



# Infor SyteLine Application Administration User Guide

**Copyright © 2014 Infor**

**Important Notices**

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

**Trademark Acknowledgements**

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

# Table of Contents

|  |    |
|--|----|
| Setting Up Currencies.....   | 1  |
| About Records Not Converted by Domestic Euro Currency Conversion ..... | 1  |
| Euro Currency Overview .....   | 1  |
| Currency Conversion Utilities.....                                     | 2  |
| Asset/Liability Revaluation .....                                      | 2  |
| Customer Payment Processing.....                                       | 2  |
| Reports .....  | 2  |
| How the System Handles Multi-Currency Transactions .....               | 3  |
| PO and Accounts Payable .....  | 3  |
| CO and Accounts Receivable .....                                       | 4  |
| Gain/Loss Utility .....  | 5  |
| Currency Master.....   | 5  |
| Financial Statements.....  | 5  |
| Multi-Currency Overview .....  | 6  |
| Multi-Currency Setup.....  | 7  |
| After Setup.....   | 8  |
| Setting Up the Euro Currency Code.....                                 | 8  |
| Setting Up Mobile Access.....  | 11 |
| Setting Up SyteLine Mobile Access .....                                | 11 |
| General Setup .....  | 11 |
| Setting User Home Pages, E-mail, Licensing, and Permissions.....       | 11 |
| Activating Workflow Handlers .....                                     | 12 |
| Using Publications for Alerts .....                                    | 12 |
| Customizing the Mobile Form Layout .....                               | 12 |
| Distributing the URL .....   | 13 |
| Switching Sites .....  | 13 |
| About Publications, Categories, Subscribers, and Key Values .....      | 13 |
| Mobile - Setting Up to Kill Long-Running Tasks .....                   | 22 |
| Monitoring Disk Space.....   | 23 |
| Setting Up Multi-Site Processing .....                                 | 25 |
| Multi-Site Overview.....   | 25 |
| About Sites and Entities .....   | 25 |
| Company Hierarchies.....   | 26 |
| Material Transfers Between Sites .....                                 | 26 |
| Demand and Source Vendor Sites .....                                   | 27 |
| Inter-Site Parameters .....  | 27 |
| Centralized and Decentralized Order Entry .....                        | 28 |

|   |    |
|---|----|
| Functions where Entity Data Is Not Available.....                 | 29 |
| About Site Groups .....   | 29 |
| Setting Up Site Groups .....                                      | 29 |
| Setting Up Defaults .....   | 29 |
| Setting Up Inter-Site Parameter Records.....                      | 31 |
| Price Code Setup .....  | 31 |
| Free on Board (FOB) Setup .....                                   | 31 |
| Multi-Site Quantity Moves and Transfer Orders .....               | 32 |
| Account Setup .....   | 32 |
| Moving Items or Materials Between Sites .....                     | 32 |
| Multi-Site Quantity Move Assumptions .....                        | 32 |
| Push/Pull Transactions .....                                      | 33 |
| Staging Locations.....  | 33 |
| Costing for Multi-Site Quantity Moves.....                        | 34 |
| Types of Moves .....  | 34 |
| Price Codes.....  | 35 |
| Incomplete Transactions .....                                     | 35 |
| How to Make Corrections/Reversals.....                            | 36 |
| Accounting Transactions.....                                      | 36 |
| Lot Tracking.....   | 38 |
| Serial Number Tracking .....                                      | 38 |
| Matltran Records .....  | 39 |
| Setting Up Tax Processing .....                                   | 41 |
| Setting Up Tax Systems.....                                       | 41 |
| Area-Based Tax System .....                                       | 41 |
| Item-Based Tax System.....  | 42 |
| Parametric Sales Tax System.....                                  | 42 |
| Forms and Fields Used in Setting Up Tax Systems .....             | 42 |
| Setting Up a Parametric Tax System .....                          | 44 |
| Entering Tax Code Information (Area-Based).....                   | 45 |
| Entering Tax Code Information (GST/PST) .....                     | 46 |
| Setting Up Default Tax Codes.....                                 | 47 |
| Customer and Vendor Tax Codes by Location.....                    | 47 |
| General Process for Determining Default Tax Codes .....           | 48 |
| About GST Adjustments Due to Discounts and Allowances.....        | 50 |
| Setting Up and Calculating Value-Added Tax Information .....      | 51 |
| Setting Up Workflows .....  | 55 |
| About Publications, Categories, Subscribers, and Key Values ..... | 55 |

|  |    |
|--|----|
| About Workflow Event Handlers.....                                 | 63 |
| Setting Up and Activating the Workflow Event Handlers.....         | 63 |
| List of Workflow Event Handlers.....                               | 64 |
| Picturing the Workflow.....  | 70 |
| Formatting of Currency.....  | 70 |
| Suspended Records.....   | 70 |
| Setting Up and Activating Workflow Event Handlers.....             | 71 |
| Modifying Workflow Event Handlers.....                             | 71 |
| Miscellaneous Other Topics.....                                    | 73 |
| About Electronic Signatures.....                                   | 73 |
| Create Electronic Signature Reason Codes.....                      | 73 |
| Designate Which Transactions Require Electronic Signatures.....    | 73 |
| Give Users Authorization for Electronic Signatures.....            | 73 |
| Provide an Electronic Signature.....                               | 73 |
| Generate a Tampered Electronic Signature Records Report.....       | 73 |
| Generate an Electronic Signature Records Report.....               | 74 |
| About Home Flows.....  | 74 |
| Auditing.....  | 74 |
| Setting Up an Event Audit Log.....                                 | 74 |
| Transaction Auditing.....  | 75 |
| Project Auditing.....  | 76 |
| Changing Site IDs.....   | 77 |
| Creating Dimensions and Attributes for Extended Data Analysis..... | 77 |
| Displaying User-Defined Fields Defined in Earlier Versions.....    | 80 |
| Enabling the User Defined Tab.....                                 | 81 |
| Editing a Default Field Label.....                                 | 81 |
| Repositioning and Resizing Fields.....                             | 81 |
| Entering a Reason Code.....  | 81 |
| Product Configurator Steps.....                                    | 82 |
| Mapping ISO 4217 Currencies to Existing Currencies.....            | 82 |
| Monitoring Disk Space.....   | 83 |
| Navigating the Process Overview Forms.....                         | 84 |
| Text Box Icons.....  | 84 |
| Navigating the SyteLine Business Solution Form.....                | 85 |
| Process Overview Forms.....  | 85 |
| Process Overview Form Names.....                                   | 85 |
| Using Input Masks to Set Up Field Formats.....                     | 87 |
| Using the Calculator with the Keyboard.....                        | 87 |

|   |     |
|---|-----|
| Using the Calculator with the Mouse.....      | 87  |
| Year End Procedures - Overview.....           | 88  |
| Additional Procedures .....                   | 90  |
| List of Report Names Used in the System ..... | 93  |
| China Localization .....                      | 93  |
| Customer .....                                | 93  |
| Employee.....                                 | 97  |
| Finance .....                                 | 98  |
| Japan Localization.....                       | 102 |
| Material .....                                | 102 |
| Mexico Localization .....                     | 106 |
| Production.....                               | 106 |
| Project.....                                  | 109 |
| SyteLine Service.....                         | 110 |
| System.....                                   | 111 |
| Thailand Localization.....                    | 112 |
| Vendor .....                                  | 112 |
| Index .....                                   | 115 |

# Setting Up Currencies

## About Records Not Converted by Domestic Euro Currency Conversion

The Domestic Euro Currency Conversion utility will not convert some records if they are unprocessed. You must process and post these records before you run the conversion utility (otherwise they may stop the conversion process):

- Data collection transactions. You must post all data collection transactions; the data collection tables must be empty for the conversion utility to run.
- EDI records. Process all inbound and outbound EDI transactions completely prior to conversion.
- A/P Payments and A/P Vouchers and Adjustments
- A/R Finance Charges
- A/R Payments and A/R invoices, credit memos, and debit memos

The conversion utility does not convert the following records:

- Notes/text records containing monetary amounts. For example, if a note on a transaction contains a monetary amount, that amount is not converted.
- User-defined fields containing monetary amounts.
- Bill of lading information.
- Audit trail information.
- Bank code reconciliation history. You must create a new bank code to support the Euro currency.
- Business Intelligence information.
- Minimum Charge field on the Accounts Receivable Parameters form. You must change this value manually.

## Euro Currency Overview

This topic describes how the system handles the Euro currency. It does not attempt to describe the details of the Euro currency system or any related rules and regulations.

For Euro-participating countries, there may be an interim period during which the country is converting their national currency to the Euro currency. During this interim period, financial transactions between participating countries can be completed in either the Euro currency or the national currency.

If you are a Euro participant, the system performs the necessary currency conversions when you conduct transactions with other Euro-participating countries during the interim period. When you change your domestic currency to the Euro, you can use the system utilities to convert all of your relevant business history. If you are not a Euro participant, but you conduct transactions with Euro-participating countries, the system performs the currency conversions.

## Currency Conversion Utilities

When you are ready to switch to the Euro, the Domestic Euro Currency Conversion utility converts your base domestic currency. The utility converts all domestic currency-specific amounts, including history data.

If any of your vendors have switched to the Euro, you can use the Vendor Euro Currency Conversion utility to convert all transaction amounts stored in the vendor's old currency. Similarly, the Customer Euro Currency Conversion utility allows you to convert any customer transaction amounts stored in the customer's old currency.

## Asset/Liability Revaluation

All accounts receivable, accounts payable, and vouchers payable records in the system are expressed in the transaction currency of the customer or vendor. These records also contain an exchange rate to translate the values back to your base currency. As of 1/1/1999, the exchange rate between Euro-participating currencies and the Euro currency is fixed.

Therefore, you must revalue outstanding assets and liabilities using the fixed exchange rate. Run the Currency Revaluation utility, the Bank Account Revaluation utility, and the Euro Exchange Rate Revaluation utility.

## Customer Payment Processing

The system allows you to accept payments in either the customer's transaction currency, the Euro currency, or your base domestic currency. During the interim period, you can accept payments in the Euro currency without switching your base domestic currency to the Euro. Therefore, you can accept payments in the Euro currency only for those transactions that require it, and deposit the customer payments in a base or Euro bank account.

## Reports

The following system reports allow you to print the total monetary amount in both the Euro currency and the transaction currency for any Euro-participating customer or vendor:

Invoices, Debit and Credit Memos

Customer Statements Report

Estimate Response Form Report



Order Invoicing/Credit Memo

Order Verification Report

PO Change Orders

Purchase Order Report

## How the System Handles Multi-Currency Transactions

In general, customer amounts will be stored in the system in the customer's currency. This affects CO, Estimating, and Accounts Receivable.

Vendor amounts will be stored in the vendor's currency. This affects purchase orders and accounts payable.

Cash accounts in Bank Reconciliation may be stated in non-domestic currencies. When receiving customer payments or making vendor payments, you may specify the payment with either domestic currency or the customer/vendor currency.

All amounts in journals, ledger, inventory (price and cost), and the shop floor are always stated in domestic currency.

**NOTE:** When amounts are posted into journals they are translated.

## PO and Accounts Payable

- Gain/Loss - When exchange rates increase over time (foreign currency per one unit of domestic currency), the system records a gain and when exchange rates decrease, it records a loss.
- Entry - PO header and line/release costs are entered and stored in the vendor's currency. Whenever these amounts are defaulted from the **Items** file, they are converted using the current exchange rate.
- Receiving - At receiving time, the system records the amount received, cost, and exchange rate. Domestic amounts are posted to the journal using this exchange rate.

### Account Numbers Posted (PO Dist)

- Debit- Inventory Account
- Credit- Vouchers Payable

Generating Voucher (PO) and Posting Vouchers (A/P) - When the voucher record is created, the system stores any change in exchange rate from receiving time to voucher generation time as a distribution. The voucher is stored in the vendor's currency. When the voucher is posted, domestic amounts are posted to the journal and vendor amounts are put on the posted transactions record along with the exchange rate that was used for posting.

### **Account Numbers Posted (A/P Dist)**

- Credit - Accounts Payable
- Debit- Vouchers payable

Payment - Payments may be entered in either the Domestic Amount or Vendor's amount based upon the currency code of the Bank Code you select for the payment. When the payment is posted, domestic amounts get posted to the journal, and vendor amounts are put on the Posted Transaction record. At payment posting time, a mini-gain/loss is performed for the voucher and any payments or adjustments to that voucher. All of the posted transactions tied to the voucher will be "upgraded" to the new exchange rate.

- Credit - Cash account (Payment Amt at the new rate)
- Debit - Accounts Payable (Voucher Amt at old rate)

The voucher's Gain/Loss is posted to either Loss (Debit) or Gain (Credit)

### **CO and Accounts Receivable**

- Gain/Loss- When exchange rates decrease over time (foreign currency per one unit of domestic currency), the system records a gain and when exchange rates increase, it records a loss.
- Entry- CO header and line prices are entered and stored in the customer's currency. Whenever these amounts are defaulted from the Items file, they are converted using the current exchange rate.
- Shipping- At shipping time, the amount shipped, price, and exchange rate is recorded. Domestic amounts are posted to the journal using this exchange rate.

### **Account Numbers Posted (CO Dist)**

- Debit - Cost of Good Sold
- Credit - Inventory

Invoice Printing (CO) and Posting (A/R) - When the invoice record is created, any change in exchange rate from Shipping time to invoice printing time is stored as a distribution. The invoice is stored in the customer's currency. When the invoice is posted, domestic amounts are posted to the journal and customer amounts are put on the Posted Transaction record along with the exchange rate that was used for posting.

### **Account Numbers Posted (A/R Dist)**

- Credit - Sales (Invoice at the Old rate)
- Debit - Accounts Receivable (Invoice at the new rate)

Payment - Payments may be entered in either the domestic amount or the customer's amount based upon the currency code of the Bank Code you select for the payment. When the payment is posted, domestic amounts get posted to the journal, and customer amounts are put on the Posted Transaction record. At payment time, a mini-gain/loss is performed for the invoice and any

payments, debits or credits to that invoice. All of the Posted transactions tied to the invoice will be upgraded to the new exchange rate.

### **Account Number Posted (A/R Dist)**

- Debit - Cash (Payment Amt at the new rate)
- Credit - Accounts Receivable ( Invoice Amt at the old rate)

Difference to currency Loss (Debit) or Gain Account (Credit)

## **Gain/Loss Utility**

At various times, you may wish to recognize any outstanding Gains or Losses. Run the Gain/Loss utility and specify either A/R, A/P or both.

A/R - Process all Posted A/R Transactions and upgrade them to the current exchange rate. For each invoice that has a gain or loss, post the amount to Accounts Receivable and the Gain or Loss Account.

A/P - Process all outstanding PO Receipts (received but not yet vouchered) and upgrade them to the current exchange rate. For each record that contains a gain or loss, post the amount to Vouchers payable and the Gain or Loss Account.

Process all unposted vouchers and upgrade them to the current exchange rate. For each voucher that has a gain or loss, post the amount to Vouchers Payable and the Gain or Loss Account.

For Gain/Loss Accounts:

- Users establish account records for Gains and Losses.
- The Gain Account is always used to record gains due to exchange rate changes.
- The Loss Account is always used to record losses due to exchange rate changes.

## **Currency Master**

The system contains a currency master file where all currencies are maintained. Users may enter an unlimited number of date- and time-stamped currency exchange rates. They may also back-date these rates by entering a past date. There are two exchange rates entered. The Buying rate is used exclusively in PO and A/P. The selling rate is used exclusively in CO, Estimating, and A/R.

## **Financial Statements**

Users are able to print Financial Statements in different currencies. The exchange rates used to print the report are the rates stored in the database that contains the ledger records being processed. The translations are for display purposes only. No posting of any kind takes place and no gain or loss is calculated.

Translations are defined for each line of the financial statement. Users choose to use the Buying or Selling Exchange rate. They choose one of the following translation methods:

- None (no translation)
- Spot (historic rate for each transaction)
- Current (current exchange rate)
- Average Period (weighted average exchange rate in effect for the accounting period for each transaction)
- End of Period (exchange rate in effect at the end of the accounting period for each transaction).

## Multi-Currency Overview

Your company may need to work with your customers and vendors in their own currencies, which may be different than your company's base (domestic) currency. The system makes this possible through the following multi-currency features:

- Maintainable currency rates. This is done on the **Currency Rates** form.
- Transactions using either fixed or variable rates. (To specify a fixed rate for a specific transaction, select the Fixed Rate check box in the transaction's form.)
- [Euro conversion](#) tools.
- FASB52 compliance.
- Recognition of currency exchange rate gains or losses.
- Customer and vendor records maintained in the foreign currency but that can quickly be translated to your domestic currency.
- A third currency involved on the following forms: **A/P Payments, A/P Quick Payment Application, A/P Payment Distributions, A/R Payments, A/R Quick Payment Application, and A/R Payment Distributions**. For example, on the A/P Payments form, you can allow a payment to be made that is in a currency other than the domestic or vendor currency. In this case, you use the Payment currency.
- Your general ledger maintained in your domestic currency.

Typically, system users of multi-currency tend to fall into two categories:

- **Companies who process all transactions for a month at a given exchange rate.** At the end of each month (or the beginning of the next month), the company performs a revaluation of all foreign currency translations.

When you run the revaluation utility, you can post changes as unrealized. For example, you may decide at the end of March that the balance sheet needs to be valued at a certain rate, and this rate holds for all revenue and expense accounts for April. You enter the new rate on the Currency Rates form, and the reversing date for the journals created by the revaluation utility would be April 30. As a general rule, you should always date the reversals prior to the next change of the exchange rate.

- **Companies who negotiate each foreign currency transaction at a fixed rate agreed with the customer/vendor.** Payments are at that fixed rate. When using a fixed rate, specify that rate on the Customer Orders or Purchase Orders form's Amounts tab. (Running the Currency Revaluation utilities will not impact these entries.)

Even if your company uses fixed rates for specific transactions, you must enter a buying and selling exchange rate on the Currency Rates form. These rates should reflect a current value to use as the default in case a customer order or purchase order transaction is accidentally posted without a fixed rate. (The default customer order exchange rate maps to the selling rate, while the default purchase order exchange rate maps to the buying rate.) Each time you update the rates on the Currency Rates form, run the revaluation utility to highlight any posted invoices that do not have a fixed rate.

If your company uses a hybrid system (that is, using both the system exchange rate and orders with fixed rates), the rate should be managed as described above.

## Multi-Currency Setup

If you will be dealing with customers or vendors who use currencies other than your base (domestic) currency, use the following process to set up exchange rates and other multi-currency features.

- 1 Make sure the general ledger accounts specific to currency exchange are set up in the Chart of Accounts:
  - Realized Gain
  - Realized Loss
  - Unrealized Gain
  - Unrealized Loss
  - A/R Unrealized Offset
  - A/P Unrealized Offset
  - V/P Unrealized Offset

If you are not using Unit Code 4 for anything else, you might want to set Unit Code 4 to Accessible for these accounts, and use it for reporting the foreign currency impact of the different currencies. If you do this, the currency codes must be entered for Unit Code 4. For information about setting up unit codes, see Account Unit Code (1-4).

- 2 Set up currency and exchange rate variance accounts for the domestic currency and the Euro on the Multi-Currency Parameters form, to help you track realized and unrealized gains and losses due to exchange rate changes. These accounts should match the ones you set up in step 1. During installation, you set up a Site Currency Code, which is the domestic currency code shown on this form.
- 3 Set up all other required currencies used by your vendors and customers in the Currency Codes form.

For each currency code, the unrealized and realized G/L accounts specified on this form default to the accounts set up in the Multi-Currency Parameters form. You can also designate expenses by currency code if you use unit code 3 or 4.

- 4 Use the Currency Rates form to enter exchange rates between all currencies you set up in step 3 and the To currency. On the Currency Rates form, the To Currency field is typically your domestic currency.

- 5 Use the Bank Reconciliations form to set up bank codes and accounts to use with foreign currency customers and vendors. The bank reconciliation, attached to the bank code, maintains a record of all receipts and payments for each currency/bank code. If you will be recording A/R or A/P payments in foreign currencies, you should set up the foreign bank codes (with applicable currency codes) on the Bank Reconciliations form. Then you can include those foreign bank codes on customer and vendor records.
- 6 Use the Customers and Vendors forms to set up foreign currency customers and vendors.
- 7 If your system will share currency information between multiple sites, set up Replication Rules for the Shared Currency replication category.

## After Setup

- 1 Enter foreign currency customer orders and purchase orders. To see the amounts translated to your domestic currency, use the associated Domestic Currency forms.
- 2 Periodically, update the exchange rates and run the Currency Revaluation Utility. This utility uses the current exchange rate (from the Currency Rates form) to determine gains and losses due to currency fluctuations.

## Setting Up the Euro Currency Code

To enter the currency code for the Euro currency on the **Currency Codes** and **Currency Rates** forms, follow these steps:

- 1 On the Countries form, add a new country code for the European Economic and Monetary Union (or whatever you want to call the country code that will be associated with the Euro in your system).
- 2 Access the Currency Codes form.
- 3 Select **New** from the Actions menu.
- 4 In the Currency field, enter the code to represent the Euro, such as **ECU**.
- 5 In the Description field, enter descriptive text for the Euro currency code.
- 6 In the Currency Symbol field, enter the characters to display with the currency. The default value is the same as the currency code (you can overwrite it).
- 7 Save the record.
- 8 Access the Currency Rates form.
- 9 In the Buying and Selling Exchange Rate fields, enter the number of Euros equal to one unit of your domestic national currency.
- 10 In the Effective Date field, enter the date on which you are adding the Euro as a valid currency code in your system.
- 11 Save the record.

12 On the Multi-Currency Parameters form, enter the Euro currency code in the Euro Currency field.

### **Specifying the Euro as Your Domestic Currency**

When you create the database, you can specify the site (domestic) currency as the Euro. Otherwise, if you want to convert your domestic currency from another currency to the Euro, you must use the Domestic Euro Currency Conversion utility to change the domestic currency to the Euro and convert all related records.





# Setting Up Mobile Access

## Setting Up SyteLine Mobile Access

### General Setup

During installation, make sure that the Web Rendering option is selected, so that the web client can be used to display the mobile forms on users' mobile devices.

On the utility server, make sure the **Infor Framework Event Service** is running.

On the **Intranets** form, set up information about your SMTP server: the SMTP server name, a valid From E-mail address, and in the Delivery Method field, select **Network**.

On the **E-mail Types** form, create types such as Mobile, Work, and Home.

### Setting User Home Pages, E-mail, Licensing, and Permissions

Before users can access SyteLine on a mobile device, a system administrator must set up this information for each mobile user:

- 1 On the **Users** form, define a default mobile Home page for the user. This is the form that displays on their mobile device when they log in using the URL (see below). For example, HomePage\_SP.mobi is intended for salespeople and has links to graphs and information that is useful to salespeople. Infor has predefined several Home pages. You can use these pages as-is, customize them, or create additional mobile home pages.
- 2 On the **Users** form, set up the user's e-mail address to receive e-mail notifications. In the grid on the E-mail tab, set up an e-mail address of type **Primary**. If you want the user to receive notifications as texts on a mobile device, specify the user's mobile address, for example 614555-5555@provider.com, as the primary e-mail address. Save the record. Then, in the fields above the grid, select **Send External Notifications** and select the primary address. (This e-mail address is the default address that displays on mobile forms such as Subscribe to Alerts. The user can change the address on those forms.)
- 3 Click **User Modules** and assign the SyteLineMobile or SyteLineMobileMultiSite license module to the user. Return to the **Users** form.
- 4 In the Groups tab on the **Users** form, assign the appropriate authorizations for the mobile user. There is an authorization group defined for each "role" (for example, there is a "Mobile IT" authorization group that allows access to the IT mobile forms).

## Activating Workflow Handlers

So that users can receive notifications about certain events, the system administrator must activate the appropriate workflow event handlers:

- 1 Open the Workflow Event Handler Activation form. The [About Workflow Event Handlers](#) help topic describes each event handler and tells which types of users need that handler activated.
- 2 For each handler that your mobile users will need, click **Active**.
- 3 In most cases, that is all you need to do on this form, but some handlers have additional steps. For example, if you want your IT mobile users to monitor resources:
  - Select the Alert on Status of Monitored Resources row and make sure it is Active.
  - Save the record.
  - Click the Event Triggers button to open the Event Triggers form.
  - For the MonitoringResources event, set a polling interval, in seconds, for Condition Retest Interval and Trigger Reset Interval.

## Using Publications for Alerts

Publications work with the Application Event system and optionally with other application forms to send e-mail alerts to subscribed users when specific circumstances occur. For example, when a monitored resource triggers an alert message, it activates the publication associated with the resource, and the publication sends an alert to all subscribed users.

