Enhanced Customer Statement

An application for Microsoft Dynamics™ GP

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Contents

C O N T E N T S

Introduction

Welcome to the Enhanced Customer Statement module, a powerful companion product for Microsoft Dynamics GP.

Enhanced Customer Statement provides the following features and benefits not available with standard Microsoft Dynamics GP customer statements:

- True Balance Forward—The balance at the start of the period will always match what was reported at the end of the last period similar to credit card and bank statements. Enhanced Customer Statement correctly handles credits applied from the work file, or from a period after the statement cut-off date by backing them out of the statement reporting file and readjusting the aging buckets. Enhanced Customer Statement also adjusts for write-offs and trade discounts occurring in periods after the statement cut-off date.

- Include totals in header for total invoices, total payments, total credits, total finance charges, total returns and total other charges within statement period—this is also similar to the type of statements credit card companies send.

- Show invoice detail—Enhanced Customer Statements will include line item detail from invoices generated by the Invoicing or Sales Order Processing modules. It also has optional features for displaying serial numbers and kit components.

- Multiple Statement printing—print copies of the same statement to send to different addresses.

- Enhanced descriptions for unapplied credit transactions.

- Enhanced descriptions for voided, waived and NSF transactions.

- Prints check numbers on the statement instead of payment numbers.

- Every statement will print in one and only one of the following five categories: Current Due, Past Due, Credit Due, Zero balance with activity during period and No Activity. Statements may easily be divided into these five groups for printing with different statement messages configured for each group.

- Archive statements for reprinting at a future date.

- Option for printing Summary Invoices.

- Optional ability to age unapplied credits.

Enhanced Customer Statement is particularly useful for companies that use statements to bill their customers, such as:

- Private schools that use the statements to bill parents for the books and other supplies their students purchase each month, as well as the school tuition.
- Health clubs that allow their patrons to run a tab at their golf shop or restaurant and be billed by statement at the end of the month.
- Companies that want to give their customers a clear monthly report for invoice and payment reconciliation, like banks and credit card companies do.

What's In This Manual?

This manual contains a detailed description of Enhanced Customer Statement including step-by-step instructions to guide you through the installation, registration and setup of your Enhanced Customer Statement module, and instructions for producing enhanced customer statements for your customers.

This manual assumes that you are familiar with navigation principles in Microsoft Dynamics GP and that you know how to operate the Microsoft Dynamics GP accounting system. It also assumes that Microsoft Dynamics GP has been installed and configured on your computer.

This manual contains the following chapters:

The *Introduction* chapter lists the benefits and features of Enhanced Customer Statement.

The *Installation & Setup* chapter has step-by-step instructions that guide you through the installation, registration and setup of your Enhanced Customer Statement module.

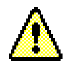
The *Using Enhanced Customer Statement* chapter describes how to preview and print statement details, print summary invoices, and multiple copies of statements.

The *Modifying Statements in Report Writer* chapter describes how to customize your statements in Report Writer.

Appendix A: Data Tables lists all the tables created in Enhanced Customer Statement and their descriptions.

Symbols and conventions

This manual uses the following symbols and conventions to make information stand out.

Symbol/Convention	Description
	The warning symbol indicates situations you should be especially aware of when completing tasks. Typically, this symbol includes cautions about performing steps in their proper order, or important reminders about how other information in Microsoft Dynamics GP may be affected.
	The light bulb symbol indicates helpful tips, shortcuts and suggestions.
File >> Print	The (>>) symbol indicates selections to make from a menu. In this example, from the File menu, choose Print.

Additional resources

Documentation is provided in online or hard copy format as an Adobe Acrobat PDF file. Online help is available in this version of Enhanced Customer Statement. Press F1 or click the help icon to obtain online help for the window you have opened.

To obtain product support services:

Please refer to this quick reference table when you need to use Encore's Technical Support services.

Service	Contact
General Calls	(204) 989-4330
Toll-Free (North America only)	(888) 898-4330
Fax	(204) 235-2331
E-mail	support@encorebusiness.com
Web	http://www.encorebusiness.com/

Before You Call Support

You should have the answers for all of the following questions to help your support specialist quickly narrow down the source of the problem you are experiencing.

- What is the exact error message?
- When did the error first occur?
- What task were you attempting to perform at the time you received the error message?
- Has the task been completed successfully in the past?
- What is the name of the window you are working in?
- What have you done so far to attempt to fix the problem?
- Have you performed any of the table maintenance procedures such as check links?
- If have performed table maintenance procedures and received error messages, what kind of messages?
- Does the problem occur in another company?
- Does the problem occur on another workstation?

- Does the problem occur for more than one user?
- Have you imported any data?

Chapter 1: Installation

This chapter describes how to install and register Enhanced Customer Statement.

This chapter contains the following sections:

Upgrading from previous versions

If you are upgrading from a prior version of Enhanced Customer Statement, be sure to back up your data first, and then complete the installation, registration and setup procedures described in this manual.

Installing Enhanced Customer Statement

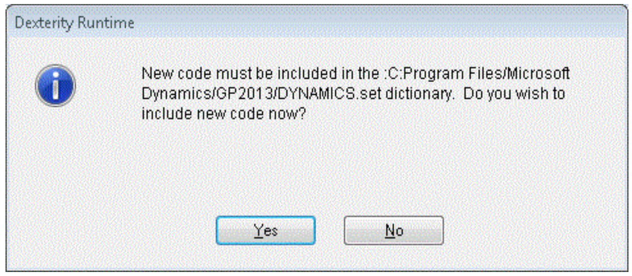
Before you begin installing Enhanced Customer Statement, do the following:

- Note the directory location of your Microsoft Dynamics GP installation. You will need this information during the installation.
- Verify that the ECS.exe file has been downloaded to your computer.
- Create a backup of your Microsoft Dynamics GP data before installing.
- Exit all applications.

To install Enhanced Customer Statement:

1. Log in as an administrator on your workstation.
2. Open Windows Explorer and locate the ECS.exe file. The location of this file will vary depending on how you acquired the application.
3. Launch the ECS.exe file by double-clicking it. The installation program for Enhanced Customer Statement will start.
4. Follow the instructions in each window.
5. Start Microsoft Dynamics GP. You will receive the following message box.

