



Auto E-Mail Notification For Sage 100 ERP 2014

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Installation Instructions and Cautions

PLEASE NOTE: SAGE 100 ERP must already be installed on your system before installing any IIG enhancement. If not already done, perform your SAGE 100 ERP installation and setup now; then allow any updating to be accomplished automatically.

Once SAGE 100 ERP installation and file updating is complete, you may install your IIG enhancement product by following the procedure below.

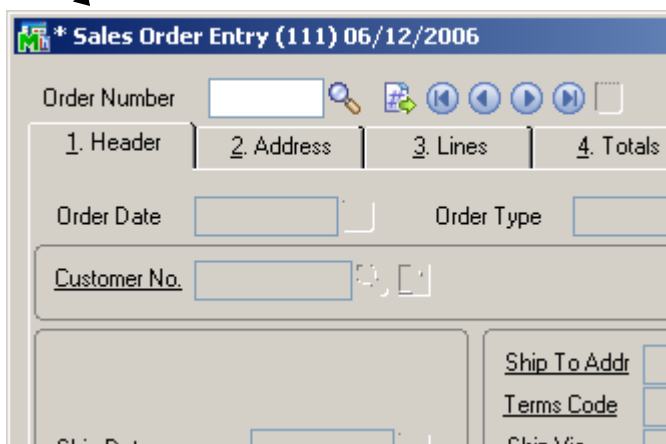
Wait! Before You Install – Do You Use CUSTOM OFFICE?

THIS IS AN IMPORTANT CAUTION: If you have Custom Office installed, **and** if you have modified any SAGE 100 ERP screens, you must run **Customizer Update** after you do an enhancement installation.

But wait! BEFORE you run **Customizer Update**, it is very important that you **print all of your tab lists**. Running **Customizer Update** will clear all Tab settings; your printed tab list will help you to reset your Tabs in Customizer Update. **Custom Office** is installed on your system if there is an asterisk in the title bar of some of the screens. The asterisk indicates that the screen has been changed.

An **asterisk** in a window's title bar indicates that the screen has been modified. This means that **Custom Office** is installed.

Follow all the instructions on this page before you run **Customizer Update!**



Registering IIG products

IIG Enhancement should be registered to be able to use it. If registration is not performed, the enhancement will work in a demo mode for a limited time period. The registration can be still done during the demo period.

Select the **IIG Product Registration** program under the **Library Master Setup** menu of the SAGE 100 ERP.

If this option is not listed under the Library Master Setup menu, go to the main menu, and select **Run** from the **File** menu. Type in SVIIGR and click **OK**.

Enhancement	Level	Release Date	Serial Number	Unlocking Key
IIG Enhancement	5.10		AAAAAAAAAAAAAAAA	BBBBB

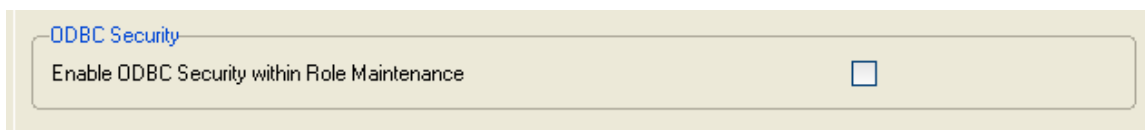
Enter **Serial Number** and **Unlocking Key** provided by IIG, and click **OK**.

If multiple IIG Enhancements are installed, Serial Numbers and Unlocking Keys should be entered for each enhancement.

Use the **Print Registration Form** button to print IIG Registration Form.

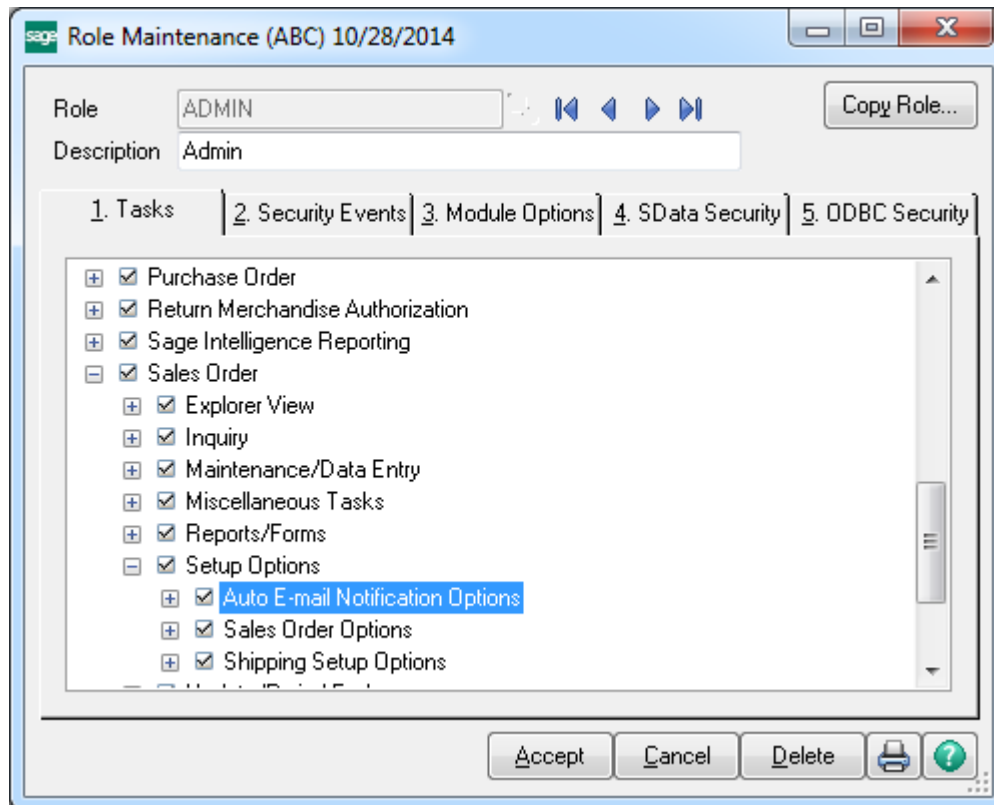
ODBC Security

After installing an **IIG Enhancement**; it is **very important to verify** whether or not the **Enable ODBC Security within Role Maintenance** check box is selected in the **System Configuration** window of your system. If it is selected you must assign ODBC security permissions and allow access to custom data tables/fields for the Roles defined in your system.



