Sage 100 modules listed in the following table, you must also reinstall this enhancement. **Enhancements from different Sage Tech Partners may not be designed to work together.**

Module	SOMC
RMA	✓

If you are upgrading Sage 100 with a Product Update, check the DSD website for compatibility before upgrading. A new version of the enhancement may be required.

If you are upgrading Sage 100 to a new version (e.g., 2021 to 2023), you must obtain the latest compatible release from the DSD website prior to installing and converting.

Ensure the compatibility of all enhancements with the version being upgraded to prior to starting the installation process. Work with your reseller to ensure that enhancements are compatible with each other and note the proper order in which they should be installed.

## Installation

**Back-up:** Exit all Sage 100 sessions. Back-up existing Sage 100 data.

**Check Levels:** Sage 100 module levels must match those listed above.

**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.

**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.

**Re-Start Sage 100:** Sage 100 will be updated.

**Update Security:** After installation, you may not see the modules you installed on the Launcher menu. You will need to update all your security Roles to include access to the newly installed modules. Make sure your user has sufficient rights to modify Role Maintenance and add access to the new DSD enhancements to the appropriate Roles.



If this is your first DSD enhancement, make sure to add the DSD Enhancement Control Panel in the Library Master module to an appropriate Role.

**Run the DSD Enhancement Control Panel:** Run the DSD Enhancement Control Panel from the Library Master module under the Utilities menu.

## 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.

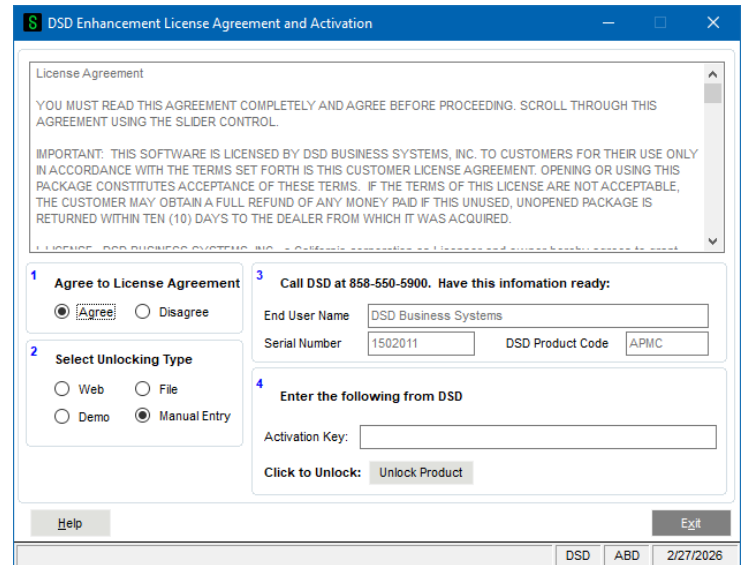
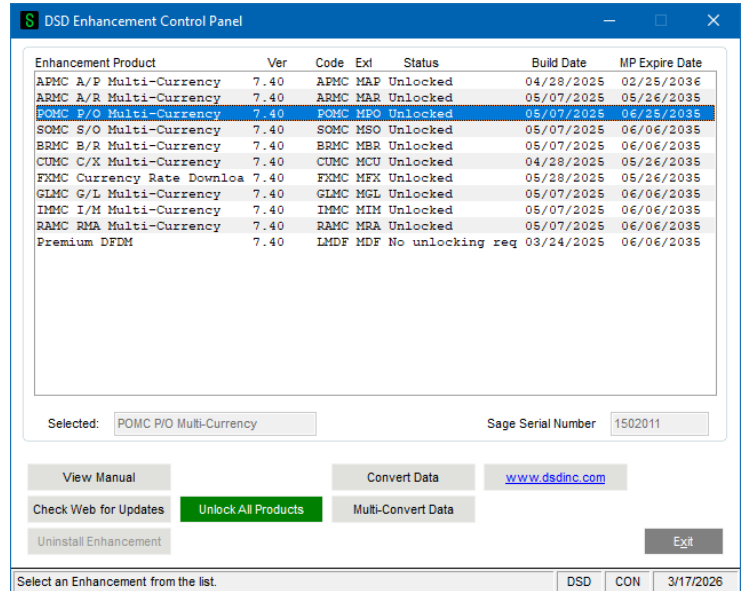
**View Manual:** This button will display the product manual for the selected Enhancement using Adobe Acrobat. For this to be possible, the PDF file for the corresponding manual must be in the “MAS90/PDF” folder in the Sage 100 system. If the file is not present, and the system has web access, the correct 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. 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. *This button is disabled if the selected Enhancement is already unlocked or if unlocking is not required.*