For information on the data tables installed for Enhanced Customer Statement, refer to Appendix A, "Data tables,"



6. Select Yes. Information for Enhanced Customer Statement and Encore Product Registration will be included in the Dynamics.set file.

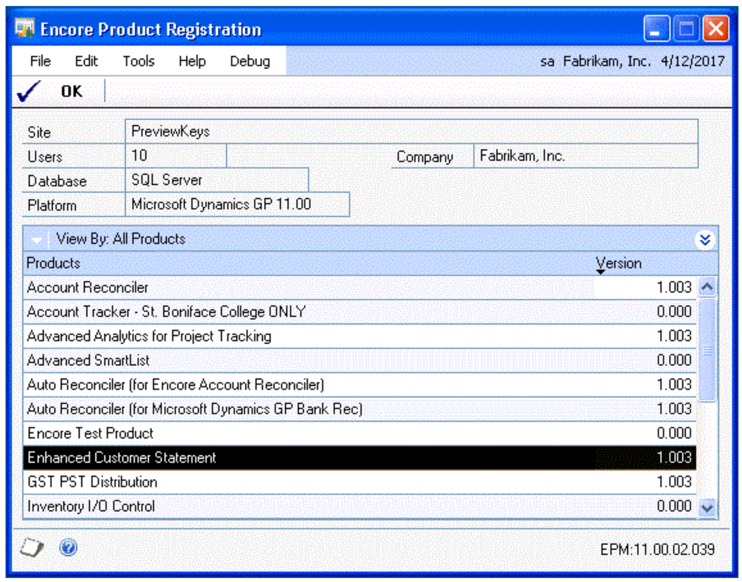
Entering registration keys

Before you can use Enhanced Customer Statement with your company data, you must register your software. To register your software enter the product registration key provided to you by Encore. If you choose not to enter the registration information, you will only be able to create sample transactions using Fabrikam Inc—the lesson company.

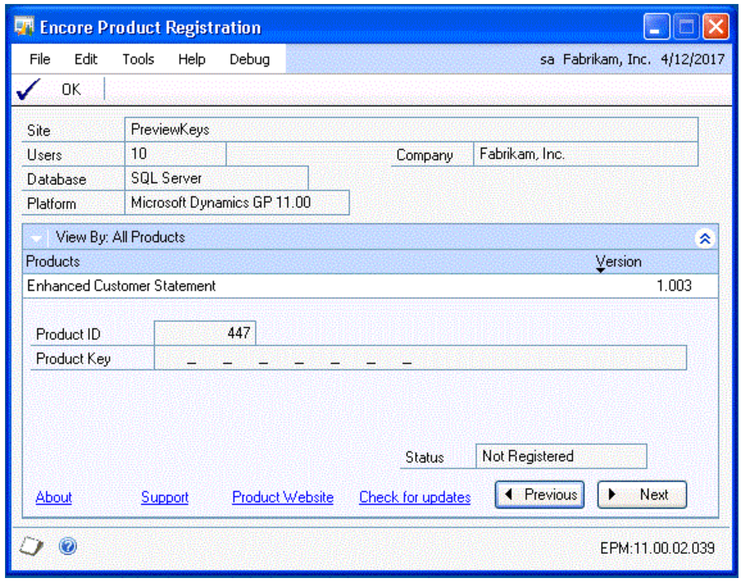
To register the product:

1. Open the Encore Product Registration window. (Microsoft Dynamics GP Menu >> Tools >> Setup >> System >> Encore Product Registration)

2. Select the product you wish to register.



3. Choose the show detail expansion button to display the detailed view of the registration window.



4. Enter the product registration key provided by Encore.

5. Select the About zoom field to open the About window for this product. This window contains the version number for this product and information on how to contact Encore.

6. Select OK to close the window.

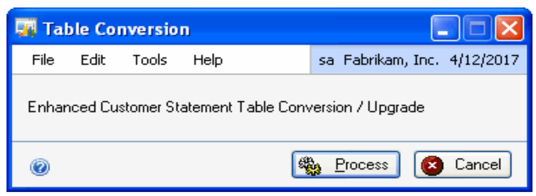
Creating tables

Whether you want to demo or run the product, you must run the Table Conversion/Upgrade process to create tables—this will set up SQL components and convert any existing data.

You must log in as System Administrator to run the Table Conversion/Upgrade process.

To create tables

1. Open the Table Conversion window.
   (Microsoft Dynamics GP Menu >> Maintenance >> Enhanced Customer Statement >> Table Conversion)



2. Select Process. Tables will be created, permissions will be set, and existing data will be converted.

Every time you install Enhanced Customer Statement, you must run the table conversion/upgrade process.

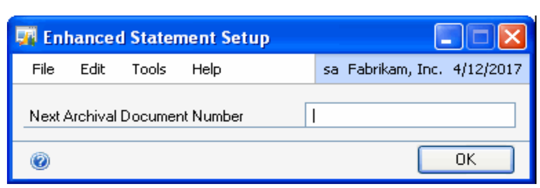
Setting up an archival document number

For more information about statement archives, see Reprinting statements and archives on page 33.

Enhanced Customer Statement automatically assigns archival document numbers starting with 00000000001. If you want to add some initial characters or want to start the numbering at a particular number, you can do this in the Enhanced Statement Setup window.

To set up an archival document number:

1. Open the Enhanced Statement Setup window.
   (Microsoft Dynamics GP Menu >> Tools >> Setup >> Sales >> Enhanced Customer Statement)



2. Enter the number that you want to use as the starting point for your archived document numbers.

3. Select OK to save your entry.

USING ENHANCED CUSTOMER STATEMENT

Chapter 2: Using Enhanced Customer Statement

This chapter explains how to use Enhanced Customer Statement to produce true balance forward statements for your customers. It includes the following topics:

Enhanced Customer Statement keeps payments after the statement cutoff date from reporting on the statement even if they have been applied to invoices from the prior (balance forward) periods. On the Microsoft Dynamics GP statements, payments applied to a previous period reduce the amount shown as balance forward and the payment does not show up on the statement.