Role Maintenance

After installing an **IIG Enhancement**, permissions must be configured for newly created Tasks and Security Events.



Introduction

IIG's **Auto E-Mail Notification** Enhancement allows users to automatically send to their customers copies of orders, at any time, copies of invoices at the moment they are updated, or re-send invoices from the Invoice History.

Setup Activities

Note: If you are using Sage ERP Mas200 SQL you will need to check if the "SyzIIG" file exists in the "...Sage\Client\Mas90\SOA" folder. If not, it is necessary to run the "IIG_Folders.exe" from the .. Client\Mas90\SOA" folder.

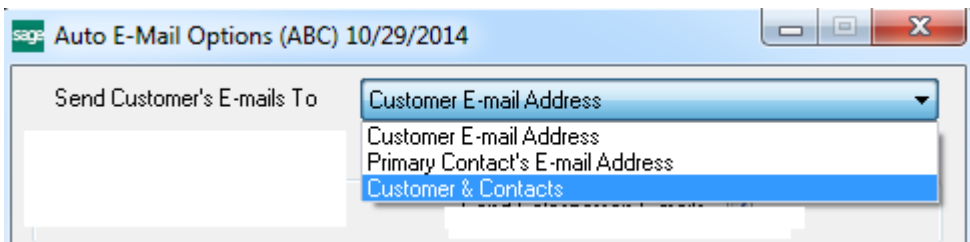
Auto E-Mail Notification Options

Select the **Auto E-Mail Notification Options** program in the **Sales Order Setup** menu.

The screenshot shows the 'Auto E-Mail Options (ABC) 12/3/2014' dialog box. The 'Send Customer's E-mails To' dropdown is set to 'Primary Contact's E-mail Address'. The 'BCC Send E-mails To' field contains 'aaa@aaaa.am'. Under 'E-Mail Flags', 'Send Customer E-mails' is checked, and 'Send Salesperson E-mails' is unchecked. The 'Choose PDF Output Folder' field contains 'd:\MAS\510\AEN\MAS90\AEN_Spool'. In the 'SMTP (Mail) Server' section, 'Use SMTP server instead of MS' and 'Send HTML E-mails' are unchecked. The 'Address' field is empty, 'Port' is '25', and 'From E-Mail address' is 'jwsmith@example.com'. The 'Invoice' tab is selected, showing 'Invoice Form Code' as 'STANDARD' and 'Preprinted Laser'. The 'Inline Text' field contains 'Attached is a copy of invoice ~~~INVOICE~~~ in Adobe Acrobat format. Download the free Adobe Acrobat Reader at http://www.adobe.com/'. The 'CC To The E-Mail Address Associated With The Order' checkbox is unchecked. At the bottom, there is a 'Manual' button with a green circular icon, 'OK', 'Cancel', and a printer icon.

The Manual button allows for viewing AEN enhancement document in a PDF format.

In the **Send Customer's E-Mails To** drop-down box, select **Customer E-Mail Address**, **Primary Contact's E-Mail Address** or **Customer & Contacts**.



If **Customer E-mail Address** is selected E-Mails will be sent to the Customer's email address.

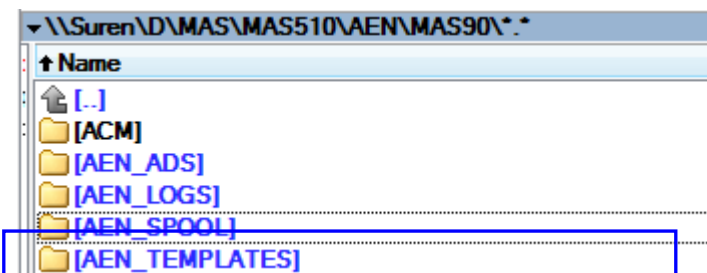
For the second option if the **Primary Contact** has no E-Mail address specified, the Customer E-Mail address will be used.

If **Customer&Contacts** is selected emails are sent to the Customer's email and CC to the Customer's Contacts having the **Send Order Confirmation Emails?** and **Send Invoice Emails?** checkboxes selected in the **Contact Maintenance**.

BCC Send E-Mails To field is intended for sending confirmation emails to a blind email account.

When adding a new customer in **Customer Maintenance**, **Sales Order Entry** (on-fly), **S/O Invoice Data Entry** (on-fly), **A/R Invoice Data Entry** (on-fly) and **E-Business**, the **E-Mail Flags** will be automatically set based on the **E-Mail Flags** settings (the **Send Customer / Send Salespersons E-Mails** checkboxes).

Choose PDF Output Folder- The **PDF_Spool** directory is automatically added in the system upon installing the AEN4.50_CD and the AEN Options program defaults to this directory for its working directory. The UNC path of the **PDF_Spool** directory is automatically set as the **PDF Output Folder** path.



Check the **Use SMTP server instead of MS** option, and enter the SMTP server's **Address**, **Port**, and the **From E-Mail address** to send to the SMTP server specified.

*NOTE: If the **SMTP server instead of MS** box is unchecked, the MS Outlook (MS Office package) must be installed and functioning on your computer.*

When this check box is cleared, or any of the three fields is empty, the E-Mails will be sent to the MS Outlook.


The **Send HTML E-mails** option enables sending email notifications in the desirable HTML format (Refer to [Appendix](#) for details). This option is enabled only if the **SMTP server instead of MS** box is selected otherwise it is disabled.

The program will load the **Address**, **Port**, and **From E-Mail address** values from the **Company Maintenance of Library Master module**, when the **Options** are opened for the first time. You can change the settings at any time, after that.

Invoice tab

A **Form Code** must be selected to define the layout of the document.


Inline Text will be added to the body of mail. Standard text can be changed on the corresponding tabs for **Invoices** and **Orders**.

Invoice	Order
Invoice Form Code	STANDARD  Preprinted Laser
Inline Text	Attached is a copy of invoice ~INVOICE~ in Adobe Acrobat format. Download the free Adobe Acrobat Reader at http://www.adobe.com/
CC To The E-Mail Address Associated With The Order <input checked="" type="checkbox"/>	

The **CC To The E-Mail Address Associated With The Order** checkbox allows for sending a copy of the Invoice report to the e-mail address associated with the order. The CC feature is applied only to the emails sent to the customer.

