

Global 3000 Service Pack Note

DL Letter Production

| Author | DCP | |
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| Project | ZD60_000471.docx | |
| Version | 1.0 | 1 of 11 |

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

| Global-Dev-VM - P2 - Letter Specification | Company: A1 Period: 5/2005 | | - 🗆 × |
|--|---------------------------------|---------------------------|---------------------|
| <u>File Run S</u> ettings <u>O</u> ptions <u>H</u> elp | | | |
| Letter Specification | | | × |
| Letter Id Letter Name | | | |
| LET001 Balance Warning Letter LET002 Legal Letter 2 | | | ± |
| LET003 Legal Letter 3 | | | |
| | | | Ľ |
| Font | | | |
| Font CG Omega | | Size | |
| Default Backdrop | | | |
| Backdrop TIS_Letter_Head.jpg | | <u>B</u> ackdrops | |
| Segments | | | |
| 01 Content Account address ~ | Variant M 🔽 Statement & Company | Prefix text? Suffix tex | t? Text |
| 02 Content Blank line ~ | Variant 1 Single blank line | Prefix text? Suffix tex | t? Text |
| 03 Content Current date ~ | Variant 2 Labelled right | Prefix text? Suffix tex | t? Text |
| 04 Content Specified date ~ | Variant 3 Plain, not justified | Prefix text? V Suffix tex | t? Text |
| 05 Content Salutation ~ | Variant C Dear Customer, | Prefix text? V Suffix tex | t? Text |
| 06 Content Blank line ~ | Variant 1 Single blank line | Prefix text? Suffix tex | t? Text |
| 07 Content Fixed text ~ | Variant | Prefix text? Suffix tex | t? Text |
| 08 Content Blank line ~ | Variant 2 Two blank lines | Prefix text? Suffix tex | t? Text |
| 09 Content Account balance ~ | Variant Ar Aged balances | Prefix text? Suffix tex | t? Text |
| 10 Content Not used ~ | Variant | Prefix text? Suffix tex | t? Text |
| 11 Content Account details ~ | Variant 4 Account code & name | Prefix text? V Suffix tex | t? Text |
| 12 Content Trading terms ~ | Variant D Day No./No. of days | Prefix text? V Suffix tex | t? Text |
| 13 Content Last payment V | Variant T With text | Prefix text? V Suffix tex | t? Text |
| 14 Content Contact name ~ | Variant I From invoice address | Prefix text? V Suffix tex | t? Text |
| 15 Content Fixed text ~ | Variant | Prefix text? Suffix tex | t? Text |
| Search <u>E</u> mail Text | | Preview Amend | Apply <u>C</u> lose |
| Partition 2 Computer 1D | | 11:18:47 dcp DL650/W1 | DSP CAPS NUM |

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 | (<i>Optional</i>). 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 115 | 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 115 | (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 115 | (<i>Display Only</i>). This indicates whether the segment is configured to allow prefix text. Prefix text is controlled via the 'Text' button. |
| Suffix text 115 | (<i>Display Only</i>). This indicates whether the segment is configured to allow suffix text. Suffix text is controlled via the 'Text' button. |
| 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. |

The

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? | (<i>Not available for all segment variants</i>). 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? | (<i>Not available for all segment variants</i>). 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

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|--|--|------------------|------------------|---------------|---------------------|--------------|--------------------|--|
| <u>File Run</u> <u>S</u> ettings | Options <u>H</u> elp | | | | | | | |
| General Details | | | | | | | | × |
| Customer | Name | | | Posto | ode | EDI Account | t | |
| ANDE001 | Anderton Ltd | | | TR27 | 4RT | ANDERTON | 1 | T T |
| ANDR001 | Andrew Leona | ard Ltd | | LE11 | OQE | ANDREW I | ANDREW LEONARD LTD | |
| ANDR010 | Andrews Esta | te Agents | | BD21 | . 7YG | ANDREWS | | ±. |
| BLAK001 | Blakelock Insu | rance Brokers | | SW1 | 9 255 | BLAKELOC | K WIMBLEDON | |
| BROW001 | Brownhouse o | f Preston | | PR5 | 6RP | BROWNLO | W PRESTON | |
| C0P1001 | Davios & Brow | uonal | | 5000 | 501 | | | H |
| DESI010 | Decign Granhi | n ce i td | | SA/ | 3HJ 7RA | DESIGN GR | ADHICS LTD | |
| FUTUO05 | Future Design 1 td | | | HAS | 12DL | FUTURE DE | SIGN LTD | HI |
| GILE001 | Gilera Cartoleria | | | 1539 | | GILERA CA | ARTOLERA | ¥ |
| NEAL015 | A Neal & Sons | | | ME14 | F 6UU | NEAL (MA | IDSTONE) | H |
| PEAK001 | PEAK001 Peak (Ins & Investment) Agents GL22 7TH PEAK (INS & INVESTS) | | | | ĭ | | | |
| General Details | | | | | | | | |
| Туре | Normal | | ~ H | lead office | | | • | |
| VAT Status | Normal | | ~ 0 | Company regi | stration number (CR | N) | | |
| Balance method | Open Ite | m | ~ A | ccount status | ; | Ad | ctive ~ | |
| Account currency | GBP S | Sterling | 0 | ate account (| opened | 27 | /10/2000 | í de la compañía de la |
| Domestic reverse charge VAT rules apply? | | | | | | | | |
| <u>S</u> earch | Addresses | <u>C</u> ontacts | Ed <u>i</u> deta | nils | Ne <u>w</u> | <u>F</u> ind | Delete | |
| Docu <u>m</u> ent | Letter | Notes | Action | S | Amen <u>d</u> | Apply | Clos <u>e</u> | |
| Registration | Attrib <u>u</u> tes | Companies | Quick Cr | eate | | | | |
| EORI Numbers | Attac <u>h</u> ments | | | | | | | |
| Partition 2 Computer | 1D | | | | 16:08:58 dcp | DL410/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 – Customer Enquiries Window