Microsoft Dynamics GP statements only have a correct running balance if applied payments are shown. In Enhanced Customer Statement, the running balance will be correct even without showing the applied payments.

Enhanced Customer Statement does not include the Microsoft Dynamics GP drop-down option called Exclude fully applied payments because you cannot both exclude a fully applied payment and maintain a correct running balance.

Previewing and printing summary statement details

When you print summary statements, the details of the statement that you printed are logged in the statement archive. In order to avoid adding to the archive when you simply want to test your statement options, choose Preview instead of Print. Using Preview does not commit the summary statements to the archive whereas Print does. For more information about accessing the statement archive to reprint statements at a later date, see *Reprinting statements and archives* on page 33.

There are two ways to show the invoice detail for statements:

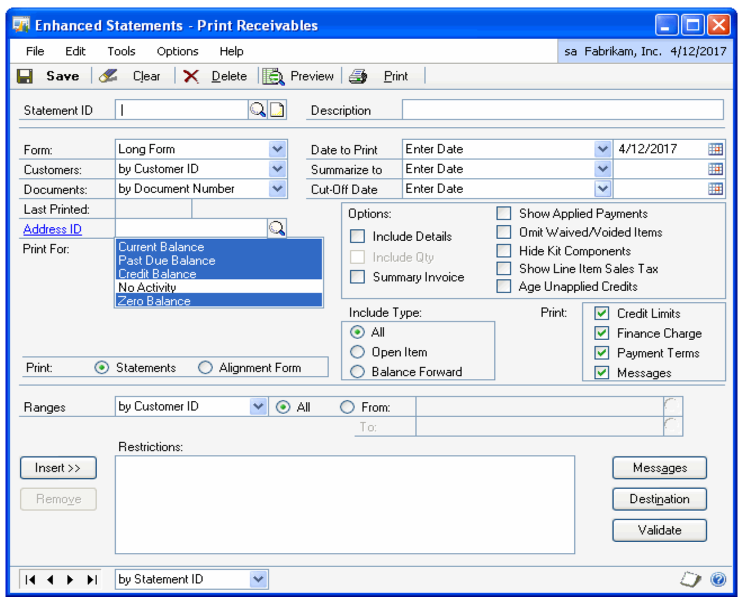
- Mark the Include Details check box OR
- Enter the letters DS as the first two letters in the Statement ID field

When you choose to show line item details, you can determine how many of the extra fields will show on the invoice. The chapter Modifying Statements in Report Writer explains how to change the positioning of these fields on your statement report.

We recommend that you run the Receivables Aging process (Microsoft Dynamics GP >> Tools >> Routines >> Sales >> Aging) using the statement cutoff date as the aging date before you print statements.

To preview or print statement details:

1. Open the Enhanced Statements -Print Receivables window. (Microsoft Dynamics GP Menu >> Tools >> Routines >> Sales >> Enhanced Customer Statement)



2. Enter or select a Statement ID.

3. Enter a description (optional).

4. Select a form to print your statements on—long form, short form, side form, serial number form, or tear-off form.

   To display serial numbers for ordered items on your statements, choose the Serial Number Form.

5. From the Customers drop-down menu, select the order in which to print the customer statements.

6. From the Documents drop-down list, select a method for listing documents for each customer on the statement.

We recommend sorting statement transactions by transaction date.

7. Select the customer groups that should receive statements (in the Print For list box).

We recommend selecting all options except No Activity.

8. To print an alignment form to verify that the forms are positioned correctly in the printer, mark Alignment Form.

9. To print the actual statements, mark Statements.

10. Select a date to print the statement.

11. To summarize transactions before a particular date, select a date in the Summarize to field. All transactions on or before this date will be summarized, and a total balance for those transactions will be displayed. Transactions after this date will be displayed in detail.

We recommend running statements using a Summarize to date and a Cut-off date.

12. Select a cutoff date to print statements for transactions through the specified date.

13. Enter or select the address ID for your company's address to appear on the statement.

14. To show expanded invoice detail on the statements, mark the Include Details check box. If you want to show expanded detail but not kit details, mark the Hide Kit Components check box.

15. To show quantity, unit of measure, and unit price on the statement report, mark the Include Qty check box—Enhanced Customer Statement will create a second line for each invoice line item. The Include Details check box must be marked in order to mark the Include Qty check box. You can also modify the statement report to include extra fields using Report Writer.

16. To print statements without showing payments or balance forwards, mark the Summary Invoice check box.

    When the Summary Invoice check box is marked, the system prints statements without showing payments or balance forwards. When both the Summary Invoice check box and the Include Details check box are marked, one comprehensive summary invoice is created eliminating the need for many individual invoices.

When you print a summary invoice, Enhanced Customer Statement will add an archival number to the statement which may be used as a unique summary invoice number. It will also allow you to reprint the summary invoice, if necessary. For more information about archives and reprinting statements, see *Reprinting statements and archives* on page 33.

If you print a statement mid-month by mistake when the statement should have been printed at the end of the month, you will have to reprint the initial portion of the statement from the archives since those transactions, once printed, are no longer available.

You can now include split tax details on a summary invoice without marking the Include Details option. The split tax details are shown per invoice not per line item. See *Displaying split tax details in statements* on page 32 for more information

17. Mark any of the options that apply.

We recommend that you leave Show Applied Payments unmarked.

To keep invoices or payments that have been waived or voided from appearing on the statement report, mark the Omit Waived/Voided Items option.

18. Mark the account types to include—all accounts, open item accounts, or balance forward accounts.

19. Mark the information to print on the statements—credit limits, payment terms, finance charges, and messages. If you're using national accounts, you also can include individual child statements.

20. To create a message, choose Messages to open the Sales Statement Message Entry window.

    Using this window, you can enter your own message. Each of the situations in the description column can have its own message and is printed on any statement where that situation occurs. Select OK to close the window when you finish.

21. Select a range of customers to print statements for and choose Insert; the range restriction is displayed in the Restrictions list.

    You can enter only one restriction for each restriction type. For example, if you enter a restriction specifying that only customer IDs 100 through 300 should be printed, you can't enter another restriction for customer IDs 500 through 800. To print multiple ranges of customer records, you must print each range separately.