Use these forms to set up publications:

- **Publication Categories** - Use this form to create and manage publication categories. Some categories are predefined to be used with SyteLine Mobile.
- **Publications** - Use this form to create publications and associate them with publication categories. You can associate any number of categories with a single publication. You can also associate any number of publications with a single category. Some publications are predefined to be used with SyteLine Mobile. For a list of the predefined publications, and the mobile users that can subscribe to them, see [About Publications, Categories, Subscribers and Key Values](#).
- **Publication Subscribers** - This form links individual users to publications. Instead of using this form, mobile users can subscribe to publications from their mobile devices through the **Subscribe to Alerts** link on their mobile home page.
- **Monitored Resources** - Use this form to link monitored resources with publications. See the "How To" links on that form for more information.

## Customizing the Mobile Form Layout

System administrators can use the Mobile Home Page Configuration form to view the options that display on each default mobile home page (IT, Production Supervisor, etc.). They can change the labels and add or remove icons, and they can change the order of the default options on the default pages. System administrators can also create customized mobile home pages for specific users.

Additional customization of mobile forms can be done in Design mode. For example, you can change the mobile toolbars and set options for displaying charts. For more information, see the online help.

System administrators can give other users permission to access the Mobile Home Page Configuration form. Non-system administrator users who access that form will, by default, see no entries. If a system administrator created a customized set of options with the user's name, the user can see those options and change the sequence or description of the options. The user can also add an option to link to a custom mobile form.

## Distributing the URL

Let the mobile users know what URL to enter in the browser on their mobile devices:

- If you set up a default mobile Home page for the user (see above), the URL has a format similar to this:

```
http://server_or_domain/WSWebClient/Mobile.aspx?page=formonly
```

- If you did not set up a default mobile Home page for the user, the URL must include the name of the Home page to open. In this case, the URL has a format similar to this:

```
http://server_or_domain/WSWebClient/Mobile.aspx?page=formonly&form=formname.mobi
```

where *server\_or\_domain* is the SyteLine web/utility server where the Web Rendering option is installed, and *formname.mobi* is the mobile Home page.

## Switching Sites

In mobile forms where a user can view data from different sites, a **Site** drop-down list is displayed on the form. If the form's data comes from an *\_all* table, no logging in and out of sites is needed.

If the data must be accessed from separate site databases, then the user must select a configuration from the list and tap the **Switch** link to "switch sites." Behind the scenes, a URL is built that includes the name of the Web server, the new configuration, the current form, and the user's name. A login screen to the other site is displayed. If you want the switch to be seamless, without requiring the user to enter a password, then set up the user with a Workstation login in that site.

The use of the Switch Sites feature assumes that all of your sites use the same Web client on the same Web server. It also assumes that users set their browsers to allow pop-ups. When you select Switch, you are logged out of the current session and a pop-up window opens with the new login information.

## About Publications, Categories, Subscribers, and Key Values

Publications in SyteLine are not actual documents. They are, in most cases, notifications that something has happened in the system, for example, a shipment is overdue or a task is taking too

long to run. Users, including portal or mobile users, subscribe to publications so that they receive a notification when something happens.

### Predefined Publications

SyteLine has set up these predefined publications to which users can subscribe:

| Publication                      | Description  | Used By   |
|----------------------------------|--|---|
| BOMBulkImportError               | BOM Bulk Import error occurred   | Users running a BOM bulk import   |
| CPConsignedInvLevelAlert         | Quantity of customer consigned inventory has gone below the minimum or above the maximum value                               | Customer Portal users   |
| CPVendorInteractionAlert         | A SyteLine user has entered interaction text for subscribed Customer Portal users  | Customer Portal users   |
| CustomerCreditHoldAlert          | A customer was put on credit hold  | Financial Controller mobile;<br>Salesperson mobile  |
| CustomerDocumentUploadAlert      | A customer has uploaded a document using Customer Portal, or a SyteLine user has uploaded a customer document using SyteLine | SyteLine users who approve documents uploaded by other SyteLine users or by customers using Customer Portal |
| CustomerInteractionFollowUpAlert | A follow-up is needed to a customer interaction. Key Value 1 defines the customer number                                     | Salesperson mobile  |

|                                  |   |   |
|----------------------------------|---|---|
| CustomerOrderCreditHoldAlert     | A customer order was put on credit hold   | Salesperson mobile  |
| CustomerShipmentAlert            | An order was shipped to a customer (for specific orders/customers)  | Customer Portal user; Salesperson mobile                  |
| DCShopFloorTransactionErrorAlert | A specified number of Data Collection shop floor transaction errors occurred. Key Value 1 defines how many errors must be generated before the user receives an alert | Production supervisor mobile                              |
| ItemPriceRequestAlert            | An item price request was entered   | Vendor Portal users who respond to item price requests    |
| ItemPriceResponseAcceptedAlert   | An item price response was accepted   | Vendor Portal users who respond to item price requests    |
| ItemPriceResponseAlert           | An item price response was entered  | SyteLine users who enter item price requests              |
| JobMaterialCostAlert             | The quantity issued against a job is more than required and the total material cost (actual) of the job exceeds the required cost by a certain percent                | Financial Controller mobile; Production supervisor mobile |

|                                  |  |  |
|----------------------------------|--|--|
|                                  | (tolerance) set by the user  |  |
| JobOperationHoursAlert           | Labor hours for a job were more than estimated   | Production supervisor mobile             |
| JobOverProductionAlert           | The completed quantity of a job is greater than the released quantity  | Production supervisor mobile             |
| JobProjectedLateForCustomerAlert | A job is projected to be late for a specified customer. Key Value 1 is the customer number.  | Production supervisor mobile             |
| LateOrderShippingAlert           | At least one open order line for a customer has a due date prior to the current date. Key Value 1 is the customer number   | Executive mobile                         |
| LeadAssignedAlert                | A lead is assigned to the salesperson  | Salesperson mobile                       |
| LockedUserAlert                  | A user is locked out   | IT Admin mobile                          |
| NewCustomerCreatedAlert          | A new customer has been created in Customer Portal.<br><br>If a reseller wants to receive e-mails when new customers associated with them are registered in the portal, reseller users should be | Reseller Portal users and SyteLine users |

---

|                      |  |   |
|----------------------|--|---|
|                      | <p>subscribed to this publication with KeyValue set to their salesperson ID ( for example, KeyValue = JAR). When any customer with slsman = JAR is registered in the portal, the reseller is notified by e-mail.</p> <p>SyteLine users who want to receive this alert should subscribe with KeyValue set to Null, so they get e-mail when any customer is created from the portal.</p> |   |
| OpportunityDueAlert  | An opportunity is due  | Salesperson mobile                                    |
| OrderShippingAlert   | The customer's order has shipped   | Customer Portal users                                 |
| OverBudgetAlert      | The specified account's actual amount is above budget for the current fiscal period. Key Value 1 is the account number, and Key Value 2 is the percentage over budget that triggers an alert   | Financial Controller mobile; Executive mobile         |
| PortallIncidentAlert | An incident was entered in Customer or Reseller Portal   | Customer and Reseller portal users and SyteLine users |

---

|   |  |   |
|---|--|---|
| <p>PortalOrderReceivedAlert</p>                 | <p>An order has been placed in Customer Portal.</p> <p>If a reseller wants to receive e-mails when their customers place orders in the portal, reseller users should be subscribed to this publication with KeyValue set to their salesperson ID ( for example, KeyValue = JAR). When any customer with slsman = JAR places an order in the portal, the reseller is notified by e-mail.</p> <p>SyteLine users who want to receive this alert should subscribe with KeyValue set to Null, so they get e-mail when any order is created from the portal.</p> | <p>Reseller Portal users and SyteLine users</p> |
| <p>PortalOrderRequestDateBeforeDueDateAlert</p> | <p>A portal order was placed with a request date before the due date</p>   | <p>SyteLine users</p>                           |
| <p>PortalSROLaborTransactionAlert</p>           | <p>A service request order (SRO) labor transaction was entered in Reseller Portal</p>  | <p>Reseller Portal users and SyteLine users</p> |



|                                  |  |  |
|----------------------------------|--|--|
| PortalSROMatlTransactionAlert    | A service request order (SRO) material transaction was entered in Reseller Portal  | Reseller Portal users and SyteLine users   |
| PortalSROMiscTransactionAlert    | A service request order (SRO) miscellaneous transaction was entered in Reseller Portal   | Reseller Portal users and SyteLine users   |
| PortalUnitRegistrationAlert      | A unit registration was entered in Customer or Reseller Portal   | Customer and Reseller Portal users and SyteLine users  |
| ProjectedLateShipAlert           | An order line is projected to ship late. Key Value 1 is the customer number.   | Salesperson mobile; Executive mobile   |
| ProspectInteractionFollowUpAlert | A follow-up is needed with a prospect. Key Value 1 is the prospect ID.   | Salesperson mobile   |
| SLCustomerInteractionAlert       | A customer has entered interaction text using Customer Portal. Key Value for subscribers of this publication can contain a single interaction topic (from the Interaction Topics form) to limit alerts received to only interactions about that topic. Key Value also can be left blank to receive all | SyteLine users who respond to Customer Portal interactions<br><br>In multi-site implementations, the user must be subscribed to this alert in the site for which they are responsible and in the primary site. |

|                                |   |  |
|--------------------------------|---|--|
|                                | alerts about all topics.  |  |
| SLVendorInteractionAlert       | A vendor has entered interaction text using Vendor Portal. Key Value for subscribers of this publication can contain a single interaction topic (from the Interaction Topics form) to limit alerts received to only interactions about that topic. Key Value also can be left blank to receive all alerts about all topics. Subscribers E-mail Type must be set to Primary. | SyteLine users who respond to Vendor Portal interactions<br><br>In multi-site implementations, the user must be subscribed to this alert in the site for which they are responsible and in the primary site. |
| SpecialPromotionsAnnouncements | An announcement or promotion was sent to you  | Customer Portal users  |
| TaxCodeEvaluationAlert         | A new customer has been created in Customer Portal, and tax code defaulting is enabled, but there is no default tax code record associated with the new customer's ship-to address  | SyteLine users   |
| TransactionAmountAlert         | The amount of a transaction for a specified account is over the specified amount. Key Value   | Financial Controller mobile  |

---

|                                |  |   |
|--------------------------------|--|---|
|                                | 1 is the account number. Key Value 2 is the amount to which transactions should be limited.                            |   |
| VendorDocumentUploadAlert      | A vendor has uploaded a document using Vendor Portal, or a SyteLine user has uploaded a vendor document using SyteLine | SyteLine users who approve documents uploaded by other SyteLine users or by vendors using Vendor Portal |
| VPConsignedInvConsumptionAlert | The quantity on hand of a vendor consigned inventory item has been reduced through consumption or return to the vendor | Vendor Portal users   |
| VPConsignedInvLevelAlert       | Vendor consigned inventory of an item has gone below the minimum or above the maximum value                            | Vendor Portal users   |
| VPCustomerInteractionAlert     | A SyteLine user has entered interaction text for subscribed Vendor Portal users  | Vendor Portal users   |

---

You can also create your own publications on the **Publications** form.

### Publication Categories

Certain publications are intended for certain types of users. To help organize the publications for users, SyteLine provides some predefined categories. In most cases, these categories match the predefined mobile home pages. For example, there is a salesperson category that is used to organize publications that are available on the salesperson mobile home form.

You can create additional custom categories on the **Publication Categories** form.

## Publication Subscribers

Users can subscribe to publications using the **Publication Subscribers** form. They can also subscribe from the SyteLine mobile **Subscribe to Alerts** page or from the customer or vendor portals.

## Key Values

Some publications allow you to enter key values when you subscribe. For example, the TransactionAmountAlert requires two key values: Key Value 1 holds the account number and Key Value 2 holds the amount to which transactions should be limited. Where they are required, the key values are listed in the table above. IF you leave a key value field blank, you will receive alerts for every matching event or transaction that occurs.

Another example: The DCShopFloorTransactionErrorAlert Key Value 1 defines how many errors must be generated before the user receives an alert. You specify a Key Value of 10. Then if 47 DC errors are generated, you receive 4 alerts, one for each batch of 10 errors. The remaining seven alerts do not generate an alert because they did not reach the specified amount. After three more errors are generated, a new alert is sent.

Enter a zero (0) in the Key Value field to suspend alerts from a publication. This lets you temporarily stop receiving alerts without having to unsubscribe from the publication.

## Mobile - Setting Up to Kill Long-Running Tasks

To allow users to kill long running TaskMan tasks from a mobile device, the system must know how to connect to the utility server that hosts the TaskMan service. Specify this information on the **Monitored Resources** form:

- Resource Type: **Process**
- Resource Name: **KillTask**
- Machine Name: Name of the utility server where the TaskMan Service runs
- User Name / Password: Windows Administrator user name and password to connect to that server
- Domain: Domain name of that server

You also must associate the resource with a publication on the Publication Subscribers tab, because Publication is a required field. However, when the Resource Type is set to Process, the publication field does not affect processing, so you can set it to any publication name.

After this information is set up, and after the tasks in [Setting Up SyteLine Mobile Access](#) are completed, IT Administrator mobile users can remotely monitor and kill long running TaskMan tasks on the **Kill Active Task** mobile form.

## Monitoring Disk Space

You can monitor disk space usage and set a threshold above which certain users will receive a notification. Use these steps to set up the notification:

- 1 In the **Publications** form, add a publication that will be used for notifying users about low disk space. For example, add a publication named **DiskLowAlert**. Specify a category for the publication, for example, **IT Admin**.
- 2 Use the Monitored Resources form to specify these values to set up disk monitoring:

| Field              | Value   |
|--------------------|---|
| Resource Type      | DiskSpace   |
| Resource Name      | The disk drive, for example C:  |
| Active             | Activates monitoring when selected.   |
| Machine Name       | The name of the computer where the drive is located, for example USCMH  |
| User Name/Password | The Windows user name and password used to connect to the computer. This user must be part of the Administrative group.                       |
| Domain             | The complete domain name, for example infor.com   |
| Warning Threshold  | The threshold percentage above which you want to be warned. For example 65.00 sends an alert message when the disk space is filled above 65%. |
| Alert Subject      | The subject of the notification, for example Disk space is low  |
| Alert Message      | The message to send, for example Disk space is low on HDD C   |
| Publication Name   | In this required field, select the publication you defined in step 1, for example DiskLowAlert.   |

- 3 Click Add Subscribers.
- 4 On the **Publication Subscribers** form, specify the users who should receive the publication you set up in step 1 (for example **DiskLowAlert**).



# Setting Up Multi-Site Processing

## Multi-Site Overview

The system allows you to perform the following multi-site functions:

- Move or transfer material or items between sites or warehouses
- Combine data from sites at financial entities
- Ship to common customers and receive from common vendors
- Share administrative functions between sites
- Centralize payment processing (between sites having the same currency)
- View Accounts Payable and/or Accounts Receivable transactions across sites
- Create items at one site for multiple sites
- View item availability across sites
- Create vendors at one site for multiple sites
- Create customers at one site for multiple sites
- Create purchase orders at one site for multiple sites, allowing for accumulation of like items in order to get quantity breaks from vendors
- Create and post invoices at one site for multiple sites.
- Create vouchers and adjustments from one site for multiple sites when generating vouchers from PO Receipts. (Multi-site vouchering is not available for manual vouchers and adjustments.)
- Create journal entries at one site for multiple sites
- Automate demand and source vendor site PO-CO processing

## About Sites and Entities

Logically, a **site** is any place where work is done. Thus, a site may correspond to company headquarters, a manufacturing plant, a distribution center, or a legal company that requires financial reporting.

Sites may report to financial reporting units called **entities**. An entity has a specific currency, a chart of accounts, and the ability to produce financial statements. For financial reporting purposes, you can assign sites to report to an entity. Sites can report to only one entity, and they must share characteristics with the entity such as account formatting, account numbers, and base (domestic) currency. For more information about setting up and using entities, see the Consolidation Overview.

Sites and entities are defined during database server installation, and additional information about each site and entity is set up on the **Sites/Entities** form. This information includes the intranet used

by the site/entity and any linked sites. Replication rules may be set up to transfer data between sites, or master sites may be specified to maintain data for multiple sites.

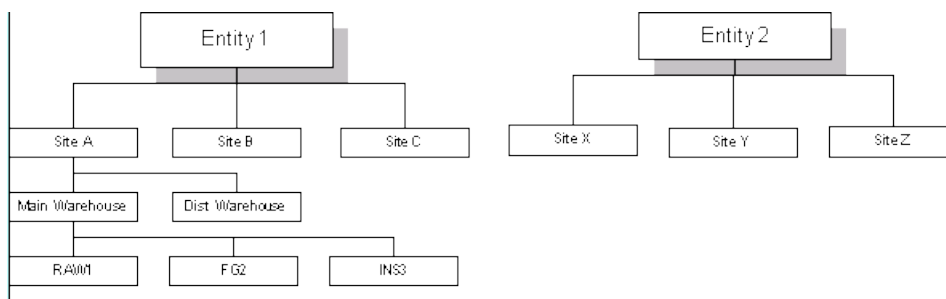
Site groups may also be set up to combine data for sites performing related functions (for example, A/R payment generation or subcomponent manufacturing). Sites in a group do not have to be reporting to the same entity, but they do need to be sharing the appropriate data through replication.

You can add more sites later, as required by your situation. You can also create new entities, add a new site to an existing entity, and/or move sites from one entity to another.

## Company Hierarchies

A corporate entity can have child entities (for consolidating reporting at different levels), and each entity can have child sites. Each site can contain multiple warehouses, and each warehouse can contain multiple item stockroom locations to store inventory.

The following chart shows the hierarchical relationship between components of a company.



Here, Sites A, B, and C are grouped to form Entity 1. There are two warehouses under Site A: Main and Dist. There are three locations shown under the Main warehouse: RAW1, FG2, and INS3.

## Material Transfers Between Sites

There are two different ways to move or transfer items or material between SyteLine sites:

- **Multi-site Quantity Move** - Use the Multi-Site Quantity Move form to perform simple, quick movements of inventory where there is relief of inventory in one site and receipt in another. A multi-site quantity move does not require paperwork and assumes no transit time.
- **Transfer Order** - A transfer order is used for the planning and controlling of stock movement and availability. When a transfer order requests that the material be transferred from the shipping site to the receiving site, the shipping site must be aware of this transfer order. If the material is being transferred to the receiving site from the shipping site, the receiving site must be aware of this transfer order. Once the transfer order is entered at one site, the system creates a complementary record automatically at the other site. In addition to in-transit visibility, transfer orders support the following features:
  - Landed cost
  - Full cross-referencing capability with jobs, purchase orders, and customer orders
  - The ability of the "From" site to use price codes



- Shipping paperwork and Pro-Forma invoices
- Multiple currencies

Both multi-site quantity moves and transfer orders support the use of lots and serial numbers.

### **Price Codes**

The price code determines the costs that are used in multi-site quantity moves or transfer orders. You can set up price codes for sites that report to different entities. If both sites are in the same entity, price codes are not used.

### **Accounts**

Multi-site transfer accounting automates inter-company financial transactions and inter-company financial consolidation. The system provides parameter set-up for profit/cost eliminations, and offers separate account tracking for inter-company profit, cost, Accounts Receivable, Accounts Payable, sales, and cost of sales.

Accounts must be set up to establish site relationships and default account numbers that will record inter-entity financial transactions. When initiating either a move or a transfer between sites, the costs and account numbers that default for the transaction come from the Inter-Site Parameters form and are relative to the site that initiated the transaction.

For more information, see About Multi-Site Transfer Order Costing.

### **Multi-Site Linked MRP and APS**

SyteLine can replicate transfer orders between remote sites. When either MRP or APS creates planned transfer supply orders (PLNs) for components provided by remote supply sites, the planned transfer order is replicated to the supply site as a planned demand transfer order. See Setting Up Planned Transfer Order Replication for steps to set up this replication.

### **Demand and Source Vendor Sites**

If you have separate demand and source vendor sites, with one site taking customer orders and maintaining POs while the other site fulfills those orders through a CO, you can set up a relationship between the sites to automate transaction processing. The process is similar to transfer orders but is between entities that are fiscally separate, so physical funds are moved through invoicing and vouchering. By automating the process, you can eliminate some of the manual data entry needed and ensure that the PO and CO remain in sync. For more information, see About Demand and Source Vendor Site PO-CO Automation.

### **Inter-Site Parameters**

The Inter-Site Parameters form must be filled out prior to any A/P, A/R, or transfer multi-site activities taking place. These parameters establish the relationship between the sites ("inter" or "intra") and identify the inter-company accounts numbers to be used during transactions. If your sites are set up

to replicate Site Admin data, you can enter these parameters in one site and all the others will update automatically.

## Centralized and Decentralized Order Entry

If you want your sites to share customer order data, set up "centralized order entry" replication rules between the sites. This allows either:

- **Centralized order entry**, where the company's ordering, A/R payments and/or pricing can be handled at a single site.
- **Decentralized order entry**, where any site can originate its own orders.

When determining whether to implement centralized order entry, consider where Cost of Sales and Revenue are recognized. In centralized order entry, the shipping site incurs the cost and earns the revenue.

An order's shipment can span several sites: lines 1-3 are shipped from Site A, and lines 4-6 are shipped from Site B. Shipping and invoicing tasks must be performed at each shipping site.

Notes about multi-site customer orders:

- Credit checking and inventory visibility are provided from site to site.
- Invoice, credit, and debit memo sequences may be used to easily distinguish one site's A/R transactions from another.
- The Item Availability form can be used to check inventory levels across sites. (It uses the Site Group ID.)
- Both the Shipping and Invoicing activities must take place in the "shipping" site. In a multi-site environment, invoicing is performed by each individual site. The originating site invoices only those line items shipping from its site. Other shipping sites will invoice locally for only their line items. In centralized order entry, if the originating site has no inventory, invoicing is done only by the shipping sites, not the originating site. However, if you have Invoice Builder replication set up between sites, users can create and post invoices at one site for items that are shipping from that site and other sites, through the Multi-Site Invoice Posting form.
- A/R cash application can be done centrally, as long as the sharing sites have the same base currency. (In order to do centralized cash applications, A/R replication rules must be set up between the sites.)
- A site can make a payment for an order that originated from another site that reports to the same entity, as long as the necessary data is being replicated between the sites. However, you cannot generate a new draft payment and apply it to multiple invoices because when there is an invoice generated for a draft customer, the system creates a draft record. There is a one-to-one relationship (site-specific) with an invoice and a draft.
- To pull all default item prices for CO lines from the site originating the order select "Price From Originating Site" on the Order Entry Parameters form. (If this field is not selected, the system pulls the default prices from the site shipping the order line item.)
- You can use prefixes to ensure that orders are unique by site.
- If you have a multi-site system with CCI centralized order entry, licensed Credit Card Interface users can enter and validate credit card information from a centralized site, and then later charge

the card from a different shipping site where the invoice is generated. For more information, see the *Credit Card Interface Implementation Guide*.

## Functions where Entity Data Is Not Available

Many system forms include a "Site" field that allows you to select a site. In some cases, both sites and entities are listed; however, if the data on the form is not applicable to entities, then only sites are listed.

## About Site Groups

Use multi-site groups to combine data for sites performing related functions - for example, A/R payment generation or subcomponent manufacturing. Sites in a group do not have to be reporting to the same entity, but they do need to be sharing the appropriate data through replication.

See this Example.

Site groups can also include entities when needed. For example, you might want to perform manual replication of data to a group that includes entities.

## Setting Up Site Groups

The system automatically creates one group that just contains the current site. If you used the SyteLine Configuration Wizard to link your system as multi-site, you might have created an additional group containing a set of linked sites and entities. You can create more groups on the **Site Groups** form.

## Setting Up Defaults

You can set up a specific site group to display as the default value on certain forms as follows:

### General Parameters

You must enter a site group in the **General Parameters** form. This becomes the default site group value on the following forms:

- 1099 Form Printing Report
- A/P Payment Generation
- Accounts Payable Aging Report
- Accounts Receivable Aging Report
- Cash Receipts Due Report
- Cash Requirements Report
- Customer Statements Report

- Dunning Report
- EU Sales List Report
- Financial Statement Output
- General Ledger
- Order Status Report

(Users can change the site group on the forms.)

## Users

You must enter a site group for each user in the **Users** form. This value becomes the default site group value shown when that user opens the **Item Availability** form.

If the user\_local\_mst table is not shared in the **Intranet Shared User Tables** form, then you must update the multi-site group field at each site where the user record exists, even for sites in the same database.

