



Global 3000 Service Pack Note DL Letter Production

Author	DCP		
Project	ZD60_000471.docx		
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INTRODUCTION

This service pack updates Debtors Ledger to provide a new feature which allows users to specify and produce a wide range of user definable letters (in PDF format) which can be printed or delivered via email.

The changes introduce a new feature within Debtors Ledger. The new feature allows multiple letters to be created within a new letter definition function. Letters can then be generated for either a single customer (within account maintenance or enquiries) or a range of customers via a new letter generation program.

Each letter consists of up to fifteen segments, each segment contains an item such as the customer address, account balances or free form text. Most of the items have more than one layout option (for example, when the 'date' is included in a segment it can be optionally left or right aligned).

Each letter can (optionally) have its own backdrop.

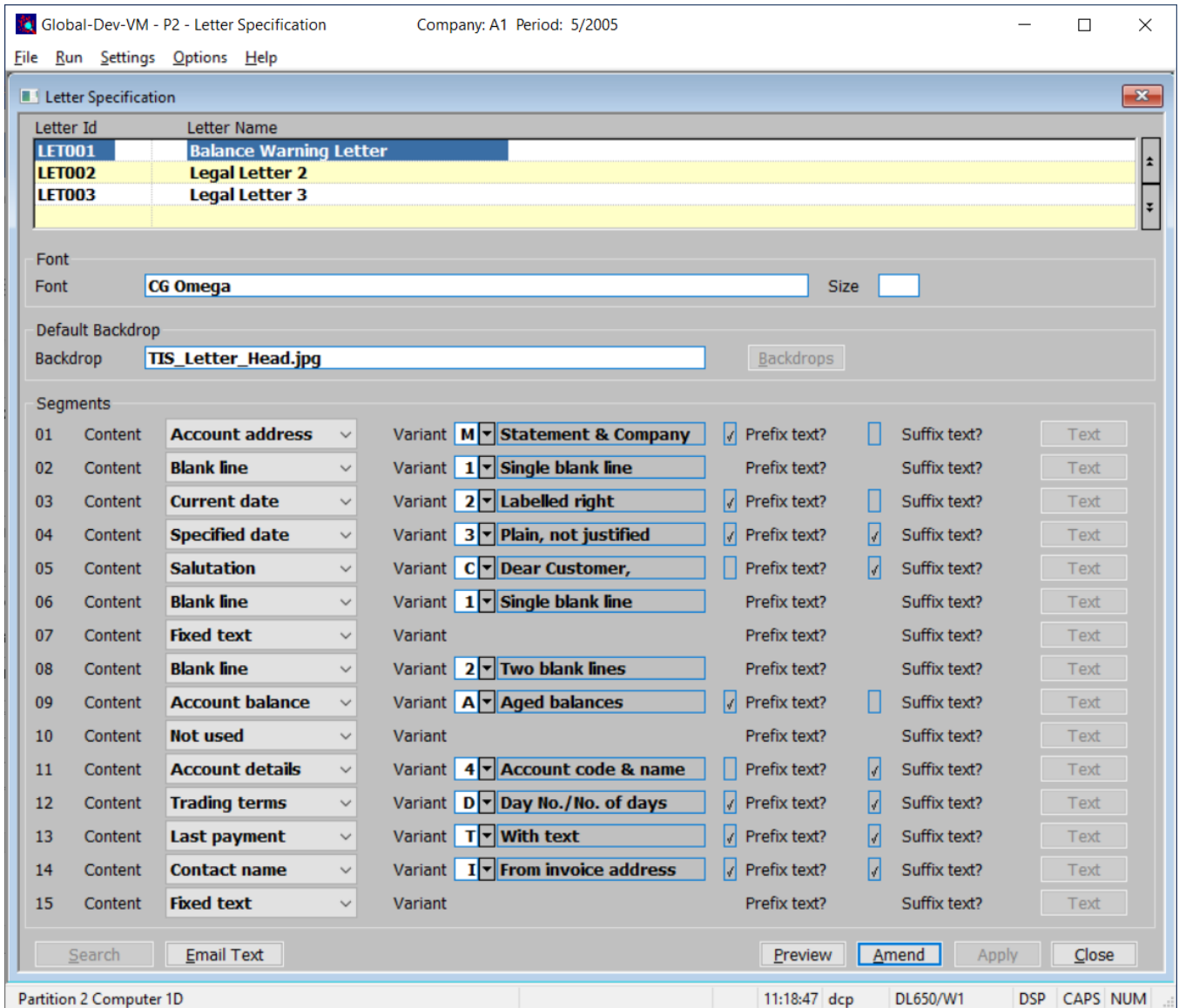
Note, letters are only produced in PDF format and always in portrait orientation.

