

DSD Business Systems

Sage 100 Enhancements

S468

Customer Delivery Date Refresh

SO-1468

Version 7.40



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Customer Delivery Date Refresh User's Manual
Version 7.40

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DSD Business Systems
8787 Complex Drive
Suite 400
San Diego, CA 92123
858/550-5900 8:00am to 5:00pm PST
858/550-4900 Fax

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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*

S468 Customer Delivery Date Refresh:

<http://www.dsdinc.com/enhancement/so-1468-customer-delivery-date-refresh>

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.

Customer Delivery Date Refresh Features

This DSD Extended Solution modifies the Sales Order Sales Journal update to refresh the Customer's 'Next Delivery Date,' which is held in a specified A/R Customer User Defined Field. There are two methods of calculating a delivery date: 'Weeks Between Delivery' and 'Customer Delivery Period'.

The Custom Office module must be activated.

Section B: Getting Started

CAUTION

- **If you reinstall or upgrade one of the Sage 100 modules listed in the following table, you must also reinstall this Enhancement.**
- Enhancements from different Sage Developers are generally not designed to work together. If installed together, problems are likely to occur.
- **Check with DSD before installing more than one Enhancement.**

Required Levels

Sage 100 Module	Module Required	Required Level
S/O	Y	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.

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.

- 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.*

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.

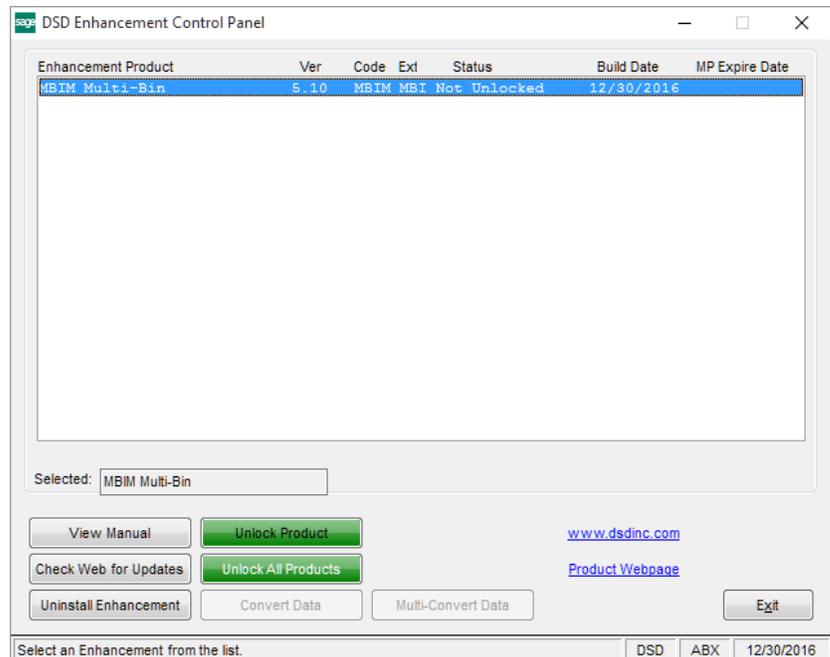
View Manual: This button will display the product manual for the selected Enhancement using Adobe Acrobat. For this to be possible, the PDF file for the corresponding manual must be in the "MAS90/PDF" folder in the Sage 100 system. If the file is not present, and the system has web access, the correct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