If you're printing statements for national account customers, the parent customer ID must be in the range selected for either consolidated or individual national account statements to print.

To test your statement options and preview what the report will look like, choose Preview—the statement will not be committed to the statement archive until you print it.

22. Select Save to save the statement ID selections for future printing, or choose Print to print the statements immediately .

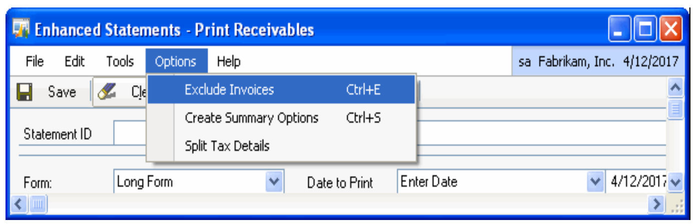
Excluding documents from the summary invoice

Prior to printing summary invoices, you may exclude any open document from printing on the invoice.

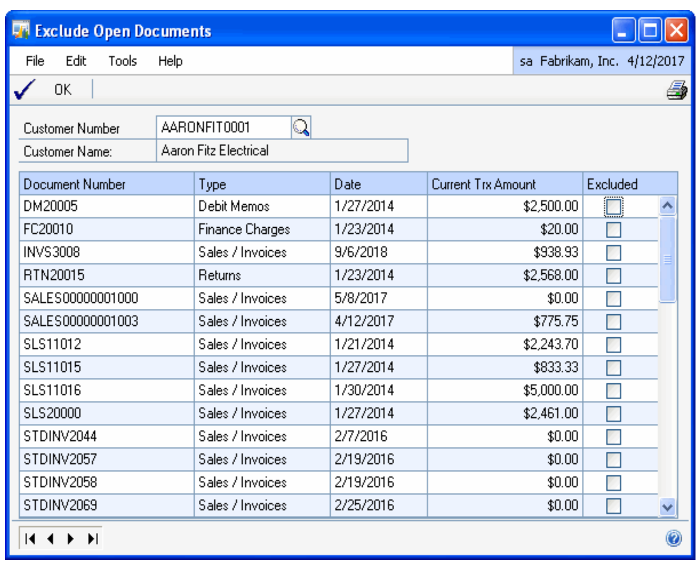
To exclude documents from the summary invoice:

1. Open the Enhanced Customer Statement window.
   (Microsoft Dynamics GP Menu >> Tools >> Routines >> Sales >> Enhanced Customer Statement)

2. Go to the Options menu
   (Options >> Exclude Invoices.)



3. The Exclude Open Documents window will open.



4. Enter or select a customer.

5. Mark the Excluded check box next to any documents that you wish to exclude.

Payments do not appear on this list because they are automatically excluded.

6. Select OK. Repeat steps 3 – 5 as required.

Accessing summary invoice transactions when applying cash receipts

When customers pay a summary invoice, they often reference the summary invoice on their checks instead of the individual document numbers. Applying the cash receipt to the correct invoice can be complicated. Enhanced Customer Statement provides a lookup where all open documents for the customer are displayed by their summary invoice number making it easier for you to apply the cash receipt to the correct invoice.

To access the summary invoice transactions when applying cash receipts:

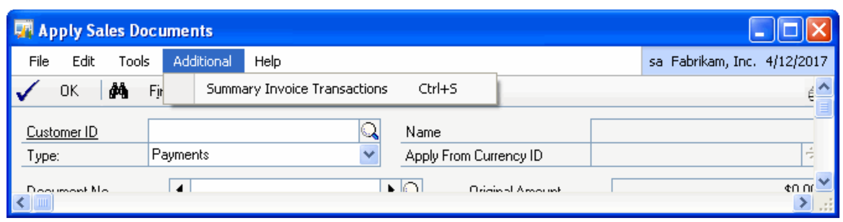
See the Microsoft Dynamics GP Receivables Management documentation for more information about applying cash receipts.

1. Open the Apply Sales Document window.
   (Transactions >> Sales >> Apply Sales Document)

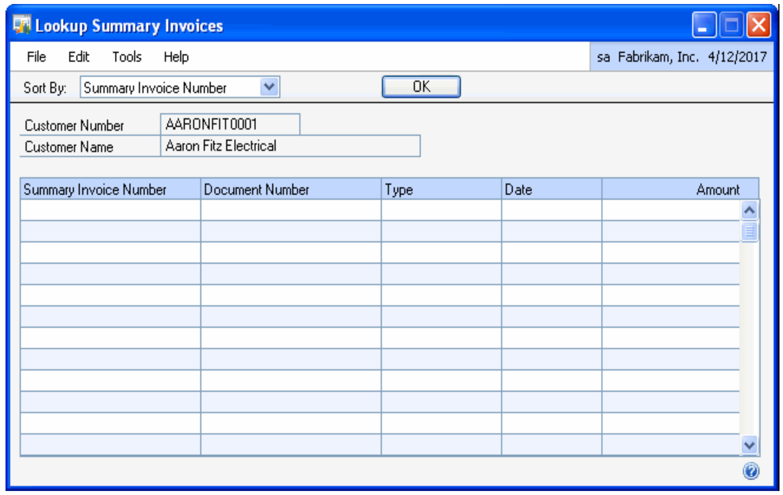
2. Enter or select the Customer ID.

3. Open the Summary Invoice Lookup window.

4. Go to the Additional menu
   (Additional >> Summary Invoice Transactions or CTRL +S)



5. The Lookup Summary Invoices window will open.



6. After a summary invoice is printed, all open documents for the customer will be displayed by their summary invoice number.

7. Select OK to close the window.

Summarizing item detail lines in different ways

You can choose to have some items appear in detail on your statement and indicate that other items should be summarized. Item detail lines can be summarized in the following three ways:

- Statement Summary—If an item is marked to be included as a statement summary, then it will be totalled with all other items marked in a similar way. The total line will appear on the statement immediately after the balance forward line.

- Item Class Summary—If an item is marked to be included as an item class summary, then it will be totalled with all items in its class that are marked with item class summary. The total line will appear on the statement immediately after any statement summary lines.