**Agree to the License Agreement:** On the DSD Enhancement License Agreement and Activation window, click on the Agree button to accept the DSD License Agreement. 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 licensing program will attempt to download encrypted serial number key file from DSD **and then proceed to unlock all enhancements contained in the file.**

**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.

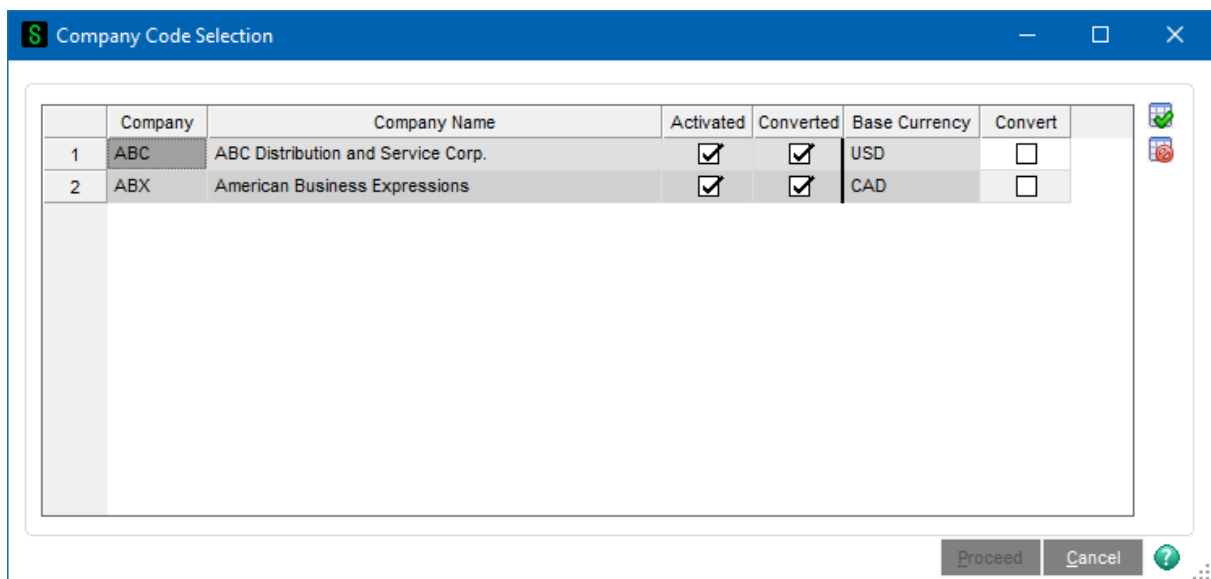
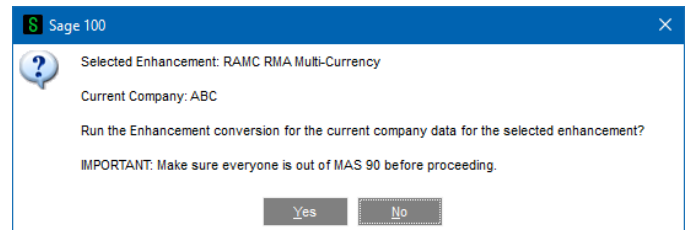


Creating a Demo Unlock is a good way to temporarily unlock DSD Enhancements off-hours, if you do not have web or email access. Later, you can unlock the product fully, during business hours.

**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.

**Unlock All Products:** This will cause the DSD Enhancement All License Agreement and Activation window to appear. This window is similar to the one described on the previous page but has only web and file as options to unlock. *This button is never disabled.*

**Convert Data:** After verification, the selected Enhancement's data conversion program will run. Data conversion is non-destructive and may be triggered any number of times. Sometimes this is required to fix data records imported or updated from a non-enhancement installation.



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

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

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

**Uninstall Enhancement:** If this option is available, then selecting this button will start the un-install process, removing the enhancement from the system. For more information see [Uninstall DSD Enhancements](#).

## Section C: Setup

### Multi-Currency RMA Setup

#### Conversion Notes

The best choice is to do all conversions in the [DSD Enhancement Control Panel](#), as in the previous page above.

