ACHIEVE DOCUMENT DELIVERY

USER MANUAL
Version 6.5

PRESENTED BY
ACHIEVE IT SOLUTIONS

Achieve Document Delivery is part of the Achieve One Suite, which has been certified by SAP as conforming to SAP's standards for Business One add-on solutions.

SAP® Certified
SAP Business One Integration

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Introduction

Achieve Document Delivery refers to the ability to preset destinations for documents that are sent to business partners. You may choose from the following methods of routing documents:

- Fax (requires MS-Fax, Vsi-Fax, or email to faxing service or software)
- Email
- Internal Message
- Print

- You may choose more than one method at a time, with different recipients. For example, you may wish to send Purchase Orders by fax to a vendor's main office, and also by email to the vendor's salesperson at a remote location.

- You may establish different routings for different types of documents for the same customer or vendor. For example, Sales Quotations might be emailed to a purchasing agent, while A/R Invoices might be faxed to the customer's accounts payable office.

- You may establish different routings for documents based on the originating contact person on the document. In this way, orders from different contacts may be sent to their individual email addresses, rather than sending all orders from a company to the same destination.

- *Achieve Document Delivery* allows you to send batches of documents to multiple business partners simultaneously. For example, you may list all unprinted invoices and send them by Document Delivery with one command. The system will examine each one, determine the correct routing, and send each to its assigned destination. By contrast, the SAP Document Printing program will print multiple documents at one time, but in order to fax or email, you would need to open each document separately, determine how it is to be sent, confirm the fax number or email address, and send it individually.

- After a document has been delivered through Document Delivery, it is marked as "Printed". It may be selected for re-sending at a later time, but it will no longer appear in the list of unprinted documents.

The following documents are available within the Document Delivery system:

Customer Documents:
- Sales Quotation
- Sales Order
- Sale Confirmation
- Delivery
- Returns
- A/R Invoice
- A/R Credit Memo
- A/R Down Payment Invoice
- Customer Statement
- Blanket Agreements - Sales
- Freight Control Packing List (if using **Achieve Freight Control**)

Vendor Documents:
- Purchase Quotation
- Purchase Order
- Goods Receipt PO
- Goods Return
- A/P Invoice
- A/P Down Payment Invoice
- A/P Credit Memo
- Blanket Agreements - Purchasing
- Container Shipment (if using **Achieve Container Management**)

Version 6.5

This manual is specific to Version 6.5 of ***Achieve Document Delivery***, which is distributed in conjunction with SAP Business One version 9.1 and above. In addition to various minor enhancements and changes to screen formats, it includes the following new elements:

- Document Delivery for Blanket Agreements

- Document Delivery configuration on marketing documents

- Change logs for the following programs:
    - Document Delivery Initialization
    - Customer and Vendor Configuration

- Order-To-Cash (OTC) inquiry screens for Customers, Vendors, and Items show documents of all types related to the specified Business Partner or Item.

See the Achieve One Special Features manual for details of this feature.

Location

The Document Delivery programs are located on the Achieve One menu.
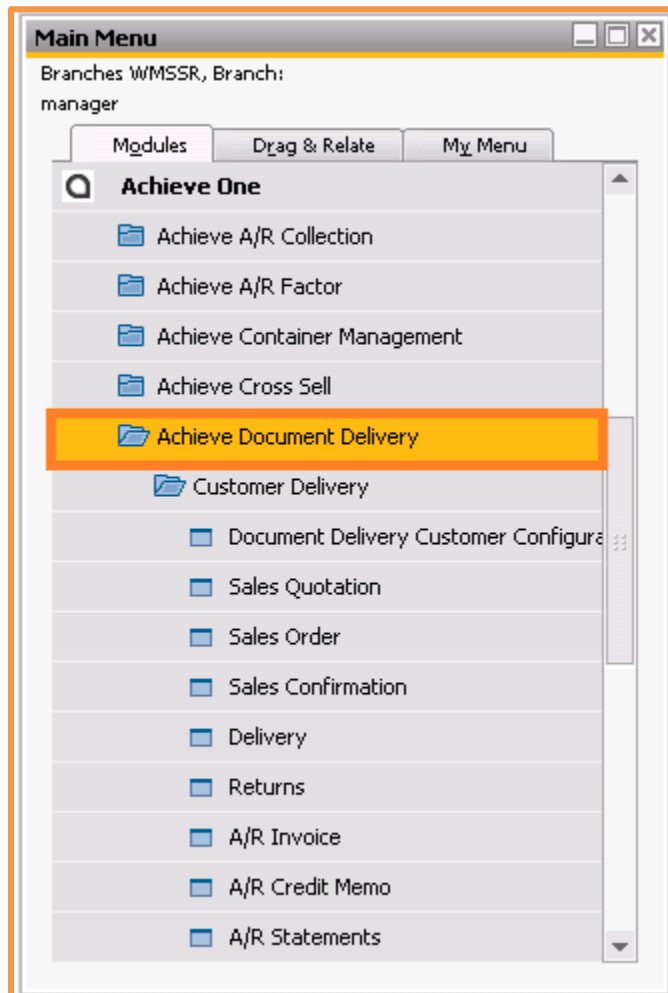
Note: *There is a separate section for customers and vendors. In each section, the first program is the setup entry, and the other programs are for delivering specific document types.*
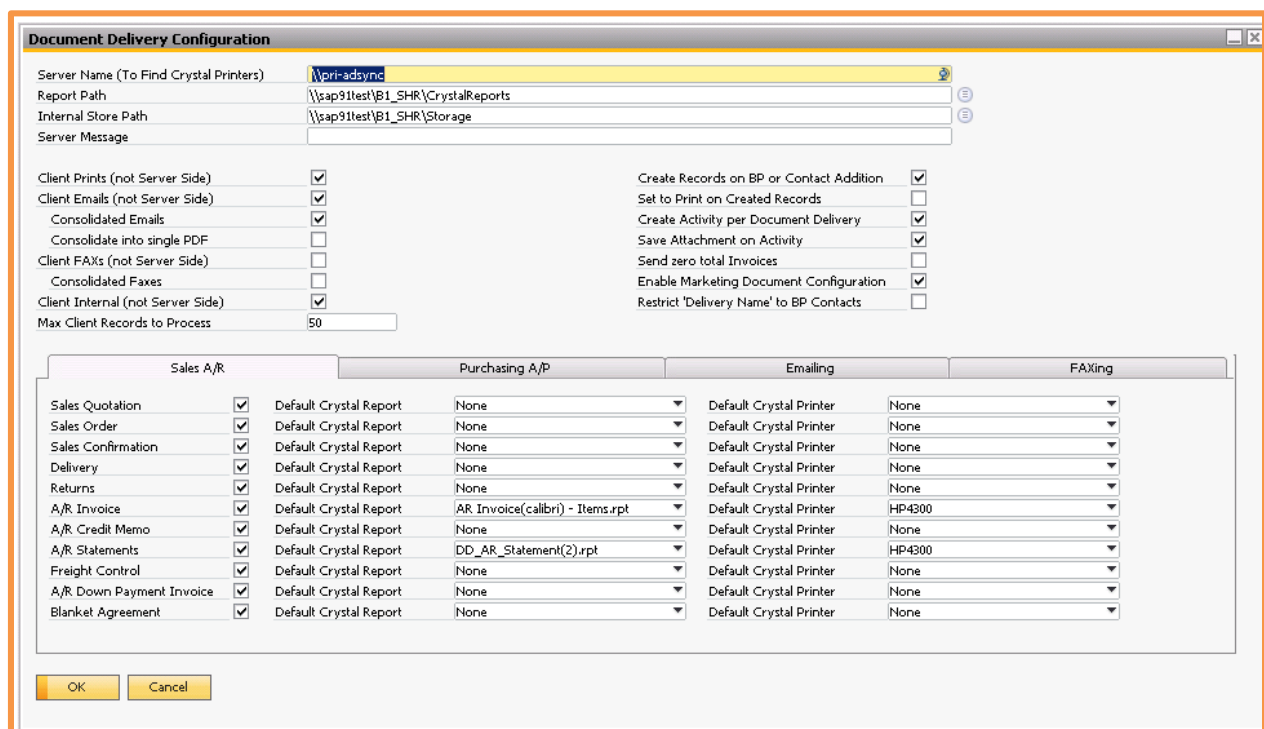
Setup

