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Epicor ERP

10.2.200 Feature Highlights

10.2.200

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10.2.200 Feature Highlights

The following section contains a list of features released with the Epicor ERP 10.2.200 version. If you are upgrading from a previous version, review this information to learn about the features added through this major version.

Epicor University

Embedded Education is a licensed module that contains a series of courses within your Epicor ERP application. It also provides you direct access to additional Training on Demand video courses that you can access from within the application or through the Epicor Learning Center.

To launch courses from the ERP application, use one of the following methods based on whether you access the application through the Modern Shell or the Classic Style.

- **Modern Shell** - On the **Home** screen, click the **Help** tile to launch the **Help** screen. Click **Education Courses**.
- **Classic Style** - On the Application Toolbar, click the Education Courses button.

The Education Courses window displays the available embedded courses, organized by functional area. These self-paced courses provide users with the knowledge they need, and they can work through them during a convenient time in their schedules.

Course updates include new functionality available in the product with each release.

Epicor University maintains a large and ever-expanding collection of educational materials. This collection consists of different types of deliverables, and each type focuses on a specific aspect of the Epicor ERP application.

Because of the focus for each type, virtually all aspects of the application are supported through accurate, regularly updated educational materials. Epicor University listens closely to customers, partners, and employees, ensuring the available information reflects both current functionality and the needs of the worldwide community of users that log into the Epicor ERP application every day.

Printable Versions of CSF Guides

Printable versions of CSF Guides are now available from within the country overview pages in Epicor Help.

To ensure that you access the latest version of a CSF Guide in the pdf format:

1. Run the Epicor ERP application of a required version.

2. Open Epicor Help.

3. In the left pane, expand the **Country Specific Functionality** node and locate a required country.

4. Click on the country name. The CSF Guide overview page opens.

5. Click the **<CountryName> CSF Guide.pdf** link. The pdf file opens in a separate tab where you can view it or print out a hard copy.

Embedded Education - Accounts Receivable Course Updates

The Accounts Receivable course has been updated to include the following changes:

- An **Adjust Cash Receipt** workshop was added to the **Daily Accounts Receivable Processing** section to demonstrate Adjust Cash Receipt functionality.

- The following Aging setup and workshops were added to the **Specialized Accounts Receivable Processing** section to demonstrate aging hold functionality:

  - An **Aging Setup** workshop was added to demonstrate the steps required to set up aging checking for orders, shipment and unposted miscellaneous AR invoices.

  - An **Aging Hold** workshop was added to the **Customer Credit Manager** section to demonstrate aging checking and aging hold functionality.

Financial Management

Epicor financial management solutions provide manufacturers with the tools needed to create value through monitoring financial conditions and timely decision making.

This functionality reduces costs and improves cash flow. Epicor Financials can help improve your ability to drop more to your bottom line—the ultimate test of your success and competitive advantage.

Accounts Receivable

Use the Accounts Receivable (AR) module to bill your customers as orders are shipped and then track payments as they are received.

Since you can specify the creation of invoices through the order release process, it is possible to reduce billing for a different quantity than for what was actually shipped.

Customer invoices may be previewed, printed on laser or continuous preprinted forms, faxed or emailed directly to your customer. With Accounts Receivable, you know who is buying what, and who is paying their bills on time.

Aging Hold Functionality

Use Aging Hold functionality to place customers on hold if their account is overdue and remove them from hold when payments are received.

Business Scenario

Credit managers need the ability to manually and automatically manage credit for customers whose accounts are overdue. A customer who has outstanding invoices that have passed an overdue number of day threshold can be automatically or manually placed on aging hold until the overdue balance is paid.

Based on criteria assigned to each customer, you can define thresholds to determine when a customer should be placed on aging hold based on the age of the invoice. When automatic processes that include aging hold run, customers and transactions are automatically placed on and off aging hold based on those thresholds. You can also manually place customers on and off aging hold.