The settings of the **Order** tab are similar to the ones on the Invoice tab except of the **Use Order Email Address** checkbox. If this checkbox is selected and the **Email To Customer** is selected in the Sales Order Entry then the Sales Order printing will be emailed by the email address specified on the Sales Order Header.

If this checkbox is not selected or there is not an email address specified on the **Sales Order Header** the emails will be sent based on the setting of the **Send Customer's E-Mails To** drop-down box.

Invoice	Order
Order Form Code	STANDARD  Preprinted Laser
Inline Text	Attached is a copy of sales order ~ORDER~ in Adobe Acrobat format. Download the free Adobe Acrobat Reader at http://www.adobe.com/
Use Order E-Mail Address <input type="checkbox"/>	

Appendix

Setting up HTML Email Templates

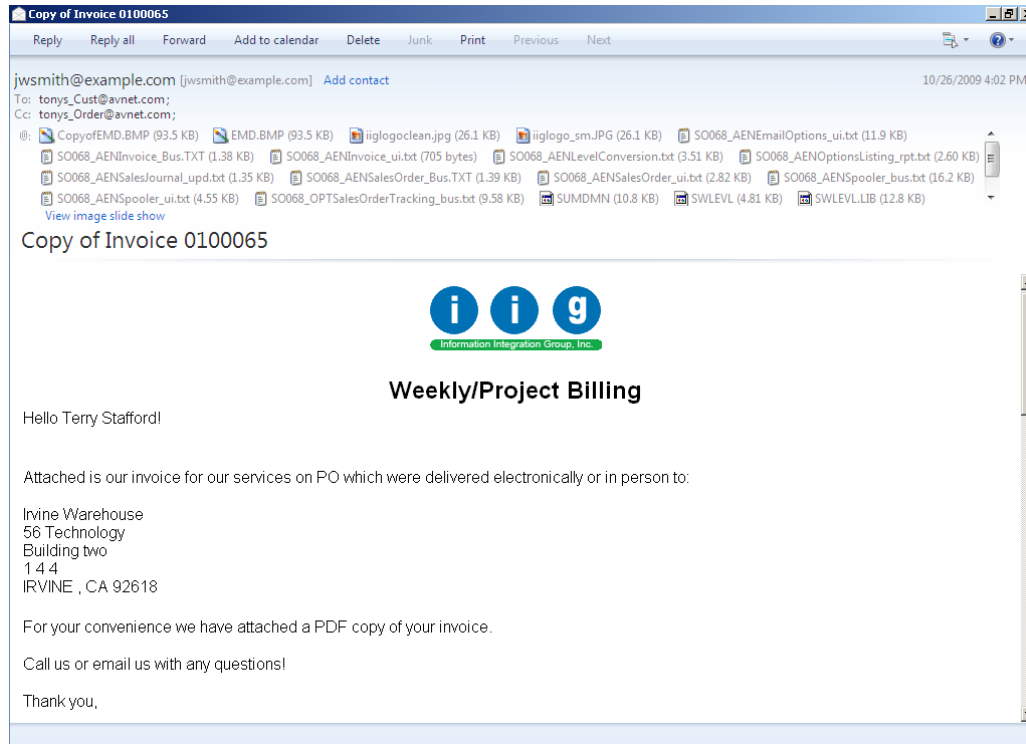
IIG has created 3 different HTML templates to be used for Sales Order, Credit Memo and Invoice:

so_mail_template.htm, cr_mail_template.htm and in_mail_template.htm. The email will be sent using the HTML forms with a .PDF file of the Order/Invoice attached.

The following keywords are used by templates:

~~CONTACT~~
~~INVOICE~~
~~AMOUNT~~
~~PONUM~~
~~SHIPNAME~~
~~SHIPADDR~~
~~SHIPCITY~~
~~SHIPST~~
~~SHIPZIP~~

While installing the **AEN5.10_CD** those templates are copied to the **AEN_TEMPLATES** folder created during the installation. When sending email the email Body is replaced correspondingly with Sales Order or Invoice header information and the Tracking Information is replaced with corresponding tracking information of the Invoice.



The user can attach also files for advertising to each email. It is necessary to place the files for advertising in the AEN_Ads folder created in your MAS system after the CD is installed. Before sending an email the program will check whether there is a file(s) in this folder or not, and if yes will attach it (them) to each email being sent.

Set E-Mail Flags Utility

The **Set E-Mail Flags Utility** program has been added under the **Accounts Receivable Setup** menu to allow automatically adding E-Mail Flags.

Report Setting: STANDARD

Update Email Flags

Setting Options

Update Option: Both

Send Customer Emails Number of Copies: 1

Send Salesperson Emails

Select Field	Operand	Value
Customer Number	All	
Customer Name	All	
Salesperson	All	
Customer Type	All	
Sort Field	All	
State	All	
ZIP Code	All	
Tax Schedule	All	

Adobe PDF

Print Preview Setup

In the Report Setting field specify the type of the report.

E-Mail Flags can be updated selecting the **Update Option**. There are the following Update Options: Both, Customer, and Salesperson. Select **Both** if you want to have both the **Send Customer E-Mail** and **Send Salesperson E-Mail** flags set.

In the **Number of Copies** field specify the number of copies to be printed.

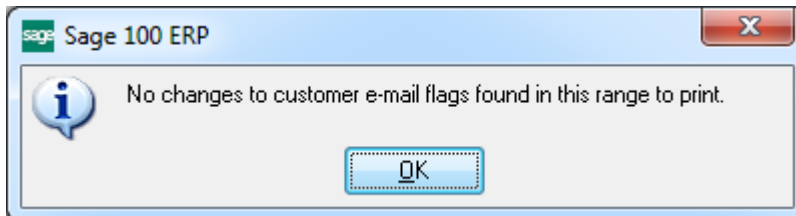
In the below grid specify the range to print.