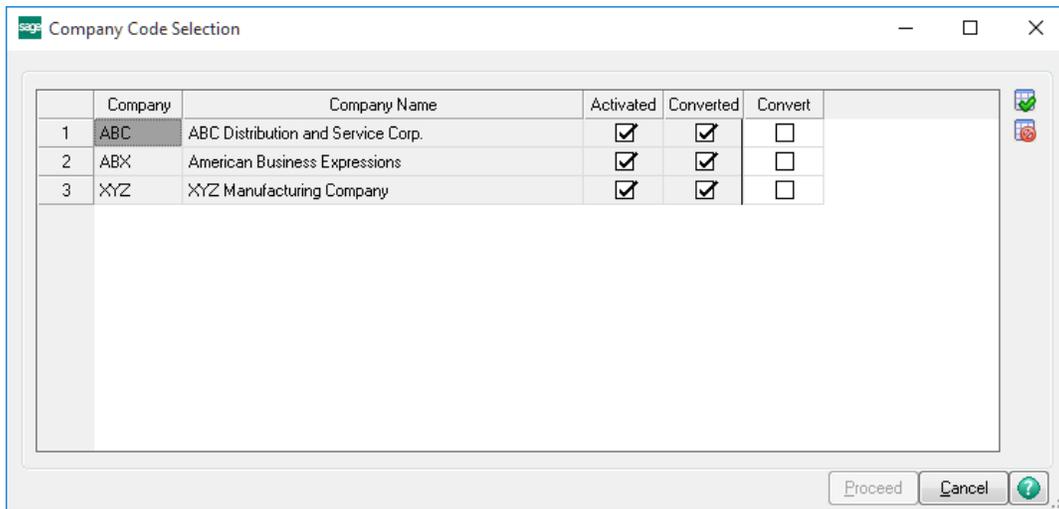
Unlock Product: This will cause the DSD Enhancement License Agreement and Activation window to appear. Using this window is described on the previous page. *This button is disabled if the selected Enhancement is already unlocked or if unlocking is not required.*

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.



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

Upon completion of software installation, you will need to access the Extended Solutions Setup from the Sales Order Setup menu. Select this part number and the Setup screen for this Extended Solution will appear. Check the 'Enable DSD Extended Solution' box to activate this Extended Solution.

Answer the following prompts:

Use Number of Weeks for Delivery Schedule: Check this box to use the 'Weeks Between Delivery' method of scheduling. Leave unchecked to use the 'Customer Delivery Period' method of scheduling.

If you checked the option above, then you will have access to this option:

A/R Customer UDF for 'Weeks Between Delivery': Specify the numeric multi-line UDF which holds the number of weeks between each delivery for the customer.

If the 'Use Number of Weeks' option is unchecked, then you will have access to the following four options:

A/R Customer UDF for 'Customer Delivery Period': Specify the A/R Customer Custom Office UDF (Upper String, Multi Line, one character) for the Delivery Period. If validation is to be enabled, then the user should specify the same values for this UDF in Custom Office Setup as are to be defined below.

The following setup questions tie to the valid values needed in the 'Customer Delivery Period' UDF in order for the program to perform its logic:

Delivery Period Value which = 7 Day Schedule: Define the one character value which will be used to indicate 'This Customer gets a delivery every 7 days'.

Delivery Period Value which = 14 Day Schedule: Define the one character value which will be used to indicate 'This Customer gets a delivery every 14 days'.

Delivery Period Value which = 28 Day Schedule: Define the one character value which will be used to indicate 'This Customer gets a delivery every 28 days'.

Either option will have access to these:

A/R Customer UDF for 'Day of the Week': Specify the String, Drop Box type UDF which holds the Customer's Delivery Day of the week. This UDF's Validation must be set up with valid data for days of the week; it should be at least 3 characters of the name, but case does not matter (i.e. Monday could be setup as MONDAY, monday, Monday, MON, mon or Mon.)

A/R Customer UDF for 'Next Delivery Date': Specify the A/R Customer Custom Office UDF (Date, Multi Line) which holds the actual date for this Customer's Next Delivery.

SO Sales Order Header UDF for 'Next Delivery Date': (optional) Specify the SO Sales Order Header Custom Office date type UDF which holds the actual date for this Customer's Next Delivery. Sales Journal Update will update this UDF on all sales orders for a customer whenever it updates the A/R Customer UDF for Next Delivery Date.

You should visit this Setup screen after each upgrade or reinstallation of this Extended Solution.

Role Maintenance

The following Task has been added to Sales Order, Setup Options:

- Extended Solutions Setup

Please review your security setup in Role Maintenance and make appropriate changes.

Section D: System Operations

If you **checked the option for Number of Weeks For Delivery Schedule**, the S/O Sales Journal update will scan the Customer Masterfile looking to reset the 'Next Delivery Date' as follows: We will compare the current Customer 'Next Delivery Date' UDF to the Sales Order module's Date.

- If greater than the **Module Date**, then there will be no change.
- If less than or equal to **Module Date**, then the program will change the 'Next Delivery Date' to be the Customer's **current Next Delivery Date + the number of weeks** defined in their Weeks Between Deliveries UDF. Then compare that result to the day of the week specified. The result should set the Next Delivery Date to be on the specified Day of the Week, but if not, then the program will adjust the date to be the closest day of the week match (either forwards or backwards).