The system will designate the following values for each transaction converted from an existing Sage 100 System:

Entry Currency = Base Currency

Entry Rate = 1



**Important: Follow the Multi-Currency Startup process for each module installed before entering Multi-Currency transactions.**

### Multi-Currency RMA Processing

## Set-up Procedure Overview

**Set-up CUMC Multi-Currency before any other modules. This must be done first.** Then set-up all installed Multi-Currency modules, before performing transactions in any modules.

The SOMC and ARMC enhancements are required for use of the RAMC enhancement. There is no additional setup required other than making sure these modules are properly installed.

A **Currency Button** is in all Multi-Currency related screens. Select this button to access the Currency Code and Exchange Rate.

The Currency Code of the transaction is displayed on the bottom of the screen.

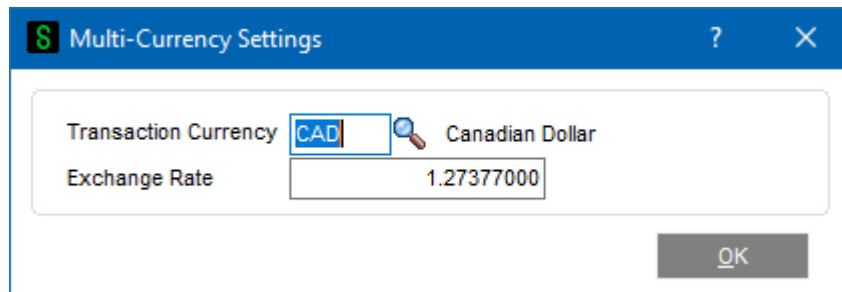
# Section D: System Operations

## RMA Data Entry

RMA Data Entry allows the entry of RMAs in Foreign Currencies using the appropriate Exchange Rate.

When a new RMA is entered, the system displays the Customer's Default Entry Currency at the bottom of the panel. This is the currency for all amounts entered in the selected RMA. The RMA Exchange Rate will be the Exchange Rate as of the RMA date.

The RMA Entry Header Panel includes a **Currency Button**. Select this button to access the **Multi-Currency Settings** screen:



**Entry Currency:** Enter the Entry Currency Code for the RMA. Select the Lookup Button to list all Currency Codes on file. The system will ask you for the Supervisor Password if one was set up in Multi-Currency Options.

**Note:** *If amounts have already been entered, and the currency is changed, then the RMA amounts remain the same and will be considered to be in the new currency.*

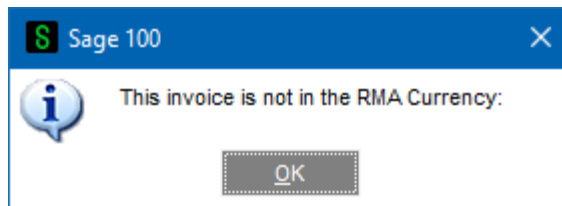
This field will not be accessible if the **Allow Currency Change** flag is not checked for the Customer in Customer Maintenance.

**Exchange Rate:** Enter the Exchange Rate for the RMA. The rate will default to the Exchange Rate found in Currency Code Maintenance for the RMA Date. If the default Exchange Rate is overridden, then the RMA amounts that were entered will remain the same and will be converted to Base Currency when posting to General Ledger using the new Exchange Rate.

The system will ask you for the Supervisor Password if one was set up in Multi-Currency Options. This field will not be accessible if the **Allow Rate Change** flag is not checked for the Customer in Customer Maintenance.

## RMA Line Entry

When selecting an Invoice History record at the Lines panel, the system will detect if that record is in the same currency as the RMA. If it is NOT, then the system will display this message and will NOT select the record.



If you wish to select that specific invoice, then you will have to change the RMA Currency to be that currency before selection. Therefore, only Invoice History records in the RMA Currency may be selected.

The RMA Line Entry programs have been enhanced to calculate and display the Item Prices in the RMA Entry Currency.

You may use Foreign Prices and Foreign Price Levels as established through the Inventory Multi-Currency Module (if installed).

**Note:** *The Inventory Management Multi-Currency module is not required, but is needed to use Foreign Pricing. Please refer to the Inventory Management Multi-Currency manual for an explanation of Foreign Prices and Levels.*

## Item Price Precedence

The system will consider the following order to determine the correct Item Price:

1. Foreign Price + Customer + Price Level
2. Foreign Price + Price Level
3. Foreign Price
4. Base Currency Price + Customer + Price Level
5. Base Currency Price + Price Level
6. Base Currency Price

For cases 4, 5 and 6, when there is no Foreign Price established in the Inventory Management Multi-Currency Foreign Price/Cost Maintenance, the system calculates the Foreign Price by converting the Base Currency Price using the Sales Order Exchange Rate.