Here is an example of printout:

CustomerNumber	Customer Name	Customer Send E-mail?	Salsperson Send E-mail?
01 - AVNET	AvnetProcessing Corp	No change	Y
01 - BRESLIN	BreslinParts Supply	Y	Nochange
01 - HILLSB	HillsboroService Center	Y	Y
01 - MAVRK	MaverickPapers	Y	Y
01 - RSSUPPL	R & S Supply Corp.	Y	Y
01 - SHEPARD	ShepardMotorworks	Y	Y
02 - ALLENAP	Allen's Appliance Repair	Y	Y
02 - AMERCON	American Concrete Service	Y	Y
02 - ATOZ	A To Z Carpet Supply	Y	Y
02 - AUTOOCR	AutocraftAccessories	Y	Y
02 - BAYPYRO	Bay Pyrotronics Corp.	Y	Y
02 - CAPRI	Capri Sailing Ships	Y	Y
02 - CUSTOM	Custom Craft Products	Y	Y
02 - GREALAR	Greater Alarm Company	Y	Y
02 - JELCO	Jelco Packing	No change	Y
02 - ORANGE	Orange Door & Window Co.	No change	Y

Current Page No.: 1 Total Page No.: 1 Zoom Factor: 100%

If no change to customer E-Mail flags is found (for the specified range), the following message appears.



Customer Maintenance

A customer must have an E-Mail address specified so that the program is able to send E-Mail to the customer. The E-Mail address is entered on the **Main** tab in the **Customer Maintenance** program under the **Accounts Receivable Main** menu.

Customer Maintenance (ABC) 10/28/2014

Customer No. 01-AVNET

Name Avnet Processing Corp

1. Main | 2. Additional | 3. Statistics | 4. Summary | 5. History | 6. Invoices | 7. Transactions | 8. S/Os

Address 3361 W. Kenosha
Powers Building
Suite 100

ZIP Code 53120

City Racine State WI

Country USA United States of America

Residential Addr

Salesperson 0200 Shelly Westland Split Comm...

Telephone (414) 555-2635 Ext

Fax

Terms Code 01 Net 30 Days

Primary Contact TONY SCHUL TONY Schultz

Ship Code UPS BLUE

Primary Ship To 2 Irvine Warehouse

Tax Schedule WI Wisconsin Exemptions...

Credit Hold

Credit Limit 7,500.00

E-mail Address tonys@avnet.com Only E-mail Invoice?

URL Address www.avnet.com

Accept Cancel Delete

If the **Only E-Mail Invoice** check box is selected on the Customer Maintenance the **SO Invoice Printing** program will not print the invoices for those customers.

On the **Additional** tab of the **Customer Maintenance** screen, the program can be set to send E-Mail to the customer and/or salesperson, by default. Select the **E-Mail orders/invoices to Customer** and **E-Mail orders/invoices to Salesperson** boxes.

The screenshot shows the Sage Customer Maintenance window for customer '01-AVNET'. The 'Additional' tab is active. The 'E-mail orders/invoices to Customer' and 'E-mail orders/invoices to Salesperson' checkboxes are checked. Other fields include Customer No. (01-AVNET), Name (Avnet Processing Corp), Customer Status (Active), Price Level (1), Discount Rate (5.000%), and Fin Charge Rate (1.500%).

Field	Value
Customer No.	01-AVNET
Name	Avnet Processing Corp
Customer Status	Active
Price Level	1
Discount Rate	5.000%
Fin Charge Rate	1.500%
E-mail orders/invoices to Customer	<input checked="" type="checkbox"/>
E-mail orders/invoices to Salesperson	<input checked="" type="checkbox"/>

For a newly added customer, the **E-Mail order/invoices to Customer, Salesperson** checkboxes will be checked automatically, if the **E-Mail Flags** are checked in the **Auto E-Mail Notification Options** program.

Customer Contact Maintenance

The **Send Order Confirmation Emails?** and **Send Invoice Emails?** check boxes have been added to the **Customer Contact Maintenance**.

The screenshot shows the Sage Customer Contact Maintenance window for contact TONY SCHUL. The contact name is Tony Schultz, and the Primary checkbox is checked. The address is 3361 W. Kenosha, Powers Building, Suite 100, Racine, WI 53120, USA. The contact's title is Acct Rec Mgr, and the telephone number is (414) 555-2635, extension 1804. The fax number is (414) 555-2800. The email address is tonys@sage.sample.com. The notes indicate that Tony will be on vacation the week of Memorial Day. The 'Send Order Confirmation Emails?' checkbox is checked, and the 'Send Invoice Emails?' checkbox is unchecked. The Internet section includes fields for IT User ID, Password, and Confirm, along with checkboxes for Supervisor, Allow Submission of Sales Orders, and Suspend Access. The window has buttons for Accept, Cancel, Delete, and a printer icon.

These options are used in the spooler program for scanning through the customer's contacts and adding the Contact's e-mail address to the "CC:" part of the e-mail.

E-Mail Flags for B2C New Customer

The **E-Business Shopping Cart Update** and **Shopping Cart Auto Acceptance** programs have been modified to set for new B2C Customers **E-mail Flags** from **Auto E-Mail Notification Options** program.

Auto E-Mail Processing

Sales Order Entry

On the **Sales Order Entry** screen, the program uses the settings for sending E-Mails from the **Customer Maintenance** screen. These settings can be changed on any current order. Check the **E-Mail to Customer** and/or **E-Mail to Salesperson** boxes in the **Totals** tab.

The screenshot displays the SAP Sales Order Entry (ABC) 10/28/2014 window. The interface includes a navigation bar with tabs for 1. Header, 2. Address, 3. Lines, 4. Totals (selected), and 5. Credit Card. The 'Totals' tab is active, showing various fields for order details. The Order Number is 0000177, and the Order Date is 10/28/2014. The Order Type is Standard Order. The Customer No. is 01-AVNET, and the Salesperson is 0200. The Amount Subject to Discount is .00, the Discount Rate is 5.000%, and the Discount Amount is .00. The Taxable Amount is .00, and the Non-Taxable Amount is .00. The Ship Zone is empty, the Ship Weight is 00000, and the Freight Amount is .00. The Deposit Payment Type is NONE, the Check Number is empty, and the Deposit Amount is .00. The Commission Rate is 8.000%, the Sales Tax Amount is .00, and the Order Total is .00. The E-mail to Customer and E-mail to Salesperson checkboxes are checked. The Form Code and Description fields are empty. The window also includes buttons for 'Print Order...', 'Print Picks...', 'Recalc Price', 'Accept', 'Cancel', and 'Delete'.