General automatic aging hold process flow includes:
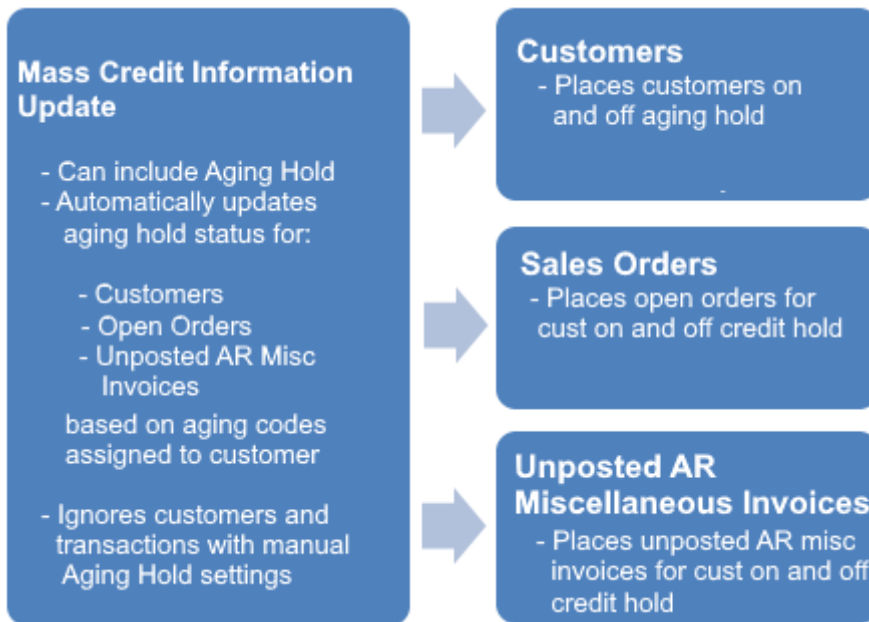
Aging hold functionality covers the following areas of the Epicor ERP application:

- **Company Configuration** - Includes the **Credit / Aging Limit Actions** pane on the **Modules > Sales > Order** sheet where you can determine warning and stop actions that apply when creating orders and shipments whose customers are on credit or aging hold. Includes the **Credit / Aging Limit Actions** pane on the **Modules > Finance > Accounts Receivable > General** sheet where you can determine the warning and stop actions that apply when creating or posting a miscellaneous AR invoice for a customer on credit or aging hold.

  Menu Path: System Setup > Company > Site Maintenance > Company Configuration

- **Aging Code Maintenance** - Includes new program to determine the criteria used by the aging hold process to automatically place customers on aging hold based on their past due invoices. This criteria includes the number of days past the invoice due date, the minimum overdue balance and any grace period. You can assign a default aging code that is used when a new customer is created. When you select a default code, you have the option to apply the default aging code to all customers that do not have an existing aging code.

  Note Aging Codes are optional within the Epicor ERP application.

  Menu Path: Financial Management > Accounts Receivable > Setup > Aging Code Maintenance

- **Customer Maintenance** - Includes new fields in the **Customer Credit** pane of the **Billing > Credit > Credit Detail** sheet to define aging hold information for a customer. The following aging fields appear on the sheet:

  - **Aging Code** - Specifies the aging code assigned to the customer. If the field is blank, overdue invoices are ignored.

  - **Aging Hold** - If selected, the customer has been placed on Aging Hold and Aging hold notifications display for the customer when creating orders, shipments and miscellaneous AR invoices. You can place a customer on hold manually or automatically through the **Mass Credit Information Update Process**. If selected manually, you can select to place all open orders for the customer on credit hold and all unposted miscellaneous AR invoices on Aging hold.

  Menu Path: Financial Management > Accounts Receivable > Setup > Customer

- **Mass Credit Information Update** - Includes customers placed on or taken off credit and aging hold in the log file. Includes new options on the **Selection** sheet to determine if aging hold and/or credit hold customers and transactions are included in the process. When the process runs, these tasks are performed.

If **Include Credit Hold** is selected:

- Places customers on credit hold if the total of their open credit is higher than the credit limit assigned to the customer.
- Places all open orders and unposted miscellaneous invoices on credit hold for customers that were placed on credit hold. Orders and unposted miscellaneous invoices display as **Credit Hold** in **Customer Credit Manager** and the **Credit Hold** indicator displays in **Order Entry**, **Order Tracker**, **AR Invoice Entry** and **AR Invoice Tracker**.
- Takes customers off credit hold if open credit is no longer above the credit limit assigned to the customer.
- Takes open orders and unposted miscellaneous invoices off credit hold for customers that were taken off credit hold by the process.

