Global 3000
Service Pack Note

SOP Customer Facing Documents

Author	DCP	
Project	ZS60_000124.doc	
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INTRODUCTION

This service pack provides the ability to print S.O.P. Invoices and Credit Notes in PDF format and also provides the ability to deliver via email or print in PDF format SOP Quotations, Acknowledgements and Delivery Notes.

These notes should be read in conjunction with those issued with service pack ZS60_000097_000.GSP: http://www.global3000.co.uk/60dox/zs60_000097.pdf


The following should be noted:

- The emailing of documents is an automated process and forms part of the standard print run, i.e. the user is not forced to run multiple print runs to select those customers for which documents are to be printed and those for which they are to be emailed.

- Documents cannot be emailed to quotation type customer accounts.

- Delivery Notes cannot be emailed for combined deliveries.

- The emailing of documents is a customer based setting.

- The document is emailed as an attachment (in pdf format) rather than being built into the body text of the email itself. .

- It is possible to specify the backdrop to be used for each document type (at system level).

- Standard backdrops (landscape format) for quotations, acknowledgements, delivery notes, invoices and credit notes (in both triple and single column format) have been created and are available for download from http://www.global3000.co.uk/pub/global3000/6.0/sop_backdrops.zip

- Each document results in a single email, e.g. if a customer has 25 quotations they will receive 25 separate emails.

- It is possible to specify up to five other files to be added as attachments to each emailed document. This allows marketing material or other documents (e.g. Terms and Conditions etc) to be sent with each emailed document.

- If a document is delivered via email it will not be physically printed. The ability to produce printed copies of emailed documents has been provided in the form of an additional prompt in the document print programs.

- Quotations, Acknowledgements, Delivery Notes, Invoices and Credit Notes can be printed in PDF format. To print these documents in PDF format you must configure the backdrop (within system parameters) and during run time change the printer in the print options window to 'PDF Format'.

- Delivery of invoices/credit notes via email requires an up-to-date copy of either PDF_In-The-Box or All_In_The_Box to be present on each GX client used to perform the invoice/credit note generation.

Technical Note: The Extended PF facility is used to generate the invoice/credit note that is emailed. For full details of the Extended PF facility please refer to Technical Note IN343.

DOCUMENTATION CHANGES

System Maintenance, SOP, Invoice Options – Email/PDF
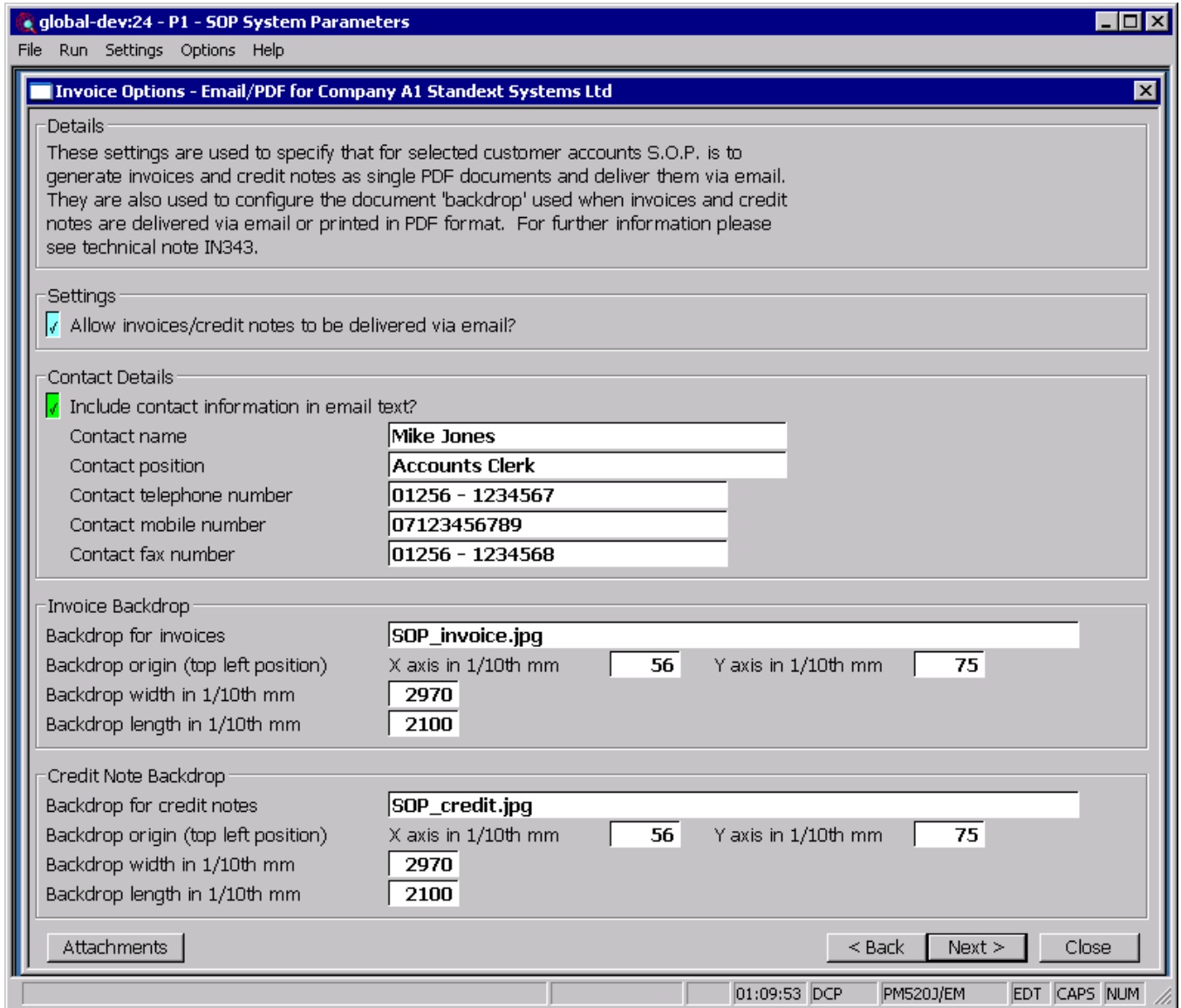
This window appears when you complete your responses in the Invoice Options – Sales Analysis window.