Document Delivery Initialization

Administration > Achieve One > Achieve Document Delivery > Document Delivery Configuration

The Document Delivery Configuration screen allows you to set the basic parameters for the system to utilize Document Delivery.

Header

Enter the following information in the header:

Name (to find Crystal Printers)	Enter the name of a server on which all system printers are defined. This eliminates problems that may arise if the same printer is configured with different names on different PC's.
Report Path	Enter the path for Crystal Reports report and forms definitions. All users must have access to this path.
Internal Store Path	Enter the path where pdf attachment files are to be stored. This should be different from the Business One attachments folder. All users must have access to this path.
Server Message	This field should be left blank unless instructed otherwise by an Achieve IT consultant. When the Document Delivery Processor is

running, this field is automatically populated to prevent a second instance of the processor from running simultaneously.

Client Prints Check if printing will occur on client PC's rather than the server. It is recommended to uncheck this box to avoid performance problems on the individual workstation.

Client Emails Check if email processing will occur on client PC's rather than the server. It is recommended to uncheck this box to avoid performance problems on the individual workstation.

Note: If you wish to use Outlook as the Email Sending Method, this must use Client side emails.

Consolidate Emails Check if you wish to have multiple documents addressed to the same recipient to be sent on a single email message.

Consolidate into Single PDF Check if you wish to have multiple attachments combined into a single pdf file.

Client Faxes Check if fax processing will occur on client PC's rather than the server. It is recommended to uncheck this box to avoid performance problems on the individual client.

Consolidate Faxes Check if you wish to have multiple faxes addressed to the same recipient to be sent as a single fax transmission.

Client Internal Check if you wish to optionally save documents as pdf files without delivering them.

Max Client Records to Process This field will allow the selection of an upper limit of documents that can be selected to be processed in one batch by a client side process. This is to prevent large jobs from consuming all the resources on an individual workstation. If large numbers of records are sent, it is recommended to use Server Side processing.

Create Records on BP or Contact Addition Check if you wish the system to automatically create a new Document Delivery Configuration record whenever a new Business Partner or Contact is added to the system. The fax number and/or email address for the BP or Contact will be used in the configuration record. *(Note: If there is no fax or email address, the record will not be created).*

Set to Print on Created Records Check if you wish the automatically created configuration records to have the Print option selected.

Create Activity per Document Delivery Check if you wish the system to automatically create an Activity each time a document is delivered. The Activity would reference the Business Partner, and the delivered document would be a linked document. The Activity will be set to Closed.

Save Attachment on Activity	Check if Activities will be created, and you wish to save the pdf document as an attachment on the Activity.
Send Zero Total Invoices	Check if you wish to include invoices with zero balance due in the list of invoices to be delivered.
Enable Marketing Document Configuration	Check if you wish to enable a tab on all marketing documents for Document Delivery configuration.
Restrict "Delivery Name" to BP Contacts	Check if you wish to restrict the delivery recipient names to existing contacts of the Business Partner.

Sales Tab

The Sales tab lists the various types of sales documents that may be utilized in the Document Delivery program. For each document type, enter the following information:

Document Type	Check to indicate that this type of document may be delivered by means of **Achieve Document Delivery**.
Default Crystal Report	Select the file name of the Crystal Report to be printed for this document type. Note that the file must exist in the Report Path indicated in the header.
Default Crystal Printer:	Select the name of the printer to be used when printing documents by means of **Achieve Document Delivery**. Note that the printer must be configured on the server indicated in the header.

Note: *Document types that are not checked will not appear in any of the document configuration screens, menus, or delivery screens.*

Purchasing Tab

The Purchasing tab lists the various types of purchasing documents that may be utilized in the Document Delivery program. For each document type, enter the following information:

Document Type	Check to indicate that this type of document may be delivered by means of ***Achieve Document Delivery***.
Default Crystal Report	Select the file name of the Crystal Report to be printed for this document type. Note that the file must exist in the Report Path indicated in the header.
Default Crystal Printer	Select the name of the printer to be used when printing documents by means of ***Achieve Document Delivery***. Note that the printer must be configured on the server indicated in the header.

Note: Document types that are not checked will not appear in any of the document configuration screens, menus, or delivery screens.

Emailing Tab

The Emailing tab provides the connection with the email system to be used by *Achieve Document Delivery*.

