DSD Business Systems

Sage 100 Enhancements

R115

Enhanced Credit Checking

AR-1115

Version 7.30

Information in this document is subject to change without notice.

Enhanced Credit Checking User's Manual
Version 7.30

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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*

R115 Enhanced Credit Checking:

http://www.dsdinc.com/enhancement/enhanced-credit-checking-2

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.

Enhanced Credit Checking Features

This DSD Extended Solution modifies the credit checking process in Accounts Receivable Invoice Entry, Sales Order Entry, Sales Order Invoice Entry, RMA Entry and RMA Receipts Entry. Two new Module Options have been added: 'Allow Credit Terms Override' and 'Allow Credit Hold Override'. The existing Module Option to 'Allow Credit Limit Override' will now check only the status of the credit limit. This Extended Solution also adds a log file to track which orders/invoices have experienced Credit Hold, Credit Limit, or Credit Terms overrides as well as recording who performed the override.

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
A/R	Y	7.30
S/O	N	7.30
R/A	N	7.30

Installation

1. **Back-up:** Exit all Sage 100 sessions. Back-up existing Sage 100 data.
2. **Check Levels:** Sage 100 module levels **must match** those listed above.
3. *Run Enhancement Setup Program:* Save the executable installation program (sent to you or downloaded from our website) in a convenient location on the Sage 100 server. Launch the program from Windows Explorer or by selecting Start/Run, and then browse for the file in the location you saved it. Follow on-screen instructions.
4. *Send your Sage Serial Number to your DSD Representative:* Send your Sage Serial Number to your DSD representative in order for us to send you back the encrypted keys to unlock your system. This serial number can be found in Library Master\Setup\System Configuration, Tab 3. Registration as Serial Number.
5. **Re-Start Sage 100:** Sage 100 will be updated.
6. *Unlock the Enhancement:* DSD Enhancements must be unlocked to run. When any part of the Enhancement is run for the first time, the **DSD Enhancement License Agreement and Activation** window will appear. Follow the steps shown on that window. *You can click the Help button for more detailed instructions.*

   Note: *On the next page is a screenshot of the DSD Enhancement License Agreement and Activation window.*

   After accepting the License Agreement, you can then select the type of unlocking that you'd prefer. The choices are File, Web, Demo and Manual Entry.

   File Unlock: After receiving your encrypted serial number key file from DSD, and placing that file in the MAS90/SOA directory, selecting this option will unlock all products keys contained in the file. This means you can unlock all enhancements at once using this option.

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

- *The Sage 100 system that is being used must have web access for this option to be effective.*
- *You can send your Sage Serial Number to your DSD Enhancements sales representative.*

Demo Unlock: If a Demo mode is available for the Enhancement you're running, you will be able to Demo unlock the product without assistance from DSD for demo purposes.

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

Manual Entry Unlock: If you want to unlock a single enhancement using a single encrypted key, you can select this option and enter the 64 character key you receive from DSD by copy and paste.

*Note: You can also unlock a DSD Enhancement through the **DSD Enhancement Control Panel** found on the Library Master Utilities Menu. Then, select the Enhancement with your mouse from the list of Enhancements and click the **Unlock Product** button on the right side of the window.*

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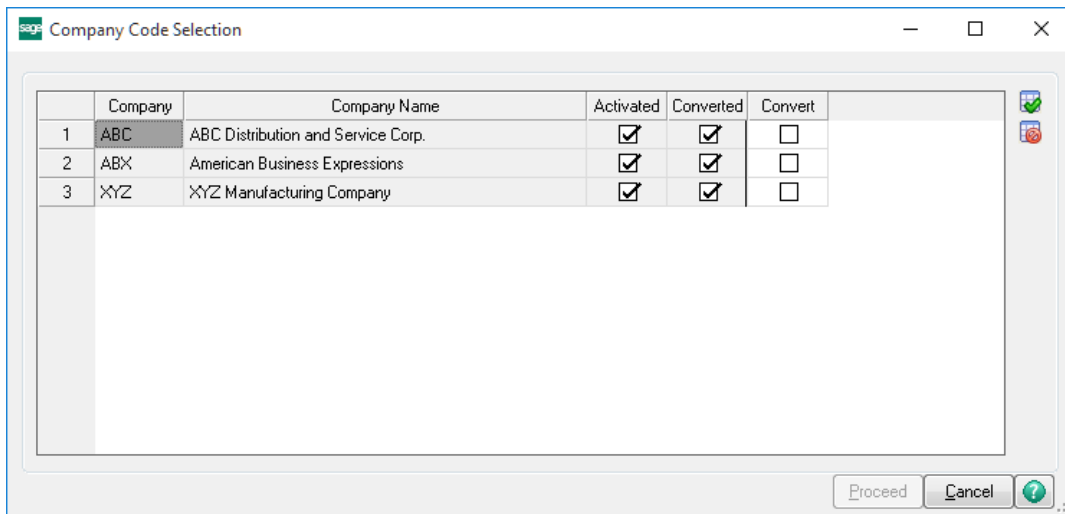
Unlock Product: This will cause the DSD Enhancement License Agreement and Activation window to appear. Using this window is described on the previous page. *This button is disabled if the selected Enhancement is already unlocked or if unlocking is not required.*