## Accounts Payable Parameters

You must enter a site group in the **Accounts Payable Parameters** form. Only records from sites that are included in this site group will display on the following forms:

- A/P Posted Transactions - Summary and Detail (if you select "Show Site ID")
- A/P Quick Payment Application

## Accounts Receivable Parameters

You must enter a site group in the **Accounts Receivable Parameters** form. Only records from sites that are included in this site group will display on the following forms:

- A/P Posted Transactions - Summary and Detail (if you select "Show Site ID")
- A/R Quick Payment Application
- Returned Checks

On the **A/R Payment Distribution** form, the **Site** field value is validated against the list of sites in the site group specified on the **Accounts Receivable Parameters** form.

## No Default

The following forms have no default value.

- A/R Finance Charge Generation
- Item Product Code Sales Analysis Report
- Journal Transaction Report
- Manual Replication Utility
- Purge Transfer Orders
- Order Credit Hold Change
- Rebalance Customer Balances

**NOTE:** If you leave the **Site Group** field blank on a form where it is not required, the system looks only at records for the current site.

## Setting Up Inter-Site Parameter Records

Use the Inter-Site Parameters form to set up relationships between sites where one site will make moves or transfers to another site.

In the case where moves or transfers occur in both directions (e.g., Site A and Site B both move and transfer items to one another), then two records need to be created:

From Site A

To Site B

and

From Site B

To Site A

In the case where moves or transfers only occur in one direction, you only need to enter one record. If, for example, Site A moves or transfers items to Site C, but Site C never moves or transfers items to Site A, then you only need to enter:

From Site A

To Site C

In the case where moves or transfers never occur between two sites (for example, Site A and Site D), this record would not need to be created.

**NOTE:** To update an account number for both the From Site and the To Site, you must have relevant authorizations on each site.

## Price Code Setup

Setting up the Price Code determines the costs that are used in Multi-Site Quantity Moves or transfer orders. You have the option of setting up Price Codes for sites that are in different entities. If both sites are in the same entity then Price Code functionality is not available.

## Free on Board (FOB) Setup

Setting up the FOB site affects the timing of the costing based on the change of ownership of goods when they are moved or transferred, and determines which account numbers are used for recording the transactions. See About Transfer Order Costing for a more detailed explanation.

## Multi-Site Quantity Moves and Transfer Orders

Multi-Site quantity moves and transfer orders are two different ways to move or transfer items or materials within the system. Intra-Entity account numbers are used when the move or transfer is between sites within an entity.

For Multi-Site Quantity Moves, the system provides functionality for any one site to enter a Multi-Site Quantity Move for items to be moved to one other site.

For transfer orders, the system provides functionality for any one site to enter a transfer order for items to be received at that site from one other shipping site. The system also provides functionality for any one site to enter a transfer order for items to be shipped to one other receiving site.

## Account Setup

Accounts need to be set up to establish site relationships and default account numbers that will record Inter-Entity financial transactions. When setting up the account numbers, it is important to understand the concept that moves or transfers can be either Push or Pull transactions. Based on how you set up relationships among the sites in your system in the Inter-Site Parameters, it is possible to initiate both moves and transfers from one site to another. Both the costs and account numbers that default will be relative to the site that initiated the transaction and are dependent on whether the transaction was a Push or Pull transaction.

Payments are entered at the From Site and distributed to the To Site.

When posting an **A/P Payment**, the From Inter-Site Asset Account is debited and the To Inter-Site Liability site is credited. When posting an **A/R Payment**, the From Inter-Site Liability Account is credited and the To Inter-Site Asset account is debited.

## Moving Items or Materials Between Sites

To perform simple, quick movements of inventory where there is relief of inventory in one site and receipt in another, use the **Multi-Site Quantity Move** form. A multi-site quantity move does not require paperwork and assumes no transit time. It is frequently used in Focused Factories or close proximity locations. All material and financial transactions occur automatically without user intervention. These moves may be:

- From/To a different location/lot
- From/To a different whse/location/lot
- From/To a different site/whse/location/lot
- From/To a different entity/site/whse/location/lot

## Multi-Site Quantity Move Assumptions

- A multi-site and multi-warehouse environment must be configured.
- The Unit of Measure for items or materials to be moved must be *identical* at all sites.

- The Multi-Site Quantity Move provides for Price Code functionality with the following conditions:
- The move is between sites in two different entities, and
- The entities have the same currency.

If these conditions are not met, the system uses the Unit Cost.

- The Multi-Site Quantity Move does *not* support Multi-Currency.
- The Multi-Site Quantity Move does *not* support Landed Costing.
- The Multi-Site Quantity Move does *not* support Freight costs.
- The Multi-Site Quantity Move does *not* support EU reporting.
- The Multi-Site Quantity Move does *not* generate paperwork or supporting documentation. Accounting entries are posted automatically into the IC DIST Journal for both the To Site and From Site.
- The Multi-Site Quantity Move assumes *no* transit time.
- The Multi-Site Quantity Move does *not* support movement of items or materials with reserved quantities.

## Push/Pull Transactions

Multi-Site Quantity Moves can be either *Push* or *Pull* transactions.

*Push* transactions move material from Site A to Site B.

**EXAMPLE:** Site A is the originating site and moves material *to* Site B. Site A is considered the From Site and Site B is considered the To Site. The transaction uses the cost/price of Site A.

*Pull* transactions move material from Site B to Site A.

**EXAMPLE:** Site A is the originating site and moves material *from* Site B. Site A is considered the To Site and Site B is considered the From Site. The transaction uses the cost/price of Site B.

The system provides functionality for any one site to enter a Multi-Site Quantity Move for items to be moved at that site from one other shipping site.

## Staging Locations

**NOTE:** The following convention is suggested when you are performing a Multi-Site Quantity Move.

The **Multi-Site Quantity Move** form prompts for both From and To Locations. However, frequently you might not know a valid To Location. Therefore, we suggest that you use the location staging in one or both locations.

For example, if you are at Site A and performing a Multi-Site Quantity Move to Site B, when the form prompts for a receiving location, enter **Staging**. If the Staging location is consistently used, then the user at Site B will always check the Staging location for incoming items or materials as a result of Multi-Site Quantity Moves.

## Costing for Multi-Site Quantity Moves

Costing functionality begins by performing validations for proper account numbers set up at both the From and To Sites. The transaction date is checked against the dates for the current accounting period.

When items or materials are moved between two different entities, the transaction can use either the Unit Cost or a price. For many moves the Unit Cost is sufficient, and in that case you are not required to enter the Unit Cost. However, you must enter two Price Codes if you wish to indicate a price:

- A Price Code for the item, and
- The Price Code defined on the Inter-Site Parameters form for the combination of sites.

The Multi-Site Quantity Move checks these two Price Codes, and if a match is found then the Price Matrix is searched and the appropriate Price Formula is used for costing.

Material Transactions records and journal entries are also created. For Multi-Site Quantity Moves there is no timing issue involved for posting journal entries because there is no transit time. Therefore, when a Multi-Site Quantity Move is entered, journal entries are created for both the To and From sites and they are both posted at the same time.

## Types of Moves

The following table outlines what types of moves and types of costing and pricing Multi-Site Quantity Move supports.

| Cost Type          | From Loc to Loc | From Whse to Whse | From Site to Site | From Ent to Ent |
|--------------------|-----------------|-------------------|-------------------|-----------------|
| 1 - Same Cost      | yes             | yes               | yes               | yes             |
| 2 - Different Cost | *               | *                 | yes               | yes             |
| 3 - Price or Cost  | no              | no                | no                | yes             |

### Key:

\* = Specific Costing only

Loc = Location

Whse = Warehouse

Ent = Entity

- **Same Cost for From Site and To Site** - Moves allowed for all scenarios (e.g., location-to-location, warehouse-to-warehouse, site-to-site, entity-to-entity).



- **Different Cost for From Site and To Site** - Moves allowed for site-to-site moves and entity-to-entity moves.
- **Pricing functionality used between From Site and To Site** - Moves allowed for entity-to-entity moves where valid Price Codes have been set up. If pricing has not been set up, then the system uses the Unit Cost instead.

## Price Codes

In determining which Unit Price to use on a Multi-Site Quantity Move, several validations take place by the system. The following conditions are assumed:

- 1 The two sites are in different entities.
- 2 Both sites have the same currency.
- 3 Valid Price Codes have been set up.

The system checks for matching Price Codes as defined on the **Item Pricing** form and for the From Site and To Site combination as defined on the **Inter-Site Parameters** form.

**NOTE:** The system checks the **Item Pricing** form for the item at the From Site.

When a match is made for the Price Codes, then the system searches the Price Matrix for a valid Price Formula and uses it for price calculations. If no valid Price Formula is found, then the Unit Cost is used.

Journal entries are made automatically based on the accounts defined in the Inter Site Receive To Accounts and Inter Site Ship From Accounts.

## Incomplete Transactions

In order to perform a Multi-Site Quantity Move, it is necessary for both the From Site and To Site databases to be running and connected to the global database. If these conditions are not met, then error messages display and indicate that this option is not currently available. You are prevented from performing this transaction until the condition is corrected.

If an error condition occurs *during* a Multi-Site Quantity Move, (for example, one of the databases becomes disconnected), an error message displays and the transaction is not completed. The entire transaction is backed out and you must repeat it later when the necessary conditions have been re-established.

**NOTE:** If previous transactions have been successfully completed, they are *not* backed out when an error condition occurs. The only transactions that fail will be the ones that were being entered at the time of the error condition.

## How to Make Corrections/Reversals

You can correct or reverse a Multi-Site Quantity Move by entering a Quantity Adjustment at each site. This corrects the inventory, but not the accounting. The accounting must be manually corrected based on your situation and the type of costing that you use.

## Accounting Transactions

Multi-Site Quantity Moves create accounting transactions automatically without user intervention. The following chart summarizes the accounts that are affected based on the type of move (for example, entity-to-entity moves, site-to-site moves, etc.). The cost used is also a variable. For example, the cost can be the same between two sites. When reading the chart, refer to the following key:

### Key:

**All** = These accounts will record transactions for **all** costing conditions. In the case where the cost is the same for both the From and To Sites, then these are the only accounts that will have transactions.

**y** = The 'y' indicates that for this type of transaction this account will be affected.

**\*** = Variances are recorded in the Val Var account when using Standard Costing.

**NOTE:** Variances are recorded in the Inv Adj account when using Actual costing.

### Cost Variables:

**cost<>cost** = From Site and To Site have different costs

**price <>cost** = From Site charges the To Site a price

**Affected Accounts Based on Move Type**

|  | Sales | COS | A/R | Profit | Cost | A/R | A/P | Split-<br>WIP | ValVar | InvAdj | Clring |
|--|-------|-----|-----|--------|------|-----|-----|---------------|--------|--------|--------|
| Ent to<br>Ent -<br>All                     | Y     | Y   |     |        |      | Y   | Y   |               |        |        |        |
| Ent to<br>Ent -<br>cost<br><>cost          |       |     |     |        |      |     |     |               | Y      | Y      |        |
| Ent to<br>Ent -<br>price<br><><br>cost     |       |     |     | Y      | Y    |     |     |               |        |        |        |
| Site to<br>Site -<br>All                   |       |     |     |        |      |     |     | Y             |        |        | Y      |
| Site to<br>Site<br>cost<br><><br>cost      |       |     |     |        |      |     |     |               |        | Y      |        |
| Whse<br>to<br>Whse<br>- All                |       |     |     |        |      |     |     | Y             |        |        |        |
| Whse<br>to<br>Whse<br>- cost<br><><br>cost |       |     |     |        |      |     |     |               |        | Y      |        |

## Lot Tracking

Lot tracking is independent for each site. This means that each site creates/maintains lot numbers for that site only. There is *not* a common pool of lot numbers that is shared across all sites.

In order to perform lot tracking, you need:

- Lot Tracking enabled for the system, and
- Item Stockroom Detail authorizations for both sites you specify in the move.

**NOTE:** This permits you to create item locations and item lots 'on the fly' for the To Site.

When doing either site-to-site or entity-to-entity moves, enter the lot number when you specify the To Lot. The system carries forward the lot number from the From Site to the To Site. Matltrack records are created automatically by the system, which can then be used to trace these transactions at a later time.

## Serial Number Tracking

Serial Number Tracking assumes that serial numbers are corporate-wide and are *not* independent for each site. This means that each site creates/maintains serial numbers that are used by *all* sites.

To perform Serial Number Tracking, you need:

- Serial Number Tracking enabled for the system, and
- Item Stockroom Detail authorizations for both sites you specify in the move.

**NOTE:** This permits you to create item locations 'on the fly' for the To Site.

When doing either site-to-site or entity-to-entity moves, enter the serial number when you specify the To Location. The **Serial Number** tab is enabled. Matltrack records are created automatically by the system which can be used to trace these transactions at a later time.

The following table presents your options for entering serial numbers.

|                             | To Site                                   | To Site                                  |
|-----------------------------|---|--|
| From Site                   | Yes-Serial Track Enabled                  | No-Serial Track Not Enabled              |
| Yes-Serial Track Enabled    | From Site-user selects s/n and processes  | From Site-user selects s/n and processes |
|                             | To Site- process SAME s/n                 | To Site- Not Valid Option                |
| No-Serial Track Not Enabled | To Site-user enters NEW s/n and processes | Not Valid Option                         |

**NOTE:** When the To Site has serial numbers enabled but the From Site does not, enter new serial numbers in the Serial Numbers tab after the To Loc and To Lot fields are entered.

## Matltran Records

The following Matltran records are created for each type of move as indicated in the following table:

| <b>Move</b>   | <b>Type</b> | <b>Ref</b> |
|---------------|-------------|------------|
| loc/loc       | M           | I          |
| whse/whse     | M           | I          |
| site/site     | M           | I          |
| entity/entity | M           | I          |



# Setting Up Tax Processing

## Setting Up Tax Systems

There are three types of tax systems used in SyteLine: area-based tax, item-based tax, and parametric sales tax. This topic describes each tax system type and then explains how to set specific fields when creating a tax system.

### NOTES:

- For businesses operating in Canada, the system assumes that the main tax system (GST) is set up as Tax System 1, with either an item-based or an area-based tax mode, depending on provincial requirements. The system also assumes that PST and HST are set up as Tax System 2, with an area-based tax mode.
- For European Union (EU) countries and Australia, the system assumes that the main tax system (sales tax or VAT tax) is set up as Tax System 1, with an item-based tax mode.
- For the United States, the system assumes that the main tax system (sales tax) is set up as Tax System 1, with an area-based tax mode.

## Area-Based Tax System

The *area-based tax system*, which applies to U.S. companies, allows taxes to be charged at the header level. On the **Tax Codes** form, you assign tax rates to a state tax code. The **Include Price** and **Include Misc** options on this form should be selected, and the A/R account number must be defined.

Under the area-based tax system, if an item is tax-exempt (as specified in the **Items** form), the system ignores the tax code at the order header level and does not charge sales tax.

If an item is taxable, the system charges tax based on the "Ship To" customer's tax code (or the "Bill To" if it is the same as the "Ship To" customer).

Tax discounts and allowances can be adjusted in area-based tax systems.

If a line item is drop shipped, tax is charged based on the tax code of the "Drop Ship" customer. This overrides the tax status of the line item and the header tax code. If you want to display a message asking if sales tax should be charged based on the tax code of the "Drop Ship" customer, the following options must be selected for the tax system:

- **Prompt on Line Item** (on the **Tax Systems** form) - Asks whether an item is taxable or nontaxable at the line item level of an order.

- **Prompt for [Tax System (1)]** (on the **Tax Parameters** form) - Asks whether an item is taxable or nontaxable in the **Items** form's **Sales** tab. If there are two tax systems, the form has two **Prompt for...** fields, one for each tax system.

The *[Tax System (1)]* portion of the field is replaced by the tax system's name.

If you are using only an area-based tax system, *do not* set a default value for the following fields on the **Tax Systems** form; otherwise you may encounter problems:

- Item Tax Code
- AR/AP Tax Code
- Freight Tax Code
- Misc Tax Code

These four fields are only used for item-based tax systems. You can choose to **Include Misc Charges** and **Include Freight** when setting up the tax code on the **Tax Codes** form.

## Item-Based Tax System

The *item-based tax system* mainly applies to Canada, the United Kingdom, and European Union (EU) countries. It allows sales taxes to be charged at the line item level and tax codes to be specified in the **Items** form. (For example, this type of tax is used for Canada's GST.) The system looks at the tax rate of the item and overrides the tax code on the order header.

## Parametric Sales Tax System

The *parametric sales tax system* allows flexibility mainly for the EU. Many of the fields and options should be ignored (or set to N) for U.S. companies.

## Forms and Fields Used in Setting Up Tax Systems

### General Parameters Form

Use this form to set parameters used throughout the system. The following fields on the **General Parameters** form apply to tax systems:

| Field                 | Description   |
|-----------------------|---|
| Activate EU Reporting | Selected to activate EU VAT information   |
| EU Wt. Conv. Factor   | Converts the Weight field in the Item file to kilograms (unit weight on EU SSD) |
| Capitalize State      | Selected for uppercase  |



---

## Abbreviations

---

### Tax Systems Form

Use this form to establish the tax system and tax codes used in processing Value Added Tax (VAT) or sales tax related information. The VAT function processes items in Customer Order Entry, Purchasing, Accounts Receivable, and Accounts Payable.

Set the **Tax Mode** to **Area** for U.S. companies. This allows tax rates to be entered at the header level.

Set the **Tax Mode** to **Item** for European/U.K. companies. This only allows tax rates to be entered at the item level. (Taxes are based on each item of the sale - for example, VAT.)

**CAUTION:** The fields on the **General** tab should not be changed once there are valid transactions in the system. This can invalidate your data and compromise integrity.

For example, if the **Active For Purchasing** field is set to **Yes** after POs have already been entered into the system, the current POs will NOT contain the proper tax codes, and the tax records on the PO side will be nonexistent.

Use the **Tax Codes** tab on this form to define default tax code information, which is used as described in [Setting Up Default Tax Codes](#).

- If there are commissions, non-A/P, or non-A/R charges, associate their tax codes with Tax System 1.
- The **Transfer A/P VAT Tax Code** and the **Transfer A/R VAT Tax Code** are used when Transfer VAT is selected on the **Tax Codes** form.

Use the **Labels** tab to customize labels for tax codes, tax amounts, and tax IDs.

### Tax Parameters Form

Use this form to set your company's specific reporting and functionality requirements.

### Tax Jurisdiction Form

Use this form to record where taxes are located. It allows you to group tax codes into jurisdictions. Each tax code can be assigned a jurisdiction.

The **Tax Jurisdiction** form is not applicable for U.S. companies.

### Tax Codes Form

Use this form to set up tax codes that specify the percentage of tax to charge to a customer, and the G/L Account to which the sales tax is to be posted. These tax codes are used when entering invoices and vouchers. You can create one set of tax codes per tax system. See the two Entering Tax Code Information topics in Related Topics, below.

Select Transfer VAT if you want to enable VAT recognition upon bank reconciliation of voucher and invoice payments.

## Address Tax Code Defaults Form

Use this form to set up default tax codes by location for new customer and vendor records. For more information, see [Setting Up Area-Based Default Tax Codes](#).

## Chart of Accounts Form

Use this form to set up tax accounts. For example, if your system handles VAT taxes, input and output VAT accounts are required.

# Setting Up a Parametric Tax System

**NOTE:** This topic is intended to help U.S. companies set up SyteLine systems to properly handle sales tax. The system must be completely set up before any transactions are entered. Once the system is initialized, it will charge sales tax on customer orders and calculate sales tax on purchase orders. The system will generate proper tax records for invoicing taxable orders.

- 1 On the **General** tab of the **General Parameters** form, select the **Capitalize State Abbreviations** field. The system then capitalizes the state abbreviation in addresses.
- 2 On the **Tax Systems** form, SyteLine presumes that the main tax system (**Sales Tax**) will be set up with **Tax Mode** set to **Area** for U.S. companies. Most of the parameters on this form should be left at their default value, except the following:
  - Enter Taxable in Tax Code Label field.
  - Enter Federal ID in Tax ID Label field.
  - Set up a default Customer/Vendor Tax Code with a Rate tax type.
- 3 On the **Tax Parameters** form, set the field values according to your company's specific reporting and functionality requirements. The usual field values for U.S. companies are:
  - Cash Rounding Factor: 0.00.
  - Prompt for Tax Discount: cleared
  - Print Tax Codes on Invoice: cleared
  - Print Tax Footer on Invoice: cleared
  - Prompt for State Tax: selected
  - Two Exchange Rates: cleared
- 4 On the **Tax Codes** form, at least one tax code with a **Rate** tax type must already have been created in Step 2. In general, for tax codes with a **Rate** tax type in the U.S., the **Include Price** and **Include Misc** fields should be selected.
- 5 Create another tax code to accommodate sales tax exempting, with the following values:
  - Tax System: 1
  - Tax Code Type: Exemption
  - Tax Code: N
  - Description: Sales Tax Exempt

- Tax Rate: 0.00
- Assess on Return: cleared

The SyteLine system is now ready for valid transactions to be entered. If the defaults in the **Tax Systems** form have been entered accurately, new customers entered into the **Customers** form will have appropriate tax codes. Therefore, when customer orders and purchase orders are entered, they will use the proper defaults and have the correct sales tax applied.

## Entering Tax Code Information (Area-Based)

Use these general steps to set up tax code information in the system.

**NOTE:** For information on entering other types of tax codes, see [Entering Tax Code Information \(GST/PST\)](#) or [Setting Up and Calculating Value-Added Tax Information](#).

- 1 In the **Tax Systems** form:
  - a Specify Tax System **1**.
  - b Select Tax Mode **Area**.
  - c Specify a default tax code only in Customer/Vendor Tax Code.
- 2 Open the **Tax Parameters** form.
- 3 Make sure Prompt for [Tax System (1)] is selected.
- 4 In the **Tax Codes** form, enter all the tax codes you will use. State, county, city, and local taxes should be entered with Tax Code Type set to **Rate**. You should also have one tax code set up as **Exempt**.
- 5 In the **Address Tax Code Defaults** form, set up default tax codes by location for new customer and vendor records. For more information, see [Setting Up Area-Based Default Tax Codes](#).
- 6 On the **Customer Ship-Tos** form, for each customer specify a tax code that was set up in Step 4 with a Tax Code Type of Rate.
- 7 On the **Vendors** form, for each vendor specify a tax code that was set up in Step 4 with a Tax Code Type of Rate.
- 8 Open the **Items** form Sales tab. For each item that is taxable, the **Tax Code** field should be blank. If an item is not taxable, enter an exempt tax code in the **Tax Code** field.
- 9 To test the tax system setup, open the **Customer Orders** form and enter an order. For total order taxing, check the information in the Tax Info tab. The tax should be filled in the **Tax Code** field, and freight and miscellaneous should be blank, even if they are taxable.
- 10 Print the **Order Verification** report. Verify the tax amount on this report before proceeding.

### NOTES:

- Tax amounts will be placed on the **Customer Orders** form's Amounts tab when shipping occurs. The Assess on Return and Deductible fields on the Tax Codes form are only active for vouchers.

- This information is not stored separately in the tax records. Do not change the flags mid-period, since this will cause the report to change. If you want a change, enter a new tax code with the desired values.
- You cannot delete a tax code if it is used in the Customers, Customer Orders, or Estimates forms.

## Entering Tax Code Information (GST/PST)

Use these general steps to set up GST/PST tax code information in the system.

**NOTE:** For information on entering other tax codes, see [Entering Tax Code Information \(Area-Based\)](#) or [Setting Up and Calculating Value-Added Tax Information](#).

- 1 In the **Tax Systems** form:
  - a Enter **GST** as Tax System 1.
  - b Select Tax Mode **Item**.
  - c If you need to [calculate tax adjustments](#) in payments due to discounts and allowances, select **Tax Discount/Allowance**.
  - d Enter **GST** as the default value for Item Tax Code, AR/AP Tax Code, Freight Tax Code, and Misc. Tax Code.
  - e Enter **PST** as Tax System 2.
  - f Select Tax Mode **Area**.
  - g Enter **PST** as the default value for Customer/Vendor Tax Code.
- 2 Open the **Tax Parameters** form and make sure **Prompt for PST** is selected.
- 3 Open the **Tax Codes** form.
- 4 Set the Tax Code Type for both GST and PST tax systems to **Exempt**. Enter a tax code of **GST Tax** (with Type set to **Exempt**) for tax system 1. For tax system 2 (PST), enter rates for provinces as tax codes (with Type set to **Rate**).
- 5 Open the **Customer Ship-Tos** form Codes tab.
- 6 Leave the first Tax Code field blank for each customer.
- 7 Enter **PST** in the second Tax Code field.
- 8 Open the **Items** form Sales tab.
- 9 Enter the GST (with a "Rate" tax type) under Tax Code for tax system 1. For tax system 2, leave the code blank if your PST needs to be charged. Enter a tax code with an "Exempt" tax type if PST will not be charged.
- 10 Open the **Customer Orders** form.
- 11 Enter an order to test the tax system. For total order taxing, check the information in the Tax Info tab. The first Tax Code field should be blank. **PST** should be in the second Tax Code. Freight

and Miscellaneous should display the default tax codes set in the Tax Systems screen for tax system 1.