Debtors Ledger has been updated as follows:

- A maintenance program has been created to configure letters ('Letter Specification') available from the system maintenance menu.
- A letter generation program DLM has been created ('Letter Generation') available from the reports and statistics menu.
- The DL (reports and statistics) menu has been updated to include new options to run the new letter specification and letter generation programs.
- Account maintenance and account enquiries have been updated to modify the handling of the 'Letter' button so that if any letters have been defined within 'Letter Specification Maintenance' they are listed allowing individual letters to be produced for the selected customer. If no letters have been defined within 'Letter Specification Maintenance' then the export feature is invoked as before. In this case the letter will be stored as an attachment for the account.

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DL – Letter Specification Window



Purpose This window enables you to create and maintain a set of user defined letters which can be produced for either a single customer (within account maintenance and account enquiries) or for a range of customers via the Letter Generation option.

The prompts are:

Letter Id This is used to uniquely identify each letter.

Letter name A description/name for the letter.

Font (Optional). This can be set if you wish to use a specific font for the letter.

Font size (Optional). This can be set if you wish to use a specific font size for the letter.

Backdrop (Optional). This is the default backdrop for the letter. It can be overridden when the letter is produced. Enter the filename for backdrop image file (excluding the image folder), alternatively press the 'Backdrops' button to select an existing backdrop (associated with this letter) or upload a new backdrop.

Segment content 1...15 Each letter is made up from up to 15 segments, each segment contains information to be included in the letter. For each segment you can select one of the following

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content types which in some cases can be preceded and suffixed by user defined text:

Not used.

Account address.

Company address.

Current date.

Salutation.

Fixed text (specified using the 'Text' button).

Blank line.

Account balance details.

Last payment information.

Trading terms.

Contact name.

Account details.

Specified date (the date is specified when the letter is produced).

Content variant 1...15 *(Available depending on the content selected for the corresponding segment).* Some content types have multiple layout variants. For example, if the segment content is set to the date it can be either left justified or right justified.

Prefix text 1...15 *(Display Only).* This indicates whether the segment is configured to allow prefix text. Prefix text is controlled via the 'Text' button.

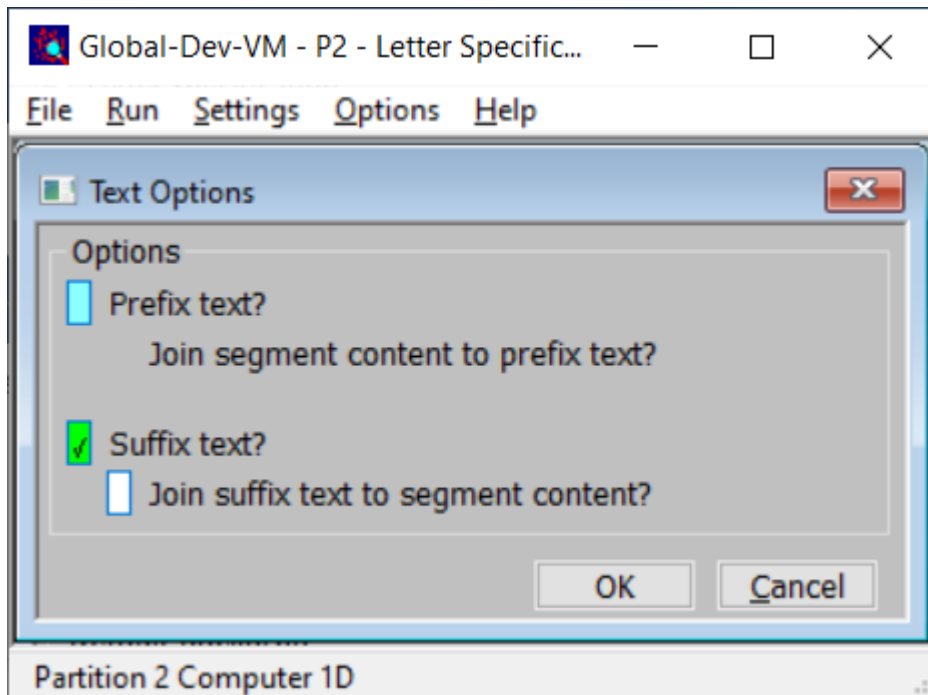
Suffix text 1...15 *(Display Only).* This indicates whether the segment is configured to allow suffix text. Suffix text is controlled via the 'Text' button.