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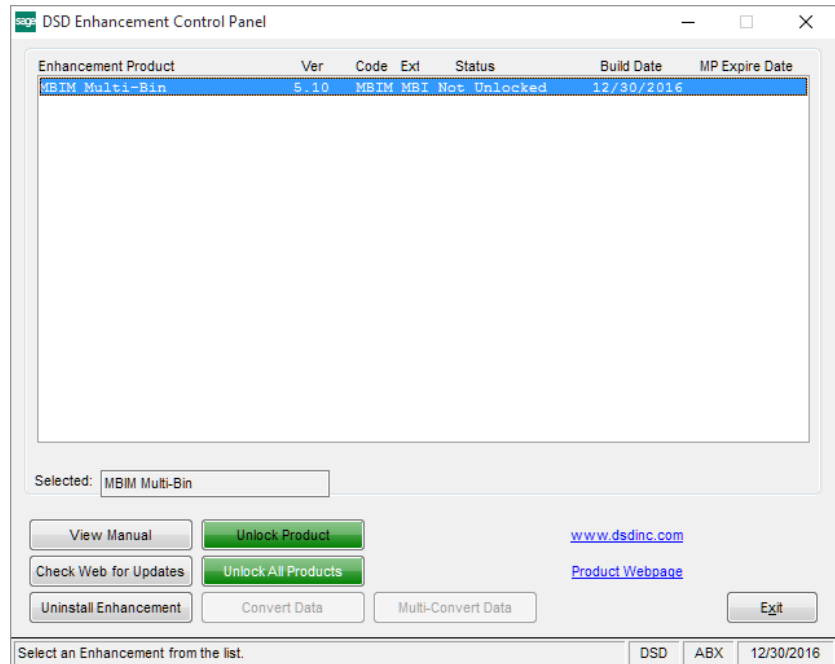
Multi-Convert Data: Multiple Companies can be converted at the same time for a given Enhancement. (*If you have a large number of Companies to convert, please do in batches of 20 or fewer due to memory limitations.*)

	Company	Company Name	Activated	Converted	Convert	
1	ABC	ABC Distribution and Service Corp.	☑	☑	☐	
2	ABX	American Business Expressions	☑	☑	☐	
3	XYZ	XYZ Manufacturing Company	☑	☑	☐	

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 DSD Extended Solutions Setup from the Accounts Receivable 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:

Prompt Only Once for Security Override: When this option is checked, the override prompt will not appear if there is a recorded instance in the log file for the same credit violation for a particular Sales Order or Sales Order Invoice in the Sales Order module.

Enable Hold Button for Users Without Security: Check this option to allow users without security overrides the opportunity to continue with order entry with the order status set to 'Hold.'

Hide Override Button for Users Without Security: Check this option to hide the "Override" button for users without security.

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

Role Maintenance

The following Task has been added to Accounts Receivable, Setup Options:

☐   Extended Solutions Setup

The following Module Options have been added to Accounts Receivable:

- Allow Credit Terms Override
- Allow Credit Hold Override

Users who are authorized to run any of the above should be granted permissions for the prospective tasks and security events. Please review your security setup in Role Maintenance and make appropriate changes.

Section D: System Operations

When a customer exceeds their limitations in more than one area, only the 'highest ranking' warning will be presented. The Credit Hold warning message is the 'highest ranking' warning, followed by Credit Limit and Credit Terms, respectively.

Credit Limit Checking

The functionality of the standard Module Option 'Allow Credit Limit Override' in Role Maintenance has been modified. It will now **only** check the status of the Customers Credit Limit when you select 'Both or 'Customer's Credit Limit' for the A/R Setup Option for Credit Limit Checking.