**12** Print the **Order Verification Report**. Verify the tax amount on this report before proceeding.

**NOTE:** Tax amounts will be placed on the **Customer Orders** form's Amounts tab when shipping occurs.

## Setting Up Default Tax Codes

### Customer and Vendor Tax Codes by Location

Use the **Address Tax Code Defaults** form to enter default tax codes by location (country, state, and zip) for new customer and vendor records. You can enter tax codes all at once or as needed to do business with customers and vendors in different locations.

When a new customer ship-to record or vendor record is created in SyteLine, or when a new customer ship-to record is created from the Customer Portal, a tax code from this form — which is associated with the new shipping or vendor address — is used as the default tax code on the customer ship-to or vendor record. If no matching tax code is found here, the standard SyteLine tax code default, from the **Tax Systems** form, is used.

### *Matching Addresses for Tax Codes*

The matching process for the default tax code uses the values from the **Address Tax Code Defaults** form as described here:

- If a default tax code exists on this form where the country, state, and zip code all match the address, use that tax code.
- Otherwise, if a default code with a matching country and state, and a blank zip code exists, use it.
- Otherwise, if a default code with a matching country and zip, and a blank state exists, use it.
- Otherwise, if a default code with a matching country, and a blank state and zip exists, use it.

For example, you can specify a default tax code with a country and state, and leave the zip code blank, to use that code as the default for all addresses in that state. Or, if you ship orders to a country for which you don't charge taxes, you can set up a default tax code for that country as Exempt, and not fill in a state or zip.

For Customer Portal users, it is helpful to set up as many default tax codes as possible in the **Address Tax Code Defaults** form. If the **Address Tax Code Defaults** form has no records, then when customers add orders through the portal, the portal cannot display valid tax amounts for their area. In that case, customers submit the order without knowing how much they will pay in taxes on the order. The order is then put on Ship Hold until a SyteLine user can enter a valid tax code for the customer and order.

We recommend that, to start with, you create at least one tax code for each country. Over time, as you create more matching tax code records, this form becomes more useful, because customer addresses can be more precisely matched to tax codes.

### ***Tax Codes and the Customer Portal***

For new Customer Ship-To records added in SyteLine, the SyteLine user can change the default tax code to an appropriate code. But for new customer records added from the portal, there is no human intervention, so having an appropriate default tax code is more important.

During Customer Portal setup, it is helpful to set up as many default tax codes as possible in the **Address Tax Code Defaults** form. At least one address tax code for each country to which a sale or purchase can occur should be created at each site in the Customer Portal site group. If the **Address Tax Code Defaults** form has no records, then when customers add orders through the portal, the portal cannot display valid tax amounts for their area. In that case, customers submit the order without knowing how much they will pay in taxes on the order. To ensure that new customer records created from the portal have the correct tax codes, an alert is sent to subscribed SyteLine users when someone registers on the portal, and again if someone creates a ship-to address but no address tax code default can be found for their address. The customer and order are then put on Ship Hold until a SyteLine user can enter a valid tax code for the customer and order. For more information, see the help on the **Ship Hold** field.

Over time, as you create more matching tax code records, the **Address Tax Code Defaults** form becomes more useful. Customer addresses can be more precisely matched to the default tax codes, and more new customers and orders can flow through the system automatically without waiting for manual entry of a valid tax code.

For more information about portals, refer to the SyteLine Portals Setup and Administration Guide, "Setting Up SyteLine for Online Ordering."

### ***Tax Codes, Portals and the Tax Interface***

If you use the Tax Interface module for taxing of Customer Portal orders, you can specify the EXTRNL tax code as the Tax System 1 default tax code in the **Address Tax Code Defaults** form. Then any new Customer Ship-To record created from the portal uses the default tax code of EXTRNL when there is an address match. A tax code of EXTRNL triggers the customer order tax calculation logic to calculate tax amounts using the Tax Interface module logic instead of the standard SyteLine tax calculation logic. For more information, see About the Tax Interface.

For vendor records, a default tax code of EXTRNL is invalid and must be manually changed to a valid tax code.

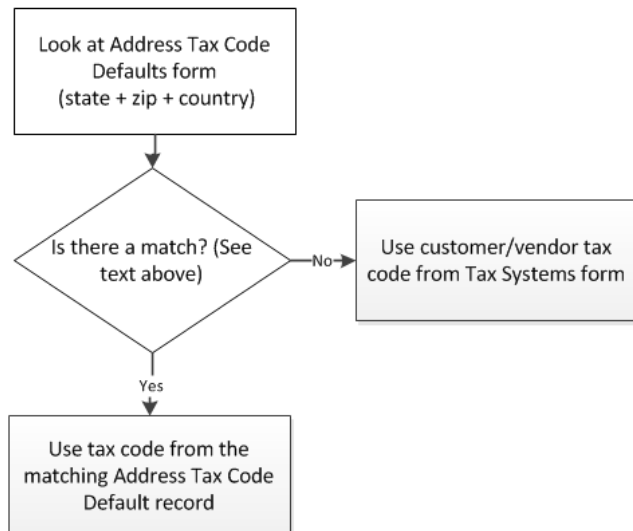
## **General Process for Determining Default Tax Codes**

The system uses the process below to determine the default tax code when you provide an address in a new **Customer Ship-To** or **Vendor** record. This process is used in both area-based and item-based tax systems.

To determine tax codes for Tax System 1:



To determine tax codes for Tax System 2:



In an **area-based** tax system, the customer/vendor tax code is required. When a new customer or vendor record is added, the default tax code on the **Customer Ship-Tos** or **Vendors** form is set as described above. You can change the default value. The value from the **Customer Ship-Tos** or **Vendors** form then defaults into the customer order or purchase order header, respectively. This tax code is passed on to the invoice or voucher records and to the tax records. In an area-based tax system, the tax code for an item on the **Items** form is either blank or set to an exempt tax code.

In an **item-based** tax system, the item tax code is required on the **Items** form. When a new item is entered on the **Items** form, the item tax code is set to the default Item tax code from the **Tax Systems** form. You can change that default value. The tax code on the **Items** form then defaults into the customer order or purchase order line/releases. This tax code is passed on to the invoice or voucher records and to the tax records. In an item-based tax system, the customer or vendor tax code is either blank or set to an exempt tax code.

For either area- or item-based tax systems, whenever a new line item is added to a CO or PO, the new line item's tax code is set to the tax code in the **Items** form, except in the case where a special - for example, non-zero tax rate - exempt code is entered on the CO or PO header. Exempt tax codes are defined as follows:

- Exempt with zero rate: In either area-based or item-based tax systems, the line item is not taxable.
- Exempt with non-zero rate: In area-based tax systems, tax is based on the rate of the tax code in the header. In an item-based tax system, use the tax jurisdiction, which is a special setup. If a tax jurisdiction is not specified, then tax this line based on the rate of the tax code for the line item.

If the line item's tax code is blank, the tax code from the CO or PO header is used to calculate taxes on the line items.

Freight and miscellaneous tax codes on the CO or PO are set to the tax code specified in the **Freight Tax Code** and **Misc. Tax Code** on the **Tax Systems** form.

For accounts receivable and accounts payable transactions, the default value of the tax code is set from the specified customer ship-to or vendor. However, the freight and miscellaneous tax codes are pulled from the **AR/AP Tax Code** fields on the **Tax Systems** form.

## About GST Adjustments Due to Discounts and Allowances

If you do business in a country that requires the Goods and Services Tax (GST), the calculated tax on an invoice or voucher can be adjusted for any discounts. This applies only to invoices and vouchers in an item-based tax system.

Select the Tax Discount/Allowance field on the **Tax Systems** form to specify this. The adjusted tax amounts can be viewed on the A/R and A/P Payment Distributions forms.

If you have a mix of taxable and exempt line items on one invoice, the discount is taken on the entire invoice. Tax is calculated on the taxable part of the discounted amount.



### Adjustment Example

Without tax adjustments, when an invoice or voucher is created, the tax is calculated on the full amount. If a discount is part of the payment on an invoice or voucher, the tax amount is not adjusted. For example:

|               |        |
|---------------|--------|
| Sale          | 100.00 |
| Tax           | 5.00   |
| -----         |        |
| Total Invoice | 105.00 |
| Payment       | 101.00 |
| Discount      | 4.00   |

If the Tax Discount/Allowance field is selected, this example would change as follows:

|                |        |
|----------------|--------|
| Sale           | 100.00 |
| Tax            | 5.00   |
| -----          |        |
| Total Invoice  | 105.00 |
| Payment        | 100.80 |
| Discount       | 4.00   |
| Tax Adjustment | .20    |

## Setting Up and Calculating Value-Added Tax Information

After VAT information is set up in the system, VAT is recognized at the time of payment for service invoices, and at the time of invoicing for merchandise invoices. For PO vouchers, VAT is recognized when the voucher is submitted for payment.

VAT amounts paid are placed into the appropriate A/P or A/R tax account at the rate specified by the assigned tax code. Upon bank reconciliation of the payment or deposit, the system determines the VAT amount to transfer after bank reconciliation. The VAT amount is then transferred to either the VAT A/R Received Account or VAT A/P Paid Account. The VAT is paid to the taxing authority from this account.

### Setup

Use these general steps to set up value-added (VAT) tax code information in the system.

**NOTE:** For additional information on entering tax codes, see [Entering Tax Code Information \(Area-Based\)](#) or [Entering Tax Code Information \(GST/PST\)](#).

1 In the **Tax Systems** form:

- Set up a Tax System 1 with **Tax Mode** set to **Item**.
- Specify the **Transfer A/R VAT Tax Code** and **Transfer A/P VAT Tax Code**.

**2** On the **Tax Codes** form:

- Select the Transfer VAT check box.
- Specify the **A/R Account** and **A/P Account**.
- Specify the **VAT A/R Received Account** field and **VAT A/P Paid Account**.

## Processing VAT

For A/R, after you reconcile a deposit on the **Bank Reconciliations** form, the system:

- Calculates the VAT amount to be transferred.
- Creates journal entries by debiting the A/R tax account with the calculated VAT amount and crediting the **VAT A/R Received Account**.
- Transfers the VAT amount from the A/R tax account to the **VAT A/R Received Account**.

For A/P, after you reconcile a payment on the **Bank Reconciliations** form, the system:

- Calculates the VAT amount to be transferred.
- Creates journal entries by crediting A/P tax account with the VAT amount and debiting the **VAT A/P Paid Account**.
- Transfers the VAT amount from the A/P tax account to the **VAT A/P Paid Account**.

The system automatically updates A/P payments during bank reconciliation. However, the system does not automatically update A/R deposits during bank reconciliation. Customer A/R deposits must be manually entered on the **Bank Reconciliations** form. See Preparing a Bank Reconciliation Using Transfer VAT for information on how to reconcile invoice and voucher payments when this check box is selected.

## Verifying Customer and Vendor VAT Numbers

For customers or vendors in European Union countries, you can enter the customer or vendor VAT number in the [Tax ID Label 1] field on the **Customers**, **Customer Ship-Tos**, or **Vendors** form. The EU mandates that all VAT numbers must be verified yearly.

Click the verification button next to the [Tax ID Label 1] field to pass the specified VAT number to the VAT Information Exchange System, which verifies that the number is valid for each EU member. A success or failure message is returned, and the date when the verification expires is stored in the customer table. When the validation is successful and you save the record, all customer ship-to records with the same VAT number, EU code and tax code are also updated with the new date.

The icon next to the button indicates whether the VAT number has been verified within the last year (green check mark) or needs to be verified (red X).

These forms determine if a customer's VAT number is valid at the time of an order due date or shipment date:

- Customer Order Lines
- Customer Order Blanket Releases

- Customer Orders Quick Entry
- EDI Customer Order Lines
- EDI Customer Order Blanket Releases
- Order Shipping
- Shipment Master

If the number is not valid at the ship date/due date, a warning message is displayed. However, you are still allowed to ship the order.

### **Purging VAT Transactions**

Run the **Bank Reconciliation - Compression** utility occasionally to purge transactions related to deposits.



# Setting Up Workflows

## About Publications, Categories, Subscribers, and Key Values

Publications in SyteLine are not actual documents. They are, in most cases, notifications that something has happened in the system, for example, a shipment is overdue or a task is taking too long to run. Users, including portal or mobile users, subscribe to publications so that they receive a notification when something happens.

### Predefined Publications

SyteLine has set up these predefined publications to which users can subscribe:

| Publication                 | Description  | Used By  |
|-----------------------------|--|--|
| BOMBulkImportError          | BOM Bulk Import error occurred   | Users running a BOM bulk import                    |
| CPConsignedInvLevelAlert    | Quantity of customer consigned inventory has gone below the minimum or above the maximum value | Customer Portal users                              |
| CPVendorInteractionAlert    | A SyteLine user has entered interaction text for subscribed Customer Portal users              | Customer Portal users                              |
| CustomerCreditHoldAlert     | A customer was put on credit hold  | Financial Controller mobile;<br>Salesperson mobile |
| CustomerDocumentUploadAlert | A customer has uploaded a document using   | SyteLine users who approve documents               |

|                                  |   |  |
|----------------------------------|---|--|
|                                  | Customer Portal, or a SyteLine user has uploaded a customer document using SyteLine   | uploaded by other SyteLine users or by customers using Customer Portal |
| CustomerInteractionFollowUpAlert | A follow-up is needed to a customer interaction. Key Value 1 defines the customer number  | Salesperson mobile   |
| CustomerOrderCreditHoldAlert     | A customer order was put on credit hold   | Salesperson mobile   |
| CustomerShipmentAlert            | An order was shipped to a customer (for specific orders/customers)  | Customer Portal user; Salesperson mobile                               |
| DCShopFloorTransactionErrorAlert | A specified number of Data Collection shop floor transaction errors occurred. Key Value 1 defines how many errors must be generated before the user receives an alert | Production supervisor mobile   |
| ItemPriceRequestAlert            | An item price request was entered   | Vendor Portal users who respond to item price requests                 |
| ItemPriceResponseAcceptedAlert   | An item price response was accepted   | Vendor Portal users who respond to item price requests                 |

|                                  |  |   |
|----------------------------------|--|---|
| ItemPriceResponseAlert           | An item price response was entered   | SyteLine users who enter item price requests              |
| JobMaterialCostAlert             | The quantity issued against a job is more than required and the total material cost (actual) of the job exceeds the required cost by a certain percent (tolerance) set by the user | Financial Controller mobile; Production supervisor mobile |
| JobOperationHoursAlert           | Labor hours for a job were more than estimated   | Production supervisor mobile                              |
| JobOverProductionAlert           | The completed quantity of a job is greater than the released quantity  | Production supervisor mobile                              |
| JobProjectedLateForCustomerAlert | A job is projected to be late for a specified customer. Key Value 1 is the customer number.  | Production supervisor mobile                              |
| LateOrderShippingAlert           | At least one open order line for a customer has a due date prior to the current date. Key Value 1 is the customer number   | Executive mobile  |
| LeadAssignedAlert                | A lead is assigned to the salesperson  | Salesperson mobile  |
| LockedUserAlert                  | A user is locked out   | IT Admin mobile   |

|                                |   |  |
|--------------------------------|---|--|
| <p>NewCustomerCreatedAlert</p> | <p>A new customer has been created in Customer Portal.</p> <p>If a reseller wants to receive e-mails when new customers associated with them are registered in the portal, reseller users should be subscribed to this publication with KeyValue set to their salesperson ID ( for example, KeyValue = JAR). When any customer with slsman = JAR is registered in the portal, the reseller is notified by e-mail.</p> <p>SyteLine users who want to receive this alert should subscribe with KeyValue set to Null, so they get e-mail when any customer is created from the portal.</p> | <p>Reseller Portal users and SyteLine users</p>      |
| <p>OpportunityDueAlert</p>     | <p>An opportunity is due</p>  | <p>Salesperson mobile</p>                            |
| <p>OrderShippingAlert</p>      | <p>The customer's order has shipped</p>   | <p>Customer Portal users</p>                         |
| <p>OverBudgetAlert</p>         | <p>The specified account's actual amount is above budget for the current fiscal period. Key Value 1 is the</p>  | <p>Financial Controller mobile; Executive mobile</p> |



|  |  |   |
|--|--|---|
|  | account number, and Key Value 2 is the percentage over budget that triggers an alert   |   |
| PortalIncidentAlert                      | An incident was entered in Customer or Reseller Portal   | Customer and Reseller portal users and SyteLine users |
| PortalOrderReceivedAlert                 | <p>An order has been placed in Customer Portal.</p> <p>If a reseller wants to receive e-mails when their customers place orders in the portal, reseller users should be subscribed to this publication with KeyValue set to their salesperson ID ( for example, KeyValue = JAR). When any customer with slsman = JAR places an order in the portal, the reseller is notified by e-mail.</p> <p>SyteLine users who want to receive this alert should subscribe with KeyValue set to Null, so they get e-mail when any order is created from the portal.</p> | Reseller Portal users and SyteLine users              |
| PortalOrderRequestDateBeforeDueDateAlert | A portal order was   | SyteLine users  |

|                                  |  |  |
|----------------------------------|--|--|
|                                  | placed with a request date before the due date   |  |
| PortalSROLaborTransactionAlert   | A service request order (SRO) labor transaction was entered in Reseller Portal                   | Reseller Portal users and SyteLine users                   |
| PortalSROMatITransactionAlert    | A service request order (SRO) material transaction was entered in Reseller Portal                | Reseller Portal users and SyteLine users                   |
| PortalSROMiscTransactionAlert    | A service request order (SRO) miscellaneous transaction was entered in Reseller Portal           | Reseller Portal users and SyteLine users                   |
| PortalUnitRegistrationAlert      | A unit registration was entered in Customer or Reseller Portal                                   | Customer and Reseller Portal users and SyteLine users      |
| ProjectedLateShipAlert           | An order line is projected to ship late. Key Value 1 is the customer number.                     | Salesperson mobile; Executive mobile                       |
| ProspectInteractionFollowUpAlert | A follow-up is needed with a prospect. Key Value 1 is the prospect ID.                           | Salesperson mobile   |
| SLCustomerInteractionAlert       | A customer has entered interaction text using Customer Portal. Key Value for subscribers of this | SyteLine users who respond to Customer Portal interactions |

|                                |  |   |
|--------------------------------|--|---|
|                                | <p>publication can contain a single interaction topic (from the Interaction Topics form) to limit alerts received to only interactions about that topic. Key Value also can be left blank to receive all alerts about all topics.</p>  | <p>In multi-site implementations, the user must be subscribed to this alert in the site for which they are responsible and in the primary site.</p>   |
| SLVendorInteractionAlert       | <p>A vendor has entered interaction text using Vendor Portal. Key Value for subscribers of this publication can contain a single interaction topic (from the Interaction Topics form) to limit alerts received to only interactions about that topic. Key Value also can be left blank to receive all alerts about all topics. Subscribers E-mail Type must be set to Primary.</p> | <p>SyteLine users who respond to Vendor Portal interactions</p> <p>In multi-site implementations, the user must be subscribed to this alert in the site for which they are responsible and in the primary site.</p> |
| SpecialPromotionsAnnouncements | <p>An announcement or promotion was sent to you</p>  | <p>Customer Portal users</p>  |
| TaxCodeEvaluationAlert         | <p>A new customer has been created in Customer Portal, and tax code defaulting is enabled, but there is no default tax code</p>  | <p>SyteLine users</p>   |

|                                |   |   |
|--------------------------------|---|---|
|                                | record associated with the new customer's ship-to address   |   |
| TransactionAmountAlert         | The amount of a transaction for a specified account is over the specified amount. Key Value 1 is the account number. Key Value 2 is the amount to which transactions should be limited. | Financial Controller mobile   |
| VendorDocumentUploadAlert      | A vendor has uploaded a document using Vendor Portal, or a SyteLine user has uploaded a vendor document using SyteLine  | SyteLine users who approve documents uploaded by other SyteLine users or by vendors using Vendor Portal |
| VPConsignedInvConsumptionAlert | The quantity on hand of a vendor consigned inventory item has been reduced through consumption or return to the vendor  | Vendor Portal users   |
| VPConsignedInvLevelAlert       | Vendor consigned inventory of an item has gone below the minimum or above the maximum value   | Vendor Portal users   |
| VPCustomerInteractionAlert     | A SyteLine user has entered interaction text for subscribed Vendor Portal users   | Vendor Portal users   |

You can also create your own publications on the **Publications** form.

## Publication Categories

Certain publications are intended for certain types of users. To help organize the publications for users, SyteLine provides some predefined categories. In most cases, these categories match the predefined mobile home pages. For example, there is a salesperson category that is used to organize publications that are available on the salesperson mobile home form.

You can create additional custom categories on the **Publication Categories** form.

## Publication Subscribers

Users can subscribe to publications using the **Publication Subscribers** form. They can also subscribe from the SyteLine mobile **Subscribe to Alerts** page or from the customer or vendor portals.

## Key Values

Some publications allow you to enter key values when you subscribe. For example, the TransactionAmountAlert requires two key values: Key Value 1 holds the account number and Key Value 2 holds the amount to which transactions should be limited. Where they are required, the key values are listed in the table above. IF you leave a key value field blank, you will receive alerts for every matching event or transaction that occurs.

Another example: The DCShopFloorTransactionErrorAlert Key Value 1 defines how many errors must be generated before the user receives an alert. You specify a Key Value of 10. Then if 47 DC errors are generated, you receive 4 alerts, one for each batch of 10 errors. The remaining seven alerts do not generate an alert because they did not reach the specified amount. After three more errors are generated, a new alert is sent.

Enter a zero (0) in the Key Value field to suspend alerts from a publication. This lets you temporarily stop receiving alerts without having to unsubscribe from the publication.

## About Workflow Event Handlers

You can use these predefined custom event handlers to notify certain people about important events that happen in SyteLine. In some cases, the notification message also asks the recipient to approve or reject a change or exception.

## Setting Up and Activating the Workflow Event Handlers

No programming is needed to set up and activate these event handlers. Just follow the simple steps in [Setting Up and Activating Workflow Event Handlers](#).