- Item Summary—If an item is marked to be included in an item summary, then it will be totalled with any other of the same item appearing on any invoice in the statement. The total line will appear on the statement immediately after any Item Class summary lines.

Because the summary option setup is linked to your report option, you can have different methods of summarizing for different statement report options.

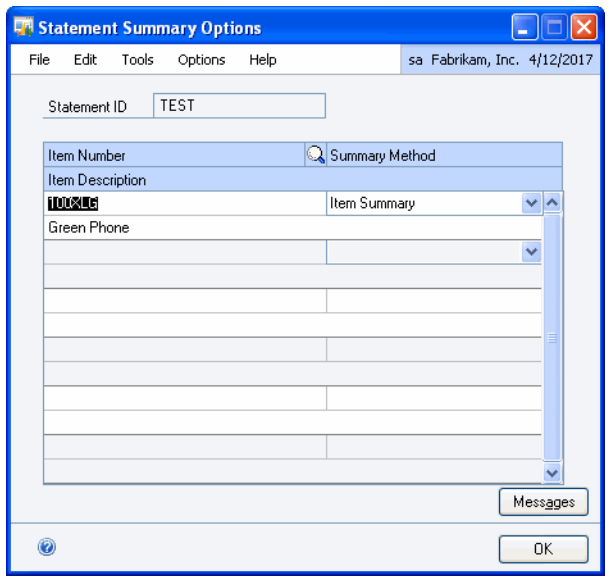
To summarize statement lines:

1. Open the Print Receivables Statements window.
   (Microsoft Dynamics GP Menu >> Tools >> Routines >> Sales >> Enhanced Customer Statement)

2. Enter or select a Statement ID.

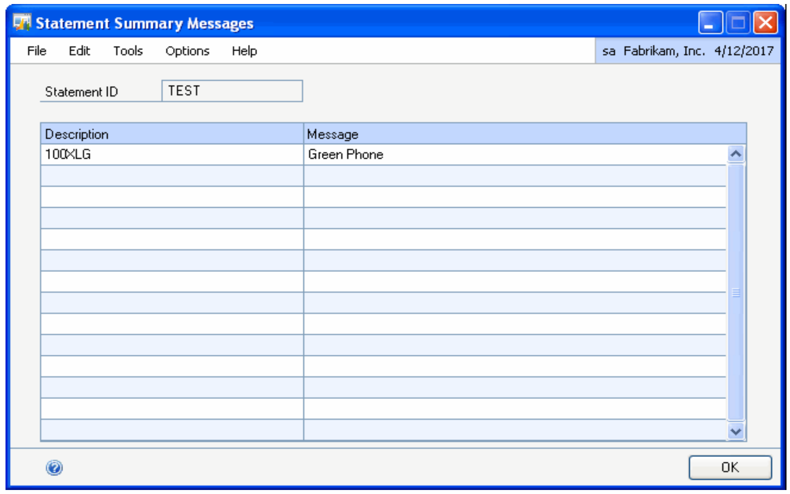
3. Open the Statement Summary Options window.

4. Go to the Options menu.
   (Options >> Create Summary Options)



5. Select the item and select a summary option. Tab to the next line and repeat until you have selected all the items that you want to summarize.

6. To specify the descriptions that will display on your statement beside these items, choose the Messages button. The Statement Summary Messages window will open for you to enter the message.



If any of the Invoicing or Sales Order Processing invoices containing summary line items have line item sales tax, then the amount of the tax will be included with the summary and deducted from the rest of the invoice.

7. Select OK to close the page.

Freight and miscellaneous charges

Invoices containing freight and miscellaneous charges will still be displayed in detail. If you want freight and miscellaneous charges summarized, you have a couple of options:

- Use a calculated field in Report Writer to restrict lines containing freight and miscellaneous charges, that is, omit the body if it would contain a freight or miscellaneous charge. Use the freight and miscellaneous summary buckets to print totals at the bottom of the report.

- Define line items for freight and miscellaneous instead of using the Freight and Miscellaneous fields in Invoicing or Sales Order Processing and include the line items in the statement summary setup.

Printing multiple statements

Enhanced Customer Statement allows you to print multiple copies of a statement when necessary. For example, a school may want to send copies of a statement to the student and to each of the student’s parents. In order to print multiple statements, you must create multiple addresses starting with the letters STMT in the Customer Address Maintenance window. Enhanced Customer Statement will send statements to the primary address and any additional STMT addresses.

To print multiple statement copies:

1. Open the Customer Address Maintenance window.
   (Cards >> Sales >> Addresses)

2. Enter or select the Customer ID.

3. If a primary address doesn't exist, enter the primary address and choose Save.

4. Enter any additional addresses to which you want to send statements, using the letters STMT to begin the Address ID. The word "Duplicate" will appear on any additional statements printed.

5. Enter the address information.

6. Select Save to save your entries.

Displaying split tax details in statements

Using Enhanced Customer Statement, you can break out tax detail information and show it in separate columns. You also can use the Tax Detail IDs on your invoice documents to capture extra information about particular charges unrelated to actual taxes. For example, you can use a Tax Detail ID for a 10% service charge.

Please note that Enhanced Customer Statement only supports split taxes for non-kit line items. It does not support split taxes for returns or credits or taxes included in trade discount, freight, or miscellaneous.

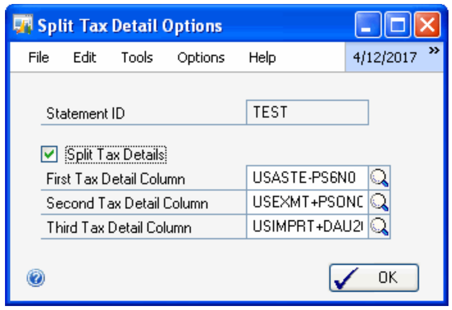
To display split tax details in statements:

1. Open the Print Receivables Statement window.
   (Microsoft Dynamics GP Menu >> Tools >> Routines >> Sales >> Enhanced Customer Statement)

2. Enter a Statement ID.

3. Open the Split Tax Details Option window.

4. Go to the Options menu.
   (Options >> Split Tax Details)



5. Mark the Split Tax Details check box. If you haven't marked the Include Details check box on the Print Receivables Statement window, Enhanced Customer Statement will mark it for you.