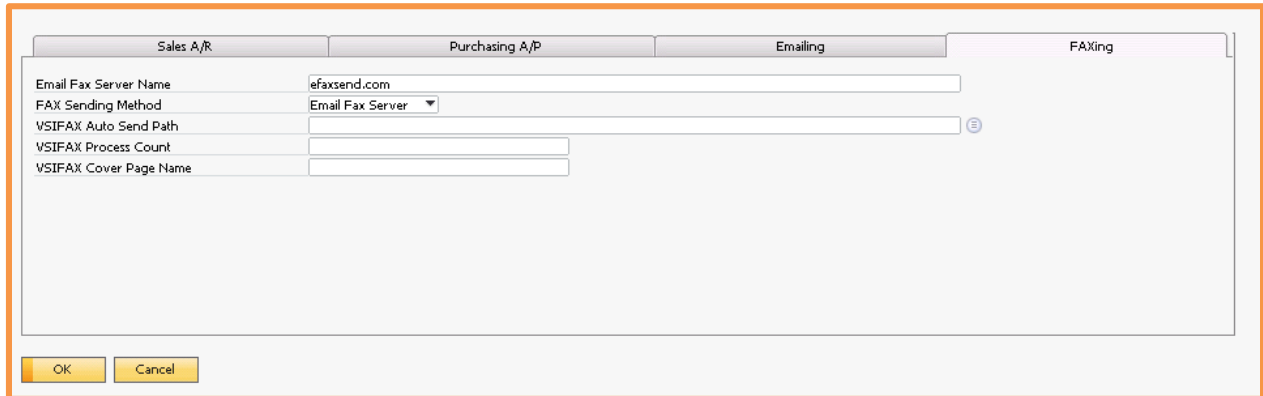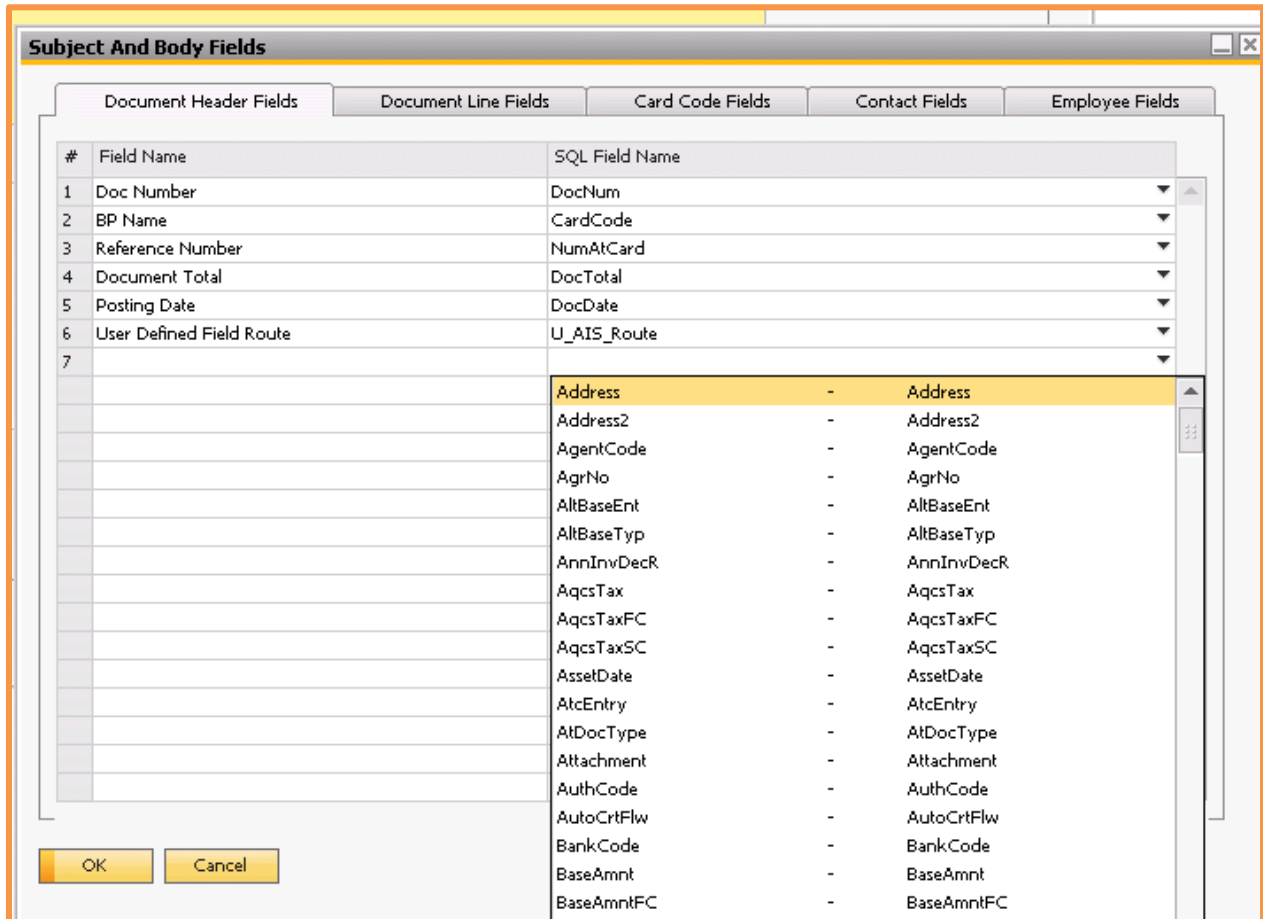|	
Email Sending Method	Select "SAP", "SMTP" or "Outlook":
	• **SAP** Use the SBO Mailer to send email
	• **SMTP** Use a SMTP server, such as a Microsoft Exchange server
	• **Outlook** Use MS Outlook – all users must use Outlook
SMTP Server Name or IP Address	If using SMTP, enter the server information.
SMTP Server Login User	If using SMTP, enter the login name.
SMTP Login Password	If using SMTP, enter the password.
SMTP Port (25 is standard)	If using SMTP, enter the TCP port provided by your email administrator.
SMTP Encryption Method	If using SMTP, select the Encryption Method provided by your email administrator.
Send Outlook Emails as Draft Only	Check if you wish documents delivered by means of Outlook to be saved as drafts before being sent to their recipients. Users must then approve each draft and send it individually.
Use Outlook Email Signatures	Check if you which emails created by means of Outlook to use the default email signature of the Outlook profile.
Default Email Reply Address	Enter an email address to be used as a reply to email address.

Faxing Tab

The Faxing tab provides the connection with the fax system to be used by *Achieve Document Delivery*.