The Sales Price is calculated as follows:

When the Sales Promotion Discount Method is **Sales Price**, the system will display the Base Currency Sales Price for RMAs in Base Currency.

For RMAs in a Foreign Currency where a Foreign Price is not set up, the Foreign Sales Price will be displayed. This price will be calculated by multiplying the Base Currency Sale Price multiplied by the RMA Exchange Rate.

When the Sales Promotion Discount Method is **Price Discount**, the system will calculate the Base Currency or Foreign Sales Price by applying the percentage discount to the Base Currency or Foreign Price.

**NOTE:** Please refer to the *Inventory Management Multi-Currency module for an explanation of Foreign Prices and Levels.*

## Restocking Charges

Restocking Charges that are setup in Inventory Maintenance will be recalculated using the exchange rate of the RMA Currency. For example, if you use a Fixed Restocking Charge Method and the Charge is \$10.00 (in Base Currency) and the RMA Exchange Rate is 1.555, then the Restocking Charge that is calculated on the RMA transaction is \$15.55.

## Original Invoice History Item Cost

When selecting an item from A/R Invoice History, the original Base Currency Unit Cost is transferred from the Invoice History Detail record to the RMA Detail record. When creating S/O Credit Memos from that RMA transaction, the Base Currency Unit Cost from the RMA transaction is then transferred to the Credit Memo. When that Credit Memo is posted in the Sales Order module, that Base Currency Unit Cost is used when posting to the General Ledger and Inventory. This is important since the system should “back out” the item cost with the same cost amount.

On the third panel in RMA Options, Entry Options, there is a checkbox called “Allow Cost Override. “ This allows the user to change the unit cost for that item during RMA Data Entry and RMA Receipts Entry. **IMPORTANT: Since RMA DATA Entry displays and maintains the Unit Cost in RMA Currency, if the user decided to change that unit cost, then the Base Unit Cost will be recalculated to an amount that is different than the original unit cost. This change has obvious implications when the SO Credit Memo posts back to the General Ledger and Inventory modules since it will no longer “back out” the item cost with the same cost amount. Please be aware of this!**

## Xpress Sales Order

“Xpress Sales Orders” that are created from RMA Data Entry for cross shipments will be created in the RMA Currency using the RMA Exchange Rate.

## Customer RMA Printing and Receiver Printing

The Customer RMA Printing and Receiver Printing programs have been modified to have additional currency fields available to print:

- RAMC\_234\_EntryCurrency – Entry Currency Code for each entry
- RAMC\_234\_StringRate – The Exchange Rate for each entry
- RAMC\_234\_CurrencyName – The name of the Entry Currency
- RAMC\_234\_CurrencySymbol – The Currency Symbol of the Entry Currency

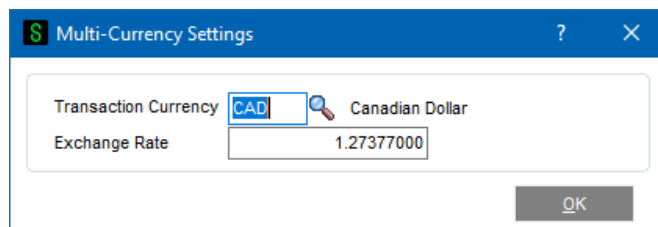
If you do not see this new field during the edit of the Crystal form, then select **Verify Database** from the **Database** dropdown menu to update your data dictionaries.

## RMA Receipts Entry

RMA Receipts Entry allows the entry of RMA Receipts in Foreign Currencies using the appropriate Exchange Rate. When a receipt is entered that makes reference to an RMA already entered in RMA Data Entry, then the Entry Currency of the RMA will be used and may NOT be modified. The Receipt Exchange Rate will be recalculated to the Exchange Rate as of the Receipt date.

When a Receipt entered does not make reference to an existing RMA, then the system displays the Customer’s Default Entry Currency at the bottom of the screen. This is the currency for all amounts entered. The Receipt Exchange Rate will be the Exchange Rate as of the Receipt date.

The RMA Receipts Entry Header Panel includes a **Currency Button**. Select this button to access the **Multi-Currency Settings** window:



**Entry Currency:** Enter the Entry Currency Code for the RMA Receipt. Select the Lookup Button to list all Currency Codes on file. The system will ask you for the Supervisor Password if one was set up in General Ledger.