If the **E-Mail to Customer** and/or **E-Mail to Salesperson** boxes are checked, during the entry of a new order, clicking the **E-Mail** button will automatically initiate E-Mails. The E-Mail will be queued at the E-Mail Spooler, which can be run at any time to send E-Mail.

If an order is opened for the purpose of review, the E-Mail button is available only if it has not been previously used to email the order. To resend E-Mail, clear the check box next to the E-Mail button and then click the button.

The **Form Code** field allows the user to select a specific form code for each order. If no **Form Code** is selected the one specified in the AEN options is used.

S/O Invoice Data Entry

On the **Totals** tab of the **S/O Invoice Data Entry** screen, the email flags can be set to **E-Mail to Customer** and **E-Mail to Salesperson**. These check boxes are based on the settings of the corresponding Sales Order. If the invoice is a 'one-step' invoice, and not associated with any Sales Order, the settings reflect those set forth in the **Customer Maintenance** program.

Mail records are sent to the E-Mail Spooler during the Sales Journal Update.

The screenshot shows the 'S/O Invoice Data Entry (ABC) 10/28/2014' window. The 'Totals' tab is selected. Key fields include: Invoice No. 0100066, Invoice Date 10/28/2014, Invoice Type Standard Invoice, Customer No. 01-AVNET, Avnet Processing Corp, Salesperson 0200. Financial fields: Amount Subject to Discount 649.00, Discount Rate 5.000%, Discount Amount 32.45, Taxable Amount 616.55, Nontaxable Amount .00, Deposit Payment Type NONE, Check Number, Deposit Available .00, Deposit Amount .00, Commission Rate 8.000%, Sales Tax Amount 44.70, Invoice Total 661.25, Net Invoice 661.25. Shipping fields: Ship Zone, Ship Weight 00076, Freight Amount .00. Email settings: E-mail to Customer (checked), E-mail to Salesperson (checked). Form Code and Description are empty. Buttons at the bottom include Quick Print, Accept, Cancel, Delete, and a help icon.

The **Form Code** field allows the user to select a specific form code for each Invoice. If no **Form Code** is selected the one specified in the AEN Options is used. The form code specified for the Invoice will be used when email is resent from the A/R Invoice History Inquiry.

To send a copy of an invoice from Invoice History, simply click the **Resend Email** button on the **Header** tab of the **Invoice History Inquiry** screen.

The screenshot displays the Sage 100 ERP A/R Invoice History Inquiry window for invoice 0100066, dated 10/28/2014. The window is divided into several sections:

- Header:** Invoice No. 0100066, Type INV, Date 10/28/2014, Source S/O, Order No. 0000177.
- Customer Information:** Customer No. 01-AVNET (Avnet Processing Corp), Ship To 2 Irvine Warehouse, Source Journal SO-000012, RMA No. [blank].
- Terms and Shipping:** Terms Code 01 Net 30 Days, Ship Date 10/28/2014, Ship Via UPS, FOB [blank].
- Summary Table:**

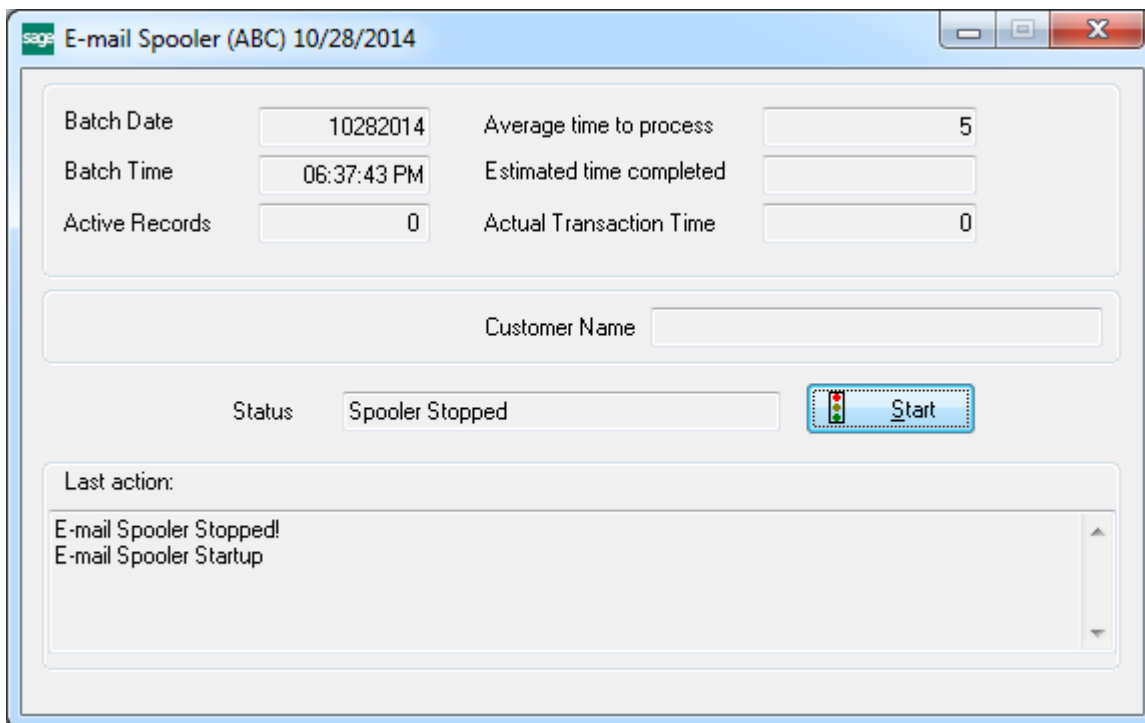
Taxable	649.00
Nontaxable	.00
Freight	.00
Sales Tax	44.70
Discount	32.45
Invoice Total	661.25
Deposit	.00
Net Invoice	661.25
Balance	661.25
- Contact Information:** E-mail tonys@avnet.com, Fax (949) 555-2223, Batch Fax checked.

A modal dialog box titled "Sage 100 ERP" is overlaid on the screen, displaying the message: "Customer Address: tonys@sage.sample.com". The dialog has "Send" and "Cancel" buttons.

The **CC To The E-Mail Address Associated With The Order** feature is available also when resending email from History.