An example:

If Customer ABC's normal delivery is set for every 2 weeks, and their day of the week is Monday.

During Sales Journal Update on 02/04/08, their Next Delivery Date will be set to 02/18/08.

But that date is a holiday (Presidents Day). Therefore, the user manually adjusted this delivery date to Tuesday the 19th.

On the 19th, when the Sales Journal Update takes place, their Delivery Date would calculate as: 19th + 2 weeks (14 days) = March 4th, but this is a Tuesday. Since this result does not match the client's day of the week UDF of 'Monday', the date will instead be set to 03/03/08, the closest Monday to the 4th.

If the option for **Number of Weeks For Delivery Schedule is unchecked**, the S/O Sales Journal update will scan the Customer Masterfile looking to reset the 'Next Delivery Date' as follows: We will compare the current Customer 'Next Delivery Date' to the Sales Order module's Date.

- If greater than **Module Date**, then there will be no change.
- If less than or equal to **Module Date**, then the program will change the 'Next Delivery Date' to be the Customer's **current Next Delivery Date + the number of days** defined for their Delivery Period. Then compare that result to the day of the week specified. The result should set the Next Delivery Date to be on the specified Day of the Week, but if not, then the program will adjust the date to the closest day of the week match (either forwards or backwards).

An Example:

If Customer ABC's normal delivery is on a 7 day schedule, and we have defined their 7 day schedule as (A), and their day of the week is Monday.

During Sales Journal Update on 02/11/08, their Next Delivery Date will be set to 02/18/08.

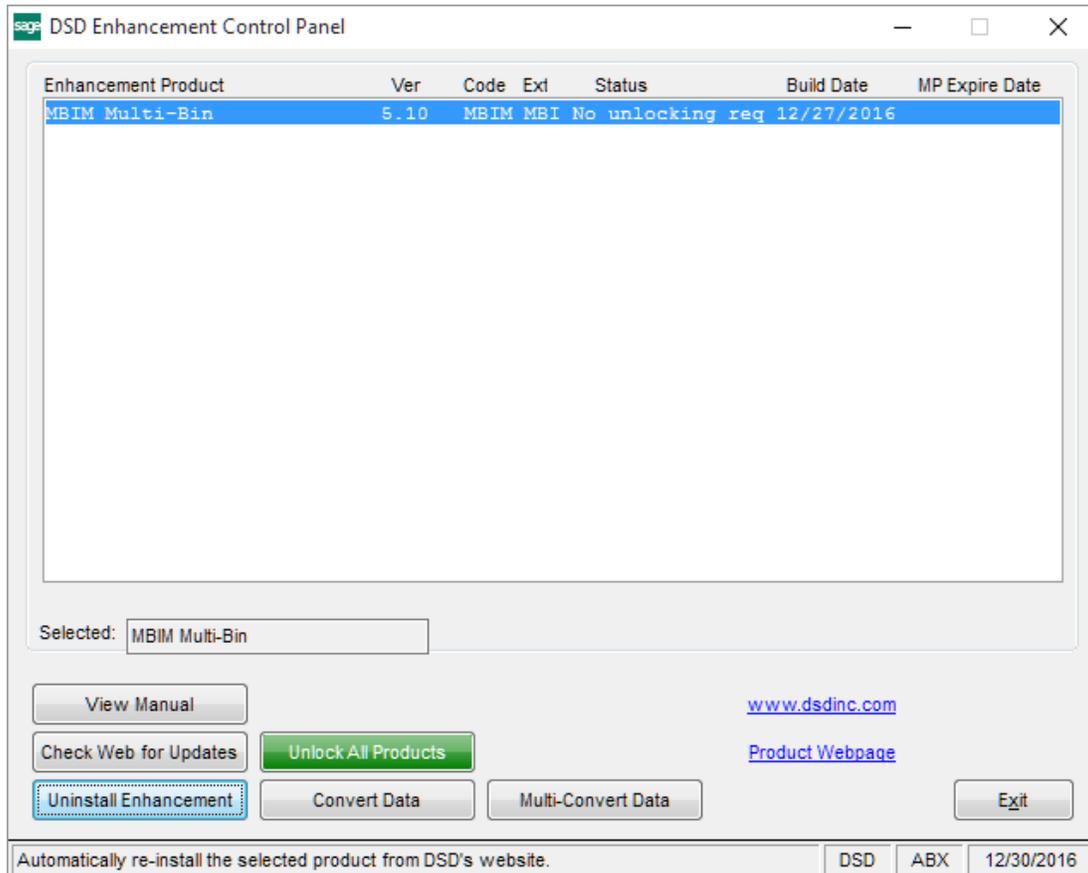
But that date is a holiday (Presidents Day). Therefore, the user manually adjusted this delivery date to Tuesday the 19th. On the 19th, when the Sales Journal Update takes place, their Delivery Date would calculate as: 19th + 7days = 26th, but this is a Tuesday. Since this result does not