If line entries have already been entered for an RMA Receipt, then the currency may NOT be changed until those lines items are first removed.

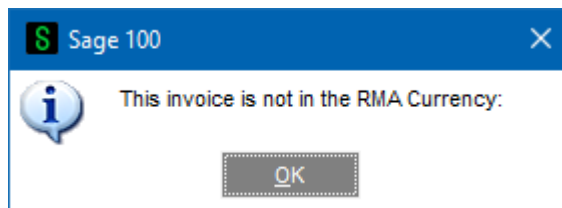
This field will not be accessible if the **Allow Currency Change** flag is not checked for the Customer in Customer Maintenance.

**Exchange Rate:** Enter the Exchange Rate for the RMA Receipt. The rate will default to the exchange rate found in Currency Code Maintenance for the RMA Receipt Date. If the default exchange rate is overridden, then the RMA Receipts amounts that were entered will remain the same.

The system will ask you for the Supervisor Password if one was set up in Multi-Currency Options. This field will not be accessible if the **Allow Rate Change** flag is not checked for the Customer in Customer Maintenance.

### RMA Receipts Line Entry

When selecting an Invoice History record at the Lines panel, the system will detect if that record is in the same currency as the RMA Receipt. If it is NOT, then the system will display the following message and will NOT select the record.



If you wish to select that specific invoice, then you will have to change the RMA Currency to be that currency before selection. Therefore, only Invoice History records in the RMA Currency may be selected.

RMA Receipts Line Entry calculates and displays the Item Prices in the RMA Receipts Entry Currency.

**Note:** *You may use Foreign Prices and Foreign Price Levels as established through the Inventory Management Multi-Currency module. This module is not required, but is needed to use Foreign Pricing. Please refer to the Inventory Management Multi-Currency manual for an explanation of Foreign Prices and Levels.*

**Note:** *If you are doing a receipt from an RMA that was already entered in RMA Data Entry, then all pricing will be taken from the original RMA.*

### Item Price Precedence

The system will consider the following order to determine the correct Item Price:

1. Foreign Price + Customer + Price Level

2. Foreign Price + Price Level
3. Foreign Price
4. Base Currency Price + Customer + Price Level
5. Base Currency Price + Price Level
6. Base Currency Price

For cases 4, 5 and 6 the system will calculate the Foreign Price by converting the Base Currency Price using the RMA Receipts Exchange Rate.

The Sales Price is calculated as follows:

When the Sales Promotion Discount Method is **Sales Price**, the system will display the Base Currency Sales Price for RMAs in Base Currency.

For RMAs in a Foreign Currency where a Foreign Price is not set up, the Foreign Sales Price will be displayed. This price will be calculated by multiplying the Base Currency Sale Price multiplied by the RMA Exchange Rate.

When the Sales Promotion Discount Method is **Price Discount**, the system will calculate the Base Currency or Foreign Sales Price by applying the percentage discount to the Base Currency or Foreign Price.

**Note:** *Please refer to the Multi-Currency Inventory Management Multi-Currency module for an explanation of Foreign Prices and Levels.*

### Restocking Charges

Restocking Charges that are setup in Inventory Maintenance will be recalculated using the Exchange Rate of the RMA Receipts Currency. For example, if you use a Fixed Restocking Charge Method and the Charge is \$10.00 (in Base Currency) and the RMA Receipts Exchange Rate is 1.555, then the Restocking Charge that is calculated on the RMA Receipts transaction is \$15.55.

NOTE: If you are doing a receipt from an RMA that was already entered in RMA Data Entry, then the restocking charge will be taken from the original RMA.

### Original Invoice History Item Cost

When selecting an item from A/R Invoice History, the original Base Currency Unit Cost is transferred from the Invoice History Detail record to the RMA Receipts Detail record. When creating S/O Credit Memos from that RMA Receipts transaction, the Base Currency Unit Cost from the RMA transaction is then transferred to the Credit Memo. When that Credit Memo is posted in the Sales Order module, that Base Currency Unit Cost is used when posting to the General Ledger and Inventory. This is important since the system should “back out” the item cost with the same cost amount.

On the third panel in RMA Options, Entry Options, there is a checkbox called “Allow Cost Override.” This allows the user to change the unit cost for that item during RMA Data Entry and RMA Receipts Entry.