The buttons are:

- Search** When pressed this will initiate a look-up search if one is available.
- Email Text** Press this to supply default body text for the emails sent when the letter is delivered via email. It can be modified when the letter is produced if required.
- Preview** Display a preview of the letter.
- Backdrops** Press this to list backdrops associated with the current letter or to upload and associate a new backdrop for the current letter. This also allows the backdrop origin settings (for those backdrops already associated with the letter) to be amended.
- Text** Press this to set the fixed text for the segment. Additionally, it is used to specify prefix and suffix text for its associated segment.

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DL – Letter Specification Text Options Window



Purpose This window enables you to specify whether the segment has prefix and suffix text along with whether or not the text is joined to the segment content.

The prompts are:

Prefix text? Set this if you wish to specify prefix text for the segment.

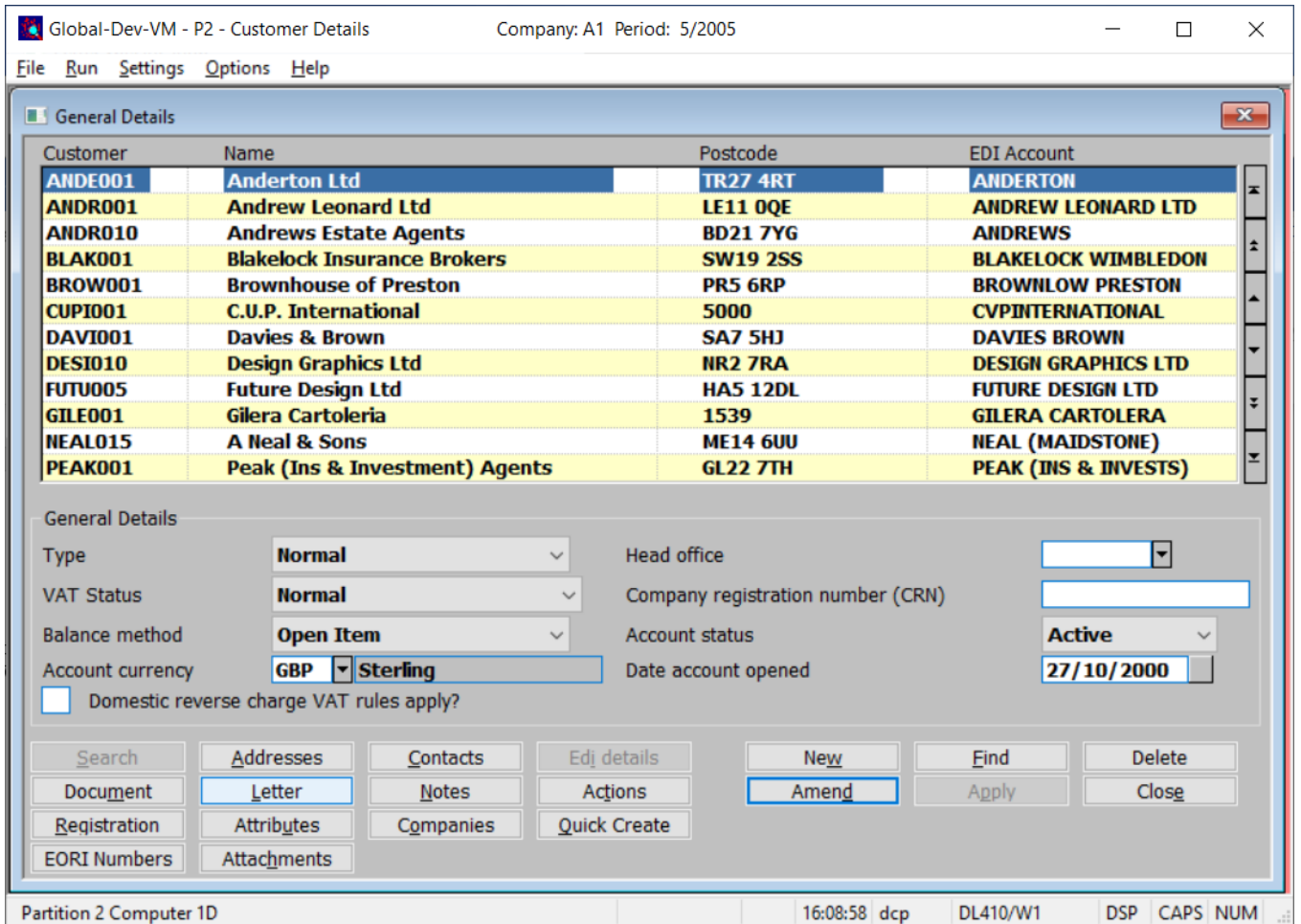
Join segment content to prefix text? *(Not available for all segment variants).* When set the segment content will be appended to the last line of prefix text. Warning if the length of the text and segment content is longer than a single line (132 characters) the overflowing text is ignored.