Purpose This window is used to specify that for selected customer accounts S.O.P. is to generate invoices and credit notes as single PDF format documents to be delivered via email. It is also used to configure a document 'backdrop' to be used when Invoices and Credit Notes are delivered via email or printed in PDF format. It should be noted that great care must be taken when completing the settings in this window. For further information please see Technical Note IN343.

Note Printing invoices/credit notes in PDF format and the delivery of invoices/credit notes via email requires an up-to-date copy of PDF_In-The-Box or All_In_The_Box to be present on each GX client used to perform the invoice generation.

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The prompts are:

Allow invoices/credit notes to be delivered via email?	Set this if S.O.P. is to generate invoices and credit notes as individual PDF format documents and deliver them via email for selected customer accounts. The customer account option used to control invoice/credit note delivery via email are found in Customer Maintenance/Companies/SOP Details). If this option is not set, the remaining prompts in this window with the exception of the backdrop settings are skipped and the 'Attachments' button (see below for details) is disabled.
	When the email is created the subject is automatically set to "Invoice xxxxxxxx from ccccccccccccccccccccccccccccccc" where 'xxxxxxxx' is the invoice number and 'ccccccccccccccccccccccccccccccc' is the company name. The text of the email is set to "Please find attached invoice xxxxxxxx" where 'xxxxxxxx' is the invoice number. For credit notes the word 'Invoice' is replaced with 'Credit Note'.
	To allow emailed invoices and credit notes to be physically printed an option is provided within invoice and credit note print. The option is only available when reprinting invoices and credit notes, when set all invoices and credit notes selected for reprinting are physically printed regardless of the customers account configuration.
Note	Pro forma invoices are not delivered via email.
Include contact information in email text?	Set this to include the text 'Regards' followed by the contact details specified below.
Example	Regards
	Mr Fred Bloggs
	Invoice Clerk
	Tel: (01234) 123412
	Mobile: 07712345678
	Fax : (01234) 123413
Contact name	*(Only if including contact information in the email text).* Enter the contact name to be included in the email text.
Contact position	*(Only if including contact information in the email text).* Enter the contact's position to be included in the email text. This can be left blank if the contact's position is not required within the email text.
Contact telephone number	*(Only if including contact information in the email text).* Enter the contact telephone number to be included in the email text. This can be left blank if the contact's telephone number is not required within the email text.
Contact mobile number	*(Only if including contact information in the email text).* Enter the contact mobile telephone number to be included in the email text. This can be left blank if the contact's mobile number is not required within the email text.
Contact fax number	*(Only if including contact information in the email text).* Enter the contact fax number to be included in the email text. This can be left blank if the contact's fax number is not required within the email text.
Backdrop for Invoices	The backdrop to be used when invoices are emailed or printed in PDF format. This should be set to the filename of the backdrop image excluding its "Image folder".

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Note for system administrators	The backdrop image file must be copied to a fixed sub-folder (named "global3000") within the server image folder. The server image folder is a sub-folder within the current Global folder and by default is named "PFPrintImages".
	For example, if the backdrop image file above is named 'SOP_invoice.jpg' and GSM is installed in folder C:\GSM, the backdrop image file must be copied to
	C:\GSM\PFPrintImages\global3000\SOP_invoice.jpg
	It should be noted that the server image folder name can be overridden by the following registry setting:
	HKEY_LOCAL_MACHINE\Software\Global\Client\Customisations\PF PrintImagesFolder
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	This provides the X axis (vertical) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	This provides the Y axis (horizontal) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop width in 1/10th mm	The width of the backdrop in 1/10th mm (i.e. multiply the width in mm by a scaling factor of 10).
Backdrop depth in 1/10th mm	The depth of the backdrop in 1/10th mm (i.e. multiply the depth in mm by a scaling factor of 10).
Backdrop for Credit notes	The backdrop to be used when credit notes are emailed or printed in PDF format. This should be set to the filename of the backdrop image excluding its "Image folder".
Note for system administrators	The backdrop image file must be copied to a fixed sub-folder (named "global3000") within the server image folder. The server image folder is a sub-folder within the current Global folder and by default is named "PFPrintImages".
	For example, if the backdrop image file above is named 'SOP_credit.jpg' and GSM is installed in folder C:\GSM, the backdrop image file must be copied to
	C:\GSM\PFPrintImages\global3000\SOP_credit.jpg
	It should be noted that the server image folder name can be overridden by the following registry setting:
	HKEY_LOCAL_MACHINE\Software\Global\Client\Customisations\PF PrintImagesFolder
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	This provides the X axis (vertical) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).

Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	This provides the Y axis (horizontal) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop width in 1/10th mm	The width of the backdrop in 1/10th mm (i.e. multiply the width in mm by a scaling factor of 10).
Backdrop depth in 1/10th mm	The depth of the backdrop in 1/10th mm (i.e. multiply the depth in mm by a scaling factor of 10).

Buttons:

Attachments	This enables attachment files (for example sales literature, terms and conditions etc) to be specified. The attachment files are attached to every invoice or credit note delivered via email.
<Back	This returns to the System Maintenance/S.O.P. Parameters/Invoicing/Invoice Options – Sales Analysis window without saving the settings.
Close	This saves the settings and returns to the System Maintenance/S.O.P. Parameters menu.