match the client's day of the week UDF of 'Monday', the date will instead be set to 02/25/08, the closest Monday to the 26th.

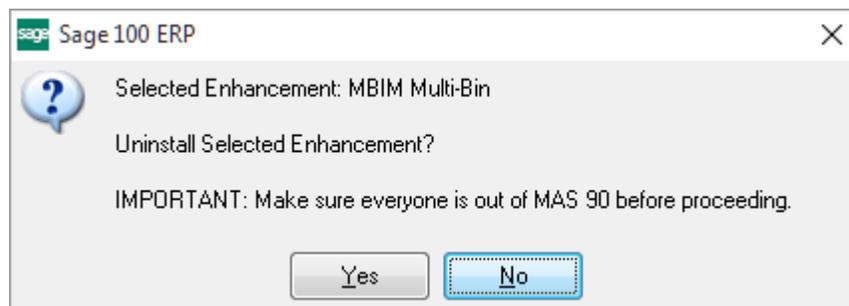
If a 'SO Sales Order Header UDF for Next Delivery Date' is specified in Setup, the S/O Sales Journal Update process to change the 'Next Delivery Date' UDF in the customer masterfile will also scan the sales order file and update the SO Header UDF on all sales orders for that customer.

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.

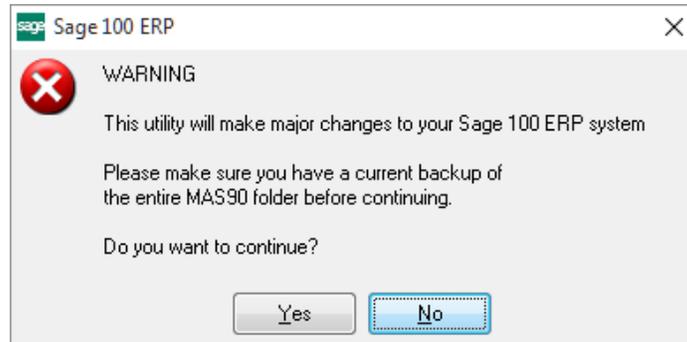


When accessing the **DSD Enhancement Control**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:



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

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.



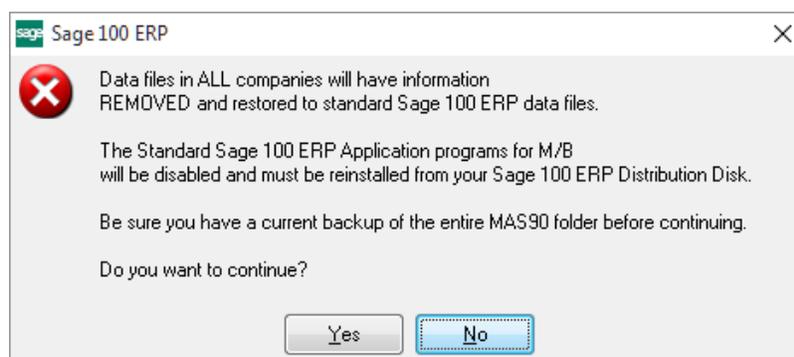
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

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.

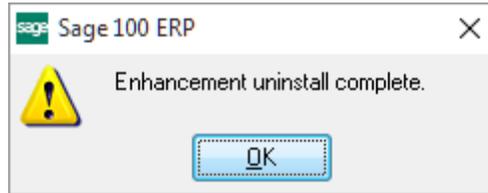
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

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).