6. Select the tax detail columns that you want to summarize. You can choose up to three columns. Any additional tax items will be summarized in the ME_Tax_Detail_Bucket[4] which will contain all remaining tax information.

To save the changes made in this window you must select Save in the Enhanced Statements - Print Receivables window.

7. After setting up the statement options, you must modify a statement report in Report Writer to create columns to show the tax summaries. Add the tax summaries to the file called BU RM Statements Transactions Temporary file. There are four summary totals for the tax details: ME_Tax_Detail_Bucket [1] through ME_Tax_Detail_Bucket[4]. Drag the tax buckets that you want to see onto your report and position them as desired.

   Note that the tax computations will only show on the first line of a multi-line invoice. To prevent seeing $0.00 values for taxes on secondary lines for multi-line invoices, double-click each ME_Tax_Bucket field on the report to open the Report Field Options window and select the display option Hide when empty.

8. After making these changes to your report, follow the directions in Setting security access for modified reports on page 42 to set security options on your modified statement report.

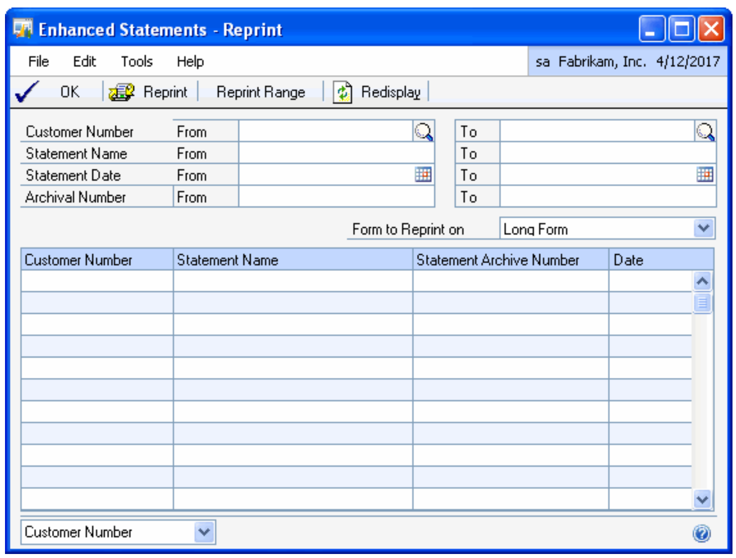
Reprinting statements and archives

Normally, when you print a statement, it is not possible to reprint a statement after the fact and see the same data that was on the original statement because the open items get cleared out of the Receivables open file. However, Enhanced Customer Statement saves the data printed each time you print statements. Using the archival system, you can look up all the statements generated by the system—by customer, statement (customer) name, archival number or statement date—and reprint the statements.

The archival process assigns a unique archival number to the statement. You can specify the starting archival number if you wish, see *Setting up an archival document number* on page 18 for more information. If you want your customers to see the archival number, you can add it to the statement report using Report Writer.

To reprint statements from the archives:

1. Open the Enhanced Statements - Reprint window. (Microsoft Dynamics GP Menu >> Tools >> Routines >> Sales >> Reprint Enhanced Statement)



2. To reprint a single statement, highlight the statement and choose Reprint. To reprint a range of statements, enter any of the available ranges and choose Redisplay, then select Reprint Range.

Summary invoices can only be reprinted from the Enhanced Statements - Reprint window.

3. Select OK to close the window.

Chapter 3: Modifying Statements in Report Writer

This chapter describes how to customize reports in Report Writer. It includes the following topics:

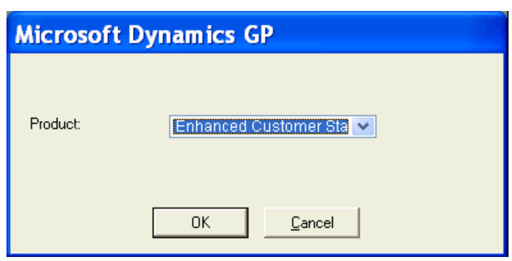
Opening the statement report in Report Writer

This section explains how to open a statement report in Report Writer.

To open the statement report in Report Writer:

1. Open Report Writer.
(Microsoft Dynamics GP Menu >> Tools >> Customize >> Report Writer)

2. Select Enhanced Customer Statement as the product.



3. Choose reports. Choose one of the following reports from the Original Reports list:
   - BU RM Statement Long Form—default long form without any modifications
   - BU RM Statement Short Form—second default long form without any modifications
   - BU RM Statement Side Form—modified to include formatted quantities
   - BU RM Statement Serial Number Form—modified to include serial numbers on the statement form
   - BU RM Statement Tear-Off Form

4. Choose Insert to modify the report.

5. Choose Open. The Report Definition window will open.

6. Select Layout. The Report Layout window will open.

Displaying quantities in statement reports without decimals

If you're using the Qty field as a separate field in your report, it will normally display with two decimal places. The following procedure explains how to remove the decimals.

Quantity, unit of measure and unit price can be included in your statements automatically by marking the Include Qty check box in the Print Receivables Statements window.

To remove the decimals from the Qty field:

1. Open the statement report that you wish to modify. See Opening the statement report in Report Writer on page 36.
2. Locate the Qty field on the report and double-click on it. The Report Field Options window will open.
3. Choose the ... button to the right of the Format field. The Format Lookup window will open.
4. Choose New. The Format Definition window will open.
5. Enter the format name QTY.
6. Choose Right from the alignment drop-down list.
7. Choose Space from the Fill drop-down list.
8. Enter 0 (zero) in the Decimal Digits field.
9. Choose System from the Negative Symbol drop-down list.
10. Mark the Show Thousands Separator option.
11. Choose OK three times to assign the new format to the Qty field.

Adding a running balance to the statement

If you would like your customers to see a running balance on their statements, you can add the field called BU_Running_Balance, created by Enhanced Customer Statement, into the body of the statement report. Report Writer's Running Sum feature doesn't reset the balance between customers.