System Maintenance, SOP, Acknowledgements – Email/PDF Options
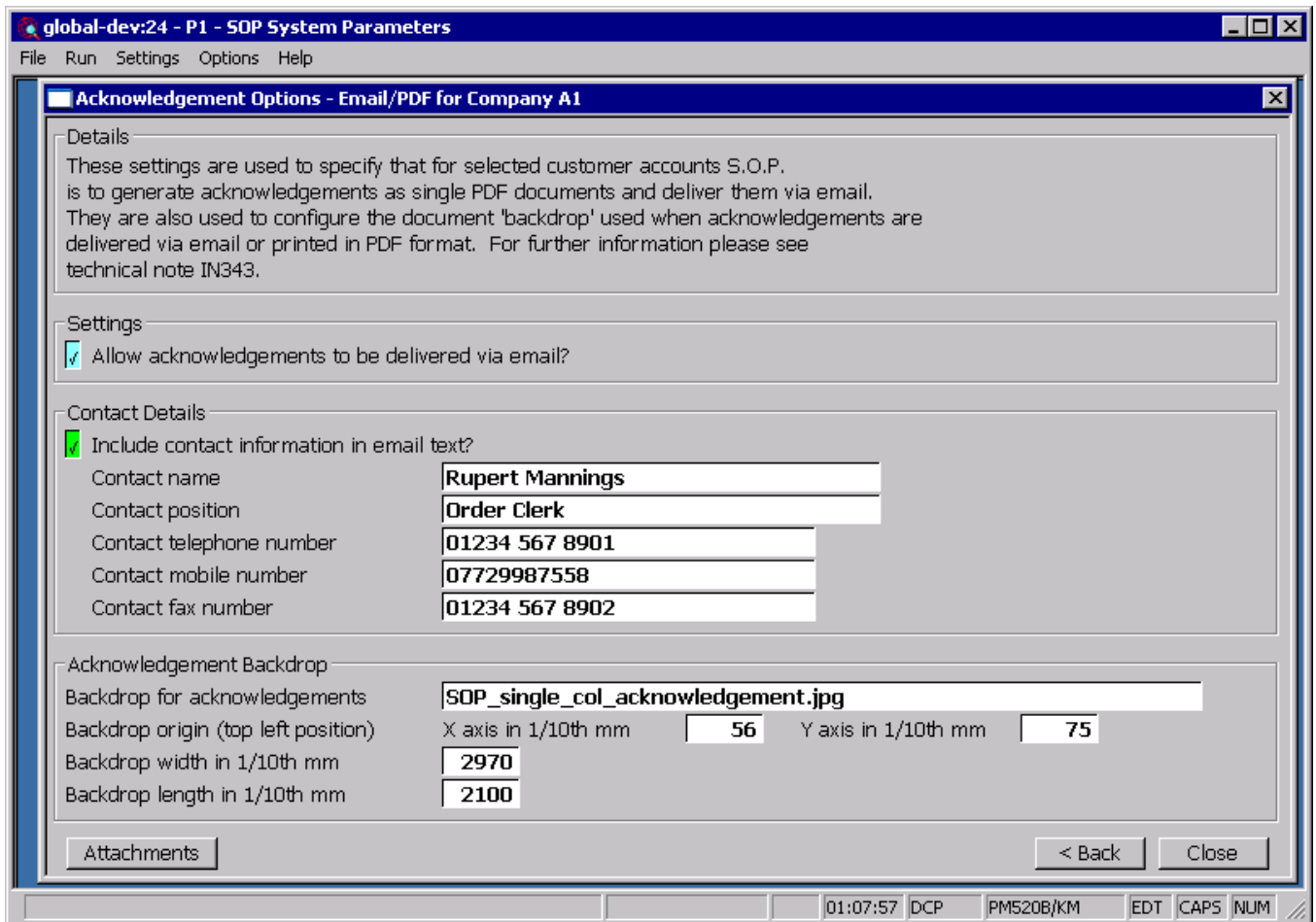
This window appears when you complete your responses in the Acknowledgements window.

Purpose   This window is used to specify that for selected customer accounts S.O.P. is to generate acknowledgements as single PDF format documents to be delivered via email. It is also used to configure a document 'backdrop' to be used when acknowledgements are delivered via email or printed in PDF format. It should be noted that great care must be taken when completing the settings in this window. For further information please see Technical Note IN343.

Note   Printing acknowledgements in PDF format and the delivery of acknowledgements via email requires an up-to-date copy of PDF_In-The-Box or All_In_The_Box to be present on each GX client used to perform the invoice generation.

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The prompts are:

Allow acknowledgements to be delivered via email?	Set this if S.O.P. is to generate acknowledgements as individual PDF format documents and deliver them via email for selected customer accounts. The customer account options used to control acknowledgement delivery via email are found in Customer Maintenance/Companies/SOP Details). If this option is not set, the remaining prompts in this window with the exception of the backdrop settings are skipped and the 'Attachments' button (see below for details) is disabled. When the email is created the subject is automatically set to "Acknowledgement xxxxxxx from ccccccccccccccccccccccccccccc" where 'xxxxxxx' is the order number and 'ccccccccccccccccccccccccccccc' is the company name. The text of the email is set to "Please find attached order acknowledgement xxxxxxx" where 'xxxxxxx' is the order number. To allow emailed acknowledgements to be physically printed an option is provided within acknowledgement print. When set all acknowledgements selected for printing are physically printed regardless of the customers account configuration.
Include contact information in email text?	Set this to include the text 'Regards' followed by the contact details specified below.
Example	Regards Mr Fred Bloggs Invoice Clerk Tel: (01234) 123412 Mobile: 07712345678 Fax : (01234) 123413
Contact name	*(Only if including contact information in the email text).* Enter the contact name to be included in the email text.
Contact position	*(Only if including contact information in the email text).* Enter the contact's position to be included in the email text. This can be left blank if the contact's position is not required within the email text.
Contact telephone number	*(Only if including contact information in the email text).* Enter the contact telephone number to be included in the email text. This can be left blank if the contact's telephone number is not required within the email text.
Contact mobile number	*(Only if including contact information in the email text).* Enter the contact mobile telephone number to be included in the email text. This can be left blank if the contact's mobile number is not required within the email text.
Contact fax number	*(Only if including contact information in the email text).* Enter the contact fax number to be included in the email text. This can be left blank if the contact's fax number is not required within the email text.
Backdrop for acknowledgements	The backdrop to be used when acknowledgements are emailed or printed in PDF format. This should be set to the filename of the backdrop image excluding its "Image folder".