## List of Workflow Event Handlers

Click the links below to see detailed information about each event handler. Values defined here are entered using the **Workflow Event Handler Activation** form.

| Event Handler                                  | Description   | Values to Enter |
|--|---|-----------------|
| Alert Customer Portal Users of New Interaction | Notifies Customer Portal users when a new interaction is entered by their vendor using SyteLine. To receive this alert, Customer Portal users must subscribe to Vendor Interaction Alerts on the My Profile page.                   | N/A             |
| Alert Customer was put on Credit Hold          | Notifies subscribers when any customer goes on credit hold. To receive this alert, mobile users must subscribe to CustomerOrderCreditHoldAlert. See About Publications for more information.  | N/A             |
| Alert on Item Price Request Creation           | Notifies Vendor Portal users when a new item price request is entered by their customer. To receive this alert, Vendor Portal users must subscribe to Item Price Request Alerts on the My Profile page.                             | N/A             |
| Alert on Item Price Response Creation          | Notifies SyteLine users when a new item price response is entered by their vendor using Vendor Portal. To receive this alert, SyteLine users must subscribe to ItemPriceResponseAlert. See About Publications for more information. | N/A             |
| Alert on Order Shipping                        | Notifies the subscriber list when an order ships.   | N/A             |
| Alert on past due open CO Lines                | Notifies the subscriber list when an order ships late for a specified customer number. To receive this alert, mobile users must subscribe to LateOrderShippingAlert. See About Publications for more information.                   | N/A             |
| Alert on Status of Monitored Resources         | Calls an IDO method to check the status of a service and task that are defined in the Monitored Resources form and sends an alert message to subscribers defined on that form.  | N/A             |
| Alert SyteLine Users of Customer               | Notifies SyteLine users when a new interaction is entered by a customer using Customer Portal. Alerts   | N/A             |

|  |   |     |
|--|---|-----|
| Interaction                                  | can be limited by topic. To receive this alert, SyteLine users must subscribe to SLCustomerInteractionAlert. See About Publications for more information.   |     |
| Alert SyteLine Users of Vendor Interaction   | Notifies SyteLine users when a new interaction is entered by a vendor using Vendor Portal. Alerts can be limited by topic. To receive this alert, SyteLine users must subscribe to SLVendorInteractionAlert. See About Publications for more information. | N/A |
| Alert Users of New Customer Document         | Notifies SyteLine users when a new customer document is uploaded by a SyteLine user on behalf of a customer. To receive this alert, SyteLine users must subscribe to CustomerDocumentUploadAlert. See About Publications for more information.            | N/A |
| Alert Users of New Customer Portal Document  | Notifies SyteLine users when a new customer document is uploaded by a customer using Customer Portal. To receive this alert, SyteLine users must subscribe to CustomerDocumentUploadAlert. See About Publications for more information.                   | N/A |
| Alert Users of New Vendor Document           | Notifies SyteLine users when a new vendor document is uploaded by a SyteLine user on behalf of a vendor. To receive this alert, SyteLine users must subscribe to VendorDocumentUploadAlert. See About Publications for more information.                  | N/A |
| Alert Users of New Vendor Portal Document    | Notifies SyteLine users when a new vendor document is uploaded by a vendor using Vendor Portal. To receive this alert, SyteLine users must subscribe to VendorDocumentUploadAlert. See About Publications for more information.                           | N/A |
| Alert Vendor Portal Users of New Interaction | Notifies Vendor Portal users when a new interaction is entered by their customer using SyteLine. To receive this alert, Vendor Portal users must subscribe to Customer Interaction Alerts on the My Profile page.   | N/A |
| Alert when account's actual >                | Notifies subscribers when a specified account's actual amount goes over the budget amount by a  | N/A |

|  |  |                                |
|--|--|--------------------------------|
| budget                                 | specified percentage. To receive this alert, mobile users must subscribe to OverBudgetAlert. See About Publications for more information.  |                                |
| Alert when Price Response is Accepted  | Notifies Vendor Portal users when their item price response is accepted by their customer. To receive this alert, Vendor Portal users must subscribe to Item Price Request Alerts on the My Profile page.  | N/A                            |
| Alert when trans amt > specified amt   | Notifies subscribers when the amount of a transaction for a specified account is over the specified amount. To receive this alert, mobile users must subscribe to TransactionAmountAlert. See About Publications for more information.   | N/A                            |
| Approve Customer Credit Limit Change   | Notifies certain people when the Credit Limit amount was changed for any customer on the Customers form. Prompts for a Yes/No response to approve the change. Based on the response, sends an approval or rejection notification to the originator.  | Notify Users                   |
| Approve ECN Creation                   | Notifies certain people when an engineering change notice is created. Prompts for a Yes/No response to approve the ECN. Based on the response, sends an approval or rejection notification to the originator.  | Notify Users                   |
| Approve Employee Injury Report Created | Notifies certain people when an employee injury report is created. Prompts for a Yes/No response to approve the injury report. Based on the response, sends an approval or rejection notification to the originator.   | Notify Users                   |
| Approve PO Line Amount                 | Notifies certain people when a purchase order line exceeds the amount you specify in this event handler. Prompts for a Yes/No response to approve the PO line amount. Based on the response, sends an approval or rejection notification to the originator.  | Notify Users<br>PO Line Amount |
| Approve Vendor Portal Address Change   | Notifies a SyteLine vendor service representative that an Address change request was made using Vendor Portal. Prompts for a Yes/No response to approve the change. Based on the response, sends an approval or rejection notification to the portal user. To receive this notification, Vendor Portal users | Vendor Service Representative  |



|  |   |   |
|--|---|---|
|  | must subscribe to Confirmations on the My Profile page.   |   |
| Approve Vendor Portal Company General Change | Notifies a SyteLine vendor service representative that a General Information change request was made using Vendor Portal. Prompts for a Yes/No response to approve the change. Based on the response, sends an approval or rejection notification to the portal user. To receive this notification, Vendor Portal users must subscribe to Confirmations on the My Profile page. | Vendor Service Representative             |
| Approve Vendor Portal Contact Change         | Notifies a SyteLine vendor service representative that a Contact change request was made using Vendor Portal. Prompts for a Yes/No response to approve the change. Based on the response, sends an approval or rejection notification to the portal user. To receive this notification, Vendor Portal users must subscribe to Confirmations on the My Profile page.             | Vendor Service Representative             |
| Check and Approve CO Line Disc %             | Notifies certain people when the Discount Percentage on a customer order line was set to a percentage that is greater than the percentage you specify in this event handler. Prompts for a Yes/No response to approve the change. Based on the response, sends an approval or rejection notification to the originator.   | Notify Users<br>Discount %                |
| Check CO Amount & Credit Limit               | Notifies certain people when an update to a customer order line amount causes the customer to exceed their credit limit.  | Notify Users<br>E-mail Users              |
| Check PO Amount vs. PO Limit                 | Notifies certain people when the amount of a purchase order exceeds the limit you specify in this event handler.  | Notify Users<br>E-mail Users<br>PO Amount |
| Check PO Req Amount vs. PO Req Limit         | Notifies certain people when the cost of a purchase order requisition exceeds the PO requisition limit for the user who submitted the requisition.  | Notify Users<br>E-mail Users              |
| Notify Customer                              | Notifies certain people when a new customer was   | Notify Users                              |

|  |  |                                       |
|--|--|---------------------------------------|
| Created  | created in the Customers form.   | E-mail Users                          |
| Notify Invoice Due Date Changed                      | Notifies certain people when the due date is changed on an invoice.  | Notify Users<br>E-mail Users          |
| Notify Item Created                                  | Notifies certain people whenever a new item is created.  | Notify Users<br>E-mail Users          |
| Notify PO Line Due Date Changed                      | Notifies certain people when a purchase order line due date is changed.  | Notify Users<br>E-mail Users          |
| Notify PO Line Received for an Item                  | Notifies certain people when a purchase order line is received that contains the items you specify in this event handler.  | Notify Users<br>E-mail Users<br>Items |
| Notify Portal Contract Price Created                 | Notifies the Vendor Portal user who created a new product price contract record that the request has been received. Also notifies the associated SyteLine user that a new product price contract has been entered on the portal. | Notify Users                          |
| Notify Portal Contract Price Rejected                | Notifies the Vendor Portal user who created a product price contract record when that record is deleted (rejected) by the SyteLine user.   | N/A                                   |
| Notify Portal Incident Created                       | Notifies the portal user who created a new incident record that the request has been received. Also notifies the associated SyteLine user that a new incident record has been entered on the portal.                             | N/A                                   |
| Notify Portal PO Requisition Line Approval/Rejection | Notifies the Vendor Portal user when a SyteLine user approves or rejects their PO requisition line created on the portal.  | N/A                                   |
| Notify Portal RMA Approved                           | Notifies the Customer Portal user that the RMA request was approved.   | N/A                                   |

|   |   |                               |
|---|---|-------------------------------|
| Notify Portal RMA Rejected                          | Notifies the Customer Portal user that the RMA request was rejected.  | N/A                           |
| Notify Portal RMA Request Created                   | Notifies a SyteLine user that a portal RMA request was made. Sends an RMA request confirmation to the portal user.  | Notify Users;<br>E-mail Users |
| Notify Portal SRO Labor Transaction Created         | Notifies a SyteLine user that a service request order (SRO) labor transaction was submitted by a portal user. Sends a confirmation to the portal user.  | N/A                           |
| Notify Portal SRO Material Transaction Created      | Notifies a SyteLine user that a service request order (SRO) material transaction was submitted by a portal user. Sends a confirmation to the portal user.   | N/A                           |
| Notify Portal SRO Miscellaneous Transaction Created | Notifies a SyteLine user that a service request order (SRO) miscellaneous transaction was submitted by a portal user. Sends a confirmation to the portal user.  | N/A                           |
| Notify Portal Unit Registration Approval            | Notifies the portal user that the unit registration was approved.   | N/A                           |
| Notify Portal Unit Registration Created             | Notifies a SyteLine user that a unit registration was created. Sends a confirmation to the portal user.   | N/A                           |
| Notify Portal Unit Registration Rejected            | Notifies the portal user that the unit registration was rejected.   | N/A                           |
| Notify RMA Created                                  | Notifies certain people when a new return materials authorization is created.   | Notify Users;<br>E-mail Users |
| Notify Vendor Portal PO Line Promise Date Change    | Notifies a Vendor Portal user that their PO Line Promise Date change request has been received. To receive this notification, Vendor Portal users must subscribe to Confirmations on the My Profile page. Also notifies associated the SyteLine user that a PO Line Promise Date has been changed using Vendor Portal. Prompts for a Yes/No response to approve | Notify Users                  |

---

|                                      |   |     |
|--------------------------------------|---|-----|
|                                      | the change. Based on the response, sends an approval or rejection notification to the portal user.  |     |
| Retrieve Modified Property and Label | Handles property and label retrieval for the modified properties when a request to change a company's information is made from the Vendor or Customer Portal. | N/A |
| Send Portal Question/Comment E-mail  | Sends question/comment e-mail from the Vendor Portal to the company e-mail address.   | N/A |

---

## Picturing the Workflow

To see a flowchart of the steps in any of the workflow event handlers, select the event handler in the Workflow Event Handler Activation form and click the **Event Handler Diagram** button.

## Formatting of Currency

When these workflow event handlers create notifications that include currency amounts, the amounts are minimally formatted. That is, they include no currency symbol and contain only a decimal point as a separator, for example, 260000.00000000. The large number of digits following the decimal point allow for different currency requirements.

## Suspended Records

Some event handlers have actions that require approval from a manager before the process can complete. The handler suspends the data temporarily while the approval process takes place. When the user clicks save, a new record "disappears" from the screen or a changed record reverts and "locks" until a manager responds. If the record or change is approved, the user can refresh and see the record after it has been committed into the database. If the manager disapproves, everything is rolled back and the record or change is never committed. The suspend operation temporarily puts the record into a state where it cannot be viewed or changed by the user. This occurs immediately when the record is saved and is a normal part of the processing for the application event system.

However, your users need to know that records are suspended briefly whenever an event handler with a potential approval is involved in the processing. For example, you have required an approval for customer order lines where the discount is over 25%. When a line is created that exceeds this value, it goes through the normal approval process and is temporarily suspended, which the user will expect. However, if the user enters a discount of 10%, which does not require approval, and saves the record, the event handler still fires and immediately suspends the record for a short time while determining that the record does not require approval.

You must explain to end users that they may see a new record seem to "disappear" or "lock" while an event handler suspends it; however, refreshing the display causes the record to reappear or unlock after the event handler completes.

## Setting Up and Activating Workflow Event Handlers

To set up and activate [workflow event handlers](#):

- 1 Select one of the event handlers in the Workflow Event Handler Activation form.
- 2 Specify the people who should be notified. Provide one or more e-mail addresses in the **E-mail Users** field to send an external e-mail, and/or provide one or more SyteLine user names in the **Notify Users** field.
- 3 Specify any other requested values. For example, for the **Check Order Line Discount Percentage and Approval** handler, you specify the discount percentage that, if exceeded, triggers a notification and approval request.
- 4 Select **Active** to activate the event handler so that it is monitoring the event.
- 5 Select **Actions>Save**.

**NOTE:** Some workflow event handlers apply to more than one event. For example, Check Order Line Discount and Approval applies to both inserted (new) and updated order lines, so there are two rows for this event handler description in the **Workflow Event Handler Activation** form, associated with different events (IdoOnItemInsert and IdoOnItemUpdate). If there are multiple rows for an event handler description, the values you specify in steps 2 and 3 for one row are automatically updated in the other rows. However, you activate each occurrence separately.

## Modifying Workflow Event Handlers

To change the text of notifications sent by an existing workflow event handler, or to create a custom handler that works slightly differently from an existing workflow event handler, follow these steps to copy the handler and then modify the copy:

- 1 In the Workflow Event Handler Activation form, select the handler you want to modify.
- 2 Specify the variable information such as Notify Users or E-mail Users.

**NOTE:** Do NOT select the Active check box.

- 3 Click **Copy for Modification** to create a copy of the handler, including its event actions. The copy does not display on this form; view and edit it from the Event Handlers form. The copied handler has the same description but has a different sequence number, and the Access As value is not SyteLine (so you can modify the handler).

- 4 From the Event Handlers form, make any changes to the copied event handler. For example, you can:
  - Change the handler description to indicate what this changed version does.
  - Change the text of a message that the handler sends. (Select the Notify action and click **Event Actions** to get started with this.) Most messages are defined as message strings in the database, to allow for handling different languages.
  - Add an event action or resequence the existing actions.

For more information, see "About Event Handlers" in the *Guide to the Application Event System*.
- 5 To activate the copied handler, select **Active** on the Event Handlers form.
- 6 To test your copied handler, perform the action that triggers the event.

# Miscellaneous Other Topics

## About Electronic Signatures

Electronic signatures can be required for activities involving the following forms:

- Post Engineering Change Notice
- Purchase Order Receiving
- Order Shipping
- Job Receipt
- Post Job Transactions

## Create Electronic Signature Reason Codes

Use the Electronic Signature Reason Codes form to create reason codes.

## Designate Which Transactions Require Electronic Signatures

Use the Electronic Signature Setup form to designate which transactions require electronic signatures. When you enable specific transactions on the **Electronic Signature Setup** form, those transactions cannot occur until a valid signature (user name and password of an authorized user) is entered.

## Give Users Authorization for Electronic Signatures

Use the Electronic Signature Authorizers form to give users authorization to provide electronic signatures.

## Provide an Electronic Signature

The Electronic Signature Required form displays automatically when a signature is required.

## Generate a Tampered Electronic Signature Records Report

Use the Tampered Electronic Signature Records Report to generate a report that displays records where the checksum stored for the data no longer matches the data.

## Generate an Electronic Signature Records Report

Use the Electronic Signature Records Report to generate a report that lists electronic signatures for a specific record.

## About Home Flows

Business process flows are found on the Flow tab of these forms:

- Buyer Home
- Controller Home
- Customer Service Home
- Inventory Control Home
- Production Planner Home
- Project Manager Home
- Salesperson Home

The business process flow includes links to help topics and other forms. Double-click labeled items to open help topics. Double-click squares to open forms.

## Auditing

The system provides several different types of auditing:

- Event auditing - Any time a specified event occurs (for example, every time a user opens a form), a message is logged in the Audit Log. You can turn this audit log on or off, and you can customize the types of events that are logged.
- Transaction auditing - Whenever certain types of transactions are posted, the system automatically logs the information into files that can generally be printed as reports.
- Project auditing - You can turn on auditing for the Projects module and then track milestones through an Audit tab on several of the forms.

## Setting Up an Event Audit Log

- 1 In the **Process Defaults** form, set Enable Audit Logging to 1 (turns it on).
- 2 In the **Audit Log Types** form, specify the types of messages to include in the audit log. By default, the system generates messages when users log on (type 1) and when users open a form (type 2). Developers can create other types of messages that are generated by event handlers of the "Add Entry to Audit Log" response type.
- 3 Use the **Audit Log** form to review and delete audit log messages.



**NOTE:** We strongly recommend that you enable audit logging only if there is a specific need to check something, and enable it for only a short time. The audit trail processing is extensive and robust. While enabled, it will reduce system performance and create a large number of process records in the log.

## Transaction Auditing

### ***Material Transactions***

Material Transaction (matltran) records provide an audit trail for material transactions. Material transactions are created when you:

- Issue an item to, or withdraw an item from, a job
- Finish a job
- Start a job
- Move an item to the next operation in a job
- ship or return customer orders
- receive or return purchase orders
- change the quantity on hand or cost of an item
- move a quantity
- add a new location

You can print this audit trail with the Material Transactions Report.

Use the Delete Material Transactions utility to delete most types of material transactions, except End of Period Costing transactions. End of Period Costing transactions include Just-In-Time (JIT) Production Transactions, Production Schedule Complete Transactions, Production Schedule Scrap Transactions, Work Center Labor Transactions, Work Center Machine Time Transactions, and Work Center Material Transactions. You can run Delete End of Period Costing Transactions to delete End of Period Costing transactions.

**CAUTION:** Be sure to run the Material Transactions Report before you delete any material transactions, to preserve the audit trail. When a material transaction is deleted, references to that transaction from any ledger or journal records will be cleared. If you then try to view detail on a ledger or journal previously referenced to the deleted material transaction record, the system will display a message saying that the record is not available.

### ***Inventory Count Transactions***

Prior to posting inventory cycle counts, run the Cycle Count Variance Report to provide an accounting audit trail for any variances encountered from the original quantities.

Before using the Physical Inventory Count Posting utility to post inventory quantities to the Quantity On-Hand field, we recommend you run the Preadjustment Report to generate an accounting audit trail for visibility for count discrepancies.

For a description of the differences between cycle counts and physical inventories, see Differences Between Cycle Counts and Physical Inventories.

Use the Physical Inventory Records Purge utility to erase the contents of the Physical Inventory files once the entire physical inventory is approved and posted, and the auditors have reviewed and approved the results. The purpose of this option is to release disk space taken up by the Physical Inventory file. Although the contents of the file are erased, an audit trail of the Physical Inventory posting is still available. The Item/Warehouse file contains these fields for reference purposes: Physical Inventory Count (quantity counted) and Physical Inventory Date (date the posting occurred).

### ***Labor and Production Transactions***

Job Transaction (jobtran) records provide an audit trail for labor transactions (job, production schedule, JIT, and work center). You insert Job Transaction records into the jobtran file manually and use the Job Labor Transaction Posting feature to post them. Be sure to run the Job Transactions Report before you delete any job transactions, to preserve the audit trail. You can delete this type of record only by using the Delete Job Transactions utility.

### ***Invoice Transactions***

Before posting invoices, debit memos, and credit memos through the Invoice Posting activity, print the Invoice Transaction Report as an audit trail of the posted items.

### ***Financial Transactions***

A/R Draft Purge deletes canceled, paid, and voided drafts. It produces a register of the purged drafts as an audit trail.

Before posting A/P voucher and adjustment transactions, print the Voucher Transaction Report as an audit trail.

Before using the Mass Journal Posting utility or the Ledger Posting for Journal utility to post transactions from one or more journals to the ledger, print the Journal Transaction Report as an audit trail of the items that will be posted. Also, before using Journal Compress to reduce the number of transactions in a journal, you must print the Journal Transaction Report.

### ***Employee Direct Deposit Transactions***

On the Direct Deposit Banks form, enter the General Ledger account number that will be credited and debited when a direct deposit is posted for an employee using this bank. This account maintains an audit trail of direct deposits to the bank.

## **Project Auditing**

When you set up Project Parameters for revenue milestones and invoice milestones, you can enable audit trails. The audit information then appears in an Audit tab on the Revenue Milestones, Estimate Revenue Milestones, and Invoice Milestones forms.

## Changing Site IDs

Use the Change Site utility to change a name (ID value) assigned to a site.

**CAUTION:** All users (except the one running the utility) **MUST** be logged out of the database when you run this utility. In a multi-site environment, this utility **MUST** be run for all sites and entities for each changed site value before any processing can take place in any database. For example, if you changed a site value for site A, you must run this utility at site A and also for all other sites and entities in the system.

**Before you run this utility,** do the following:

- 1 Make a backup of all application databases.
- 2 Set the Recovery Model property for the database to **Simple**.  
**NOTE:** Make a note of the current setting before you set it to Simple, so you can restore the setting later.
- 3 Click **OK**.
- 4 Ensure that all users (except the one running the utility) are logged out of the database.
- 5 Ensure that no processing is performed on any database (including processing from other sites) until the utility is run at all sites that reference the site value being changed.

**After you run this utility,** do the following:

- 1 Restore the Recovery Model property for the database to its original setting
- 2 If you are using Intranet Licensing, re-select the Intranet Licensing option on the **Sites/Entities** form.
- 3 If you are using Intranet Licensing, regenerate replication triggers if you had replication enabled for this site.

## Creating Dimensions and Attributes for Extended Data Analysis

System administrators can define dimensions and attributes for SyteLine data, based on table joins. This allows your users to analyze data using multiple dimensions. Some dimensions (Customer, Item, and Vendor) and attributes for those dimensions have been predefined, but the system administrator can create additional dimensions and attributes, or modify the predefined versions. Use the new Dimension Table Joins form to link the appropriate primary and secondary tables to the base table. You can then use the Dimension Attributes to add columns from the base, primary and secondary tables to the list of attributes for a dimension. (An attribute can be any valid SQL statement used in a SELECT clause within the scope of the table joins.) Use the Dimension Functions form to specify constants, SQL functions and math operands that can be used to add calculated fields to the list of attributes. The new Dimension Attributes Query and Dimension Table Joins Query forms are also available

**Note:** Access to the forms described here should be limited to database administrators, because they allow you to define table relationships that could allow general users access to information that should be restricted.

## Process Overview

Typically the process includes these steps:

- 1 Users tell you how they want to analyze data. For example, the CFO wants to analyze the Chart of Accounts and posted ledger transactions and drill down to information about the customers and items listed on those transactions.
- 2 Determine which tables contain the data that the user wants. One table should be the "base" table, with joins to other primary and secondary tables. If the needed data is not currently in a table, determine how it can be calculated or derived from existing data.
- 3 Determine the "object" that the data will belong to. An object can have multiple related dimensions; for example, the **Chart** object includes dimensions for Customer, Item, and Vendor, as each of these relate to accounts.

**Note:** Currently, you can modify the predefined Chart object and its dimensions and attributes, but you cannot create new objects.

- 4 Use the **Dimension Table Joins** form to define the base table for the object and link the appropriate primary and secondary tables to the base table. See "Defining a Table Join" below for the steps to take.

A parent form can have only one base table. Primary tables are defined as having a one-to-one relation to the base table. Secondary tables represent a subcollection; more than one result is returned in respect to the base or primary tables.

In the example above, the user wants to add dimensions to the Chart of Accounts. The base table used for Chart of Accounts is **chart**. At least one of the joined tables must link to the **Primary Key** column on the base table, in this case, **acct**. Use the predefined data for the Chart object as an example: the ledger table is joined to the chart table through `ledger.acct=chart.acct`. Other secondary tables can be joined to the base table or to another table linked to the base table. In the sample data, the `matltran` table is linked to the ledger table through `matltran.trans_num=ledger.matl_trans_num`, and then the item table is linked to the `matltran` table through `item.item=matltran.item`. The information in any of these linked tables is then available to be defined as an attribute for a dimension.

- 5 Use the **Dimension Functions** form to create a list of user-defined database functions that can be included in dimension attributes. Some standard SQL functions and custom functions are predefined for you as examples.
- 6 Use the **Dimension Attributes** form to add columns from the base, primary and secondary tables to the list of attributes for this object. You can also include constants, SQL functions, calculations, and math operands when you build an attribute. See "Defining an Attribute" below for the steps to take.

Attributes provide the actual values that end users want to see in reports.

- 7 The dimension attributes must be accessible to users through a form tied to the base table. To continue our example and see how the CFO would define and use the Chart dimensions and attributes, see Specifying Dimensions and Attributes for G/L Accounts.

## Defining a Table Join

On the **Dimension Table Joins** form, use these steps to define the table joins:

- 1 Specify the name of the object that these table joins describes. At the top of the form, specify the base table name, alias and primary key. (Currently, this information is display-only; only the Chart object and chart base table are allowed.) Be aware that there are more than 200 records in some of these drop-down lists, so use a partial name with a wild card to filter the list results.
- 2 Specify the name and alias of a table to be joined.
- 3 Specify the type of table join that the specified table has in relation to the base table:
  - **Base Table:** The principal table to which other tables will be joined.
  - **Primary Table:** An additional table that has a one-to-one relationship with the base table.
  - **Secondary Table:** An additional table that has a one-to-many relationship with the base table.
- 4 Specify how secondary tables are joined to other tables. Specify **Inner Join** only if the columns referenced in the join are not nullable and the join is on a foreign key. Otherwise, use **Outer Join**.
- 5 Select the column in the current table to use as the join, and the other table and column to join it to. The other table must already be listed in this form.
- 6 Click **Add** to display the join information in the text box and in the Join Text area of the grid.

## Defining an Attribute

On the Dimension Attributes form, use these steps to define attributes:

- 1 Specify the object name to which the attribute applies. (Currently, only the Chart object is valid.)
- 2 Ensure that the information you want to add is not already included in the predefined attributes.
- 3 Specify a name and description for the new attribute.
- 4 Specify the attribute type:
  - **Function:** A field, calculation, or a SQL function that manipulates another attribute value or constant.
  - **Attribute:** The actual values that users want to see in reports.
- 5 Specify the value. You can either type directly in the **Value** text box, or use the fields and button in the right pane to build the Value expression:
  - In the **Type** field, select one of these options and then select the appropriate row from the grid:
    - **Attribute Text:** The grid lists the available attributes. When selected, the attribute name is displayed. In the Value text box, this appears as A(*attribute*). Using literals can be used

to develop strings based on a concatenation of string values. This results in consistent descriptions that can be modified across dimensions.