Suffix text? Set this if you wish to specify suffix text for the segment.

Join suffix text to segment content? *(Not available for all segment variants).* When set the first line of prefix text will be appended to the segment content (which itself may have been appended to the last line of prefix text). Warning if the length of the text and segment content is longer than a single line (132 characters) the overflowing text is ignored.

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DL – Customer Maintenance – General Details Window



Letter When pressed the system checks to see if any letters have been defined within 'Letter Specification Maintenance' and if so lists them allowing individual letters to be produced for the selected customer (and stored as an attachment to the customer account). If no letters have been defined within 'Letter Specification Maintenance' then the export feature is invoked for the selected customer. This option prompts you for the contact and address to be used, and is designed for exporting letters, address labels, etc

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DL – Customer Enquiries Window

Global-Dev-VM - P2 - Customer Enquiries Company: A1 Period: 5/2005

File Run Settings Options Help

Customer Enquiry for Company A1 Standext Systems Ltd

Customer	Name	Status	Rep.	Credit Limit	Amount Due
ANDE001	Anderton Ltd	Active	JW	250,000	100,355.87 GBP
ANDR001	Andrew Leonard Ltd	Active	GB	200,000	69,176.27 GBP
ANDR010	Andrews Estate Agents	Active	AG	10,000	7,224.41 GBP
BLAK001	Blakelock Insurance Brokers	Active	HS	100,000	56,530.92 GBP
BROW001	Brownhouse of Preston	Active	AG	150,000	36,017.09 GBP
CUPI001	C.U.P. International	Active	HSE	200,000	71,395.89 GBP
DAVI001	Davies & Brown	Active	AJ	500,000	65,708.94 GBP
DESI010	Design Graphics Ltd	Active	GB	90,000	52,315.62 GBP
FUTU005	Future Design Ltd	Active	HS	50,000	45,818.69 GBP
GILE001	Gilera Cartoleria	Active	PD	60,000	19,292.60 EUR

Look-ups
 Type: Normal Postcode: TR27 4RT EDI Account: ANDERTON

Transactions
 All Items Outstanding Individual Cumulative Query Credit Claims

Invoice Address
 Anderton Ltd
 18 Chapel Hill
 St. Erth
 Near Hale
 TR27 4RT

Contact Details
 Contact: Daniel Carter Notes More...
 Phone: 01736 258965

Account Information
 Average days to pay: 48 Terms: B Due 60 Days
 Last receipt: 10,687.68 on 18/02/2005
 Last invoice: 10,107.93 on 26/02/2005
 High balance: 100,935.62 on 18/02/2005
 Held transactions: 0.00 No. 0
 Credit rating: A Excellent
 Indemnity cover: 0