Note for system administrators	The backdrop image file must be copied to a fixed sub-folder (named "global3000") within the server image folder. The server image folder is a sub-folder within the current Global folder and by default is named "PFPrintImages". For example, if the backdrop image file above is named 'SOP_acknowledgement.jpg' and GSM is installed in folder C:\GSM, the backdrop image file must be copied to C:\GSM\PFPrintImages\global3000\SOP_acknowledgement.jpg It should be noted that the server image folder name can be overridden by the following registry setting: HKEY_LOCAL_MACHINE\Software\Global\Client\Customisations\PFPrintImagesFolder
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	This provides the X axis (vertical) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	This provides the Y axis (horizontal) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop width in 1/10th mm	The width of the backdrop in 1/10th mm (i.e. multiply the width in mm by a scaling factor of 10).
Backdrop depth in 1/10th mm	The depth of the backdrop in 1/10th mm (i.e. multiply the depth in mm by a scaling factor of 10).

Buttons:

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Attachments	This enables attachment files (for example sales literature, terms and conditions etc) to be specified. The attachment files are attached to every acknowledgement delivered via email.
<Back	This returns to the System Maintenance/S.O.P. Parameters/Acknowledgements – Acknowledgements window without saving the settings.
Close	This saves the settings and returns to the System Maintenance/S.O.P. Parameters menu.

System Maintenance, SOP, Acknowledgements - Email Attachments
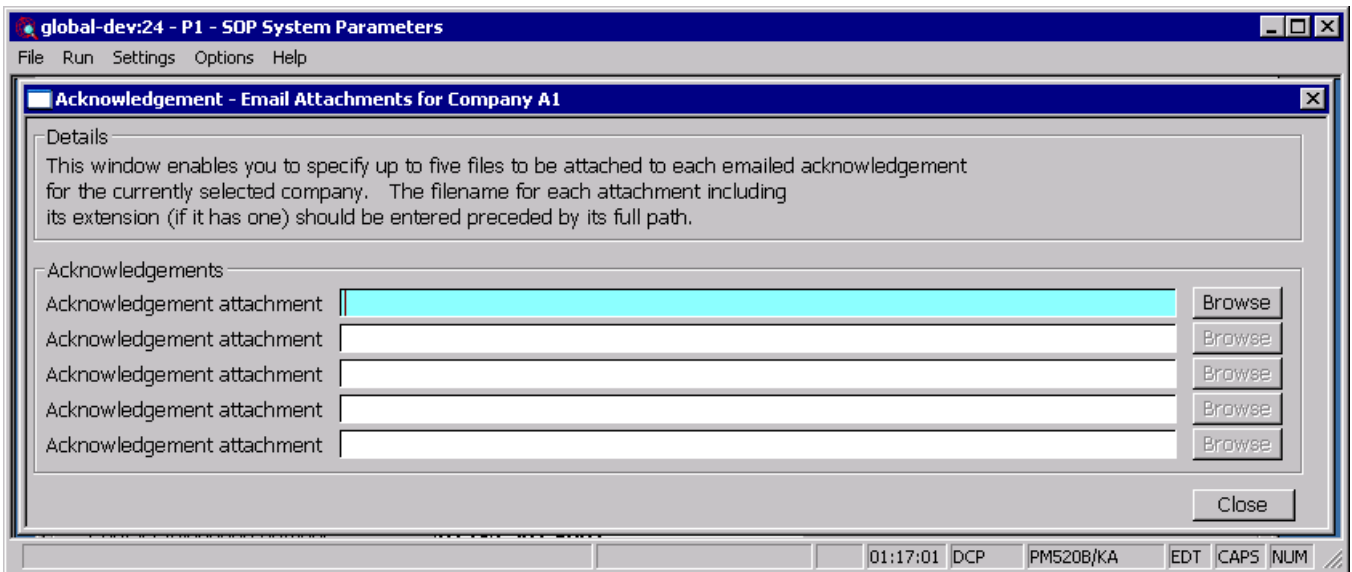
Purpose	This window enables you to specify up to five files to be attached to each emailed acknowledgement for the currently selected company.

The prompts are:

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Acknowledgement attachment	Enter details of the files to be attached to each acknowledgement delivered via email. The file name for the attachment including its extension (if it has one) should be entered preceded by its full path.
Note	Care must be taken when setting up attachment details especially regarding the path. In cases where the attachment files are not stored on the operators desktop PC the full network path must be used.
Example	\\server_name\documents\sales\leaflet001.pdf
Note	The <Browse> buttons can be used to locate and specify attachment files.