If **Include Aging Hold** is selected:

- Places customers on aging hold if they have one or more open invoices that meet the criteria of the aging code assigned to the customer.
- Places all open orders and unposted miscellaneous invoices on credit hold for customers that were placed on aging hold. Orders and unposted miscellaneous invoices display as **Credit Hold** in **Customer Credit Manager** and the **Credit Hold** indicator displays in **Order Entry**, **Order Tracker**, **AR Invoice Entry** and **AR Invoice Tracker**.
- Takes customers off aging hold if overdue invoices have been paid or have had credit memos applied to them.
- Takes open orders and unposted AR miscellaneous invoices off credit hold for customers that were taken off aging hold by the process.

> **Note** Only unposted miscellaneous invoices are included in this process. All other invoice types are NOT included in the mass credit information update process.

Menu Path: Financial Management > Accounts Receivable > General Operations > Mass Credit Information Update

- **Customer Credit Manager** - Includes on credit hold orders for customers on aging hold in the **Credit** sheet. Includes new **Aging Code**, **Aging Hold** and **On Hold Date** fields in the **Aging Credit** pane of the **Credit** sheet to define aging hold information for a customer. Includes new **Aging** columns in the **Invoices** list in the **Invoices > All** sheet.

  - **Aging Days** - The number of days the invoice is overdue, starting at 1 on the day after the invoice due date. It displays the aging days for credit memos.
  - **Credit Hold** - If selected, the unposted miscellaneous invoice is on credit hold.
  - **Block Aging/FinChg -** - If selected, finance charges cannot be calculated against the invoice and the invoice is blocked from aging hold if it is overdue when the Mass Credit Information Update Process runs. The customer is not placed on aging hold.

  Menu Path: Financial Management > Accounts Receivable > Setup > Customer Credit Manager

- **Customer Tracker** - Includes new **Aging Code**, **Aging Hold** and **On Hold Date** display fields in the **Aging Credit** pane of the **Financial > Credit > Credit Detail** sheet. Includes new **Aging Days**, **Credit Hold** and **Block Aging/FinChg** columns in the **Invoices** list in the **Financial > Invoices > All** and **Financial > Invoices > Open** sheets.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Customer Tracker

- **Opportunity/Quote Entry** / **Opportunity/Quote Tracker** - Includes a **Credit Hold** indicator on the **Summary** and **Header > Detail** sheets to inform you that a selected customer is on aging or credit hold.

  Menu Path: Sales Management > Order Management > General Operations > Opportunity/Quote Entry

  Menu Path: Sales Management > Order Management > General Operations > Opportunity/Quote Tracker

- **Sales Order Entry** - Includes a **Credit Hold** indicator on the **Summary** and **Header > Detail** sheets to inform you that a selected customer is on aging or credit hold. Includes aging and credit limit actions that occur when you create an order for a customer on aging or credit hold. These actions are based on the **Credit / Aging Limit Actions** defined for orders in **Company Configuration**.

    - **Warn** - A warning message displays to inform you that the customer is on aging or credit hold. Click **OK** to continue the order entry. A **Credit Hold** indicator displays.

    - **Stop** - An error message displays that the customer is on aging or credit hold. You can enter and save the order header. If you attempt to enter an order line and save it, an error message displays. You cannot save the order line. The order header remains and a credit hold indicator displays.

    Menu Path: Sales Management > Order Management > General Operations > Order Entry

- **Sales Order Tracker** - Includes a **Credit Hold** indicator on the **Summary** and **Header > Detail** sheets to inform you that a selected customer is on aging or credit hold.

    Menu Path: Sales Management > Order Management > General Operations > Order Tracker

- **Customer Shipment Entry** - Includes a **Credit Hold** indicator on the **Summary** and **Header > Detail** sheets to inform you that a selected customer is on aging or credit hold. Includes aging and credit limit actions that occur when you create a shipment for an order that has a customer on credit or aging hold. These actions are based on the **Credit / Aging Limit Actions** defined for shipments in **Company Configuration**.

    - **Stop** - an error message displays that the customer is on aging or credit hold. Click **OK** to continue. The shipment entry is cancelled and the screen is cleared.