To add a running balance to the statement:

1. Open the statement report in Report Writer. (complete the procedure *To open the statement report in Report Writer:* on page 36).
2. Open the Toolbox if it isn't already open.
   (Layout >> Toolbox)

3. In the toolbox, select BU RM Statements Transactions Temporary from the drop-down menu.

4. Select the BU_Running_Balance field and drag it into the body of your statement.

When the balance hasn't changed since the last reported balance, the running balance is set to zero.

5. To prevent zero balances being printed, double-click the field after you drag it into the report and select the Hide When Empty display option.

Adding optional total fields for Payments, Credits, Returns

Some optional total fields have been added to the Statement Header file. You can add these fields to your statement report using Report Writer to show total invoices, finance charges, payments, credits, returns for all the items on the statement occurring between your Summarize to date and your Cut-off date.

To add optional total fields:

1. Open the statement report in Report Writer. (complete the procedure *To open the statement report in Report Writer:* on page 36).
2. Open the Toolbox if it isn't already open.
   (Layout >> Toolbox)

3. In the toolbox, select BU RM Statements Header from the drop-down menu.

4. Drag the BU_Total fields that you want into your statement header or footer, for example, BU_Total_Payments.

If you want to combine some fields, such as returns and credit memos, use the calculated fields feature.

Adding your company address to the statement

If you're not using pre-printed statement forms, you may want to add your company address to the statement header.

To add your company address to the statement:

1. Open the Print Receivables Statements window.
   (Microsoft Dynamics GP Menu >> Tools >> Routines >> Sales >> Enhanced Customer Statement)

2. Enter the Address ID field choosing the company address that you want to use.

3. Open the statement report in Report Writer (*Opening the statement report in Report Writer* on page 36).

4. In the toolbox, select Company Location Master from the drop-down list.

5. Drag any or all of the address fields into your report header as desired.

Converting numerical dates to the format Period: <month>

To make it easier to print the dates in word form on the reports, Enhanced Customer Statement has added a Report Writer function called rw_Month_Words. Using this function will allow you to convert dates on the form to the following format: Period: January

To convert numerical dates to the format Period: <month>:

1. Open the statement report in Report Writer. (complete the procedure *To open the statement report in Report Writer:* on page 36).
2. Open the Toolbox if it isn't already open.
   (Layout >> Toolbox)

3. Select Calculated Fields from the drop-down menu.

4. Choose New. The Calculated Field Definition window will open.

5. Enter Document Period as the name.

6. Choose String from the Type drop-down list.

7. Choose the Constants tab.

8. Choose String from the Type drop-down list.

9. In the Constant field, enter the word *Period* followed by a colon *:* and a space < >.
   The expression result will be "Period: "

10. Select Add.

To add the month as a word:

1. Choose the CAT button to append to the string field.
2. Choose the Functions tab.
3. Mark the User-Defined radio button.
4. Choose System from the Core drop-down list.
5. Choose rw_Month_Words from the Function drop-down list.
6. Select Add.
7. Choose the Fields tab.
8. From the Resources drop-down list, choose a file that includes the field you wish to add, for example: BU RM Statements Transactions Temporary
9. From the Field drop-down menu, choose the date you want to modify, for example, Document Date.
10. Select Add.
11. Choose the Constants tab.
12. Choose Add.
13. Select OK to close the Calculated Field Definition window.
14. Drag the calculated field onto your report.

Adding calculated fields to your report

To make it easier for you to include calculated fields, such as the summary invoice number, Sales Order Processing user-defined fields, and the markdown amount, on your Microsoft Dynamics GP reports, Enhanced Customer Statement has added functions for the following fields:

- Sales Order Processing user-defined fields
- Summary Invoice Number
- Markdown amount—for line with line items not the extra quantity lines

A calculated field named markdown already exists in the Long Form.

The following table lists the available functions, and the resource files and fields applicable to each function. Refer to this chart as you complete the *To add calculated fields to a report:* procedure.

Function:	Resource	Field
SOP User-Defined Fields rw_SOP_User_Defined_1 rw_SOP_User_Defined_2 rw_SOP_User_Defined_3 rw_SOP_User_Defined_4 rw_SOP_User_Defined_5 rw_SOP_User_Defined_Table_1 rw_SOP_User_Defined_Table_2 rw_SOP_User_Defined_Table_3 rw_SOP_User_Defined_Date_1 rw_SOP_User_Defined_Date_2	BU RM Statements Transactions Temporary	SOP Number AND SOP Type
rw_Summary_Invoice_Number	BU RM Statements Transactions Temporary	Document Number AND RM_Document Type-All
rw_SOP_Markdown	BU RM Statements Transactions Temporary	Item Number
	Sales Transaction Amounts History	Markdown Amount

For the Sales Order Processing user-defined fields to display on the report, you must choose Include Details in the Print Receivables Statements window. However, if both the Include Details and Include Qty options are marked when you add these calculated fields, the user-defined fields may print multiple times.

To add calculated fields to a report:

1. Open the statement report in Report Writer. (complete the procedure *To open the statement report in Report Writer:* on page 36).
2. Open the Toolbox if it isn't already open.
   (Layout >>Toolbox)

3. In the report toolbox, select Calculated Fields from the drop-down menu.

4. Choose New. The Calculated Field Definition window will open.

5. Enter a name for the field you wish to add.

6. Select the result type. If you're adding SOP_User_Defined_Date_1 or 2, select Date. If you're adding a Markdown Amount, select Currency. For all the others, select String.

7. Choose the Functions tab.

8. Mark the User-defined radio button.

9. Select System from the Core drop-down list.

10. Select the function you wish to add. Refer to the chart prior to this procedure for a list of available functions.

11. Select Add.

12. Choose the Fields tab.

13. From the Resources drop-down list, choose a file that includes the field you wish to add. Refer to the chart prior to this procedure for a listing of the applicable resources.

14. Select the field you wish to add and choose Add. Repeat this step to add any additional fields. Refer to the chart prior to this procedure to determine the applicable fields.