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System Maintenance, SOP, Quotations – Email/PDF Options
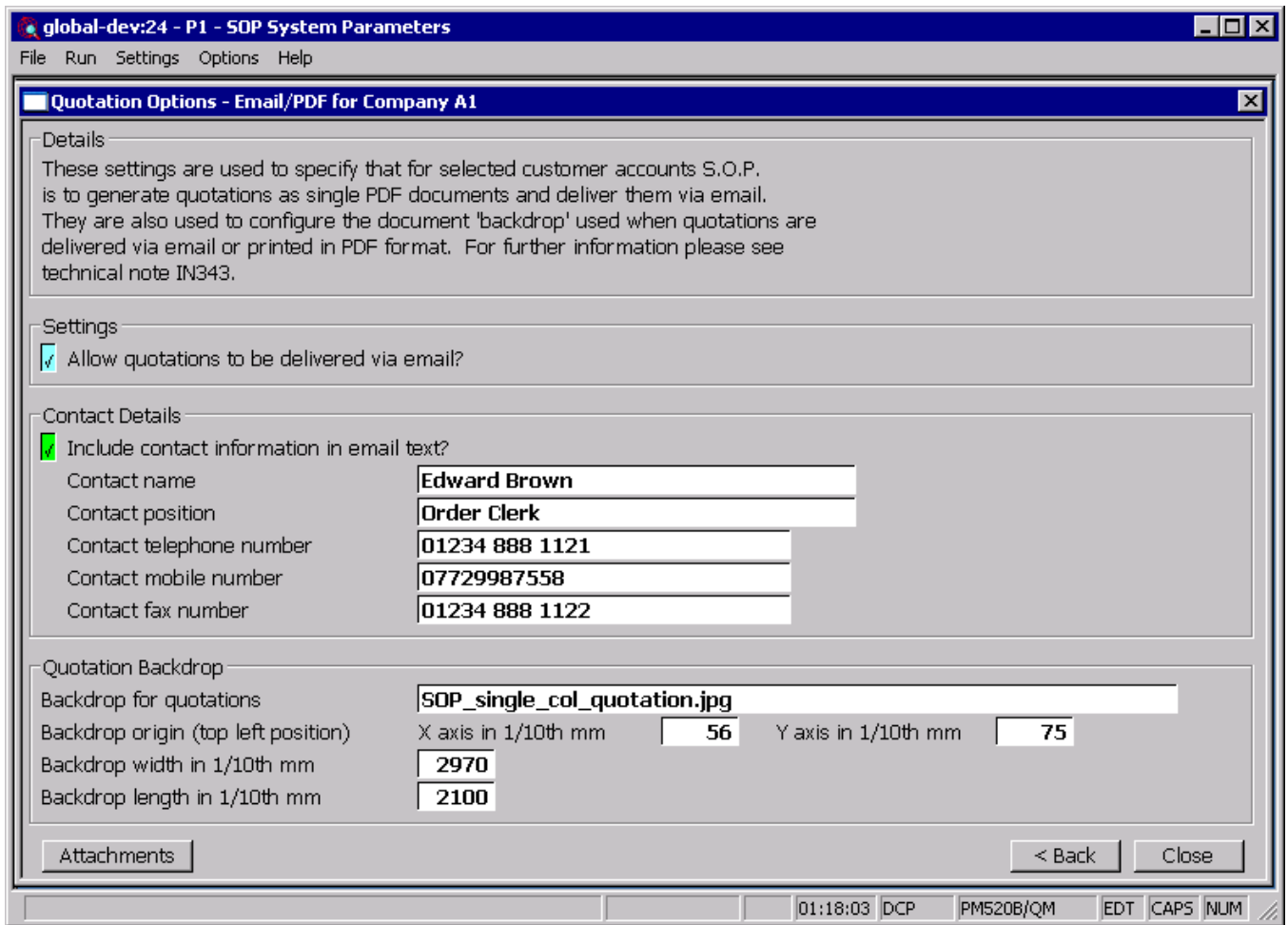
This window appears when you complete your responses in the Quotations window.

Purpose This window is used to specify that for selected customer accounts S.O.P. is to generate quotations as single PDF format documents to be delivered via email. It is also used to configure a document 'backdrop' to be used when quotations are delivered via email or printed in PDF format. It should be noted that great care must be taken when completing the settings in this window. For further information please see Technical Note IN343.

Note Printing quotations in PDF format and the delivery of quotations via email requires an up-to-date copy of PDF_In-The-Box or All_In_The_Box to be present on each GX client used to perform the invoice generation.

The prompts are:

Allow quotations to be delivered via email?	Set this if S.O.P. is to generate quotations as individual PDF format documents and deliver them via email for selected customer accounts. The customer account options used to control quotation delivery via email are found in Customer Maintenance/Companies/SOP Details). If this option is not set, the remaining prompts in this window with the exception of the backdrop settings are skipped and the 'Attachments' button (see below for details) is disabled.
	When the email is created the subject is automatically set to "Quotation xxxxxxxx from ccccccccccccccccccccccccccccccc" where 'xxxxxxxx' is the quotation number and 'ccccccccccccccccccccccccccccccc' is the company name. The text of the email is set to "Please find attached quotation xxxxxxxx" where 'xxxxxxxx' is the quotation number.
	To allow emailed quotations to be physically printed an option is provided within quotation print. When set all quotations selected for printing are physically printed regardless of the customers account configuration.
Include contact information in email text?	Set this to include the text 'Regards' followed by the contact details specified below.

Example	Regards Mr Fred Bloggs Invoice Clerk Tel: (01234) 123412 Mobile: 07712345678 Fax : (01234) 123413

Contact name	*(Only if including contact information in the email text).* Enter the contact name to be included in the email text.
Contact position	*(Only if including contact information in the email text).* Enter the contact's position to be included in the email text. This can be left blank if the contact's position is not required within the email text.
Contact telephone number	*(Only if including contact information in the email text).* Enter the contact telephone number to be included in the email text. This can be left blank if the contact's telephone number is not required within the email text.
Contact mobile number	*(Only if including contact information in the email text).* Enter the contact mobile telephone number to be included in the email text. This can be left blank if the contact's mobile number is not required within the email text.
Contact fax number	*(Only if including contact information in the email text).* Enter the contact fax number to be included in the email text. This can be left blank if the contact's fax number is not required within the email text.
Backdrop for quotations	The backdrop to be used when quotations are emailed or printed in PDF format. This should be set to the filename of the backdrop image excluding its "Image folder".

Note for system administrators	The backdrop image file must be copied to a fixed sub-folder (named "global3000") within the server image folder. The server image folder is a sub-folder within the current Global folder and by default is named "PFPrintImages".

For example, if the backdrop image file above is named 'SOP_quotation.jpg' and GSM is installed in folder C:\GSM, the backdrop image file must be copied to

C:\GSM\PFPrintImages\global3000\SOP_quotation.jpg

It should be noted that the server image folder name can be overridden by the following registry setting:

HKEY_LOCAL_MACHINE\Software\Global\Client\Customisations\PF PrintImagesFolder |
| **Backdrop origin (top left position) – X axis (vertical) in 1/10th mm** | This provides the X axis (vertical) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10). |
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	This provides the Y axis (horizontal) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop width in 1/10th mm	The width of the backdrop in 1/10th mm (i.e. multiply the width in mm by a scaling factor of 10).
Backdrop depth in 1/10th mm	The depth of the backdrop in 1/10th mm (i.e. multiply the depth in mm by a scaling factor of 10).