Email Fax Server Name	Enter the fax server name, if applicable.
	If using an Email Fax Server, this will be the domain the email will be sent to in the format of faxnumber@faxdomain.com
Fax Sending Method	Select "SAP", "VsiFax", or "Email Fax Server"

- **SAP**   Use the SBO Mailer to send faxes
- **VsiFax**   Use the VsiFax program to send faxes
- **Email Fax Server**
         Use the fax server provided by the email program

VsiFax Auto Send Path	If using VsiFax, enter the path for sending documents
VsiFax Process Count	If using VsiFax, enter the starting count number
VsiFax Cover Page Name	If using VsiFax, enter the name of the cover page to use

> *Note: The use of the faxing feature requires that you purchase, install, and configure appropriate fax software and modem. The SBO Mailer currently supports Microsoft Fax® and Symantec WinFax®. You must configure the SBO Mailer and verify that it is functioning correctly. Alternatively, you may use VsiFax® or an email fax server.*

Subject and Body Fields

Administration > Achieve One > Achieve Document Delivery > Subject and Body Fields
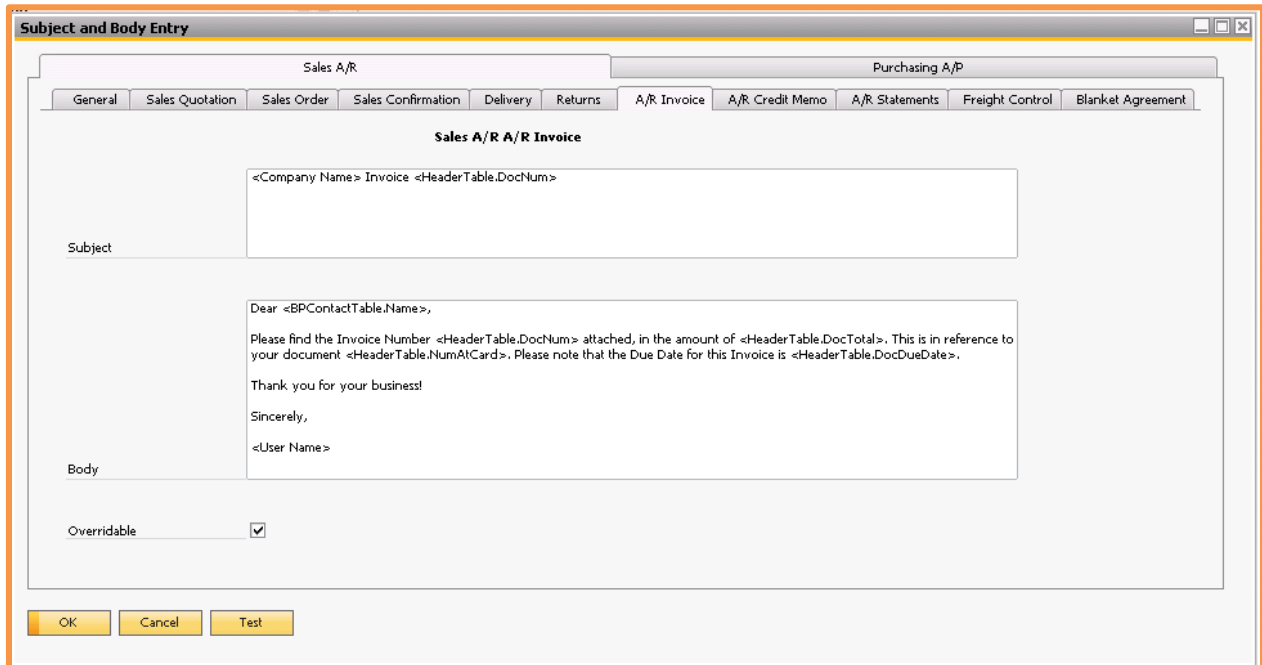
The Subject and Body Fields screens allow you to create printing variables for the subject and body of email deliveries. Any field that needs to be referenced must be defined so that the system can substitute the correct information from the document that is being delivered. See the following section for more information and examples.

In order to create the variables, select the appropriate tab, enter a field name, and then select the corresponding SQL field name from the drop-down list.

See the Appendix to this manual for examples of settings on these tabs.

Subject and Body Entry

Administration > Achieve One > Achieve Document Delivery > Subject and Body Entry

The Subject and Body Entry program allows you to create standard text that will print in the subject and body of emails, or on the cover sheet of faxes. You may type any text you wish, up to 256,000 characters in the subject (if using SBO Mailer, restrict to 50 characters) and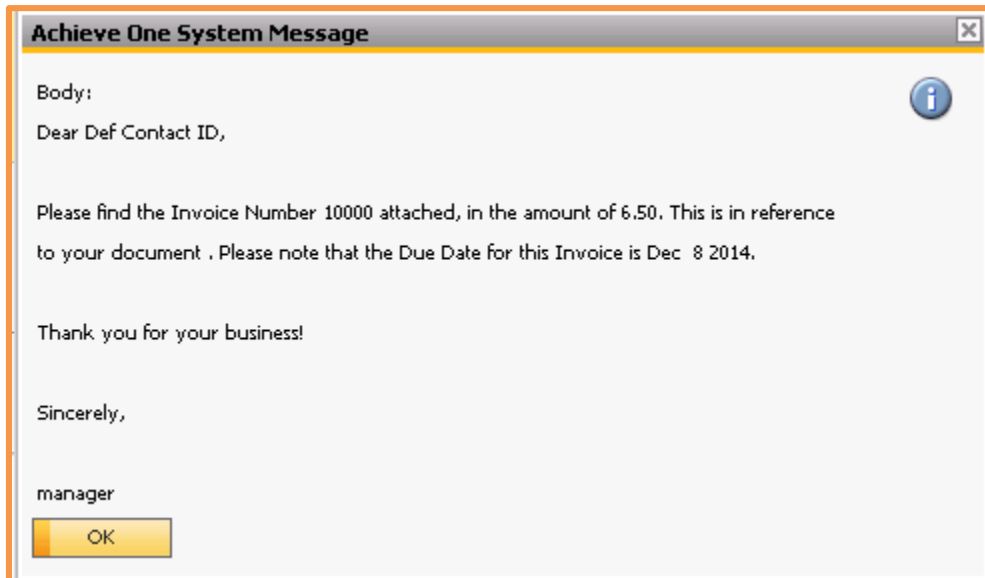 256,000 characters in the body. If you want to include information that is specific to the Business Partner or the document that is being delivered, you may use the variables that were defined in the Subject and Body Fields screens described above. Each variable must be enclosed in < > brackets. See the example above. (Note that you may use a right-click to bring up a list of available fields.)

Check the "Overridable" box if the user may change the text at the time of delivery.

When delivering documents, the system will check first to see if text exists for the document type being delivered. If it does not find any, it will use the text on the "General" tab.

Note: There are separate tab sets for Sales and Purchasing documents. Only document types that were checked on the Document Delivery Initialization will be shown.