Over Terms

If A/R setup for Credit Limiting Checking is set to 'Both' or 'Aging Category Only' then as a condition is encountered where the customer has invoices outside of their Terms it will check the Module Option for 'Allow Credit Terms Override'. If the user code is associated with this Module Option then they will be warned 'Customer Credit Terms are Exceeded', but can proceed with accepting the order by selecting 'OK', accepting the order, but placing it on hold by selecting the Hold button, or deleting the order.

If the user code is not associated with the Module Option then the Override button will become available so that a user associated with the Module Option may enter their User Code and password.

If you checked the Setup option 'Enable Hold Button for Users Without Security,' then those users not affiliated with the credit check will receive the Override button as well as the Hold button allowing them two options for continuing with order entry .

Credit Hold

If the customer's Credit Hold box is checked, the program will check the Module Option for 'Allow Credit Hold Override'. If the user code is associated with this Module Option then they will be warned that the Customer is On Credit Hold. If the user code is not associated with the Module Option then the Override button will be available so that a user associated with the Module Option can enter their User Code and password.

If you checked the Setup option 'Enable Hold Button for Users Without Security,' then those users not affiliated with the credit check will receive the Override button as well as the Hold button allowing them two options for continuing with order entry.

Override Usage Log

This Extended Solution logs usage of the Credit Hold, Credit Limit, and Credit Terms overrides to a new file AR_CreditOverrideLog_001. It captures the following:
Run Date, User ID, Sequence Number, System Date, Division Number, Customer Number, Order Number, Invoice Number, Type of Violation: 'H'old, 'L'imit, or 'T'erms, From Module, Amount of Overage. Records are written to this file as overrides are used in the A/R, S/O and RMA modules.

If you elected to Prompt Only Once for Security Override, you will not need to override each instance of entering a particular sales order/sales order invoice when the same credit violation condition continues to apply. However, if a different credit violation comes into effect then you will need to override, but only once.

Credit checking in J/C Job Billing has not been modified.

ODBC Dictionary

The files listed below have been added or changed in the ODBC Dictionaries by this Extended Solution for Crystal Reports purposes.

| *File:*	*Description*	*Field:*
AR_CreditOverrideLog_001	Override Use File	All Fields

Be aware that the ODBC Dictionaries may contain other files and data fields that will be unavailable without their corresponding Extended Solutions installed.

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.
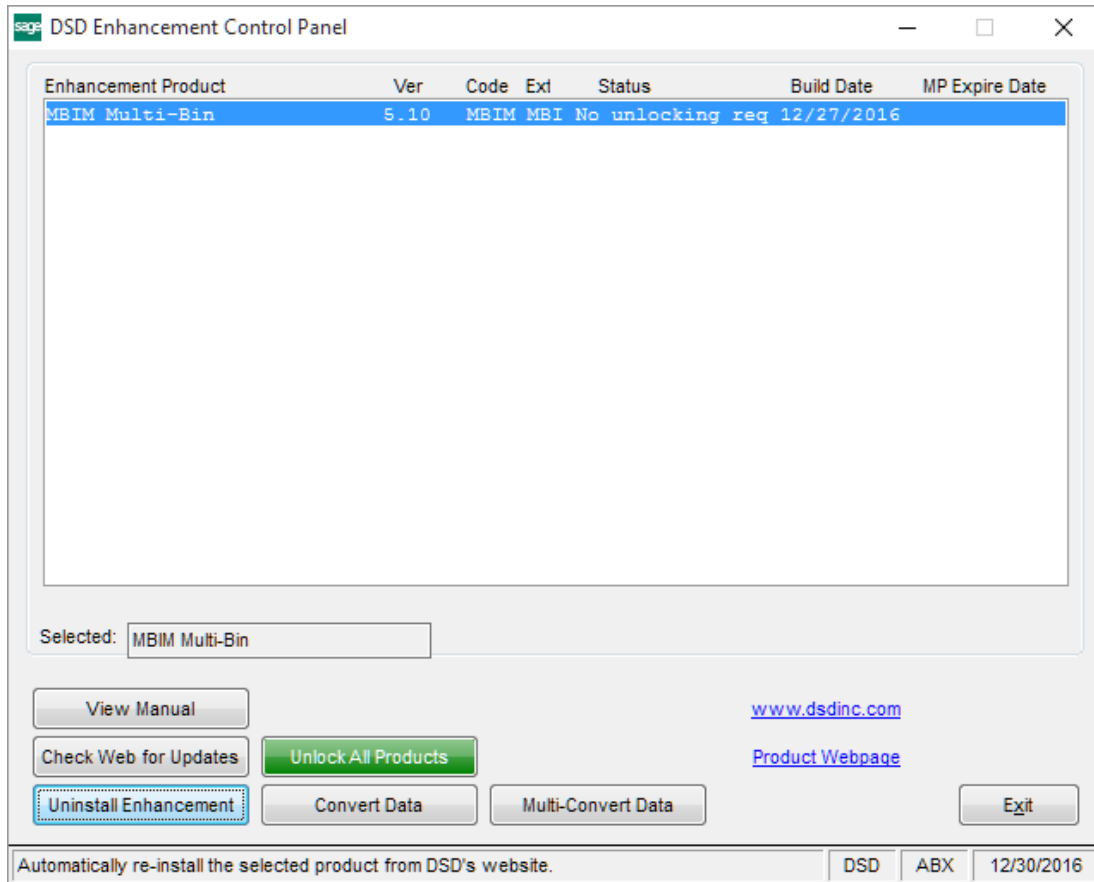