Buttons:

Attachments	This enables attachment files (for example sales literature, terms and conditions etc) to be specified. The attachment files are attached to every quotation delivered via email.
<Back	This returns to the System Maintenance/S.O.P. Parameters/Quotations – Quotations window without saving the settings.
Close	This saves the settings and returns to the System Maintenance/S.O.P. Parameters menu.

System Maintenance, SOP, Quotations - Email Attachments
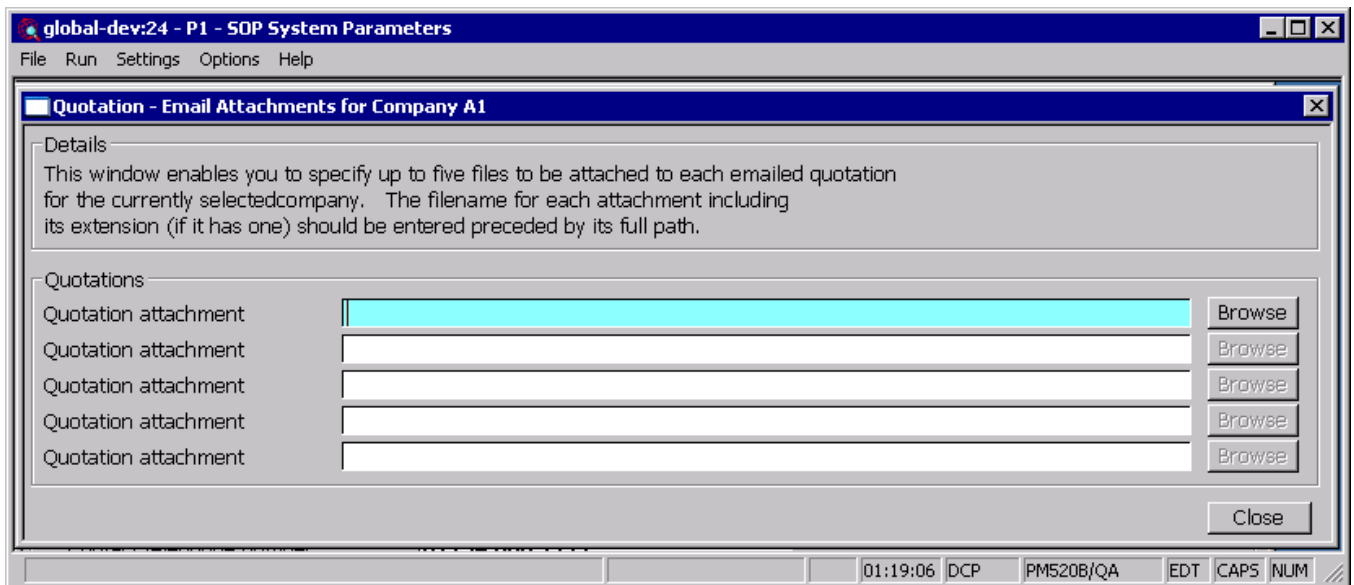
Purpose	This window enables you to specify up to five files to be attached to each emailed quotation for the currently selected company.

The prompts are:

Quotation attachment	Enter details of the files to be attached to each quotation delivered via email. The file name for the attachment including its extension (if it has one) should be entered preceded by its full path.
Note	Care must be taken when setting up attachment details especially regarding the path. In cases where the attachment files are not stored on the operators desktop PC the full network path must be used.
Example	\\server_name\documents\sales\leaflet001.pdf
Note	The <Browse> buttons can be used to locate and specify attachment files.

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System Maintenance, SOP, Delivery – Delivery Note Email/PDF Options

This window appears when you complete your responses in the Delivery Note Print Options window.

Purpose This window is used to specify that for selected customer accounts S.O.P. is to generate delivery notes as single PDF format documents to be delivered via email. It is also used to configure a document 'backdrop' to be used when delivery notes are delivered via email or printed in PDF format. It should be noted that great care must be taken when completing the settings in this window. For further information please see Technical Note IN343.

Note Printing acknowledgements in PDF format and the delivery of delivery notes via email requires an up-to-date copy of PDF_In-The-Box or All_In_The_Box to be present on each GX client used to perform the invoice generation.

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The prompts are:

Allow delivery notes to be delivered via email?	Set this if S.O.P. is to generate delivery notes as individual PDF format documents and deliver them via email for selected customer accounts. The customer account options used to control delivery note delivery via email are found in Customer Maintenance/Companies/SOP Details). If this option is not set, the remaining prompts in this window with the exception of the backdrop settings are skipped and the 'Attachments' button (see below for details) is disabled.

When the email is created the subject is automatically set to "Delivery Note xxxxxxxx/nnnn from ccccccccccccccccccccccccccccc" where 'xxxxxxxx' is the order number, 'nnnn' is the delivery note number and 'ccccccccccccccccccccccccccccc' is the company name. The text of the email is set to "Please find attached delivery note xxxxxxxx/nnnn" where 'xxxxxxxx' is the order number and 'nnnn' is the delivery note number.

To allow emailed delivery notes to be physically printed an option is provided within delivery note print. When set all delivery notes selected for printing are physically printed regardless of the customers account configuration.

Note	Delivery notes are not delivered via email when a picking list is printed in delivery note format. If you wish to print picking lists in delivery note format and deliver them by email you must reprint the delivery note (using the delivery note print option) after despatch confirmation.
Include contact information in email text?	Set this to include the text 'Regards' followed by the contact details specified below.
Example	Regards Mr Fred Bloggs Invoice Clerk Tel: (01234) 123412 Mobile: 07712345678 Fax : (01234) 123413
Contact name	*(Only if including contact information in the email text).* Enter the contact name to be included in the email text.
Contact position	*(Only if including contact information in the email text).* Enter the contact's position to be included in the email text. This can be left blank if the contact's position is not required within the email text.
Contact telephone number	*(Only if including contact information in the email text).* Enter the contact telephone number to be included in the email text. This can be left blank if the contact's telephone number is not required within the email text.
Contact mobile number	*(Only if including contact information in the email text).* Enter the contact mobile telephone number to be included in the email text. This can be left blank if the contact's mobile number is not required within the email text.
Contact fax number	*(Only if including contact information in the email text).* Enter the contact fax number to be included in the email text. This can be left blank if the contact's fax number is not required within the email text.
Backdrop for delivery notes	The backdrop to be used when delivery notes are emailed or printed in PDF format. This should be set to the filename of the backdrop image excluding its "Image folder".