Achieve One System Message

Body:

Dear Def Contact ID,

Please find the Invoice Number 10000 attached, in the amount of 6.50. This is in reference to your document . Please note that the Due Date for this Invoice is Dec 8 2014.

Thank you for your business!

Sincerely,

manager

OK

Customer Configuration

Achieve One > Achieve Document Delivery > Customer Delivery > Document Delivery Customer Configuration

This screen allows you to enter standard document delivery methods for each customer. All of the tabs are identical.

The General tab provides default settings for the customer. It will be used for all documents, unless overridden for a specific document type by one of the other tabs. Information on all tabs is entered in the same way. Note that only the General tab is required; use other tabs only if they are exceptions to the routing on the General tab.

In the header section, enter the following:

> **Customer:**   Enter the customer code
>
> **Name:**   The customer name is automatically shown
>
> **Contact:**   Select one of the contacts for the customer, or select "BP Default" to create a default record that will apply to all contacts of that customer
>
> **Priority:**   Select Low, Normal, or High priority

Create Activity Per Document Delivery: Check if you wish to create an Activity for each delivery.

Save Attachment on Activity: Check if you will create Activities and wish to save the delivered document as an attachment

Enter one or more rows to determine the delivery destinations:

Enter the contact name for the document transmission. Then check one or more of the routing options, and enter the appropriate information.

- Internal: suitable only for employees of the company – provides a system alert

- Email: enter an email address for the document to be sent as an attachment

- Fax: enter a fax number for the document to be sent (***Note***: *this requires faxing software*)
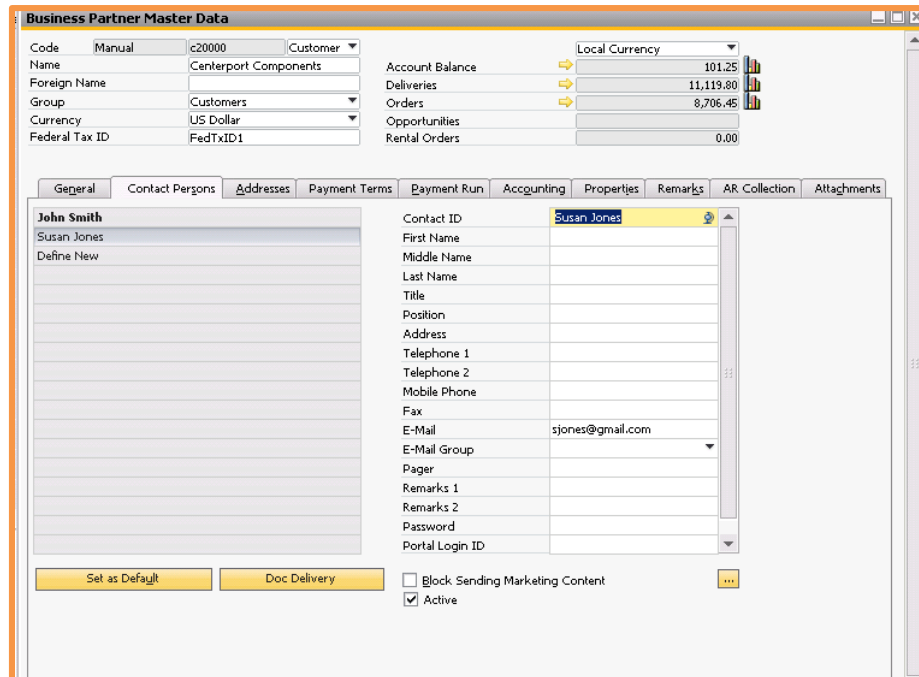
- Print: select a system printer

Other settings may be entered for the specific document types that were checked in the Document Delivery Initialization.

Vendor Configuration

Achieve One > Achieve Document Delivery > Customer Delivery > Document Delivery Vendor Configuration

This screen allows you to enter standard document delivery methods for each vendor. All of the tabs are identical.

The General tab provides default settings for the vendor. It will be used for all documents, unless overridden for a specific document type by one of the other tabs. Information on all tabs is entered in the same way. Note that only the General tab is required; use other tabs only if they are exceptions to the routing on the General tab.

In the header section, enter the following:

> **Vendor:**   Enter the vendor code
>
> **Name:**   The vendor name is automatically shown
>
> **Contact:**   Select one of the contacts for the vendor, or select "BP Default" to create a default record that will apply to all contacts of that vendor
>
> **Priority:**   Select Low, Normal, or High priority

Create Activity Per Document Delivery: Check if you wish to create an Activity for each delivery.

Save Attachment on Activity: Check if you will create Activities and wish to save the delivered document as a attachment

Enter one or more rows to determine the delivery destinations:

Enter the contact name for the document transmission. Then check one or more of the routing options, and enter the appropriate information.

- Internal: suitable only for employees of the company – provides a system alert

- Email: enter an email address for the document to be sent as an attachment

- Fax: enter a fax number for the document to be sent (note: this requires faxing software)

- Print: select a system printer

Other settings may be entered for the specific document types that were checked in the Document Delivery Initialization.

Creating Configuration Records

As indicated in the preceding sections, customer and vendor configuration records may be entered manually, by using the ADD mode in the configuration screen. However, it is also possible to create the records in a more automated way.

Individual Record Creation

You can create customer or vendor configuration records from the BP Master screen.

Note: On the Contact Person tab, highlight one of the contacts. Then click on the "Doc Delivery" button. The Document Delivery customer or vendor configuration screen will open. If a record already exists for the selected contact person, it will be displayed. If a record for that person does not exist, it will be created, using the email address and/or fax number from the contact record. Only the General tab is entered.

Note: The record is added automatically, but you may edit it as needed.

Create records for all Business Partners

When you are first beginning to use **Achieve Document Delivery**, you may have hundreds or thousands of customers, vendors, and contacts already in the database. If you are confident that the contact names, email addresses, and fax numbers are correct and up-to-date, you may perform a one-time mass creation of Document Delivery customer and vendor configuration records.

On the customer or vendor configuration screen, click on the "Create Defaults" button. The system will scan all of the business partner records, and create configuration records for each one.

- One BP Default record will be created for each business partner. It will include the email and fax information from the General tab of the BP Master.

- One record will be created for each contact person. It will include the email and fax information from the contact record.

- Only the General tab of the configuration records will be populated.

- If an email address exists, it will be checked. If a fax number exists, it will be checked.

> *Note: Running this program will remove any existing BP configuration records. Do not run it if valid records already exist, unless you want them to be replaced by the default records.*

Create Records for New Business Partners and Contacts

If you have selected "Create Records on BP or Contact Addition" in the Document Delivery Configuration, the system will automatically create a customer or vendor configuration record whenever a new business partner or contact is added to the system. As in the Create Defaults procedure, only the General tab will be populated.