    - **Warn** - A warning message displays to inform you that the customer is on aging or credit hold with a **Yes** or **No** option. Click **No** to cancel. Click **Yes** to continue.

    Menu Path: Material Management > Shipping / Receiving > General Operations > Customer Shipment Entry

- **Purchase Order Entry** - Includes customer on aging hold message that displays when you select a sales order for a customer on aging hold.

    Menu Path: Material Management > Purchase Management > General Operations > Purchase Order Entry

- **New PO Suggestions** - Includes customer on aging hold message displays when you select a customer on aging hold or use Actions Menu > Generate Purchase Orders to generate purchase orders for sales orders with a customer on aging hold .

    Menu Path: Material Management > Purchase Management > General Operations > New PO Suggestions

- **Task List Entry** - Includes customer on aging hold message displays when you select a customer on aging hold.

    Menu Path: Sales Management > Customer Relationship Management > General Operations > Task List

- **AR Invoice Entry** - Includes new fields in the **Header > Detail** sheet to set aging options for AR invoices, view which miscellaneous invoices are on credit hold and view if the invoice credit status was manually overridden. For more information, refer to the **Aging and Credit Checking for AR Miscellaneous Invoices** feature summary entry.

    Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

- **AR Invoice Tracker** - Includes fields in the **Summary** and **Header > Detail** sheets to view if an AR invoice is blocked for finance charges and aging hold, view which unposted miscellaneous invoices are on credit hold and view if the invoice credit status was manually overridden.

    Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Tracker

- **Generic Import Process** - Includes logic to import miscellaneous AR invoices for customers on aging or credit hold. Invoices are imported or not imported based on the **Credit/Aging Limit Actions** defined in **Company Configuration.** For more information, refer to the **Aging and Credit Checking for AR Miscellaneous Invoices** feature summary entry.

Menu Path: System Management > Schedule Processes > Generic Import Process

Credit and Aging Checking for Unposted AR Miscellaneous Invoices

Use credit and aging checking functionality to place unposted miscellaneous AR invoices on credit hold if their customers are placed on credit or aging hold and remove them from hold when payments are received.

Business Scenario

Credit managers need the ability to include unposted AR miscellaneous invoices in the credit and aging control process to determine how credit and aging hold is handled for miscellaneous AR invoices.

✅ **Example** The company enters all sales information through miscellaneous AR invoicing and needs to be able to control credit and aging without entering sales orders.

Based on company configuration settings and credit/aging limits assigned to the customer, you can select to warn, stop entry, stop posting or ignore it when creating miscellaneous AR invoices for customers on credit or aging hold. You can define automatic credit update processes that automatically place unposted miscellaneous invoices on and off aging or credit hold.

ℹ️ **Note** Only unposted miscellaneous invoices are included in this process. All other invoice types, including Credit Memos, Correction Invoices, Cancellation Invoices, Shipment Invoices, Deposit Billing, Advanced Billing, RMAs, Rebates, Field Service Calls, Milestone, Contract Billing, Project Billing, and all posted invoices are NOT included in this process.

General process flow includes:

Mass Credit Information Update or Customer Maintenance

- Customer is placed on credit or aging hold manually or automatically based on:
    - Aging critera assigned to customer
    - Credit limits defined for customer

AR Invoice Entry

- Unposted AR Misc invoices are placed on or off hold
- If on hold, credit indicator displays
- if customer on aging/credit hold warning or error when you add/post a misc invoice
- Can override invoice aging or credit status

Customer Credit Manager

- Unposted Credit/Aging hold misc invoices display in Invoices list
- Indicates if customer is on Aging or Credit Hold
- Can override customer aging or credit status

Credit and aging hold functionality for unposted AR miscellaneous invoices covers the following areas of the Epicor ERP application:

> **Note** For more detailed information on new aging hold functionality, refer to the **Aging Hold** feature summary entry.