**IMPORTANT: Since RMA Receipts DATA Entry displays and maintains the Unit Cost in RMA Currency, if the user decided to change that unit cost, then the Base Unit Cost will be recalculated to an amount that is different than the original unit cost. This change has obvious implications when the SO Credit Memo posts back to the General Ledger and Inventory modules since it will no longer “back out” the item cost with the same cost amount. Please be aware of this!**

## Generate Transactions

**Generate Transactions** creates the following transactions (if applicable) from RMA Receipts:

- S/O Credit Memo – This will be in the Currency of the RMA Receipt using the Exchange Rate from the RMA Receipt. The Base Currency Unit Cost is transferred from the RMA Receipt (which was originally taken from the A/R Invoice History Detail record) and will be used during posting of the Credit Memo to Inventory and General Ledger.
- Sales Order – This will be in the Currency of the RMA Receipt using the Exchange Rate from the RMA Receipt. The Sales Order is created, if applicable and if not already created using the “Xpress Sales Order” feature in RMA Data Entry.
- P/O Return of Goods – This will be in the Vendor’s Default Entry Currency (if the APMC and POMC modules are installed). If the Return of Goods Currency is the same as the RMA Currency, then the RMA Exchange Rate will be used as the Return of Goods Exchange Rate, otherwise the Return of Goods Exchange Rate will be calculated based upon the Return of Goods date. The Item costing will be based upon Foreign Costing if Inventory Management Multi-Currency module is used and the item has Foreign Costing setup, otherwise the costs will be calculated in accordance to P/O Return of Goods Entry (please see the POMC manual for the details).
- Purchase Order – This will be in the Vendor’s Default Entry Currency (if the APMC and POMC modules are installed). If the Purchase Order Currency is the same as the RMA Currency, then the RMA Exchange Rate will be used as the Purchase Order Exchange Rate, otherwise the Purchase Order Exchange Rate will be calculated based upon the Purchase Order date. The Item costing will be based upon Foreign Costing if Inventory Management Multi-Currency is used and the item has Foreign Costing setup, otherwise the costs will be calculated in accordance to P/O Purchase Order Entry (please see the POMC manual for the details).

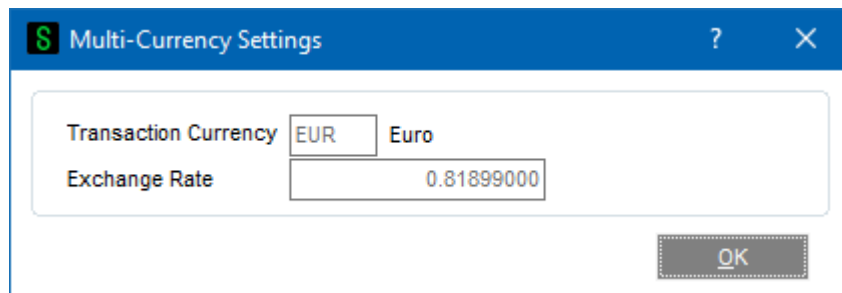
NOTE: These four transactions are created based upon the RMA settings in RMA Options and on the individual RMA Receipt records. Please see the standard RMA User Manual on how (and under what circumstances) these transactions are created.

## Generate Transactions Listing

**Generate Transactions Listing** prints the Currency Code and Exchange Rate of each transaction.

## RMA Inquiry

RMA Inquiry Header Panel includes a **Currency Button**. Select this button to access the **Currency Code** and **Exchange Rate** of the transaction.



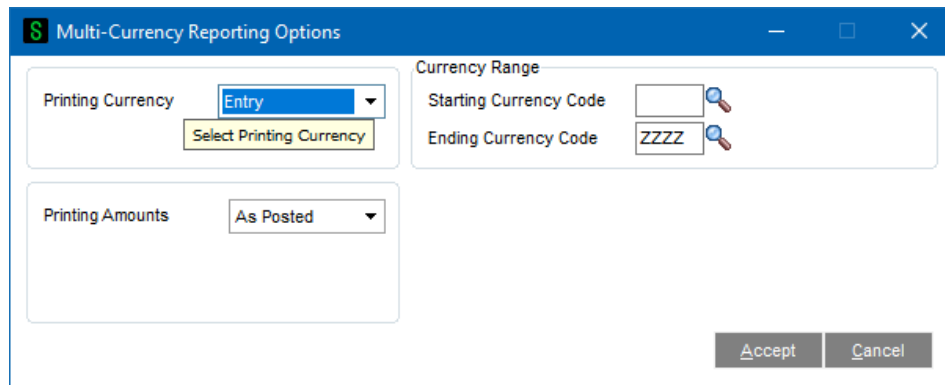
The Currency of the Transaction is displayed at the bottom of the RMA Inquiry Panel and all currency amounts are displayed in the RMA Currency.