| **Note for system administrators**	The backdrop image file must be copied to a fixed sub-folder (named "global3000") within the server image folder. The server image folder is a sub-folder within the current Global folder and by default is named "PFPrintImages".
	For example, if the backdrop image file above is named 'SOP_del_note.jpg' and GSM is installed in folder C:\GSM, the backdrop image file must be copied to
	C:\GSM\PFPrintImages\global3000\SOP_del_note.jpg
	It should be noted that the server image folder name can be overridden by the following registry setting:
	HKEY_LOCAL_MACHINE\Software\Global\Client\Customisations\PF PrintImagesFolder
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	This provides the X axis (vertical) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	This provides the Y axis (horizontal) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop width in 1/10th mm	The width of the backdrop in 1/10th mm (i.e. multiply the width in mm by a scaling factor of 10).
Backdrop depth in 1/10th mm	The depth of the backdrop in 1/10th mm (i.e. multiply the depth in mm by a scaling factor of 10).

Buttons:

Attachments	This enables attachment files (for example sales literature, terms and conditions etc) to be specified. The attachment files are attached to every delivery note delivered via email.
<Back	This returns to the System Maintenance/S.O.P. Parameters/Delivery – Delivery Note Print Options window without saving the settings.
Next>	This saves the settings and proceeds to the System Maintenance/S.O.P. Parameters Delivery – Delivery Label Options window.
Close	This saves the settings and returns to the System Maintenance/S.O.P. Parameters menu.

System Maintenance, SOP, Delivery – Delivery Note Email Attachments
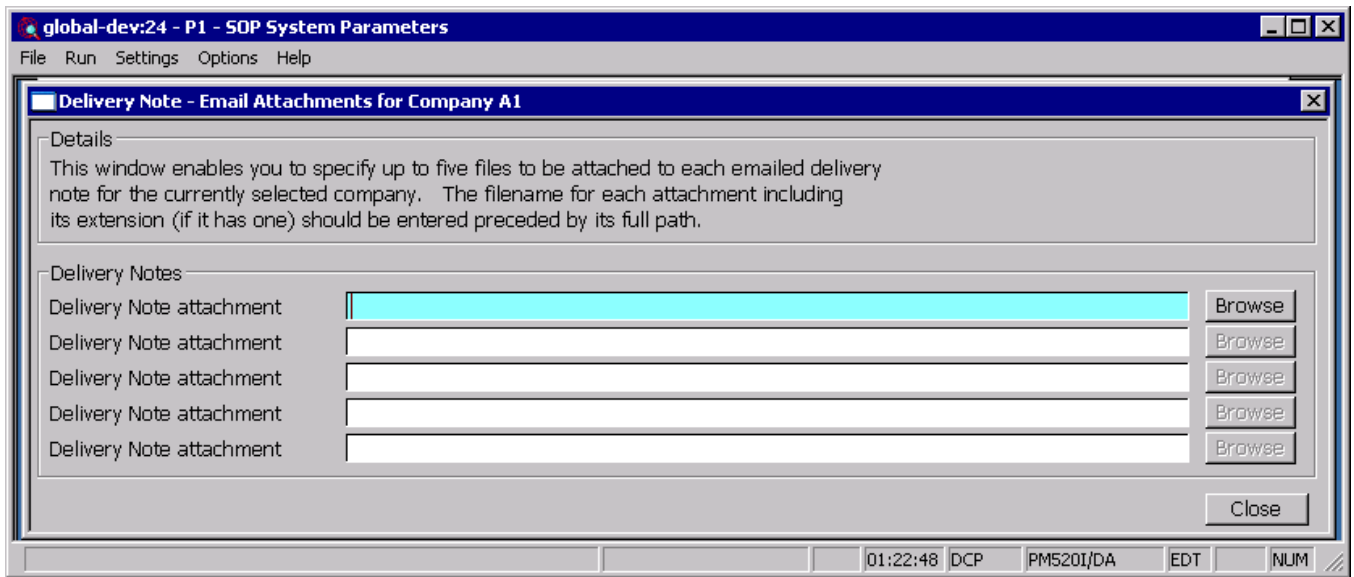
Purpose	This window enables you to specify up to five files to be attached to each emailed delivery note for the currently selected company.

The prompts are:

Delivery Note attachment	Enter details of the files to be attached to each delivery note delivered via email. The file name for the attachment including its extension (if it has one) should be entered preceded by its full path.
Note	Care must be taken when setting up attachment details especially regarding the path. In cases where the attachment files are not stored on the operators desktop PC the full network path must be used.
Example	\\server_name\documents\sales\leaflet001.pdf
Note	The <Browse> buttons can be used to locate and specify attachment files.

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Customer Maintenance – SOP Parameters

Email quotations?	*(Only if email delivery of quotations is allowed, Not available for quotation accounts).* Set this if quotations are to be delivered via email (rather than printed) for this customer.
Email address for quotations	*(Only if emailing quotations).* Enter the email address to which quotations are to be sent. A look-up of existing contact records (containing an email address) for the customer is available.
Email acknowledgements?	*(Only if email delivery of acknowledgements is allowed).* Set this if acknowledgements are to be delivered via email (rather than printed) for this customer.
Note	If acknowledgements are to be emailed and the customer is configured to receive acknowledgements via EDI, the acknowledgement will be emailed to the specified email address in addition to the EDI export of the acknowledgement. However, if the customer is configured to both receive acknowledgements via EDI and print them, the acknowledgement will be exported via EDI and emailed but not printed.
Email address for acknowledgements	*(Only if emailing acknowledgements).* Enter the email address to which acknowledgements are to be sent. A look-up of existing contact records (containing an email address) for the customer is available.
Email delivery notes?	*(Only if email delivery of delivery notes is allowed, not available if combined delivery notes are in use).* Set this if delivery notes are to be delivered via email (rather than printed) for this customer.

|	
Note	Delivery notes are not delivered via email when a picking list is printed in delivery note format. If you wish to print picking lists in delivery note format and deliver them by email you must reprint the delivery note (using the delivery note print option) after despatch confirmation.
Email address for delivery notes	*(Only if emailing delivery notes).* Enter the email address to which delivery notes are to be sent. A look-up of existing contact records (containing an email address) for the customer is available.