Details
 Find Action Amend Actions Addresses Balances
 Contacts Document Letter Notes Print Customer
 Statistics Turnover Attributes Branches Statement
 Consolidation Registration Customer Details Include Inactive Attachments
 Close

Partition 2 Computer 1D 16:09:35 dcp DL420/W1 DSP CAPS NUM

Letter When pressed the system checks to see if any letters have been defined within 'Letter Specification Maintenance' and if so lists them allowing individual letters to be produced for the selected customer (and stored as an attachment to the customer account). If no letters have been defined within 'Letter Specification Maintenance' then the export feature is invoked for the selected customer. This option prompts you for the contact and address to be used, and is designed for exporting letters, address labels, etc

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DL – Letter Generation Set-up Window

Purpose This window enables you to produce letters previously defined within ‘Letter Specification’.

The prompts are:

Letter Id This is used to uniquely identify each letter. A search is available.

Letter name (*Display Only*). The description/name of the letter.

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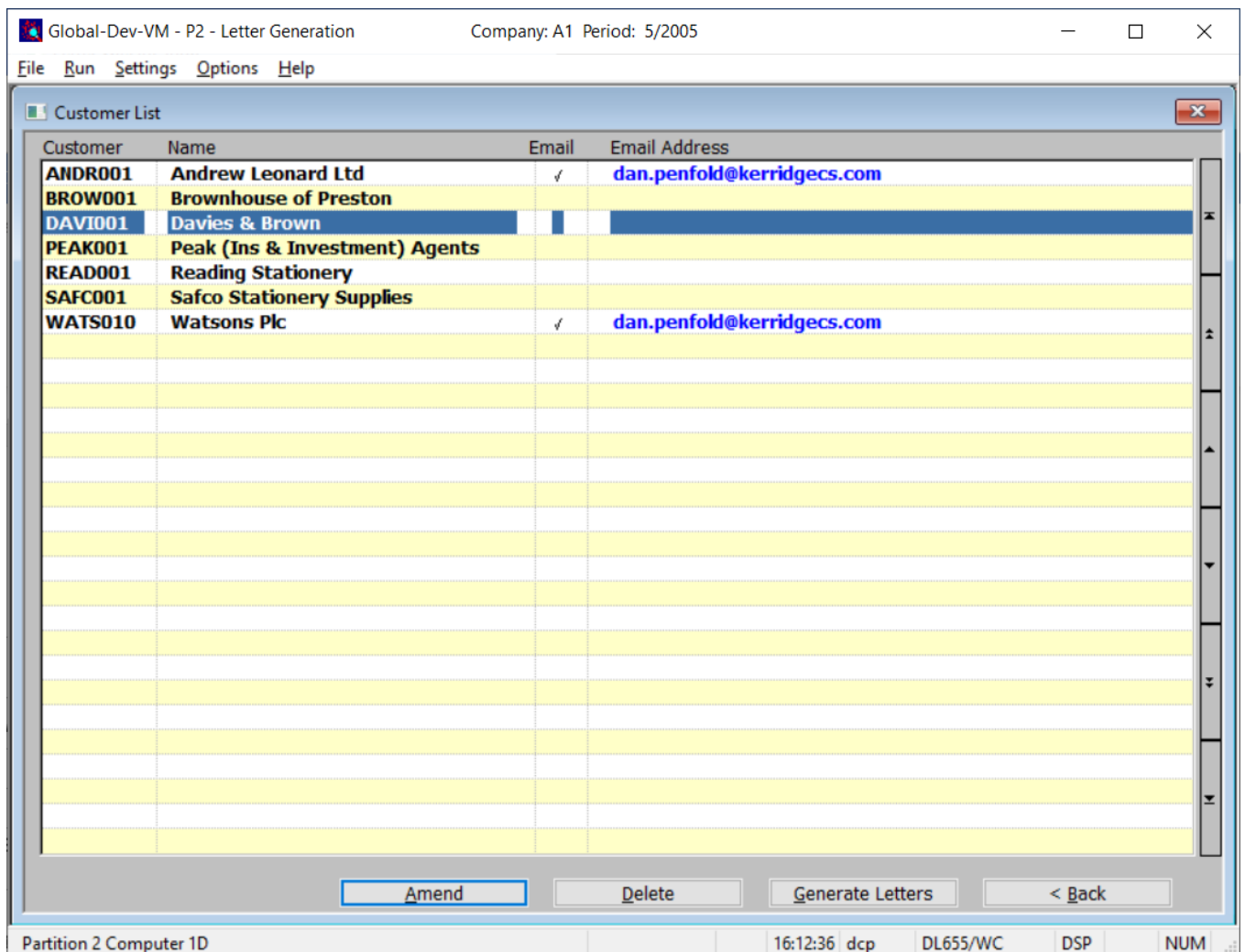
- Backdrop** *(Optional)*. This is the backdrop for the letter. Enter the filename for backdrop image file (excluding the image folder), a search is available.
- Specified date** If the selected letter contains a 'Specified date' segment, then enter the date to be used here.
- Deliver letters via email where available?** Set this to deliver letters via email where available. This uses the same email address as that used for customer statements. By default, letters will be printed for any customers that do not have an email address set up. However, this can be overridden in the 'Customer list' window. Letters delivered via email are also stored as an attachment to the customer account (this is not possible for printed letters which are collated into a single PDF document).
- Only include customers over their credit limit?** Set this if you only want to send the letters to customers that are over their credit limit.
- Only include customers with an overdue balance?** Set this if you only want to send letters to customers that have an overdue balance.
- Number of days overdue** *(Only when limiting letters to customers with an overdue balance)*. Set the number of days a balance must be overdue before the customer qualifies for a letter. Leave this set to zero if you want letters sent to every customer with an overdue balance.
- Company** The company to produce letters for. A search is available in multi-company systems.
- Customer From...To** Specify the range of customers to receive the letter (leave the 'from' customer blank to start from the first customer and leave the 'to' customer blank to continue to the last customer). A search is available.