- **Company Configuration** - Includes the **Credit / Aging Limit Actions** pane on the **Modules > Finance > Accounts Receivable > General** sheet where you can determine the warning and stop actions that apply when creating or posting a miscellaneous AR invoice for a customer on credit or aging hold. The following options are available:

  - **Warn** - If selected, a warning message displays when you enter or post a miscellaneous AR invoice for a customer on credit or aging hold. Click **OK** to continue.
  - **Stop Entry** - If selected, an error message displays when you enter or edit a miscellaneous AR invoice for a customer on credit or aging hold. You cannot continue entry.
  - **Stop Post** - If selected, a warning message displays when you enter a miscellaneous AR invoice for a customer on credit or aging hold. Click **OK** to continue. An error message is written to the System Monitor when you try to post a miscellaneous invoice and the invoice does not post.
  - **Ignore** - If selected, customer credit and aging settings are ignored when entering or posting miscellaneous AR invoices. This value is the default option.

  Menu Path: System Setup > Company > Site Maintenance > Company Configuration

- **AR Invoice Entry** - Includes new fields in the **Header > Detail** sheet to set aging options for AR invoices, view which unposted AR miscellaneous invoices are on aging or credit hold and view if the invoice credit status was manually overridden. The following fields appear on this sheet:

  - **Blocked for Finance Charges and Aging Hold** - If this check box is selected, when the invoice is overdue, the customer is not placed on Aging hold based on this invoice when the **Aging Hold** process runs.
  - **Credit Hold Indicator** - Notifies you that an unposted AR miscellaneous invoice is on aging or credit hold.

    > **Note** This indicator does not display for posted invoices.

  - **Credit Override Indicator** - Indicates that the unposted miscellaneous AR invoice was manually taken off credit or aging hold in **Customer Credit Manager** or the customer was manually taken off credit or aging hold in **Customer Maintenance** or **Customer Credit Manager**.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

- **AR Invoice Tracker** - Includes **Blocked for Finance Charges and Aging Hold**, **Credit Hold Indicator** and **Credit Override Indicator** display fields in the **Summary** and **Header > Detail** sheets.

  > **Note** The **Credit Hold** indicator and **Credit Override** indicators do not display for posted AR invoices.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Tracker

- **Posted Invoice Update** - Includes **Blocked for Finance Charges and Aging Hold** field in the **Summary** and **Header > Detail** sheet.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Posted Invoice Update

- **Generic Import Process** - Includes logic to import miscellaneous AR invoices for customers on aging or credit hold. Invoices are imported or not imported based on the **Credit/Aging Limit Actions** defined in **Company Configuration.**

  - **Stop Entry** - If the customer is on aging or credit hold, the process sends the invoice to the **Integrated Table Workbench** and prevents the invoice creation.
  - **Warn** - If the customer is on aging or credit hold, the invoice is created and a **Credit Hold** indicator displays for the invoice.

- **Stop Post** - If the customer is on aging or credit hold, the invoice is created and a **Credit Hold** indicator displays for the invoice. An error message is written to the System Monitor when you try to post a miscellaneous invoice and the invoice does not post.

- **Ignore** - If the customer is on aging or credit hold, the invoice is created and a **Credit Hold** indicator displays for the invoice.

Menu Path: System Management > Schedule Processes > Generic Import Process

Adjust Cash Receipt

Use **Adjust Cash Receipt** to adjust a posted cash receipt.

Adjust Cash Receipt provides access to existing posted cash receipts and provides the ability to make adjustments to information such as the invoices included in the cash receipt and the cash receipt customer.

> **Note** When you adjust a cash receipt, you cannot adjust the amount, currency, bank account or any bank fees or taxes manually added to the cash receipt. If you need to change this information, you must reverse the cash receipt using **Reverse Cash Receipt Entry** and then enter a new cash receipt in **Cash Receipt Entry**.

You cannot adjust the following types of cash receipts in Adjust Cash Receipt:

- Cash receipts that include debit notes, write offs or credit card payments
- Cash receipts with a receipt withholding amount
- Miscellaneous cash receipts
- Deposit cash receipts
- Cash receipts cleared by the bank reconciliation process
- Cash receipts paid using Electronic Interface

> **Example** Here are two examples of ways to update cash receipt information in Adjust Cash Receipt:
>
> - You accidentally apply a customer check to the wrong invoice and close it. When you create a cash receipt adjustment for the check payment, you can change the invoice to the correct invoice and apply the adjustment, using the same check number. The check is now applied to the correct invoice. The original, incorrect invoice re-opens.
> - You receive a check from customer A. When you enter the cash receipt, you enter it for customer B and post the receipt . When you create a cash receipt adjustment for the check payment, you can change the customer from customer A to customer B.