- **Attribute Value:** The grid lists the available attributes. When selected, the attribute value displays. In the Value text box, this appears as  $V(\text{attribute})$ .
  - **Parameter:** The grid displays a list of the available tables and columns that were defined for this object on the **Dimension Table Joins** form. Select a table and column from the list. Use the **Table** field to filter the grid for a specific table.
  - **Operation:** The grid displays a list of available operations.
  - **SQL Function:** The grid displays a list of the functions defined on the **Dimension Functions** form.
- Click **Add** to add your selection to the Value text box. You can build a Value expression by combining parameters, operations, functions, and literals.
  - Literals must be typed in the text box and are designated as  $L(\text{value})$ . Literals can be concatenated with  $V(\text{Attribute})$ . For example, you could create the attribute Account Number with a value of  $A(\text{Account}) + L(-) + V(\text{Account})$ . This attribute is displayed as, for example, Account-11200.

- 6 For numeric or date fields, you can specify an appropriate mask in the **Masking** field.
- 7 Attributes can be hidden if they are used in calculations and not required to be displayed. This is useful when you create complex formulas.

For example, you could define the literal from the example above and use it in a more complex literal:  $V(\text{Account Number}) + L( ) + A(\text{Ledger Unit Code 1}) + L(-) + V(\text{Ledger Unit Code 1})$ . This displays as Account-11200 Ledger Unit Code 1-123. In this example, there is no need to display the original literal, so it can be hidden.

- 8 Save your changes. In the case of a Chart object attribute, the attribute is then available for selection on the **Chart of Account Dimensions** form.

## Displaying User-Defined Fields Defined in Earlier Versions

Disabled "User Defined" tabs are included on certain forms. The fields on these tabs provide backward compatibility with user-defined fields in pre-7.0 versions of SyteLine. By default, the fields are enabled as in your earlier SyteLine installation, but they have generic labels. The tabs contain three character fields, three decimal fields, one date field, and one Boolean field, along with field labels. You can access these fields when the tab is enabled.

This topic explains how to enable User Defined tabs, edit the labels on the fields on these tabs, and move and resize fields.

**NOTE:** System administrators modifying forms typically have Site Developer editing permission. Site developers can set the scope of their editing to an individual user, a group of users, or to all users. Site developers may have to consider the scope of their changes to user-defined fields on a field-by-field basis. For information on editing scope, see Editing Permissions and the topic "Set and Change Editing Scope" in the help. These instructions assume you have Site Developer editing permission.

## Enabling the User Defined Tab

- 1 Open a form containing a User Defined tab, for example, the **Items** form.
- 2 Select **Edit>Design Mode** and specify the editing scope for the tab you are enabling. The scope remains in effect until you reset it. For important details on setting the scope for a form during an editing session, refer to the topic "Set and Change Editing Scope" in the help.
- 3 Select the **User Defined** tab.
- 4 On the **Component** properties sheet, set **Read-only/Disable** to **False**.
- 5 Select **Form>Definition>Save**.

## Editing a Default Field Label

- 1 Enable the tab as described in the previous procedure.
- 2 Select **Edit>Design Mode** and specify the editing scope for the field label(s) you are editing. The scope remains in effect until you reset it. For important details on setting the scope for a form during an editing session, refer to the topic "Set and Change Editing Scope" in the help.
- 3 Click the field label on the User Defined tab.
- 4 On the **Component** properties sheet, enter your **Caption** for the field. By default, a colon (":") is appended to the label at run time.
- 5 Select **Form>Definition>Save**.

## Repositioning and Resizing Fields

For information on repositioning and resizing fields and labels, see the topics "Move a Component" and "Size a Component" in the help.

## Entering a Reason Code

You can add new reason codes on these forms:

- Absence Reasons
- Bank Reconciliation Reason Codes
- CO Returns Reason Codes
- Credit Hold Reason Codes
- ECN Reason Codes
- Inventory Adjustment Reason Codes
- Miscellaneous Issues Reason Codes
- Miscellaneous Receipt Reason Codes
- Obsolete Slow Moving Reason Codes

- Payment Hold Reasons
- Position Change Reasons
- Purchase Order Return Reason Codes
- RMA Return Reason Codes
- Salary Change Reasons
- Scrap Reason Codes
- Termination Reasons
- Transfer Loss Reason Codes
- Transfer Order Return Reason Codes
- Void Invoice, Debit and Credit Memo Reason Codes

To add new reason codes:

- 1 Open the appropriate reason codes form from the list above.
- 2 Click in the first empty row at the bottom of the list.
- 3 In the Code field, enter a three-character code to represent the reason for the transaction.
- 4 In the Description field, enter up to a 40-character description of the reason for the transaction.
- 5 If the Inventory Adj account field appears (it appears only on Misc. Issue, Misc. Receipt, and Transfer Loss reason codes forms), select an Inventory Adjustment account number to associate with the reason code.
- 6 Save the new reason codes and close the form.

## Product Configurator Steps

The features-and-options product configurator is a tool that enables Order Entry users to create custom items using specially designed items and bill of material.

These are the high-level steps for the features-and-options product configurator.

- 1 Design and set up the layout for the inventory item by Creating and Entering a Planning Item.
- 2 Add a Configured Item in Order Entry.

## Mapping ISO 4217 Currencies to Existing Currencies

If you already have custom currencies defined and referenced elsewhere in the system, you cannot delete or modify them, for data consistency. However, when integrating SyteLine to other BOD-enabled applications, only the ISO currency codes may be used. In order to make this work, you can map any existing custom currencies to the predefined ISO currencies, using the **Currency Codes** form.



You can map multiple currencies to the same ISO currency code. This is acceptable if you already have existing custom currencies used in transactions stored in the database. For example, you might map the following:

| Currency Code | Currency Description | ISO Currency Code |
|---------------|----------------------|-------------------|
| USD           | US Dollars           | USD               |
| Dollars       | US Dollars           | USD               |

However, if you do this, the system will choose only one of the descriptions to display in Business Object Documents (BODs). So if you have mapped multiple names to one ISO country in error, the BOD may include an incorrect currency description. For example:

| Currency Code | Currency Description | ISO Currency Code |
|---------------|----------------------|-------------------|
| BMD           | Bermuda Dollar       | BMD               |
| BHD           | Bahama Dollar        | BMD               |

**NOTE:** In addition, currency formats and symbols should be set up to be the same for all user-defined currency codes associated with a single ISO currency code, so that when a BOD is generated for an ISO currency code, formats and symbols remain the same.

## Monitoring Disk Space

You can monitor disk space usage and set a threshold above which certain users will receive a notification. Use these steps to set up the notification:

- 1 In the **Publications** form, add a publication that will be used for notifying users about low disk space. For example, add a publication named **DiskLowAlert**. Specify a category for the publication, for example, **IT Admin**.
- 2 Use the Monitored Resources form to specify these values to set up disk monitoring:

| Field         | Value                               |
|---------------|-------------------------------------|
| Resource Type | DiskSpace                           |
| Resource Name | The disk drive, for example C:      |
| Active        | Activates monitoring when selected. |

|                    |   |
|--------------------|---|
| Machine Name       | The name of the computer where the drive is located, for example USCMH  |
| User Name/Password | The Windows user name and password used to connect to the computer. This user must be part of the Administrative group.                       |
| Domain             | The complete domain name, for example infor.com   |
| Warning Threshold  | The threshold percentage above which you want to be warned. For example 65.00 sends an alert message when the disk space is filled above 65%. |
| Alert Subject      | The subject of the notification, for example Disk space is low  |
| Alert Message      | The message to send, for example Disk space is low on HDD C   |
| Publication Name   | In this required field, select the publication you defined in step 1, for example DiskLowAlert.   |

3 Click **Add Subscribers**.

4 On the **Publication Subscribers** form, specify the users who should receive the publication you set up in step 1 (for example **DiskLowAlert**).

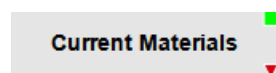
## Navigating the Process Overview Forms

The process overview forms are made up of text boxes that are arranged and grouped to show relational properties with each other. Boxes that are connected by arrows demonstrate either a cause/effect relationship, or a logical progression.

To focus on a single text box, select it. The box becomes highlighted until you select another box.

### Text Box Icons

Some text boxes display green squares, and/or red triangles. The existence of icons indicates that the text box is interactive, and the type of icon indicates how you can interact with it.



- A green square indicates that you can open the associated form by double-clicking on the box. The name of the associated form does not always match the text in the text box.

- A red triangle indicates that further information is available. This information is presented as hover-over text, online help (via a right-click menu), or both.

**Note:** Navigate by right-clicking, or double-clicking, the gray text box, not the colored icons.

## Navigating the SyteLine Business Solution Form

The SyteLine Business Solution form can be navigated by selecting the module names, or by selecting the icons.

- Select a module name to open the process overview form associated with that module. For example, if you select Customer Service, the Overview Customer Service form displays.
- Select an icon next to a module name to display additional links related to that module.
- Select the Related Links and Overview icons to display lists of supplementary forms.

## Process Overview Forms

These forms provide a high-level overview of the relationships between the system modules and forms. They are divided into three categories, and are navigated by visual cues. Each form is divided into a number of tabs.

**Note:** The flowcharts on these forms are neither a literal, nor a comprehensive, representation of business logic.

### SyteLine Business Solution Form

The SyteLine Business Solution form provides links to key activity forms for most of the SyteLine modules.

### Overview Forms

These forms describe a module, in whole or in part, through the use of flow charts and diagrams, many of which allow you to navigate directly to a form within SyteLine.

### Concept Forms

These forms introduce functional, architectural, and key application concepts through the use of flow charts and diagrams.

## Process Overview Form Names

SyteLine Business Solution

Overview Customer Service

Overview Forecast Planning  
Overview Financial Process  
Overview HR Employees  
Overview Manufacturing  
Overview Materials Management  
Overview Project Header  
Overview Projects  
Overview Project Task Resources  
Overview Purchasing  
Overview Quality Control  
Overview Unit Codes  
Concept Backflush Hierarchy  
Concept Batching  
Concept Bills of Manufacture  
Concept Chart of Accounts  
Concept Costing  
Concept CRM  
Concept Data Collection  
Concept EDI  
Concept Forecast Supply Flow  
Concept Features Options Configuration  
Concept Financial Statements  
Concept Forecasting  
Concept Financial Journals  
Concept Materials Planning  
Concept Multisite Diagram  
Concept Multisite Division  
Concept Multisite Capabilities  
Concept Service Management  
Concept Infrastructure Administration  
Concept Product Configuration  
Concept Financial Management

## Concept SyteLine General Process Flows

### Using Input Masks to Set Up Field Formats

Some forms contain fields in which you can specify an input mask, or template, that determines the format used to display or enter values in the field. For information about input mask characters, see Input Mask Property.

**NOTE:** In specifying an input mask, consider whether a null value is allowed in a field. To prevent the system from attempting to save an unspecified value in a decimal field bound to a table column that does not allow null values, use the mask character **9**. An input mask that contains **9** defaults to 0 if no value is specified in the field, and the value 0 can be saved.

### Using the Calculator with the Keyboard

To perform the following functions with the Calculator, use these keys:

- **Clear All** - To clear the display and the ongoing calculation, type **C**.
- **Result** - To see the result of the calculation, press **Enter**.
- **Accept the result** - To close the calculator and enter the result in the form's field, tab to the OK key and press **Enter**.
- **Close without saving** - To close the calculator and leave the form's field unchanged, press the **Escape** key.
- **Scroll the tape** - To scroll the tape, move the cursor up or down, or press **Page Up/Page Down**. To move to the top or bottom of the tape, press the **Home** or **End** key.

### Using the Calculator with the Mouse

To click in the Calculator, use the left mouse key. You can select the numbers, select the calculation method, and scroll the tape at the top of the calculator. Use these functions:

- **Clear All** - To clear the display and the ongoing calculation, click the **C** button.
- **Result** - To see the result of the calculation, click **=**.
- **Accept the result** - To close the calculator and enter the result in the form's field, click **OK**.
- **Close without saving** - To close the calculator and leave the form's field unchanged, click **Cancel**.

## Year End Procedures - Overview

The following is a description of year end procedures. An asterisk (\*) denotes the procedures that initialize year-to-date fields in various files. To ensure accurate data, you must run these utilities before any processing that updates these fields is done in the new year. The timing of executing the remaining utilities is not critical.

- A/R Period/Year End Procedure \* - resets to zero the following fields in the **Customers** form: Sales PTD, Sales YTD, Discounts YTD, Sales Last Year, and Discounts Last Year. The utility also resets to zero the Sales PTD and Sales YTD fields on the **Salespersons** form. This utility **MUST** be executed after generating invoices and posting customer payments for the current year **BEFORE** posting any of these transactions for the new year.

**NOTE:** This utility should only be run once. If you run it more than once, it results in zeros in the Sales Last Year and Discounts Last Year fields.

- Set Vendor Item and Customer Item PTD and YTD Totals to Zero \* - resets the fields in the **Vendor Item Contracts** and the **Customer Item Contracts** forms to zero. The Vendor Item Contracts fields reset are: Ordered YTD, Received YTD, Rejected YTD, Average Cost, Average Lead Time, Average Lateness, Average Percentage, and Last Percentage. The Customer Item Contracts fields reset are: Purchases YTD, Ordered YTD, Shipped YTD, and Ordered PTD.

**NOTE:** This utility is located in both the Customer and Vendor modules but only needs to be run once.

- Payroll Year End Procedure \* - (based on calendar year) - updates the **Employees** form to reflect the change of year. The Payroll Year End procedure should be run after the last payroll of the year and before any payrolls are run for the next year. All adjusting transactions for the current year must be entered and posted before executing this procedure and before posting any payroll for the new year. For more information about the process, see Closing the Year for Payroll.
- Print W-2 Forms - (based on calendar year) calculates the year-to-date gross wages and taxes for employees in the **Employees** form. The information comes from the posted payroll file (prtrxp). The W-2s may take a long time to process. The length of time is dependent upon the number of employees and the frequency with which they are paid. It is not uncommon for the processing on large databases to take several days. If you have an automatic overnight backup procedure, disable it to ensure that the database server is not shut down. In addition, sending the output to a file can be helpful. This will allow you to review the W-2's before they are printed and to reprint them if necessary without additional processing time. W-2's can also be generated electronically, through **W-2 Electronic Filing**. A file called W2REPORT is created. W2REPORT is the filename required by the Social Security Administration and should not be changed.
- Human Resources Year End Procedure \* - updates sick leave and vacation records for the selected range of employees. Only records that have not been processed during this calendar year will be affected. The total amount of sick leave or vacation hours due last year is calculated, and this number plus any carry-over amounts minus any days used will be the new total days. All other fields are set to zero.
- Year End Closing Journal Entries - creates debit and credit entries to close out all revenue and expense accounts for the date range specified. These entries will be placed in the General Journal, and the General Journal must then be posted to the General Ledger. This procedure should be run after all entries made to the fiscal year are posted. In addition, if any adjusting

entries need to be made after the procedure has been run, the procedure must be performed again. For more information, see Closing the Year for General Ledger.

- **Update Current Period and Current Fiscal Year** - In order to post journals for next fiscal year and close previous year, the Current Fiscal Year field on the **General Parameters** form must be manually updated to the next fiscal year. You also need to update the Current Period field on the **Accounting Periods** form.
- **A/P Year End Procedure \*** - (payment YTD based on calendar year) - resets these fields in the **Vendors** or **Multi-Site Vendors** form to zero: Discount YTD, Purchase YTD, and Payments YTD. In addition, the Purchases Last Year is set with the current value of the Purchases YTD and the Discounts Last Year is set to the current value of the Discounts YTD. This utility **MUST** be performed after the last Accounts Payable check run for the current year, **BEFORE** posting any Accounts Payable checks for the new year.

**NOTE:** This utility must be run at the end of the calendar year (not the fiscal year). The **Vendors** (or **Multi-Site Vendors**) form's Payment YTD field is used in generating 1099s, which are printed on a calendar year basis. Also, this utility should be run only once. If you run it more than once, it results in zeros in the **Vendors** or **Multi-Site Vendors** form's Payments Last Year, Purchases Last Year and Discounts Last Year fields.

- **1099 Form Printing \*** - (based on calendar year) - prints a 1099 form for each vendor who has a Federal ID entered in the system. The value printed can be specified as either the vendor's Payment YTD or the vendor's Payments Last Year at the time the 1099s are generated. The choice between using the vendor's Payments YTD or Payments Last Year is based upon the execution of the **A/P Year End Procedure**. Please review the A/P Year End Procedure.

Electronic filing is available for the 1099 report. You may choose to run a test, correction or original electronic filing report. You may create 1099 records by state and submit records through an agent.

Two additional files are used to track information for 1099 reporting: (1) the state file tracks state abbreviation postal code, minimal payment and electronic filing participation information; and (2) the apparms file tracks the payer name control, TIN name, transmitter name, transmitter control code, transmitter address, and transmitter agent name and address.

- **Set Item/Warehouse PTD and YTD Totals to Zero \*** - resets these fields in the **Items** and **Item/Warehouse** forms to zero: Sold YTD, Used YTD, Purchased YTD, Quantity Manufactured YTD, and Sales YTD. The utility should be run after completing jobs, shipping orders, and PO receipts for the previous year and prior to performing any of these transactions for the next year.
- **Fixed Asset Year End Procedure \*** - resets the year-to-date Depreciation field for each fixed asset master record that falls within the selected range of assets. This utility **MUST** be performed after the last depreciation generation for the current year **BEFORE** generating depreciation for the new year.

**NOTE:** When generating depreciation for the 12th period, there is an option for Year End processing. If set, depreciation is done for all periods and year items. Depreciation for period and year cannot be done separately. If depreciation is run and posted twice, once with Year End processing not set and once with Year End processing set, it will double-depreciate all period items.

## Additional Procedures

The following is a list of procedures by module which need to be performed periodically and may be convenient to run at year end. Most of these procedures delete information from the database. Once the data is purged, you will not be able to view or restore it. Depending on your company's policy, you should keep several years of data for audit purposes. You can also archive the database before you purge the data, so that you can access the information as needed.

### Customer - Order Entry

- Delete History Customer Orders - deletes all customer orders with a status of History for the specified range.
- Purge Packing Slip Register - deletes records from the Packing Slip register. The customer order must have a status of Complete or History before the records are purged.

### Employee - Payroll

- Delete Payroll Transactions - deletes records from the posted payroll file (prtrxp) for the date range specified. This utility should only be run AFTER printing W-2's and year-end payroll reports. Make sure the W-2's printed properly and the information on the W-2's is correct prior to performing this utility. Once this utility is performed, the records needed for the W-2's are purged. Therefore, running this utility prior to printing W-2's will result in either no information or incorrect information on the W-2's.

### Finance - Accounts Payable

- Delete A/P Posted Transactions - deletes records from the **A/P Posted Transaction** forms for all fully paid vouchers. Once the records are deleted, you lose the ability to review the details.
- Purge Voucher History - deletes records from the voucher history file. All vouchers prior to the specified Invoice Date and less than the specified Voucher Number are selected. Voucher headers associated with unposted AP transactions or purchase orders with a status of Planned or Ordered are not purged.

### Finance - Accounts Receivable

- Delete A/R Posted Transactions - deletes records from the A/R posted transaction file. You should run the **Customer Statements Report** before running this utility. For balance forward customers, this utility deletes all invoices up to the amount of the payment available and generates a balance forward entry for the first partially paid off amount. For open item customers, it deletes all fully paid invoices. Once the records are deleted, you lose the ability to review the details.
- Purge Invoice History - deletes records from the invoice history file posted. You can choose to delete only the invoice line item and progressive billing line items, or to also delete invoice header and tax records.



## Finance - General Ledger

- **Compress General Ledger Transactions** - deletes records from the **General Ledger Posted Transactions** form. Back up your database before performing this utility, since transaction detail is lost. If the utility's Compress By field is set to Date, all transactions with the same date are compressed to a single transaction for the selected accounts or reporting units. If the Compress By field is set to Period, all transactions in the same accounting period are compressed to one transaction for the selected accounts or reporting units. The date for the new transaction will be set to the period end date.

**NOTE:** General Ledger Transactions with a reference of "Income Summary" are never compressed.

## Material - Inventory

- **Delete old Material Transactions** - deletes material transactions records, which provide an audit trail for your inventory transactions (any changes to the quantity on hand or cost of the item). Once the records are deleted, you lose the ability to review the details. When a material transaction is deleted, references to that transaction from any ledger or journal transactions will be cleared. If you try to view the detail on a ledger or journal previously referenced to the deleted material transaction, the system displays a message that the record is not available.
- **Roll Current Cost to Standard Cost (if using Standard Costing)** - creates or updates the Standard Routing/BOM for standard costed items. It also creates a material transaction and journal entries to reflect the change in inventory value at each stockroom location (journal transactions have a reference of INV STDC).

## Production

- **Job Status Change/Delete Utility** - changes the job status for various valid combinations. You can also delete jobs with a status of History.
- **Delete Job Transactions** - deletes job transaction (jobtran) records, which provide an audit trail for your labor transactions (Job, Production Schedule, JIT and Work Center). Once the records are deleted, you lose the ability to review the details.
- **Review M-Day and Holiday Calendars** - You might need to change the MDAY start and end fields on the Planning Parameters form to create the new mday records for the next year. You also need to manually add the shift records for the next year on the Scheduling Shifts form.

## Vendor - Purchasing

- **Delete History Purchase Orders** - deletes all purchase orders with a status of History. If the PO has a current Change Order with a status of Open or Final, it will not be deleted.



# List of Report Names Used in the System

Following is a list of all reports in the system, grouped by module:

## China Localization

- AP Account Book: This form generates Accounts Payable reports according to a specified beginning and end date.
- AR/AP Account Book: This form generates reports of accounts payable and accounts receivable transactions.
- AR Account Book: This form generates Accounts Receivable reports according to a specified beginning and end date.
- Chinese Book Definition: This form is used to define the Chinese account book and the six report layouts.
- Detail Left-Over Amount Report: This form generates the detail's transaction of one specific summary line of the general ledger according to the selected year and period.
- General Ledger Report: This report shows the General Ledger summary according to the selected year and period (month).
- Posted Voucher Print: This form allows you to print a range of posted vouchers at one time.
- Unposted Manual Voucher Print: This form allows you to print a range of unposted vouchers at one time.
- Unposted System Voucher Print: This form allows you to print a range of unposted system vouchers before they are posted to the ledger.
- Voucher Total: This form is used to generate reports of the cover page of a Voucher Transaction Book for filing purposes.
- Print Voucher: This utility allows you to print the system-generated vouchers on preprinted forms or blank papers.

## Customer

- Approved Not Invoiced Report: This report shows approved quantities that have not been invoiced.
- Available Inventory to Reserve: This report shows available to reserve quantities by warehouse, location, lot, quantity contained, and serial number (if included).
- Available to Ship: This report shows the orders that can be shipped, based on quantities on hand at the time the report is run.
- Bill of Lading: Use this report to print bills of lading.

- Canada Customs Invoice Report: Use this form to print the Canada Customs Invoice report.
- CARaS Customer Address Maintenance Report: This report shows customers that will be extracted when you run the CARaS Customer Address Extraction utility.
- CARaS Parts Report: This report lists the items SyteLine will export when you run the CARaS Parts Extraction utility.
- Certificate of Origin Report: Use this form to print the Certificate Of Origin report.
- Corporate Customer Report: This report lists your corporate customers and their subordinate customers.
- Costing Analysis Alternative Customer Order Margin Report: This report shows what the gross margin would be if you used the revised costs in your costing alternative.
- Customer By Item Sales Analysis Report: This report lists total units and domestic currency sold, and customers who purchased the item and quantity and domestic currency amount purchased.
- Customer Interactions Report: Use this report to print a report of all communications between you and your customer.
- Customer Orders for Reservable Items Report: This report shows customer order line items that are reserved. The information in this report is sorted by warehouse and then by item.
- Delivered In Full and On Time Report: Use this report to calculate and evaluate DIFOT data for a selected set of customer order lines or customer order blanket releases.
- EDI Purchase Order Change Report: This report summarizes data about current inbound EDI purchase order changes.
- EDI Purchase Order Requirement Report: This report summarizes data about current inbound EDI purchase order requirements.
- EDI Purchase Order Status Report: This report summarizes data about current inbound EDI purchase orders.
- Estimate Response Form: This report lists estimate headers and line items.
- Estimate Status Report: Use this report to view the status of all estimates.
- Estimates By Profit Report: This report displays estimate orders sorted by profit margin.
- Estimate Worksheet Report: This report displays Estimation Worksheet results.
- Inbound Purchase Order Error Report: This report lists any errors that occurred when SyteLine received inbound EDI purchase orders.
- Inventory Consigned to Customer Report: This report displays the current inventory levels, pending quantities, and required replenishments at warehouses flagged for inventory consigned to customers.
- Inventory Consigned to Customer Usage Report: This report details inventory levels at customer consignment warehouses.
- Invoice Pay Day Report: This report displays all approved invoices that are ready to be paid, sorted by pay date.
- Invoice Revision Day Report: This report displays all invoices that are to be sent to the customer, sorted by revision date.
- Invoice Register by Account: This report provides a listing of invoices that are currently maintained in the system.