| If Customer Enquiny for Company Al Standext Systems Ltd Customer Enquiny for Company Al Standext Systems Ltd Customer In Mane Andrew Loonard Ltd Active AG Status Formal Postcode Transactions All Items Outstanding Indvidual Cumulative Query Credit Claims Invoice Address Contact Details Contact | Global-Dev-VM - P2 - Customer Er | nquiries Company | : A1 Period: 5/2005 | | - 🗆 X |
|---|---------------------------------------|-------------------------|--|--------------------|---------------------|
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| BROW001 Brownhouse of Preston Active AG 150,000 36,012.99 GBP CUP1001 C.U.P. International Active HSE 200,000 71,395.89 GBP v DAVI001 Davies & Brown Active HSE 200,000 72,395.89 GBP v DAVI001 Davies & Brown Active GB 90,000 52,315.62 GBP v PUT005 Future Design Ltd Active HS 50,000 45,818.69 GBP v Colocups Future Design Ltd Active PD 60,000 19,292.60 EUR Type Normal Postode TR27 4RT EDI Account ANDERTON Transactions Outstanding Individual Cumulative Query Credit Claims Novice Address Contact Details Contact Details More Prove More St. Erth Econat Individual Cumulative Query Credit Claims Reader Hale Account Information Account Information Account Information Account Information Bo(60 | BI AKOO1 Blakelock Insurance Brokers | | Active HS | 100.000 | 56,530,92 GBP |
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| Eind Action Amend Actions Addresses Balances Contacts Document Letter Notes Print Customer Statistics Turnoyer Attributes Branches Statement Consolidation Registration Customer Details Include Inactive Attrachments Close Close Diagonater 1D DSP. CAPS NUM | Dotails | | | | |
| Lind Action Amend Actions Addresses Balances Contacts Document Letter Notes Print Customer Statistics Turnoyer Attributes Branches Statement Consolidation Registration Customer Details Include Inactive Attrachments Close Close Close Diagonal DSP. CAPS NUM | Details | Letter. | | | |
| Contacts Document Letter Notes Print Customer Statistics Turnoyer Attributes Branches Statement Consolidation Registration Customer Details Include Inactive Attrachments Close Close Close Close Close | <u>Find</u> <u>Action</u> | | Amend Actions | Addresses | Balances |
| Statistics Turnover Attributes Branches Statement Consolidation Registration Customer Details Include Inactive Attachments Close Close Close Close Close | <u>Contacts</u> <u>D</u> ocument | | Letter | Notes | Print Customer |
| Consolidation Registration Customer Details Include Inactive Attachments Close Close Close Close | Statistics Turnover | | Attrib <u>u</u> tes | Branc <u>h</u> es | <u>S</u> tatement |
| Close | Consolidation | Registration | Customer Detail | s Include Inactive | Attachments |
| Partition 2 Computer 1D 16:09:35 dcn DI 420/W1 DSP CAPS NUM | | | | | Close |
| | Partition 2 Computer 1D | | | 16:09:35 dcp DL | 420/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

| Global-Dev-VM - P2 - Letter Generation | Company: A1 Period: 5/2005 — 🗆 🗙 |
|---|----------------------------------|
| <u>File Run S</u> ettings <u>Options</u> <u>H</u> elp | |
| Letter Generation | |
| Letter | |
| Letter Id | |
| Backdron | |
| Backdrop | |
| | |
| Options | |
| Specified date | |
| Deliver letters via email where available? | |
| | |
| Only include customers over their credit limit? | |
| Number of days overdue | |
| | |
| Company 🔽 | |
| Customer From | |
| To To Last | |
| Terms 🔽 All | |
| Credit rating | |
| Sales Rep. All | |
| Territory All | |
| Account currency | |
| Account status All customers | |
| | |
| | |
| | |
| | |
| Search | OK <u>C</u> ancel |
| Partition 2 Computer 1D | 11:19:54 dcp DL655/W1 |

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 | (<i>Optional</i>). 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 FromTo | 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 | (<i>Only available in multi-currency systems</i>). 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 14 | 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. | |
| ОК | 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

| Global-Dev-VM - P2 - Letter Generation Company: A1 Period: 5/2005 — — X | | | | × | | |
|---|--------------------------------|-------|----------------------------|--------------|-----|-----------|
| | | | | × | | |
| Customer | Name | Email | Email Address | | | |
| ANDR001 | Andrew Leonard Ltd | 1 | dan.penfold@kerridgecs.com | | | |
| BROW001 | Brownhouse of Preston | | | | | |
| DAVI001 | Davies & Brown | | | | | × |
| PEAK001 | Peak (Ins & Investment) Agents | | | | | |
| READ001 | Reading Stationery | | | | | Н |
| SAFC001 | Safco Stationery Supplies | | | | | |
| WATS010 | Watsons Plc | 1 | dan.penfold@kerridgecs.com | | | |
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| | Amend | | Delete Generate Letters | < <u>B</u> a | ock | |
| Partition 2 Comp | outer 1D | | 16:12:36 dcp DL6 | 655/WC DS | P | NUM |

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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