Based on the posting rules defined for the **Cash Receipt Adjustment** GL transaction type, the **Adjust Cash Receipt** process first cancels the cash receipt and adds the previously paid invoice amount back into the invoice the cash receipt paid. A new record is then created for the adjusted cash receipt with the same check number. The new record indicates that it is an adjustment and contains the new apply date and the reason for the adjustment. Any invoices added to the adjusted payments or ones no longer paid by the adjusted payment have their balances appropriately updated.

When you apply an adjustment to a cash receipt, an **Adjusted** indicator and the **Adjustment Date** for the receipt displays in **Cash Receipt Tracker**.

When you post an adjustment for a receipt that originally created an unapplied (UR) credit memo, and that credit memo is no longer applicable (because the cash moved to a different customer) the existing credit memo is cancelled.

General process flow includes the following:

- Creates a receipt that contains a reversing entry. This negative receipt updates the balances of allocated invoices. This process leaves an audit trail.

> **i** **Note** If you remove an invoice with taxes applied at the time of cash receipt and apply the adjustment, the taxes are reversed and are not included in the new adjusted receipt.

- Creates a receipt that contains an adjustment entry and uses the same payment number (such as a check number). This adjustment receipt updates the balances of allocated invoices. This process leaves an audit trail.
- Allows the application of new cash receipts to invoices that have been removed from the cash receipt or are no longer fully paid by the cash receipt.

This process does not apply to deposits applied to a sales order.

Adjust Cash Receipt Process
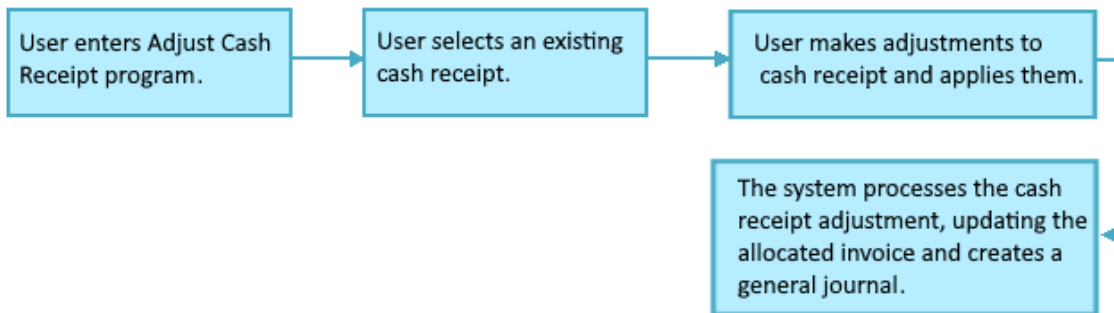
When you adjust a cash receipt, customer facing reports such as the **Customer Statement** display only the final adjusted cash receipt.

> **i** **Note** When searching for the cash receipt you want to adjust, you can use the fields in **Cash Receipt Search** to enter criteria that will limit the receipts returned by the search. You can search by legal number, check number, receipt number, bank account, or customer.

> **!** **Important** Once a cash receipt has been adjusted, it cannot be adjusted a second time. To make additional changes, you must reverse the adjusted cash receipt and create a brand new cash receipt in **Cash Receipt Entry**.

> **i** **Note** If your company uses legal numbers for cash receipt adjustments, you must first define at least one **Cash Receipt Adjustment** transaction document type in **Transaction Document Type Maintenance**. You then create a legal number format for the **Cash Receipt Adjustment** number type in **Legal Number Maintenance** and select at least one **Cash Receipt Adjustment** transaction document type to use the legal number format. When the legal number generates for the record, it uses the generation and format information defined for the selected **Document Type**.

> **i** **Note** If you add a cash receipt to an AR cash receipt batch in **Cash Receipt Batch Maintenance** and then adjust the receipt, the adjusted cash receipt replaces the original cash receipt in the AR cash receipt batch.

Menu Path: Financial Management > Accounts Receivable > General Operations > Adjust Cash Receipt

AR Write Offs Via Cash Receipt Entry

Use Write Off functionality to write off outstanding invoice amounts or overpayments.