- Terms** Set this to limit customers receiving the letter to those with specific trading terms. A search is available.
- Credit rating** Set this to limit customers receiving the letter to those with a specific credit rating. A search is available.
- Sales Rep.** Set this to limit customers receiving the letter to those with a specific sales representative. A search is available.
- Territory** Set this to limit customers receiving the letter to those for a specific territory. A search is available.
- Account currency** *(Only available in multi-currency systems)*. Set this to limit customers receiving the letter to those with a specific account currency. A search is available.
- Account status** Set this to limit customers receiving the letter to those with a specific account status. A search is available.
- Customer classification 1...4** Set this to limit customers receiving the letter based on their customer classifications. A search is available for each classification that is in use.

The buttons are:

- Search** When pressed, this will initiate a look-up search if one is available.
- OK** When pressed, a list of customers eligible for the letter is displayed, you can then manually fine tune the list before generating the letters.
- Cancel** Cancel letter generation and return to the menu.

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DL – Letter Generation – Customer List Window



Purpose This window lists customers eligible for the current letter, you can then manually fine tune the list including email addresses to be used before generating the letters.

The prompts are:

Customer (*Display Only*). The customer code and name.

Via Email? This is set for customers receiving the letter via email.

Email address (*Only for customers receiving the letter via email*). The email address to which the letter will be sent.

The buttons are:

Amend Press this to amend whether the selected customer has a letter printed or emailed and the email address the letter is to be sent to, if required.

Delete Press this to remove the customer from the list of customers receiving the letter.

Generate Letters When pressed, this will initiate the letter generation. A customer action will be created to record the fact that a letter has been produced.

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Note All letters (not being emailed) are collated in a single PDF format file, as such when this option is chosen the letters are not stored as attachments against the individual customer accounts. Letters delivered via email are stored as attachments against their customer account.

< Back Press this to return to the Letter Generation Set-up window.

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