The Inquiry programs that can be viewed from the Document drill-down are enhanced for Multi-Currency: Sales Order Inquiry, Invoice History Inquiry, Purchase Order Inquiry, and P/O Receipts History Inquiry.

# Section E: Reports

Open RMA Report and RMA Receipt History Report

A **Currency Button** is in the Report Panels, and when selected, the following screen will be displayed:



**Printing Currency:** Select **Entry** for Entry Currency or **Base** for Base Currency

**Starting and Ending Currency Code:** Enter a range of Currencies for a specific group of transactions. Select the Lookup Button to list all Currencies on file. This field will be displayed only for reports that print amounts from individual transactions.

**Printing Amounts:** Select **As Posted** to import all amounts As Posted or **Override Date** to convert amounts using an Exchange Rate as of an Override Date.

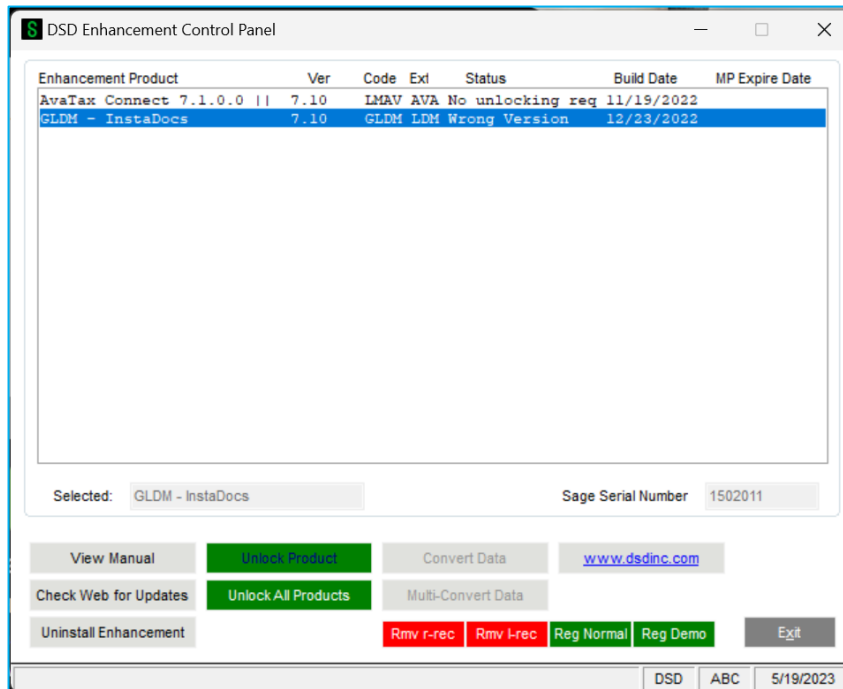
**Override Date:** Enter a date using the MMDDYY format to import amounts converted to the Printing Currency using the Exchange Rate as of this date. This field will be displayed only if you selected **Override Date** as the **Printing Amounts**.

**Rate Type:** Select the column to be used from Currency Code Maintenance. This field will be displayed only if you selected **Override Date** as the **Printing Amounts**.

# Section F: Uninstall DSD Enhancements

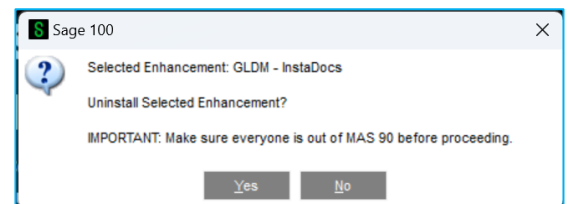
If you are uninstalling ALL Multi-Currency modules, **you must first remove the Multi-Currency Module data for each company code BEFORE running the Uninstall Process.** To do this, select each company in Company Code Maintenance and select the **Remove** button, then select the Multi-Currency module to remove. Do this for every company that has Multi-Currency activated. **Be sure to do a full system backup prior to doing this process.**

A DSD Enhancements Uninstall Utility has been provided for the purposes of removing DSD Enhancements from your Sage 100 System. This utility may be accessed from the **DSD Enhancement Control Panel** menu option on the **Library Master / Utilities** menu.