E-Mail Spooler

The **E-Mail Spooler** program is run from the **Sales Order Main** menu.



sage E-mail Spooler (ABC) 10/28/2014

Batch Date	10282014	Average time to process	5
Batch Time	06:37:43 PM	Estimated time completed	
Active Records	0	Actual Transaction Time	0

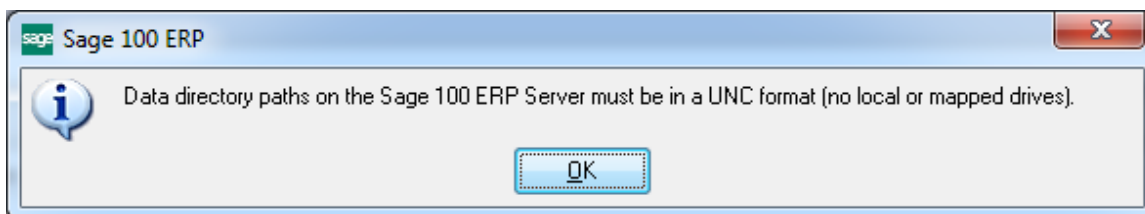
Customer Name

Status Spooler Stopped

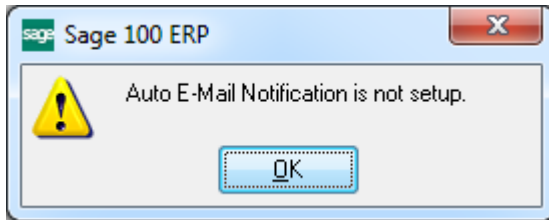
Last action:

E-mail Spooler Stopped!
E-mail Spooler Startup

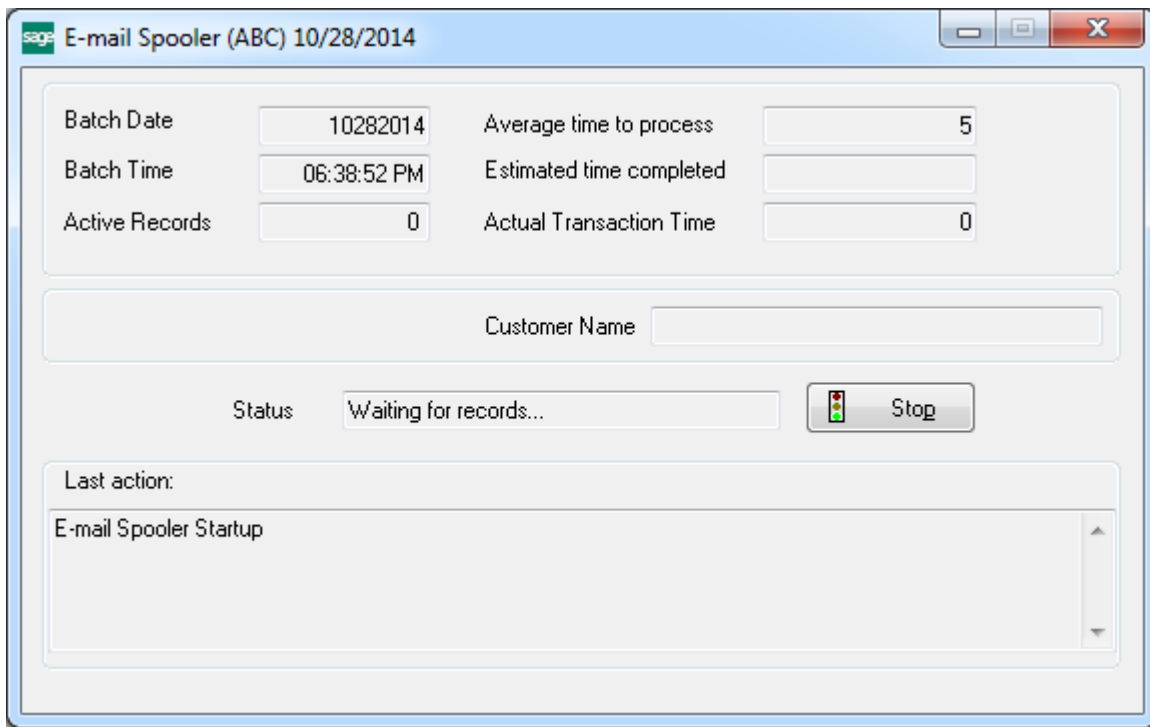
Note: If E-mail spooler is run in Client/Server mode, the path of PDF Output Folder specified in Auto E-Mail Options must be in a UNC format, otherwise the following message box will be displayed:



If the AEN options are not setup, the following message box will be displayed while running the **E-Mail Spooler** program:



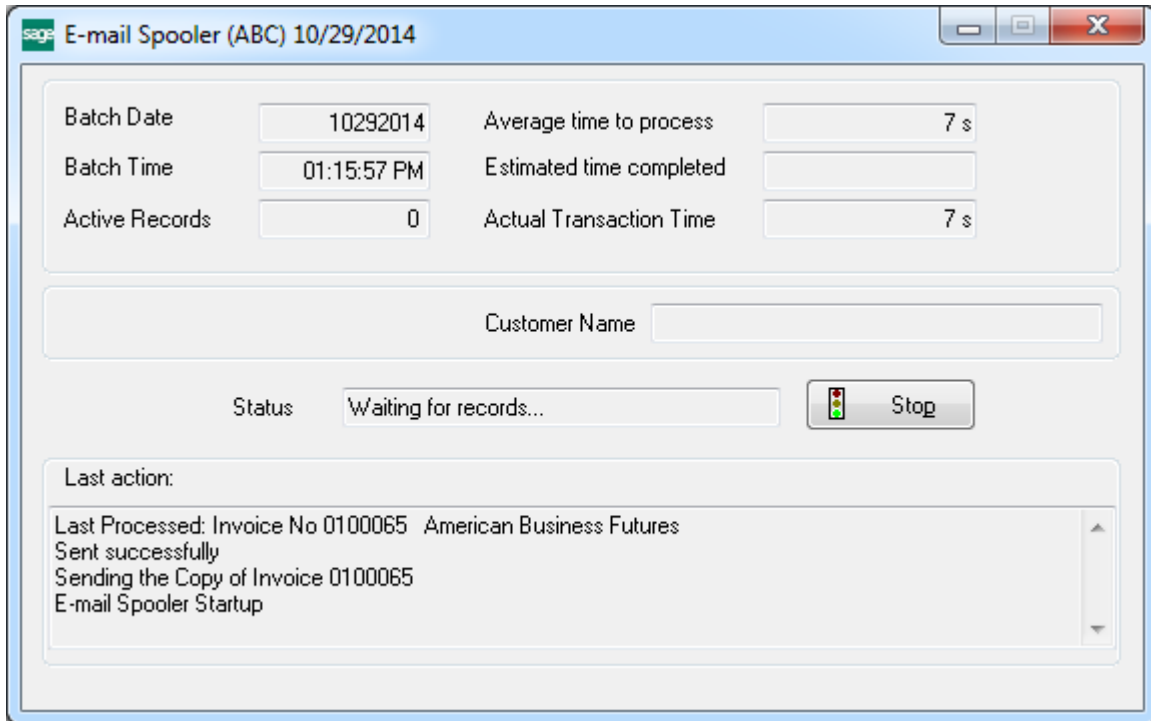
Click the **Start** button to start processing active records.
After these records are processed, the program will
continue to process any new records added to the spooler.