- Invoice Register Report: This report provides you with a list of invoices that are currently maintained in the system.
- Item at Vendor Report: This report lists RMA items that are currently at the vendor location.
- Item by Customer Sales Analysis: This report allows you to view past sales information for a range of customers, with item-specific information for each customer. Sales values are based on invoiced quantities.
- Item Excise Tax Report: Use this form to create a report that will sum, by item, the excise tax amount (tax percent \* sale price) for all items that are subject to the tax, and all customer shipments that have been set to include their orders on this report.
- Item/Customer/Salesperson Sales Analysis: This report allows you to view, for each customer, past sales information for a selected range of salespersons and customers with item-specific information. The report is derived from the order and order history files. Sales values are based upon invoiced quantities.
- Item/Product Code Cost Detail Sales Analysis Report: This report allows you to view cost detail information at both the individual item level and the product code aggregate level.
- Item/Product Code/Customer Sales Analysis Report: This report allows you to print a sales analysis for the customers, product codes, and items you enter.
- Item/Salesperson Sales Analysis: This report allows you to view past sales information for a selected range of salespersons with item specific information for each salesperson.
- Letters of Credit by Customer Report: This report lists outstanding letters of credit (LCRs), in summary or detail format, for a particular currency and for a range of LCRs, customers, issue dates, and expiration dates.
- Mailing Labels: This report prints mailing labels for a range of customers, employees or vendors.
- Order Bookings Report: This report prints information from the order/line item tracking functionality, showing net orders received during a selected date range. If an order has been deleted or reduced during the selected date range, the bookings will be reduced by this amount.
- Order Cost Report: This report displays a breakdown of a customer order's planned cost for all of the line items on the order and compares these costs to the actual production costs for the order.
- Order Entry Exception Report: This report provides a listing of customer orders that have some erroneous attribute which keeps them from being processed.
- Order Request Date Performance Report: This report provides you with a performance measure for evaluating all orders, based on their request dates and the dates of their actual deliveries.
- Order Shipped Cost Report: Use this report to view cost detail information for shipped orders.
- Order Status Report: This report provides a listing of all customer orders that are currently maintained in the system.
- Order Verification: This report provides a printed copy of an order to send to a customer, providing the customer with an acknowledgement of an order that has a long lead time.
- Outbound EDI Invoice Report: This report displays the current invoice information ready to be transmitted.
- Outbound PO Acknowledgment Report: This report summarizes current information about outbound purchase order acknowledgments.
- Outbound Shipping Notice Report: This report summarizes current information about outbound EDI shipping notices.

- **Packing Slip Detail Report:** This report lists packing slips and displays the customer, order number, ship date, pack date, original quantity packed, quantity packed, quantity invoiced and the invoice number.
- **Past Due Order Line Items Report:** This report provides a listing of customer order line items with due dates prior to a specified date.
- **Print Delivery Order Packing Slip:** Use this form to print a packing slip for a range of delivery orders.
- **Print Delivery Order Pro Forma Invoice:** Use this form to print the Pro Forma invoice for delivery orders.
- **Product Sales Analysis Report:** This report allows you to view sales analysis information for particular product codes, family codes, and items.
- **Prospect Interactions Report:** Use this report to print a report of all communications between you and your prospect.
- **Purchased Components Cross Reference Report:** This report displays information for any purchased material that is required by a job, where the job is cross-referenced to a customer order and the purchased material is cross-referenced to a purchase order.
- **Reprint Packing Slip:** Use this report to reprint a packing slip that is associated with a shipment.
- **Reserved Inventory by Order:** This report displays customer order line items that are reserved.
- **Resource Group Bottlenecks Report APS:** Print this report to view resource groups that are causing delays in late demands.
- **RMA Status Report:** Use this report to produce different views of your current RMA data.
- **RMA Verification Report:** Use this report form to print a document listing which materials are authorized for return.
- **Sales Commission By Salesperson Report:** This report shows unpaid sales commission information for each salesperson.
- **Sales Contact Interactions Report:** Use this form to print a report of all interactions between you and your prospect.
- **Sales Value Report:** This report uses information in the Customer Order and Order History files to group unit sales into monthly buckets.
- **Shipped LCRs With a Remaining Balance:** Use this report to print letters of credit (LCRs) with the status of Open
- **Shipped Not Approved Report:** This report shows orders that are checked as shipment approval required and where the shipped amount does not match the approved amount.
- **Shipment Bill of Lading Report:** Use this form to print the shipment bill of lading report.
- **Shipment Packing Slip Report:** Use this form to print the shipment packing slip report.
- **Shipment Pro Forma Invoice Report:** Use this form to print the Shipment Pro Forma Invoice report.
- **To Be Invoiced Report:** This report lists all orders and their line/releases for the orders that are ready to be invoiced.
- **To Be Shipped Value Report:** This report displays the values of those orders that are not yet shipped.

- Uninvoiced Packing Slips Report: This report generates a list of packing slips that have not been invoiced.
- Update Order DIFOT Policy: Use this form to select records from the Customer Order Lines form or Customer Order Blanket Releases form and then modify DIFOT (Delivered In Full and On Time) settings on the selected records.

## Employee

- Applicant Source Analysis Report: This report prints information about the sources the company uses to hire applicants.
- COBRA Benefits Summary: This report lists COBRA benefits summary information for employees.
- Compute Payroll Report: This report indicates, by employee, when errors occur during payroll computation.
- Direct Deposit Report: This report displays the Direct Deposit Detail records selected according to the entered criteria.
- Employee EEO Status Report: This report prints EEO class information for employees.
- Employee Hours Report: This report displays the fields shown on the Hours form as well as an Amount field which contains the number of hours times the Pay Rate. It is possible to sort this report by a range of employees, dates, or transactions, as well as by Pay Type.
- Employee Log Hours Report: This report lists information from the Payroll Log Hours for Pay Period form, and an Amount field that contains:  $\text{NOH} * \text{PR} = \text{PLR}$  Where: NOH = Number of Hours PR = Pay Rate PLR = Payroll Log Hours
- Ex-Employee Outstanding Loans Report: This report lists ex-employees who have outstanding loans.
- Insurance Summary: This report lists insurance summary information about current and/or former employees.
- Mailing Labels: This report prints mailing labels for a range of customers, employees or vendors.
- Number of Employees by Dept Report: This report lists your departments and the number of employees in each one.
- Payroll Deduction Report: This report itemizes deductions and their amounts, and provides the total of all deductions for each employee for the current pay period.
- Payroll Distribution/Log Report: This report provides a comparison of the wage distribution and log report hours for the unposted payroll transactions that were entered or generated through the Payroll Processing form.
- Posted Payroll Transactions Report: This report provides a listing of all posted payroll transactions except those that have been cleared by a payroll compression.
- Print W-2 Forms: This report prints the standard W-2 information to give to your employees for tax filing purposes.
- Quarterly by Tax Code Report: This report prints Tax Code information at the end of each quarter.

- Retirement Plan Contribution Report: This report lists retirement plan contributions, sorted by deduction/earning (D/E) code and then by employee number.
- Salaries by Department Report: This report lists salary information for departments.
- Salaries by EEO Class Report: This report lists salary information for EEO classes.
- Salaries by Gender Report: This report lists salary information by gender.
- Salaries by Position Class Report: This report lists salary information by position class.
- Want Ad Cost Analysis Report: This report prints cost information regarding want ads the company is currently using or has used.
- Year End Payroll Report: This report prints a listing of each employee's yearly and quarterly payroll totals.
- Year-To-Date Deductions and Earnings Report: This report provides a list of deduction and earnings with the summarized YTD deduction amount for that deduction/earning for each employee and a subtotal and grand total for each D&E Code listed.

## Finance

- 1099 Form Printing: Use this report form to print 1099 forms for the appropriate vendors.
- Accounts Payable Aging Report: This report shows the status of your account balances.
- Accounts Receivable Aging Report: Use this report to view the current status of all customer account balances.
- A/P Payment Transaction Report: This report lists all non-posted payment transactions you have entered.
- A/P Balance Report: Use this form to print the AP Balances Report based on the criteria you set.
- A/R Balance Report: Use this form to print the AR Balances Report based on the criteria you set.
- A/R Invoice/Credit/Debit Memo: Use this report to print invoices, credit memos, and debit memos without having to reference an invoice number.
- A/R Payment Transaction Report: Use this report to list unposted payment transactions you entered.
- Bank Reconciliation Report: This report lists bank reconciliation transactions and their amounts, and shows whether or not they have been reconciled.
- Cash Impact Report: This report shows your expected cash flow over a specified period of time for a selected range of currencies in summary or detail format.
- Cash Receipts Due Report: This report lists all cash receipts that are due, sorted by due date. It lists all open-item transactions and provides a running total of the amounts your customers owe.
- Cash Requirements Report: This report lists all unpaid vouchers, sorted by due date.
- Chargeback Transaction Report: Use this form to print a report showing chargeback data from criteria you set.
- Customer Statements: Use this form to produce customer statements that list the amount customers owe.
- Draft Aging Report: This report lists all draft payments for a range of customers and due dates, sorted by due date.



- Draft Dunning Letter: This report prints reminder letters to customers.
- Draft Remittance Posting Report: Use this report form to print a report that lists remitted draft information, and includes a remittance statement.
- Draft Transaction Report: This report lists all existing drafts for a range of customers, bank codes, due dates, and draft numbers.
- Dunning Report: A Dunning Report is a letter you send to a customer as a reminder about invoices that are past due.
- Electronic Signature Records Report: This form creates a report that lists electronic signatures for a specific record.
- EU Sales List: This report records the aggregate value of sales to customers in other member states who are registered for VAT, and for which ESL requires basic information relating to the supply.
- EU Supplementary Statistical Declaration: Use this form to print a report that records information related to each inward and outward consignment.
- EU VAT Report: This report captures information about the value of intra-community sales and purchases.
- Finance Charge Transaction Report: This report lists all unposted finance charge transactions for a range of customers, sorted by customer invoice number.
- Financial Statement Output: Use this form to set up printing parameters for financial reports, which you can then use to produce the reports repeatedly.
- Fixed Asset Acquisition Report: This report displays acquisition information for a specified set of assets.
- Fixed Asset Classification Report: This report displays comprehensive asset and depreciation information.
- Fixed Asset Cost Report: This report lists fixed asset cost information, organized by asset number.
- Fixed Asset Current Depreciation Report: This report contains comprehensive, up-to-date depreciation information for each asset.
- Fixed Asset Disposal Transaction Report: Run this report before posting disposal transactions to verify that the disposal transaction information is correct.
- Fixed Asset Disposition Report: This report displays disposal history information, including book value, gain, loss, and dates of acquisition and disposal.
- Fixed Asset Insurance Report: This report compares the current value of an asset to the insurance policy value to determine whether or not the policy is current and if the amount of the policy is appropriate, compared to the value of the asset.
- Fixed Asset Quarterly Cost Incurred Report: This report displays the costs incurred by department and Class Code for each quarter of the specified year.
- Fixed Asset Transfer Report: Run this report before posting fixed asset transfer transactions. Use this report to verify that the transaction information was generated correctly.
- General Ledger: The General Ledger form lists transactions for a range of periods, accounts and unit code 1-4 combinations.

- **General Ledger Check Information:** The General Ledger Check Information Report lists information about checks that have been processed in Accounts Payable and Accounts Receivable.
- **General Ledger Transaction Report:** This report lists General Ledger transactions for a range of transactions, transaction dates, accounts, unit codes (1-4), and references.
- **General Ledger Worksheet Report:** This report lists the numbers, descriptions, and amounts of the selected accounts for a specific date.
- **GST Input Tax Credit Report:** Use this report to print all GST records payable as collected by Purchasing and Accounts Payable.
- **GST Invoiced Report:** Use this report to view all Goods and Services Taxes receivable, as collected by Customer Order Entry and Accounts Receivable.
- **Inactive Account Numbers Report:** This report lists where inactive account numbers are being used in the system.
- **Incomplete SSD Order Information Report:** Use this report to check for missing European Union (EU) information on customer orders, RMAs, purchase orders, and transfer orders.
- **Invoice Transaction Report:** Use this report to list any or all unposted invoice, debit, and credit transactions, sorted by customer invoice number.
- **Journal Control Number Report:** This report lists Journal transactions sorted by journal control number or reference control number.
- **Journal Transaction Report:** This report lists detailed or summary information about G/L journal transactions that have been posted to specific journals.
- **Ledger Control Number Report:** This report lists G/L transactions sorted by ledger control number or reference control number.
- **Letters Of Credit By Vendor Report:** This report allows you to print out all outstanding letters of credit for one vendor or a group of vendors.
- **Multi-FSB Chart of Accounts Mapping Report:** Use this form to list account mapping for a multi-FSB chart of accounts.
- **Multi-FSB General Ledger:** Use this form to list transactions for a range of periods, accounts and unit code 1-4 combinations.
- **Multi-FSB General Ledger Check Information:** Use this form to list information about checks that have been processed in Accounts Payable and Accounts Receivable.
- **Multi-FSB General Ledger Transaction Report:** Use this form to list General Ledger transactions for a range of transactions, transaction dates, accounts, unit codes (1-4), and references.
- **Multi-FSB General Ledger Worksheet Report:** Use this form to list the numbers, descriptions, and amounts of the selected accounts for a specific date.
- **Multi-FSB Journal Transaction Report:** Use this form to list detailed or summary information about multi-FSB journal transactions that have been posted to specific journals.
- **PST Input Tax Credit Report:** Use this report to view all PST records payable, as collected by Purchasing and Accounts Payable. Typically, you print this report when you prepare the tax return.
- **PST Invoiced Report:** Use this report to view all the provincial sales taxes receivable, as collected by Customer Order Entry and Accounts Receivable.

- Purchase VAT Register: This report allows you to generate a report that displays tax amounts that have been paid out from posted A/P voucher transactions.
- Sales Tax Report: Use this report to view all sales taxes receivable as collected by Customer Order Entry and Accounts Receivable.
- Sales VAT Register: This form allows you to generate a report that displays tax amounts that have been received from posted A/R invoices.
- Spanish Payables Report: This form allows you to generate a report that displays tax amounts that have been paid out from posted A/P voucher transactions.
- Spanish Receivables Report: This form allows you to generate a report that displays tax amounts that have been received from posted A/R invoices.
- SSD Transaction Listing: Use this report to list all Arrival and/or Dispatch transactions for a range of periods, customers, vendors and warehouses.
- Tampered Electronic Signature Records Report: This report displays records where the checksum stored for the data no longer matches the data.
- Tax Invoiced (Parametric) Report: This report lists the total value of sales within a specified jurisdiction, and the tax due on the sales.
- Tax Payable Report: Use this report to view all sales taxes payable as collected by the system's Purchasing and A/P modules. Typically, you will print this report when you prepare the tax return.
- Tax Receivable Report: Use this report to view all the sales taxes receivables as collected by Customer Order Entry and Accounts Receivable. Usually, you print this report when preparing the tax return.
- Tax Vouchered (Parametric) Report: Use this report to view all taxes payable as collected by the system's Purchasing and A/P modules.
- Taxable Revenue Report: This report (United States) lists summary or detailed information about taxable revenues for a range of tax codes, invoice dates and customers.
- Trial Balance: The Trial Balance displays account numbers, account descriptions, and amounts for the accounts you select.
- Unit Code Where Used Report: Use this report to find areas in the system where a particular unit code is referenced.
- Vendor Voucher/Debit Memo Report: Use this form to create a report that details credit memo amounts applied to originating vendor invoices and purchase orders.
- Verify Reports To Accounts Report: This report validates mapping from the current entity to its parent.
- Voucher Authorization Report: This report lists unposted vouchers for a range of authorizers, vouchers, invoice dates, vendors, vendor names, purchase orders, and goods receiving notes.
- Voucher Pre-register Report: This report lists summary or detailed information about voucher pre-registers, sorted by pre-register, vendor, or vendor name.
- Voucher Register by Account Report: This report lists all posted and unposted vouchers from Purchasing that are currently maintained in the system.
- Voucher Register Report: Use this report to list vouchers you currently maintain in the system.
- Voucher Transaction Report: Use this report to list all unposted voucher and adjustment transactions that have been entered.

- **Vouchers Payable Report:** Use this report to show purchase orders that have been received but not yet vouchered, including to-be-vouchered POs and POs with cost variances.

## Japan Localization

- **Consumption Tax Report:** Use the information displayed in this report when you prepare Consumption Tax returns.
- **Invoice Batch Report:** Use this form to print the Invoice Batch report.
- **Tax Control Report:** This report shows tax transactions with the account, amounts, and tax codes involved in each transaction.

## Material

- **Component Shortages Report APS:** Use this form to create and print a report listing all components for which existing inventory is not yet available.
- **Container Contents Report:** Use this form to create reports by location, by item, or by container.
- **Co-Product Mix Report:** Use this report to produce a list of co-products in a co-product mix.
- **Co-Product Mix Status Report:** Use this report to display a list of co-products, sorted by co-product mixes, detailed cost distribution percentages, and co-product ratios.
- **Co-Product Where Used Report:** Use this report to display a list of co-products and the co-product mixes that contain them.
- **Costing Analysis Alternative Inventory Variance Report:**
- **CO Transactions by Lot Report:** This report provides information about customer order shipments and returns for a selected range of items and lot numbers.
- **Customer Order Price Change Report:** Use the Change Item Price utility to change the unit price of an item or range of items from the Items records, the wholesale price for the Item records, the contract prices from the Customer Contract Prices records, and the customer item prices in existing open or planned customer orders that are not fully shipped.
- **Customer Price Change Report:** Use the Change Item Price utility to change the unit price of an item or range of items from the Items records, the wholesale price for the Item records, the contract prices from the Customer Contract Prices records, and the customer item prices in existing open or planned customer orders that are not fully shipped.
- **Cycle Count Sheet Report:** This report prints in the same format as the Cycle Count Generation report, but it does not generate any Cycle Count records.
- **Cycle Count Variance Report:** This report shows the variance between the system's on hand balance and the actual count entered
- **Demand Summary Comparison APS Report:** This report allows you to compare demand data for two sets of alternative planning/scheduling data.
- **Demand Summary Comparison Scheduler Report:** This report allows you to compare demand data for two sets of alternative planning/scheduling data.

- Demand Summary With Operations APS Report: This report displays a summary of the operations in a range of demands for the selected alternative set of planning/scheduling data.
- Demand Summary With Operations Scheduler Report: This report displays a summary of the operations in a range of demands for the selected alternative set of planning/scheduling data.
- ECN by Item Report: This report lists the Engineering Change Notices for the items you entered on the Engineering Change Notice Items form.
- ECN Report: This report lists Engineering Change Notices for the items you entered on the Engineering Change Notice Items form.
- ECN Status Report: This report shows the status of Engineering Change Notices for a range of ECN numbers, items and request dates, sorted by ECN number or job type.
- Exceptions Report: This report contains pegging and Items information that helps you respond to exception messages.
- Indented Costed BOM Report: This report shows the material requirements of a parent item and its components, with the components indented according to the item's bill of material structure.
- Indented Current BOM Report: This report shows the indented component material requirements of a parent item, indicated in the item's current BOM as of a given effective date.
- Intra-Site Transfer Master Display Report: For each period you set up in the Planning Horizon Calendar, this report lists this information for a selected warehouse and item combination: forecast quantities for the item and warehouse during the date period, customer order and project resource quantities for the item and warehouse during the date period, transfer order quantities where the From Warehouse is the Distribution Warehouse for the item and during the date period, purchase orders, purchase requisitions, transfer orders and planned intra-site transfer orders where the To Warehouse is the Distribution Warehouse, and the projected amount available, which is the on-hand amount plus receipts (MPS) minus forecast minus independent demand minus transfer demand.
- Intra-Site Transfer Order Action Report: This report shows the planned orders (PLNs) you must firm for a given item to be available when needed.
- Inventory Aging Report: This report queries the item stockroom locations and item/warehouse records to determine the date of the last inventory receipt for a range of products.
- Inventory Balance Report: This report displays quantities, unit costs, and details of all material transactions that impact any of the five inventory accounts.
- Inventory Below Safety Stock: This report lists each item that has an on-hand quantity that is below the specified safety stock quantity on the Items form.
- Inventory Cost Report: This report shows a breakdown of material, labor, fixed overhead, variable overhead, and outside service costs for items.
- Inventory Pre-Adjustment Report: This report shows all Physical Inventory records, the book quantity counted, the quantity on hand, the unit cost, the adjustment amount, and the account to adjust.
- Inventory Summary Comparison Report: This report allows you to compare inventory levels of two sets of alternative planning data.
- Item BOM Where Used Report: Use this report to list all BOMs, customer orders, manufacturing orders, purchase orders, RMA and replacement orders, estimates, and project control estimates associated with the items meeting the selection criteria you specify.

- **Item Bottlenecks Report APS:** This report displays each purchased item's lead time and the number of demands that are delayed due to shortages of the item. This Delayed Demands count is calculated as the number of late demands for which the item is on the critical path and the demand had to wait for the item to be received.
- **Item by Location Report:** This report provides a breakdown by location of all items.
- **Item Cost By Product Code Report:** This report lists item costs sorted by product code.
- **Item Costing Report:** This report shows the prices, costs, total cost, margins and gross margin of items in inventory.
- **Item Current Routing Report:** This report shows each operation for the standard job for a selected range of items, product codes, and operations.
- **Item Detail Report:** This report provides detailed information using almost all of the fields from Items records.
- **Item Not Used Report:** Use this report to list items for which no material transactions have been recorded in the date range selected.
- **Item Price Change Report:** Use the Change Item Price utility to change the unit price of an item or range of items from the Items records, the wholesale price for the Item records, the contract prices from the Customer Contract Prices records, and the customer item prices in existing open or planned customer orders that are not fully shipped.
- **Item Quantities by ABC Code Report:** This report displays the items sorted by ABC Code.
- **Item Revision Report:** This report lists revisions that are associated with items, and the current item routing for any or all revisions of a particular item.
- **Item Serial Number Report:** This report displays a list of serial numbers, plus the item and lot associated with each, for the specified source and destination transactions.
- **Item Where Used Report:** Use this report to list all BOMs, customer orders, manufacturing orders, purchase orders, RMA and replacement orders, estimates, and project control estimates associated with the items meeting the selection criteria you specify.
- **Jobs Affected by Engineering Change Notices Report:** This report lists Engineering Change Notices (ECNs) and the jobs those ECNs affect.
- **Lot Traceability Report:** This report shows all the details for the life of a lot, and all the transactions that took place for a particular lot of an item.
- **Master Planning Report:** For the period you set up in the Planning Horizon Calendar, this report lists this information for each item: outstanding requirements, outstanding receipts, projected-available quantities, and available-to-promise quantities.
- **Material Transactions Report:** This report lists all material transactions posted, such as Miscellaneous Issue, Miscellaneous Receipt, Inventory Adjustment, Job Merge, Job Split, Customer Order Shipment, and others (see the Transaction Type and Reference Type field topics for a list of the types of transactions this form displays).
- **Material Use Up Report:** Process this report to calculate either quantity on hand at the specified break date, or, if no break date is specified, the estimated date when the item's quantity on hand will be reduced to zero.
- **Order Action Report:** This report shows the planned orders (PLNs) you must firm for a given item to be available when needed.