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

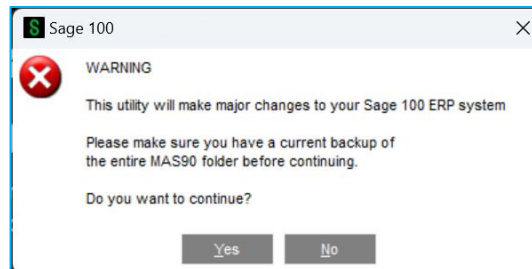
- Select **No** to exit the Uninstall Process.
- Select **Yes** to continue with the Uninstall Process.



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

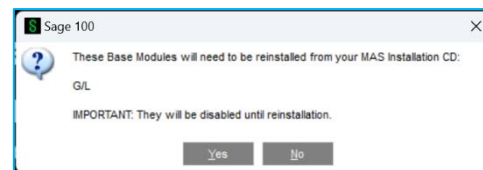
- Select **No** to exit the Uninstall Process.
- Select **Yes** to continue with the Uninstall Process.

**After the Uninstall of the DSD Enhancement, you MUST reinstall certain standard Sage 100 modules, followed by reinstallation of Product Updates and Hot Fixes, if applicable.**



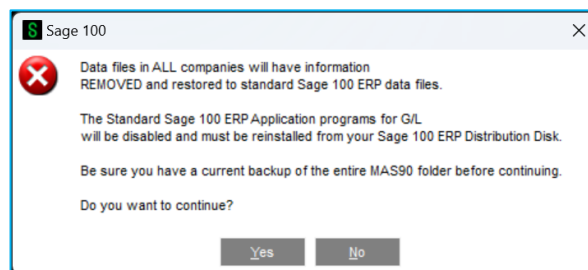
A message box will appear, and will display which of those specific Sage 100 modules you must reinstall afterwards.

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

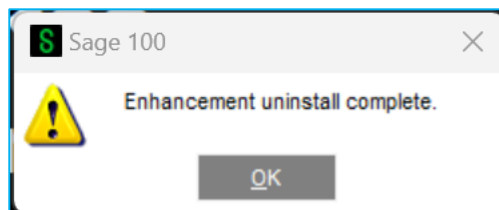


The following message box will appear, displaying the final warning message.

- Select **No** to exit the Uninstall Process.
- Select **Yes** to continue with the Uninstall Process. At this point, the DSD Enhancement will be removed from the Sage 100 system.



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



Now that the Uninstall process is completed, you must:

- Reinstall the applicable standard Sage 100 modules
- Reinstall the latest Sage 100 Service Pack/Updates, if applicable.
- Reinstall any other DSD Enhancements or Developer products that are affected from the reinstallation of the standard Sage 100 module(s).

# Section G: Resources and Support

## Web Resources

**DSD web site:** <http://www.dsdinc.com>

The Enhancement page contains:

- Current Release Schedule
- Purchasing Information
- Installation Instructions
- Product Support
- Enhancement Links

## **RMA Multi-Currency :**

<https://www.dsdinc.com/enhancements/marketplace/products/ramc-rma-multi-currency>

The product web page contains:

- Product Description
- Web Links
- Current Product Version Table
- Product Installation File Download
- Product Manual in .pdf Format

## Support

DSD provides product support through Sage 100 resellers. Support is provided for the current version. Older versions are supported at an hourly rate.

- Telephone: 858-550-5900
- Fax: 858-550-4900
- Email: [enhancements@dsdinc.com](mailto:enhancements@dsdinc.com)

For a hard error, where the program displays an error dialog, report:

- Enhancement Name
- 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, faxing or email, please include:

- Your name and company
- 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.




Since 1984, DSD Business Systems has been providing clients with professional business consulting services and business software solutions across the globe. Specialties include Sage Intacct, Acumatica Cloud ERP, Sage 100, Sage 300, Sage 500, Sage CRM, Sage HRMS and more.

DSD Business Systems has been a Sage Tech Partner, commonly referred to as a “Master Developer”, for over 30 years. DSD currently has over 500 Enhancements to Sage 100 and has created thousands of custom solutions for end-users around the world. We have had the privilege of working with hundreds of Sage consultants, resellers, and end-users to produce powerful custom solutions that enhance the functionality of Sage 100.

### Contact DSD Enhancements

 [enhancements@dsdinc.com](mailto:enhancements@dsdinc.com)

 [Enhancements Marketplace](#)

 **800-627-9032**