15. Select OK.

16. Drag the calculated field onto your report.

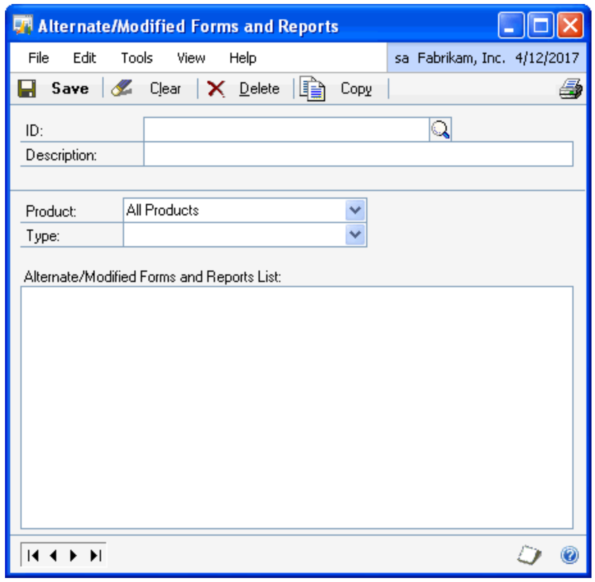
To prevent zero balances being printed, double-click the field after you drag it into the report and select the Hide When Empty display option.

Setting security access for modified reports

If you modify a statement report, you will have to set security access on the modified report in order to see your changes.

To set security access for the modified report for each company:

1. Open the Alternate/Modified Forms and Reports window. (Microsoft Dynamics GP Menu >> Tools >> Setup >> System >> Alternate/Modified Forms and Reports)



2. Create or select an ID to which you want to grant access.

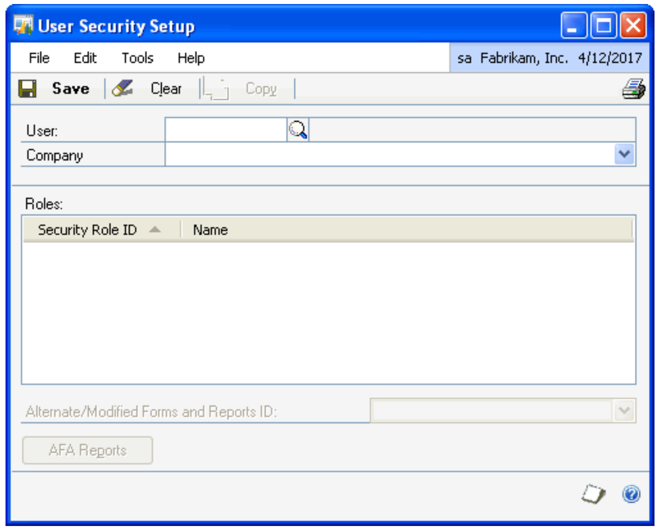
3. Choose Enhanced Customer Statement from the Product list.

4. Choose Reports from the Type list.

5. Highlight and expand the module for your modified report. Enure that the modified report option is marked.

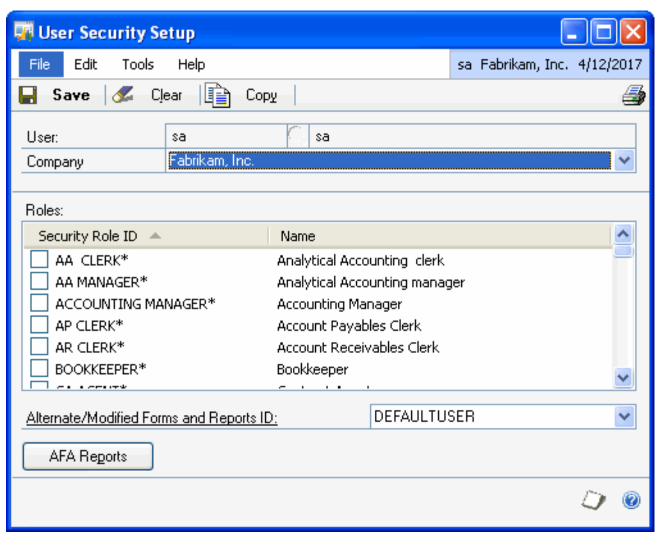
6. Select Save to save your changes.

7. Open the User Security Setup window.
(Microsoft Dynamics GP Menu >> Tools >> Setup >> System >> User Security).



8. Select the user that you want to provide access to the modified report.

9. Choose the company for which the user needs access to the modified report.
Ensure that the correct Alternate/Modified Forms and Reports ID is displayed in the Alternate/Modified Forms and Reports ID field at the bottom of the window.



10. Find and mark the appropriate Security Role ID.

11. Select Save to save your changes. Changes will not take affect until you log out and back in to Microsoft Dynamics GP.

Appendix A: Data tables

The following chart lists all related data tables created in Enhanced Customer Statement and their descriptions.

Sales Series

Display Name	Technical Name	Physical Name	Description
BU_Error_Status	BU_Error_Status	BU448F04	Stores errors logged during the generate statement process to be printed on the Statement Validation Report
BU RM Statements Header Archive	BU_RM_Statements_HDR	BU44702	Stores archived statement header information
BU RM Statements Options	BU_RM_Statements_ROPT	BU40501	Stores the reporting options for all Statement IDs
BU RM Statements Transactions Archive	BU_RM_Statements_TRX	BU44703	Stores archived statement detail information
BU_Statement_SETP	BU_Statement_SETP	BU44701	Stores general ECS control information—currently only used to track archive numbers
ME_Invoices_on_Summary_ Exclude	ME_Invoices_on_Summary_ Exclude	ME44706	Stores the invoices that are to be excluded from summary statements
ME_Invoices_on_Summary_ HIST	ME_Invoices_on_Summary_ HIST	ME44705	Stores history invoices for processing summary statements
ME_Invoices_on_Summary_ OPEN	ME_Invoices_on_Summary_ OPEN	ME44704	Stores open invoices for processing summary statements
ME_Statement_Summary_ Messages	ME_Statement_Summary_ Messages	ME44708	Stores statement summary messages
ME_Statement_Summary_ Options	ME_Statement_Summary_ Options	ME44707	Stores statement summary options

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