When accessing the **DSD Enhancement Control**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:
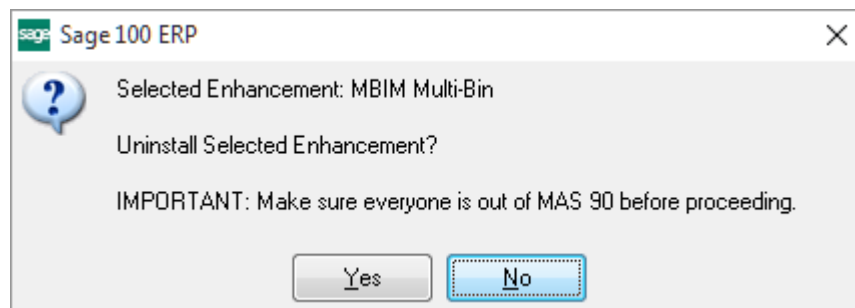
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

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.
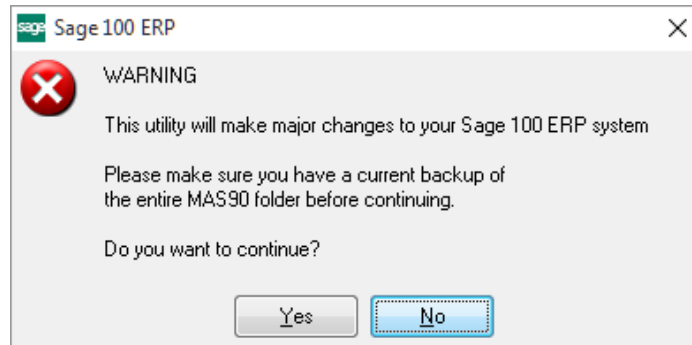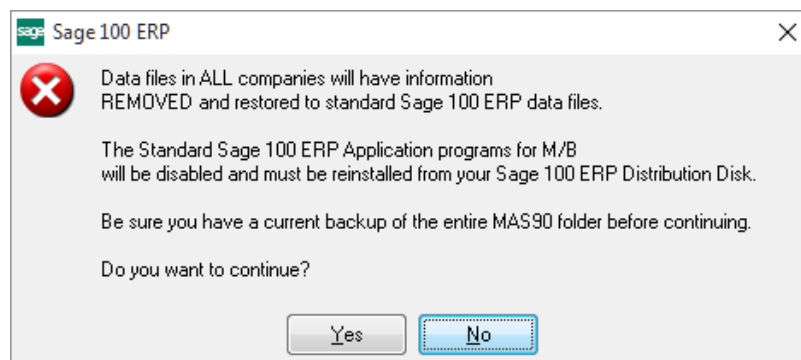

Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

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.

Sage 100 ERP ✕

Enhancement uninstall complete.

OK
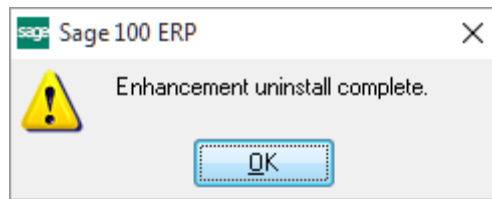
Now that the Uninstall process is completed, you must:

- 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).