If you have selected "Set to print on created records", then the Print option will be checked on the records that are automatically created.

Marketing Document Configuration

If you have checked "Enable Marketing Document Configuration" in the Document Delivery Initialization, then all marketing documents (i.e., sales and purchasing documents) will contain an additional tab. You may enter recipient information on this tab, relevant to this document only. This is optional, leaving the tab blank uses the BP or Contact defaults. Completing this tab overrides the defaults. ***Recipients listed here will receive the document in place of the recipients on the customer or vendor configuration.***

Note: *Once entries are made on a marketing document, they will be copied to any target documents that are created. For example, if a recipient is entered on a Sales Order, it will also appear on the Delivery and A/R Invoice that may be copied from the Sales Order. If you do not want the same recipient on a target document, you must remove or change it after the target is created.*
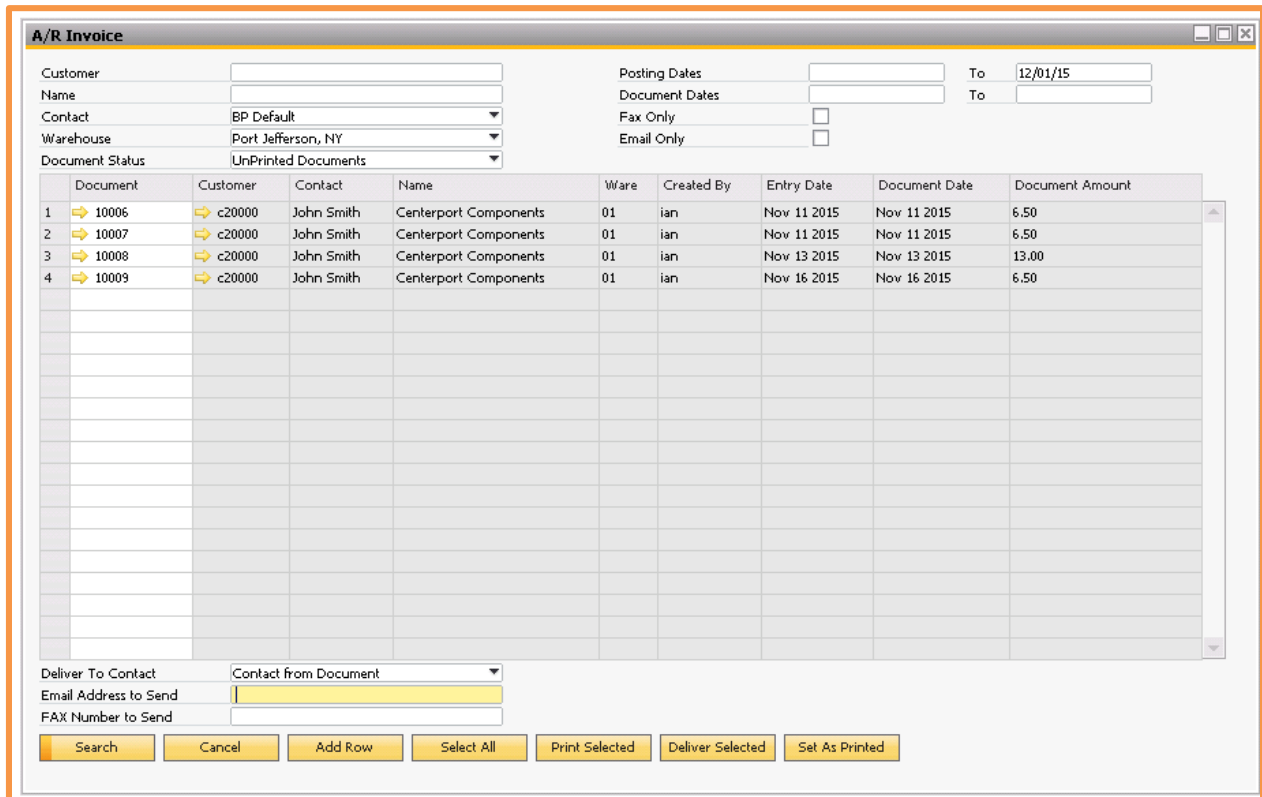
Target documents created by means of the Document Generation Wizard will also carry the Document Delivery configuration from their base documents.

Procedures

Batch Delivery

Each document type is delivered from a separate screen. See the menu selections for *Achieve One > Achieve Document Delivery > Customer Delivery* or *Vendor Delivery.*

All document-type screens are identical. The A/R Invoice delivery screen is shown for illustration.

In the header section, enter any relevant criteria for the documents you wish to deliver.

Customer/Vendor: If you wish to deliver documents for a single Business Partner only, enter the code for the customer or vendor (depending on the document type). You may use TAB or the Search button to search for the code. If you wish to deliver documents for multiple Business Partners, leave this field blank.

Name: The customer or vendor name will be displayed.

Contact:	If a single Business Partner is selected, you may choose from a list of that BP's contacts, or you may choose "BP Default" to include all contacts. If the Customer or Vendor field is blank, then only the "BP Default" selection is available.
Warehouse:	Select a single warehouse or "All Warehouses". Note that service-type documents do not have a warehouse designation and therefore cannot be included when a specific warehouse is selected.
Document Status:	Select the status of the documents to be displayed: - All - Closed - Open - Unprinted - Open and Unprinted
Posting Dates:	If desired, enter a range of posting dates to be included.
Document Dates:	If desired, enter a range of document dates to be included.
Fax Only:	Check if you wish to include only documents where there is a fax option.
Email Only:	Check if you wish to include only documents where there is an email option.

Make the following selections in the fields at the bottom of the screen:

Deliver to Contact:	Select the contact to deliver to. Note that different contacts may have different delivery configurations (*see note below). - BP Default - Contact from Document
Email Address to Send:	If you wish to override the email addresses in the configuration for the Business Partners or Contacts, enter the desired email address in this field.
Fax Number to Send:	If you wish to override the fax numbers in the configuration for the Business Partners or Contacts, enter the desired fax number in this field.

*Note: "Deliver to Contact": **Achieve Document Delivery** allows two different methods of setting delivery criteria.*

- You may specify recipients according to the contact person on each document – in other words, if a customer has three different contact people who all receive Sales Quotations, each one may require that they receive their own quotations at their own email addresses. If this is the case, you must have a separate Customer Configuration record for each contact, specifying each contact's information for receiving quotations. You should select "Contact from Document" when sending a batch of documents.