SOP Quote/Acknowledgement Print

Print rather than email documents	Set this to physically print all quotations/acknowledgements regardless of whether the customer is configured to receive them via email. If this is not set, quotes/acknowledgements will be sent via email for those customers configured to receive them via email.

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SOP Delivery Note Print
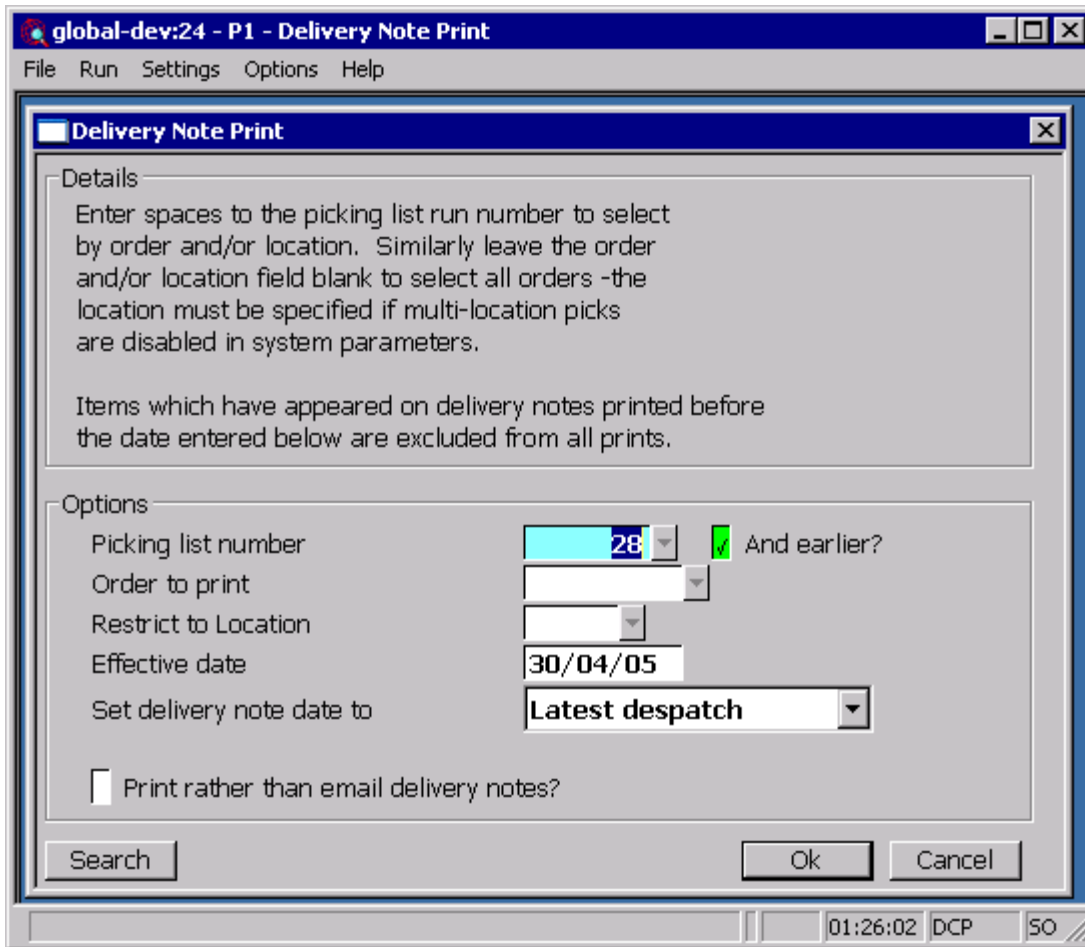
Print rather than email delivery notes	Set this to physically print all delivery notes regardless of whether the customer is configured to receive them via email. If this is not set, delivery notes will be sent via email for those customers configured to receive them via email.

Standard Backdrops

There are ten standard backdrops, to use the standard backdrops the following settings must be made within System Maintenance, SOP, Quotation/Acknowledgement/Delivery/Invoice Options – Email/PDF.

The backdrops can be downloaded from http://www.global3000.co.uk/pub/global3000/6.0/sop_backdrops.zip

For quotations with 'To follow' items printed (triple column format) the following settings are required.

Backdrop for quotations	SOP_quotation.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For quotations without 'To follow' items printed (single column format) the following settings are required.

Backdrop for quotations	SOP_single_col_quotation.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For acknowledgements with 'To follow' items printed (triple column format) the following settings are required.

Backdrop for acknowledgements	SOP_acknowledgement.jpg

Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For acknowledgements without 'To follow' items printed (single column format) the following settings are required.

Backdrop for acknowledgements	SOP_single_col_acknowledgement.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For delivery notes 'To follow' items printed (triple column format) the following settings are required.

Backdrop for delivery notes	SOP_del_note.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For delivery notes without 'To follow' items printed (single column format) the following settings are required.

Backdrop for delivery notes	SOP_single_col_del_note.jpg

Author	DCP	
Project	ZS60_000124.doc	
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Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For invoices with 'To follow' items printed (triple column format) the following settings are required.

Backdrop for Invoices	SOP_invoice.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For invoices without 'To follow' items printed (single column format) the following settings are required.

Backdrop for Invoices	SOP_single_col_invoice.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For credit notes with 'To follow' items printed (triple column format) the following settings are required.

Backdrop for Invoices	SOP_credit.jpg

Author	DCP	
Project	ZS60_000124.doc	
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Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100

For credit notes without 'To follow' items printed (single column format) the following settings are required.

Backdrop for Invoices	SOP_single_col_credit.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100