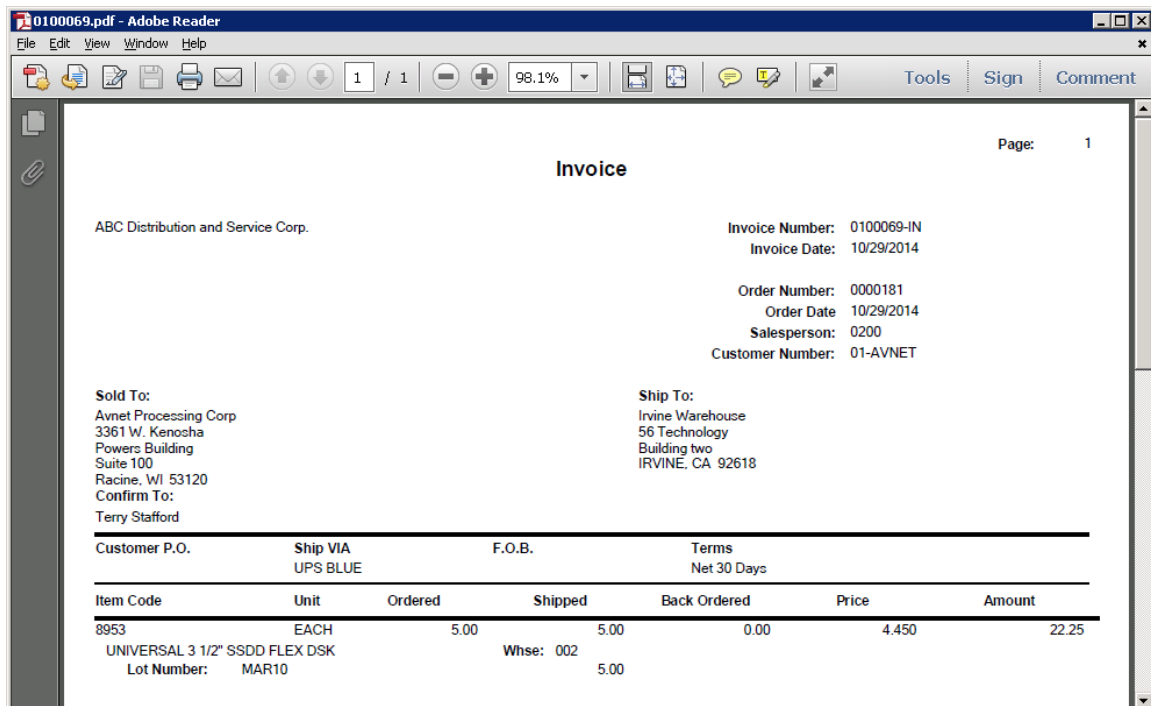
After starting the E-Mail Spooler, the **Start** button is
replaced with the **Stop** button.

Click the **Stop** button to stop processing records.

The **Last action** pane displays the description of the action
last performed by the spooler. If there is an error (for
example, an order is deleted, or no address is specified), the
error description is displayed.



The following is an example of an Adobe Acrobat file sent as an attachment by the Auto E-Mail program.



The **E-mail Spooler** program processes the emails according to the **Customer & Contacts** option in the **Auto E-mail Options**. In this mode, both the sales orders and invoices will be sent to the Customer E-mail Address as the “To:” e-mail address.

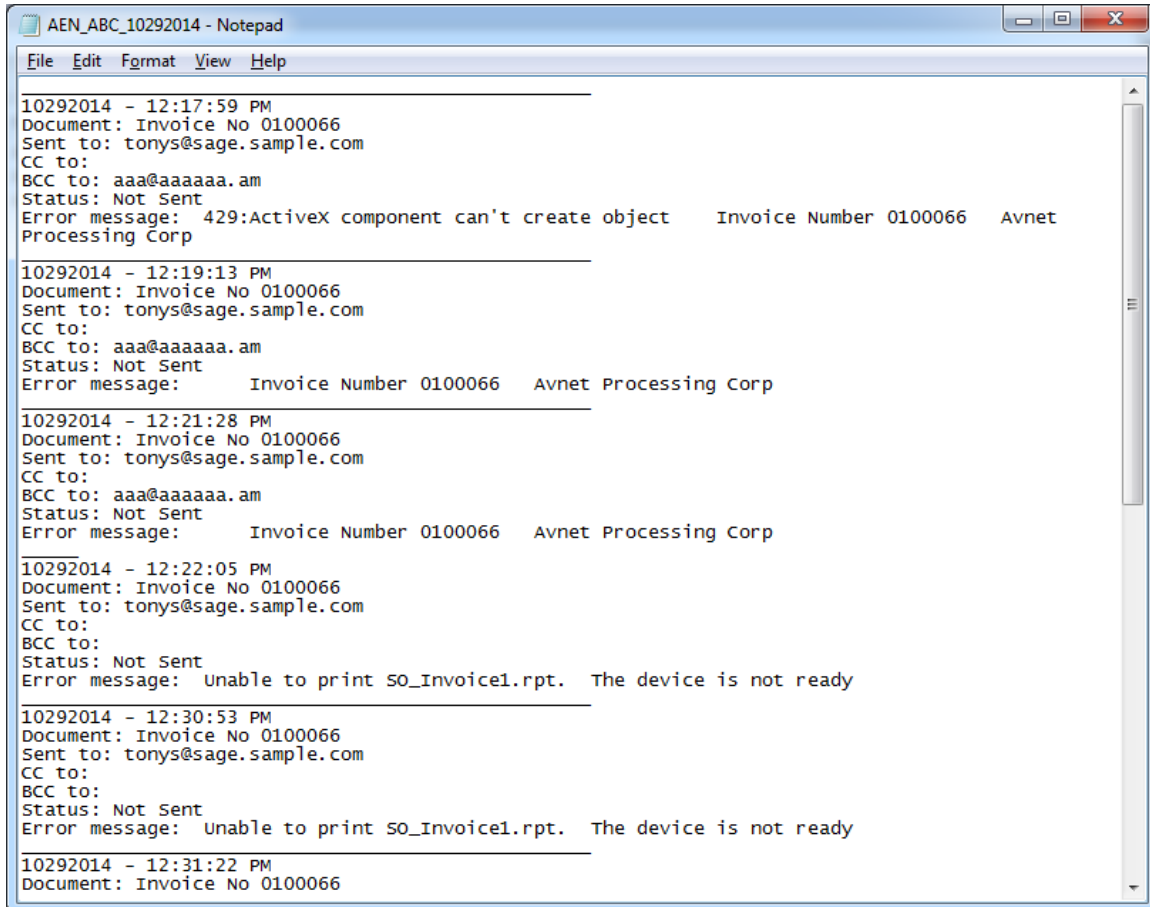
The spooler program also scans through the customer’s contacts and, based on the **Send Order Confirmation Emails?** and **Send Invoice Emails?** options in **Customer Contact Maintenance**, adds that user’s e-mail address (if valid) to the “CC:” part of the e-mail. This works for both HTML and Text emails generated by the E-mail Spooler.