- Alternatively, it may be that all documents of a particular type should go to the same recipient, regardless of who the contact is on each document; for instance, all invoices might go to the same Accounts Payable department, even if they result from quotations and orders by different contacts. If this is the case, you must have a Customer Configuration set as "BP Default" for the customer which provides the generic delivery information for the customer's company. You should select "BP Default" when sending a batch of documents.

Once the criteria have been entered, click on the "Search" button. The screen will display all documents that meet the criteria.

Click on one row to highlight it, or use the Shift or Control key to select multiple rows. You may also use the "Select All" button. You may then do any of the following:

1. Use the "Print Selected" button to make printed copies of the selected documents. The documents will be sent to the user's default printer.

2. Use the "Deliver Selected" button to utilize the Document Delivery setups to send each document to its preset destination. The system will perform the following functions for each document

    a. Determine the Business Partner
    b. Determine the Contact
    c. Determine if there is a Document Delivery Configuration record for the BP and Contact
    d. Determine if there is a Document Delivery setup for the specific document type
    e. If there is a specific routing for the document type, the system will use those instructions to email, fax, and/or print the document
    f. If there is no specific routing but there is a general routing, the system will use the general instructions to email, fax, and/or print the document
    g. If the selection "Deliver to Contact" is set to "Contact from Document", then the above steps will apply to the configuration for the contact of the document; otherwise they will apply to the configuration for BP Default contact for the Business Partner.
    h. If there is no Document Delivery record, or if there is no routing that applies to this document type and/or contact, then the system will print the document to the user's default printer.

3. If it is not desired to send or print the selected documents, but you do not wish them to keep appearing on the Unprinted list, use the "Set as Printed" button to mark them as printed without actually printing or delivering them.

4. If you wish to re-send a document that has already been marked as printed, do not select the "Unprinted" option. You may use the "Open" status, or you may designate one or more specific document numbers.

    • After entering the business partner and warehouse in the header, click on the "Add Entry Row" button. The cursor will appear in the first row of the matrix.
    • Enter the document number in the second column, or press TAB to see a list of documents for the business partner.
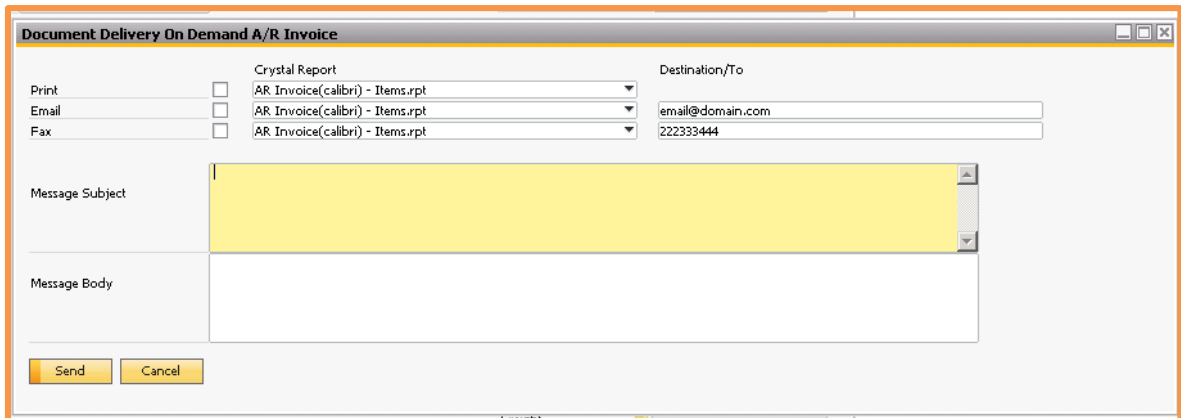   • You may enter as many documents as you wish, then select them and follow the procedures above.

Individual Delivery

Achieve Document Delivery may be used to deliver individual documents, as well as batches. To do so, follow these steps:

1. Open the document on the screen. Note that the document may be open or closed, printed or unprinted.

2. Right-click on the document. The right-click menu includes an option for Document Delivery.
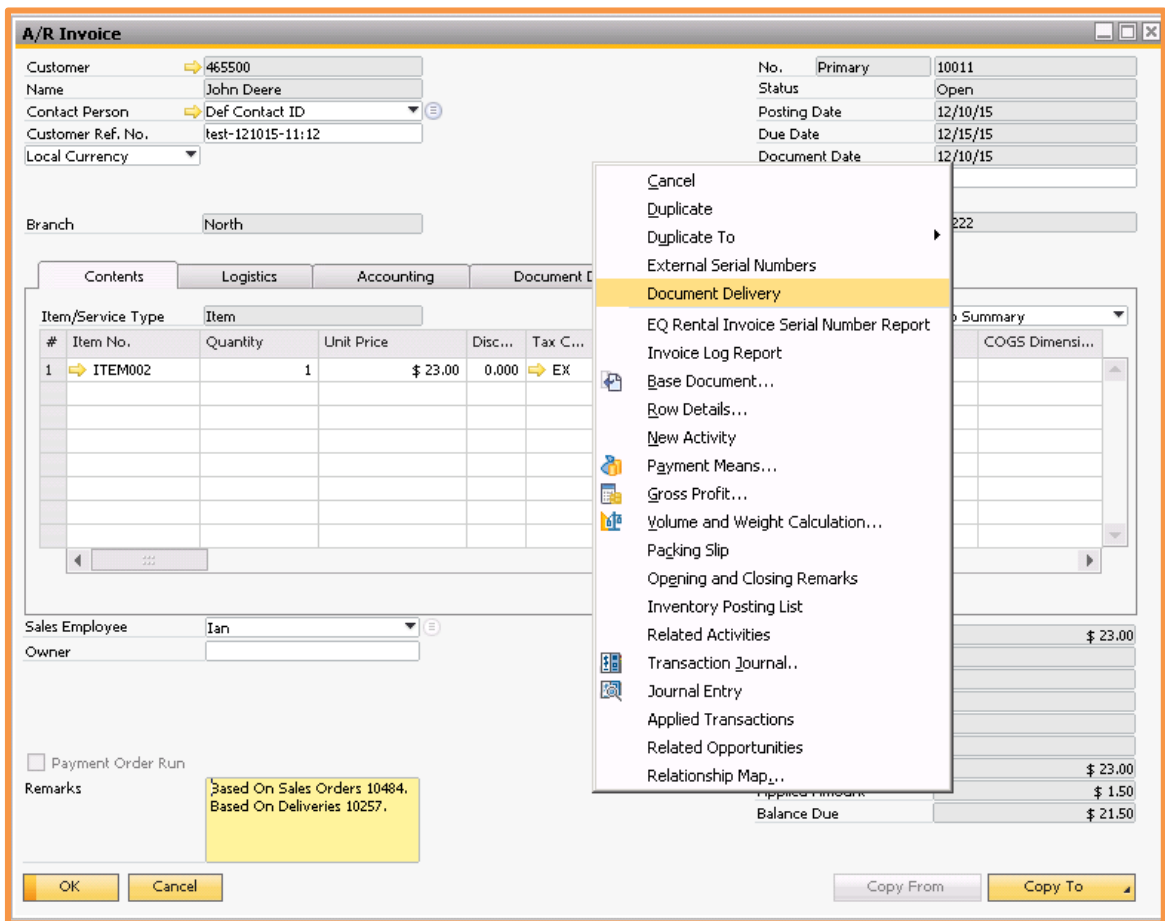
3. When Document Deliver is selected, the system performs the procedures described for batch delivery, to determine the appropriate email and/or fax destinations. The following screen is displayed.
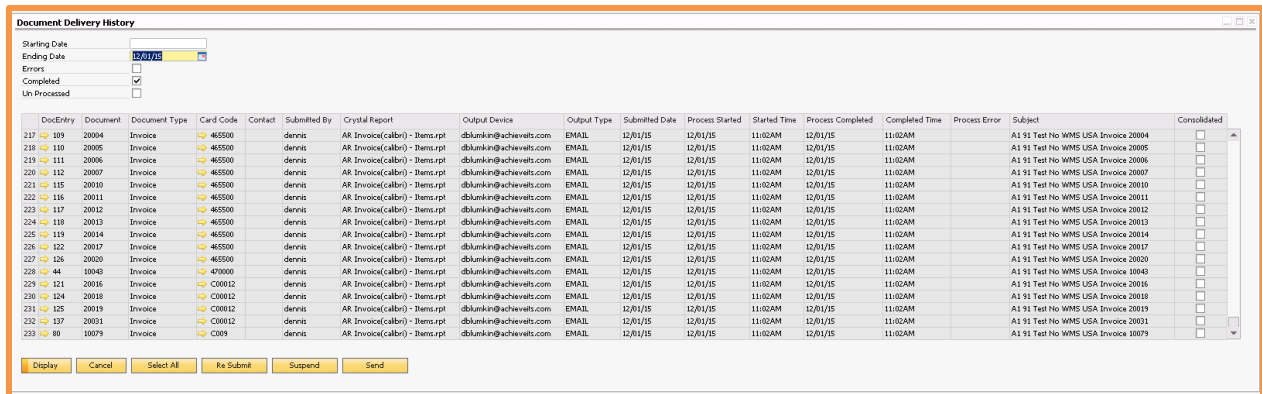
4. You may check one or more of the delivery options to indicate the delivery method. You may also change the report definition, email address, and/or fax number. You may use the default text for subject and body or enter an override text.

5. When all options are correct, click on "Send" to deliver the document.

Document Delivery History

Achieve One > Achieve Document Delivery > Document Delivery History

The Document Delivery History allows you to see a log of Document Delivery activity within a given date range. You can view deliveries that were completed, unprocessed, or had errors. You can also use this screen to send, resubmit, or suspend deliveries.

Enter the starting and ending dates, and select the type of history you wish to see. Then click on "Display".
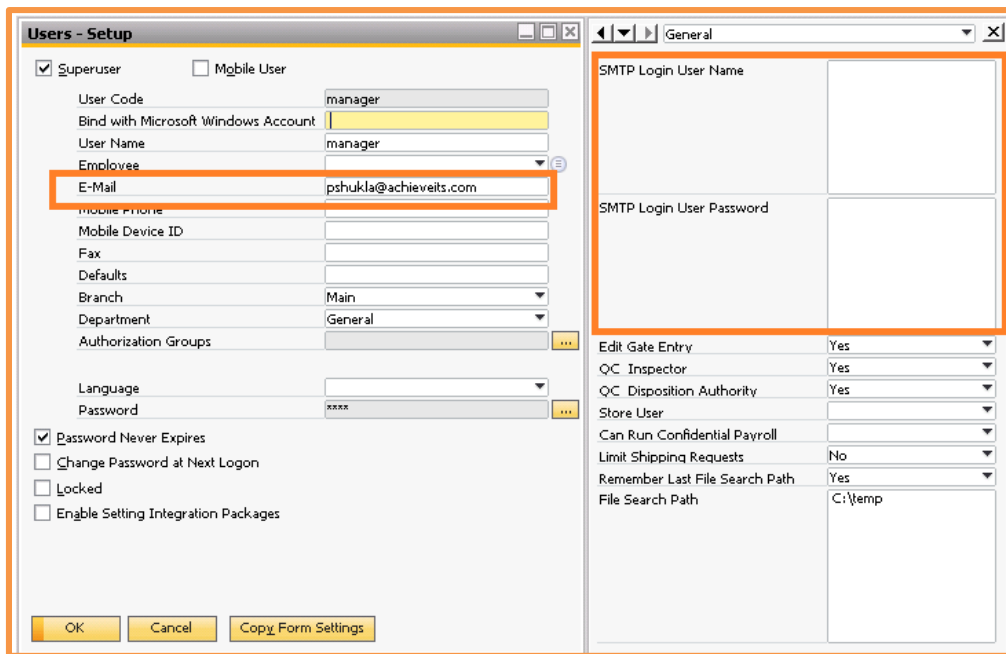
Once the list of documents is displayed, you can select one or more lines and use the "Resubmit", "Suspend", or "Send" buttons.

Note that during a submission to server side processing, once the server processor picks up the document it will be in the Errors queue until it is successfully completed or the message cannot be sent and the Process Error is updated.

Appendix: Subject and Body Fields

The following illustrations provide examples of Subject and Body field setups. You may select additional or alternative fields, if you wish.

Document Header Fields

Document Line Fields

Card Code Fields (Business Partners)

Contact Fields

Employee Fields

Appendix: Setting up Users for Office 365

When working with a subscription email service such as Office 365 the email authorization is often required at the user level. This authenticates to each email address and avoids having to create an account that has the send on behalf of permissions for each and every email address.

To configure a user to be able to send via SMTP when user level credentials are required, you will use the User Defined field on the Users – Setup

Complete the SMTP setup in the Document Delivery Configuration such that the system knows the SMTP Server, Encryption Method and Port. The Username and password will be overwritten by the SMTP Login User Name and SMTP Login User Password field from the signed in SAP user record. Note that the email address on the user should also match to avoid any email server issues.