- Pegging Report: This report displays this information: all single-level pegging (where used) information for all Items selected, due date of the requirement, quantity, parent item, and reference to the order this part will be used to fill
- Physical Inventory Report: This report shows all Physical Inventory records and indicates whether each record has been counted, posted, or approved.
- Planning BOM Report: This report displays the bill of material for planning items.
- Preassigned Lot Labels Report: Use this report to print preassigned lot labels that you can attach to containers or bins when the lot is created.
- Preassigned Serial Labels Report: Use this report to print preassigned serial number labels that you can attach to containers or bins when the item is created or received.
- Price Change Error Report: Use the Change Item Price utility to change the unit price of an item or range of items from the Items records, the wholesale price for the Item records, the contract prices from the Customer Contract Prices records, and the customer item prices in existing open or planned customer orders that are not fully shipped.
- Print Advance Ship Notice: You can print the advance ship notice associated with a transfer order using the Print Advance Ship Notice Report.
- Pro Forma Invoice: Use this report form to create a document that verifies the value of goods, when the goods cross borders.
- Projected Inventory Report: This report gathers Planning Detail data for a range of items, then evaluates projected item quantities for out-of-tolerance conditions based on monthly buckets.
- Projected Item Completions by Resource/Resource Group Report- APS: This report displays the projected completion date, the resource that must do the work, the resource group to which it belongs, the item, and the quantity to complete.
- Projected Item Completions Report - APS: This report displays the projected completion date, the item description, and the quantity.
- Reprint Transfer Ship Packing Slip: Using the Reprint Transfer Packing Slip Report form, you can reprint packing slips that have already been printed.
- Resource Group Load Profile Comparison APS Report: This report allows you to compare resource group utilization and load for two sets of alternate planning/scheduling data.
- Resource Group Load Profile Comparison Scheduler Report: This report allows you to compare resource group utilization and load for two sets of alternate planning/scheduling data.
- Single Level Current BOM Report: This report shows the first level of component material requirements for an item, as indicated in the current BOM for that item.
- Single Level Lot Source Report: This report lists all the lot-tracked components contributing to the manufacture of a lot-tracked item.
- Single Level Lot Where Used Report: This report lists all the jobs that have used a particular lot of an item.
- Summarized Current Bill of Material Report: This report lists an item's components and their requirements as they appear in the current BOM for the item as of a given date.
- Supply Usage Report APS: This report displays each predefined supply record and the demands that used a portion of that supply. It also shows the on-hand inventory and the demands that used it.
- Total Inventory Value by Acct: This report displays all of the items sorted by account.

- Transaction Summary Report: This report summarizes the EDI transactions that you select using the report options, telling you how many records exist per transaction and how many records have been loaded/entered for each transaction.
- Transactions By Serial Number Report: This report lists all the transactions that have taken place for a given serial number.
- Transfer Order Status Report: This report lists the statuses of transfer orders.
- Void Tag Sheet Report: This report prints a listing of all inventory tags/sheets that are voided.

## Mexico Localization

- Mexican VAT AR/AP Transferred Report: Use this form to generate accounts receivable and accounts payable VAT transferred records reports.
- Mexican DIOT Report: Use this form to generate a Declaración Informativa de Operaciones con Terceros for regular and exceptional transactions.
- Mexican IETU Report: Use this form to generate IETU reports.

## Production

- Barcoded Employee Badges Report: Use this report to print employee badges with barcodes on them
- Barcoded Item Labels Report: This report prints labels that contain: item number, item number in barcode format, item description, and optionally, the lot number in numeric format or in barcode format
- Barcoded Resources Report: This report prints bar coded machine IDs for a given resource group or a range of resource groups.
- Consolidated Job Cost Report: This report provides a cost summary for related jobs that have the same primary job number.
- Cumulative Production by Item Report: This report lists all quantities and cumulative quantities for a selected range of items, schedule IDs and dates.
- Current Job Cost Variance Report: This report lists current WIP, variance, total cost, actual total cost, and standard total cost for jobs and co-product jobs.
- Employee Variance Report: Use this report to display the standard cost and variance for each selected employee.
- Estimate Job Cost Detail Report: This report lists the estimate jobs and their estimated costs.
- Estimate Job Indented BOM Report: This report provides a material list or bill of material for estimate jobs.
- Estimate Job Routing Report: This report lists the routing and associated material and text records for an estimate job.



- Floor Stock Replenishment Report: This report lists quantities needed to fill existing work center floor stock locations to cover the production requirements you specify. The report also lists requirements for consolidated materials for the jobs and production schedules you specify.
- Indented Projected Job Cost to Complete Report: This report displays level-zero jobs and their sub-jobs (indented) if the total job cost falls outside the specified variance.
- Job BOM Report: This report provides an indented material list, or bill of material, for a particular job.
- Job Cost by Item Report: This report lists the jobs on file by item number.
- Job Cost Detail Breakout: This report lists jobs and their material, labor, fixed overhead, variable overhead, and outside services costs.
- Job Cost Detail Status Report: This report lists jobs and their planned and actual costs through the last posted transaction.
- Job Cost Variance Report: This report prints the cost breakdown of the selected jobs.
- Job Exception Report: This report displays jobs and co-product jobs with costs outside a specified tolerance level. The summary display shows one line per job that is outside of tolerance. The detail display shows the labor and overhead of each operation and the cost of each material.
- Job Operation Status Report: This report lists jobs currently in the system.
- Job Packet: The Job Packet provides a complete packet of shop floor documents.
- Job Transactions Report: This report lists the job transactions currently on file.
- Labor Analysis by Work Center Report: This report displays the earned and approximate actual labor hours accumulated for a work center since the last time you ran the End of Period Costing activity.
- Material Analysis by Work Center Report: This report lists the earned and actual material costs that have accumulated for a work center since the last time you ran the End of Period Costing activity.
- Material Availability Report: This report calculates a rough estimate of how much time is required to manufacture an item, based on current material availability.
- Past Due Job Operations Report: This report lists all job operations scheduled to be completed but not completed as of a given date. Use this report to identify jobs that are behind schedule.
- Past Due Jobs Report: This report lists all jobs on file by their due date. Use this report for follow-up work on a particular job, and for identifying past-due jobs that must be expedited.
- Pending Job Labor Transactions Report: This report lists all pending job labor transactions based on the selection criteria.
- Pending Material Transactions Report: This report lists all pending material transactions based on the selection criteria.
- Production Cost by Work Center Report: This report displays the total earned and actual amounts by work center for labor, material, variable and fixed overhead, and outside services.
- Production Exceptions Report: Use this report to display a range of demands that are late within the Days Late threshold you specify.
- Production Schedule Earned Cost Report: This report displays the accumulated costs from production schedule complete transactions where you have moved items into inventory.

- Production Schedule Operation Status Report: This report displays the status of all operations for all releases.
- Production Schedule Report: This report displays a summary of production schedules, sorted by production schedule number.
- Production Schedule Routing Report: This report displays the routing and bill of material for a production schedule and item combination.
- Production Schedule Scrapped Report: This report displays the scrap that has been reported from production schedule scrapped transactions.
- Production Schedule Transaction Report: This report displays all transactions that have taken place within the parameters set on the form.
- Projected Item Completions by Resource/Resource Group Report - Scheduler: Use this report to generate a list of the total quantity of items scheduled to be completed at a given resource or resource group on a given range of dates.
- Projected Item Completions Report - Scheduler: Use this report to view the total quantity of an item the Scheduling activity has projected to be completed within the range of dates you specify.
- Projected Job Cost To Complete Report: This report displays all incomplete jobs.
- Resource Dispatch List Report: Use this report to display the demand assignments for a resource (or for all resources in a group) in the sequence in which they should be performed on the shop floor.
- Resource Final Queue Report: Use this report to display a detailed listing of the loads waiting for a particular resource at the time the Scheduling activity ended.
- Resource Group Dispatch List Report: Use this report to display the demand assignments for a resource (or for all resources in a group) in the sequence in which they should be performed on the shop floor.
- Resource Group Final Queue Report: Use this report to display a detailed listing of the loads waiting for each resource in a particular resource group at the time the Scheduling activity ended.
- Resource Group Summary Report: Use this report form to list the totals of all resources that were scheduled from the selected resource groups during the last run of the Scheduler.
- Resource Summary Report: Use this report form to print the totals for each resource that was scheduled in the last run of the Scheduler.
- Scrap Analysis Report: This report lists items reported as scrapped through posted job transactions for a range of items, product codes, and job dates.
- Time and Attendance Log Transactions Report: This report displays specified time and attendance log transactions from the Time and Attendance Log file.
- Total WIP Value by Account Report: This report provides financial analysis of work-in-process (WIP) inventory sorted by account number.
- WIP Valuation Report: This report provides a financial analysis of work-in-process (WIP) inventory.
- Work Center Transactions Report: This report tracks labor and machine hour transactions that have been reported against each work center.
- Work Center Where Used Report: This report lists all job operations currently scheduled through a particular work center.

## Project

- Cost To Complete Log Report: Use this report form to view a history of project costs organized by task and by cost code within task
- Indented WBS Cost Report: This report displays the actual cost, forecast cost, and percent complete of all levels of a work breakdown structure.
- Invoice Milestone Progress Report: This report summarizes the status of specified invoice milestones organized by project.
- Nominated Invoice Milestones Report: This report displays all nominated invoice milestones for a project or range of projects through an accounting period.
- Nominated Revenue Milestones Report: This report displays all nominated revenue milestones for a project or range of projects through an accounting period.
- Print Project Advance Ship Notice: Use this report form to print advance ship notices created in the Project Advance Ship Notice form.
- Project Change Order Detail Report: Use this form to generate a report to review changed projects. This report is only for project types that use project tracking.
- Project Margin Analysis Report: This report compares actual costs and revenues with projected costs and revenues for one or more projects.
- Project Purchase Order Commitments Report: This report shows all outstanding purchase order commitments for a selected range of projects, tasks and jobs, organized by project and task
- Project Transactions Report: This report shows transaction records for a range of projects and tasks.
- Project Variances Report: This report displays posted cost transactions for a range of projects and project tasks, comparing actual and budgeted costs.
- Project WIP Valuation Report: This report shows information about the work-in-process values of projects grouped by product code.
- Project WIP Value by Account Report: This report shows information about the work-in-process amounts in General Ledger accounts for projects.
- Reprint Project Invoices: Use this report form to reprint project invoices for a range of invoice numbers, invoice dates, projects, and customers.
- Reprint Project Packing Slip: Use this report form to reprint a specific packing slip that's associated with a project resource shipment.
- Revenue Milestone Progress Report: This report summarizes the status of specified revenue milestones, organized by project.
- Unposted Project Labor Transactions Report: This report shows transactions that were entered through the Project Labor Transactions form.
- WBS Percent Complete Report: This report displays the actual cost, forecast cost, and percent complete of each component of a work breakdown structure or a range of work breakdown structures.

## SyteLine Service

- Amortization Transaction by Account Report: Use this report to preview or print existing records for the period and year specified. Filter by customer, reference number, invoice number, and account number.
- Expense Reconciliation Report: Use this form to preview or print a list of expenses based on the selected filters.
- Incident Report: Use this report to preview or print incident information based on the options and filter ranges you select.
- Incident Time Analysis Report: Use this report to preview or print a breakdown of the time that was spent to resolve incidents.
- Indented Unit Configuration Report: Use this form to generate a report that shows a unit configuration and all of the warranty information for the subcomponents of the unit.
- Item Rental History Report: Use this utility to generate a report listing contract lines for the selected range of units or item numbers.
- Item Where Used Report: Use this report to see where a particular item or serial number is used in the service configurations.
- Miscellaneous Expense Report: Use this report to preview or print a list of partner expenses based on the filters and options selected.
- Outstanding Amortization by Account Report: Use this report to preview or print existing records based on the selected options. Filter by customer, reference number, invoice number, and account number.
- Partner Reimbursement Report: Use this report to preview or print a list of partner reimbursements based on the selected filters and options.
- Partner Schedule Report: Use this utility to preview or print a partner schedule based on the filters and options selected.
- Service Contract Annual Renewal Listing Report: Use this form to preview or print all contracts due for renewal for the Period and Year specified. Filter by Contract, Customer, and Item.
- Service Contract Invoicing: Use this form to process or reprint service contracts based on the filters and options you select.
- Service Contract Profit Analysis Report: Use this form to preview or print a report of the projected revenue from service contracts. Filter by contract, customer, and invoice date.
- Service Contract Rental Agreement: Use this form to produce the contract rental agreement for the selected customer and contract range.
- Service Contract To Be Invoiced Report: Use this utility to preview or print all of the service contracts that are eligible to be invoiced.
- Service Order Automatic Generation Utility: Use this utility to process the units from the selected range and determine if any planned maintenance needs to be performed.
- Service Order Estimate Report: Use this report form to preview or print SRO estimate information based on the filters and options selected.
- Service Order Exchanges To Be Shipped Report: Use this form to generate a list of the SRO loaners that are set to be shipped.
- Service Order Inspection Report: Use this form to generate output for one or more inspections.

- Service Order Invoicing: Use this form to print and post an invoice for the material, labor, and miscellaneous items that have been posted to a service request order.
- Service Order Loaners To Be Shipped Report: Use this form to generate a list of the SRO loaners that are set to be shipped.
- Service Order Margin Report: Use this form to preview or print a listing based on the filters and options selected.
- Service Order On Hold Report: Use this form to preview or print a listing of SROs with a current status of 'Hold' based on the range of filter options selected.
- Service Order Operation Code Cost Report: Use this form to preview or print a list of the costs for SRO operation codes.
- Service Order Outstanding Exchanges Report: Use this form to generate a list of the SRO loaners that are set to be shipped.
- Service Order Packing Slip: Use this form to preview or print packing slips for items to be shipped for Service Request Orders.
- Service Order Picklist Report: Use this form to preview or print pick lists for SROs.
- Service Order Planned Material Requirement Report: Use this form to preview or print an output listing based on the options and filters selected.
- Service Order Planned v. Actual Report: Use this report to compare the actual extended prices/costs of all SRO transactions.
- Service Order Shipment Listing: Use this form to preview the shipment list for items to be shipped for SROs.
- Service Order Status Report: Use this form to preview or print a list of SRO statuses and/or bill statuses based on the filters selected.
- Service Order To Be Invoiced Report: On this report, you can preview or print a listing of all the SROs that are eligible to be invoiced.
- Service Order Transaction Posting: Use this form to post SRO transactions in batches, and to place them on the background queue.
- Service Order WIP Valuation Report: Use this form to preview or print a list of the amount of WIP that has been issued, relieved, and remains for the defined range of SRO operations.
- Service Order Work Order Report: Use this form to preview or print a list of transaction information for a range of SROs.
- Service Reason/Resolution Search: Use this form to look for specific incidents or SROs.
- Unified Transaction Report: Use this form to preview or print a list of partner transaction activity.
- Warranty Expiration Report: Use this form to preview or print a list of expired warranties based on the date range and item filters selected.

## System

- Database Schema Report: This report lists a specified range of the database schema.
- Quick Dictionary Report: This report shows the definitions of each class and all the user fields that belong to the class, along with their field names, data types, and descriptions.

- **System Diagnostic Report:** The purpose of this form is to create a system diagnostic report so you can attach it to an incident for Technical Support.
- **User Authorization Report:** Use this report to list, for each user ID: user login status, whether the user is a Super User, editing permissions (site developer, user, etc.), authorization groups to which the user belongs, license modules to which the user belongs, user authorizations for forms, form components, and IDOs, with the allowed explicit account rights (Delete, Edit, Execute, etc.), row authorizations and filters for IDOs that apply to the user, group authorizations for forms, form components, and IDOs, with the account rights that the user inherits from the group, and specific forms and IDOs included in the license modules to which the user belongs.
- **User Class Report:** This report shows the definitions of the classes within the range of classes you select.
- **User Fields Report:** This report shows the definitions of the user fields, with their graphical properties, that are associated with the classes within the range you select.
- **User Index Report:** This report shows the definitions of the indexes associated with the classes within the range you select.

## Thailand Localization

- **Currency Revaluation Report:** Use this form to view the A/P and A/R Currency Revaluation Report for internal and external audit.
- **Input VAT Report:** Use this form to print a report that shows the invoice summary, tax detail, and company information.
- **Petty Cash Payment Transaction Report:** Use this form to print unposted petty cash transaction reports.
- **Petty Cash Payment Transaction Report (Reprint):** Use this form to reprint unposted petty cash transaction reports.
- **Withholding Tax Certificate Report:** Use this form to print withheld tax information, vendor information, and invoice details for unposted payments.
- **Withholding Tax Certificate Report (Reprint):** Use this form to reprint withheld tax information, vendor information, and invoice details for unposted payments.
- **Withholding Tax Details Report:** Use this form to print the Withholding Tax Details Report, which includes withheld tax information, vendor information, and invoice details for unposted payments.
- **Withholding Tax Details Report (Reprint):** Use this form to reprint the Withholding Tax Details Report, which includes withheld tax information, vendor information, and invoice details for unposted payments.

## Vendor

- **Builder Purchase Order Report:** Use this form to print purchase orders that were created with the Purchase Order Builder form.

- Change Order Detail Report: The Change Order Detail Report lists all specified PO change orders for a given range of vendors.
- Change Order Report: Use the Change Order Report to create change orders.
- Goods Receiving Note Report: Use the Goods Receiving Note Report form to print a report which shows GRN status and line information.
- Inbound PO Acknowledgment Report: Use this report to list the inbound electronic purchase orders that have been received and acknowledged.
- Inbound Vendor Invoice Report: Use this report to print a detailed list of the EDI vendor invoices you have received.
- Inbound Vendor Ship Notice Report: Use this report to print a detailed list of the EDI vendor shipments of which you have been notified electronically.
- Inventory Consigned From Vendor Usage Report: Use this form to produce a report detailing inventory activity and recommended replenishment quantities for a given vendor and consignment warehouse.
- Landed Cost Variance Report: This report shows landed cost variances by PO and PO line - that is, in summary total and with breakdown by line.
- Letters Of Credit By Vendor Report: This report allows you to print out all outstanding letters of credit for one vendor or a group of vendors.
- Mailing Labels: This report prints mailing labels for a range of customers, employees or vendors.
- Outbound Planning Schedule Report: Use this report to review and verify outgoing planning schedules before sending them electronically.
- Outbound Purchase Order Report: Use this report to review and verify outgoing EDI purchase orders before sending them electronically.
- Outbound Shipping Schedule Report: Use this report to print a detailed list of the shipping schedules you have sent to a vendor.
- Past Due Purchase Order Report: This report prints each past due purchase order, followed by its line/releases that have caused the past due status, for the range indicated.
- PO Funds Committed Report: This report shows the cost of all purchase orders for a selected range of orders and lines, vendors, order dates, vendor orders, items, vendor items, line/release due dates, last received dates, and currency codes.
- PO Requisition Report: This report lists detailed information about purchase order requisitions.
- PO Voucher Register By Account: This report lists vouchers, posted from Purchasing, that are currently in the system.
- Purchase Order History By Vendor Report: This report lists purchase orders in PO History by vendor number for the selected range of vendors, purchase orders, order dates, vendor orders, items numbers, vendor item numbers, due dates, last received dates, and warehouses.
- Purchase Order: This report prints all purchase orders in the specified range.
- Purchase Order Status Report: This report prints the purchase order status and the associated line/releases for each purchase order in a specified range.
- Purchase Order Variance By Item Report: This report prints each item that is contained in one or more purchase orders.
- Purchase Requirements Report: This report displays every item from Items for which an order should be placed to prevent the on hand quantity from going below safety stock.

- **Purchase Requisition:** This report produces a hard copy of requisitions. You can print them for a range of requisitions, lines, due dates, and vendors.
- **Recent Purchases Report:** This report provides historical information to support purchasing decisions.
- **Reprint Vendor Packing Slip Report:** Use this form to view the output for previously generated vendor packing slips.
- **Requisition/PO Comparison Report:** This report shows which requisitions are cross referenced to purchase orders.
- **Vendor ASN Reconciliation Report:** Use this report to verify shipping information from the vendor.
- **Vendor Interactions Report:** This report prints a report of all communications between the vendor and the company.
- **Vendor Packing Slip:** Use this form to print packing slips or pre-ship packing slips for a specified range of purchase orders or RMAs.
- **Vendor To Be Shipped Report:** Use this form to produce a list of all return material authorizations and purchase order line items that are ready to be shipped, based on the options you select.
- **Vouchers Payable Report:** Use this report to show purchase orders that have been received but not yet vouchered, including to-be-vouchered POs and POs with cost variances.



# Index

## A

- area-based tax systems..... 41
- asset/liability revaluation, euro currency..... 1
- auditing, overview ..... 74

## C

- Calculator
  - Using the Calculator with the Keyboard... 87
  - Using the Calculator with the Mouse..... 87
- centralized order entry ..... 25
- Changing Site IDs ..... 77
- closing the year
  - overview ..... 88
- customer payments
  - processing in euro currency ..... 1

## D

- decentralized order entry ..... 25
- dimensions and attributes for extended data analysis..... 77
- disk space, monitoring ..... 23, 83

## E

- electronic signatures, about..... 73
- entities, specifying hierarchical structure..... 25
- euro currency

- conversion utilities..... 1
- details of domestic currency conversion..... 1
- overview ..... 1
- setting up currency codes..... 8
- exchange rate, fixing/overriding ..... 6

## F

- Features and Options Product Configurator, steps..... 82

## G

- groups, multi-site ..... 29

## H

- hierarchy of sites and entities, specifying..... 25

## I

- inter-site parameters, setting up..... 31
- inter-site/warehouse transfers ..... 25
- item-based tax systems..... 41

## M

- Mapping ISO 4217 Currencies to Existing Currencies..... 82
- masks, using to set up field formats..... 87
- mobile
  - kill long-running tasks ..... 22

mobile access, setting up..... 11

monitoring disk space..... 23, 83

publications and subscribers..... 13, 55

moving materials between sites..... 32

multi-currency overview ..... 6

multi-currency setup..... 7

multi-currency, how the system handles transactions ..... 3

multi-site

    groups..... 29

    inter-site parameter records ..... 31

    moving items between sites ..... 32

    multi-site vs. multi-warehouse..... 25

    overview ..... 25

## O

order entry, centralized/decentralized..... 25

## P

parametric tax systems, setting up ..... 44

Process Overviews

    Concept Backflush Hierarchy..... 85

    Concept Batching ..... 85

    Concept Bills of Manufacture ..... 85

    Concept Chart of Accounts ..... 85

    Concept Costing ..... 85

    Concept CRM..... 85

    Concept Data Collection..... 85

    Concept EDI ..... 85

    Concept Features Options Configuration. 85

    Concept Financial Journals..... 85

Concept Financial Management..... 85

Concept Financial Statements..... 85

Concept Forecast Supply Flow..... 85

Concept Forecasting..... 85

Concept Infrastructure Administration ..... 85

Concept Materials Planning..... 85

Concept Multisite Capabilities..... 85

Concept Multisite Diagram..... 85

Concept Multisite Division..... 85

Concept Product Configuration ..... 85

Concept Service Management ..... 85

Concept SyteLine General Process Flows  
..... 85

Navigating the Process Overview Forms .84

Overview Customer Service ..... 85

Overview Financial Process ..... 85

Overview Forecast Planning..... 85

Overview HR Employees..... 85

Overview Manufacturing ..... 85

Overview Materials Management ..... 85

Overview Project Header..... 85

Overview Project Task Resources ..... 85

Overview Projects..... 85

Overview Purchasing..... 85

Overview Quality Control ..... 85

Overview Unit Codes ..... 85

Process Overview Form Names..... 85

Process Overview Forms..... 85

    SyteLine Business Solution ..... 85

Product Configurator (Features and Options),  
    steps..... 82

publications, overview and list of..... 13, 55

**R**

|                              |    |
|------------------------------|----|
| reason codes, entering ..... | 81 |
| reports                      |    |
| list of .....                | 93 |
| rows                         |    |
| About Home Flows .....       | 74 |

**S**

|  |    |
|--|----|
| setting up                             |    |
| euro currency codes.....               | 8  |
| parametric tax systems .....           | 44 |
| tax systems.....                       | 41 |
| site groups, about.....                | 29 |
| sites                                  |    |
| moving materials between .....         | 32 |
| specifying hierarchical structure..... | 25 |

**T**

|                              |    |
|------------------------------|----|
| tax code information         |    |
| default tax code setup ..... | 47 |

|                            |    |
|----------------------------|----|
| entering (Area-based)..... | 45 |
| entering (GST/PST) .....   | 46 |
| setting up VAT .....       | 51 |

|                                   |    |
|-----------------------------------|----|
| tax systems                       |    |
| setting up.....                   | 41 |
| setting up parametric system..... | 44 |

**U**

|                     |    |
|---------------------|----|
| user defined fields |    |
| displaying .....    | 80 |

**V**

|                       |    |
|-----------------------|----|
| VAT, setting up ..... | 51 |
|-----------------------|----|

**W**

|  |    |
|--|----|
| workflow                                 |    |
| activating and setup.....                | 71 |
| modifying.....                           | 71 |
| templates (workflow event handlers)..... | 63 |
| workflow event handlers.....             | 63 |