If there is not a valid e-mail address in the customer master, but there are in the contacts that would be sent as a “CC:”, then the program will load the contact emails as the “To:” e-mail addresses.

The E-mail Spooler creates logs in the `\mas90\AEN_Logs` directory, one log as a text file per day. The log records date, time, order or invoice, e-mail addresses sent to, and send status of the email. If the send status is not OK the program will record the error message returned by the e-mail server.

The log file name will have the following structure:
AEN_CompanyName_CreationDate

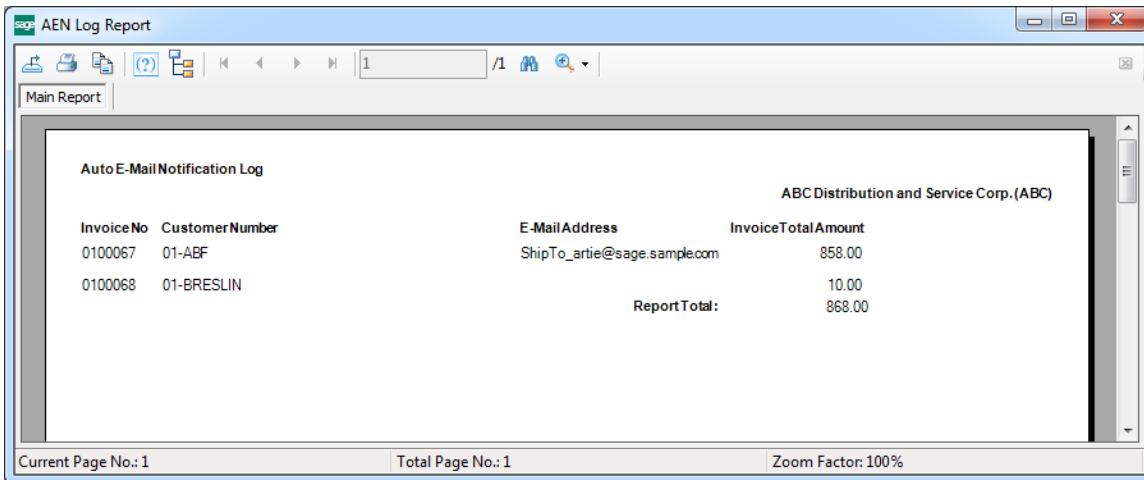
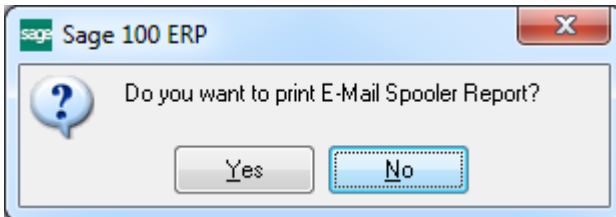
Here is an example of a log file:



```
AEN_ABC_10292014 - Notepad
File Edit Format View Help
-----
10292014 - 12:17:59 PM
Document: Invoice No 0100066
Sent to: tonys@sage.sample.com
CC to:
BCC to: aaa@aaaaaa.am
Status: Not Sent
Error message: 429:ActiveX component can't create object Invoice Number 0100066 Avnet
Processing Corp
-----
10292014 - 12:19:13 PM
Document: Invoice No 0100066
Sent to: tonys@sage.sample.com
CC to:
BCC to: aaa@aaaaaa.am
Status: Not Sent
Error message: Invoice Number 0100066 Avnet Processing Corp
-----
10292014 - 12:21:28 PM
Document: Invoice No 0100066
Sent to: tonys@sage.sample.com
CC to:
BCC to: aaa@aaaaaa.am
Status: Not Sent
Error message: Invoice Number 0100066 Avnet Processing Corp
-----
10292014 - 12:22:05 PM
Document: Invoice No 0100066
Sent to: tonys@sage.sample.com
CC to:
BCC to:
Status: Not Sent
Error message: Unable to print SO_Invoice1.rpt. The device is not ready
-----
10292014 - 12:30:53 PM
Document: Invoice No 0100066
Sent to: tonys@sage.sample.com
CC to:
BCC to:
Status: Not Sent
Error message: Unable to print SO_Invoice1.rpt. The device is not ready
-----
10292014 - 12:31:22 PM
Document: Invoice No 0100066
```

AEN Log during Daily Sales Reports Updates

The **Daily Sales Reports/Updates** programs have been modified to print the log of invoices for AEN email spooler.



The Invoice/Sales Order Email address is printed on the report.