Business Scenario

To enhance process efficiency, Account Receivable clerks need the ability to perform write offs during the Cash Receipt process to process settlements that include write offs without requiring need for a separate application.

When creating cash receipts, you can write off unpaid invoice amounts or invoice overpayments and select the GL account to which the overpayment writes. You can also select if the write off is taxable.

When you post a cash receipt that includes write offs, the GL journal detail that is created for the write off is linked to the corresponding cash detail with the reference GL control type **AR Check Detail** and contexts **Receivables** and **Write Off**.

When a user reverses a cash receipt, any write off entered for the cash receipt is reversed with the cash receipt.

AR write offs via Cash Receipt Entry covers the following areas of the Epicor ERP application:

- **Company Configuration** - Includes Write Off pane in **Modules > Finance < Accounts Receivable > Additional Settings** sheet to define company wide write off settings. The following fields are available on this pane:

  - **Maximum Amount per Invoice** - Specifies the maximum write off amount per AR invoice when you write off an invoice in **Cash Receipt Entry**.
  - **Currency Code** - Displays the currency. This value cannot be changed.
  - **Allow Negative Write Offs** - If selected, negative write offs are allowed in **Cash Receipt Entry** to retain the overpayment if a customer has overpaid a transaction.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Cash Receipt Entry

- **Cash Receipt Entry** - Includes new fields in the **A/R Receipt > Detail** sheet and in the **Invoices** grid in the **A/R Receipt > Invoice Selection** and **A/R Receipt > Allocate** sheet to write off outstanding unallocated or allocated invoice amounts or overpayments. The following columns appear:

  - **Write Off** - If selected, the amount of the outstanding invoice or the overpayment should be written off.
  - **Write Off Amount** - Specifies the amount of the outstanding invoice or overpayment that is being written off.
  - **Write Off Account** - Specifies the write off account for the outstanding invoice or overpayment amount.
  - **Write Off Account Description** - Specifies a description of the write off account.
  - **Taxable Write Off** - If selected, the write off amount for the invoice is subject to taxation.

  Includes new **Write Off** field in the **A/R Receipt > Header** sheet to display total write off amount in the cash receipt. Includes new **Write Off** field in the **Group > Detail** sheet to display total write off amount in the cash receipt group.

  Includes write off amount per invoice and the write off account in the **Print Group Edit List** accessed through **Actions > Print Group Edit List**.

  > **Note** If you create a document for a cash receipt or a miscellaneous cash receipt through **Bank Statement Processing** or the **Petty Cash Desk**, write off functionality is not available and all write off fields are disabled.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Cash Receipt Entry

- **Cash Receipt Tracker** - Includes **Write Off** field on the **A/R Receipt > Header** sheet to display total value of positive and negative write off amounts. Includes write off columns in the **Invoices** list on the **A/R Receipt > Allocation** sheet to display write off information for allocated cash receipts. Includes **Write Off** field on **A/R Receipt > Detail** sheet to display total write off amount for the A/R receipt detail and if the amount is taxable. The **GL Journal Detail** list on the **GL Transactions** sheet displays GL journal details related to write off and gain/loss.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Cash Receipt Tracker

- **Reverse Cash Receipt Entry** - Includes **Write Off** field that displays total write off amount in the cash receipt. Includes write off columns in the **List** sheet. Click **Reverse** to reverse posting of the write off transactions entered with the cash receipt, gain/loss and tax adjustments that appear as the result of the write off.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Reverse Cash Receipt

- **AR Invoice Tracker** - Includes write off journal details related to the write off in the invoice payment process. This includes gain/loss on the write off and any tax adjustments.

Menu Path: Financial Management > Accounts Receivable > General Operations > A/R Invoice Tracker

- **AR Reconciliation Tracker** and **AR Reconciliation Report** - Includes general ledger and sub ledger journal details related to the write off in the invoice payment process.

  Menu Path: Financial Management > Accounts Receivable > General Operations > AR Reconciliation Tracker

  Menu Path: Financial Management > Accounts Receivable > Reports > AR Reconciliation Report

- **AR Invoice Balance Report** - Includes accounts that contain posted write off transactions.

  Menu Path: Financial Management > Accounts Receivable > Reports > AR Invoice Balance Report

- **Customer Statement** - Includes write off entries that impact accounts receivable activity.

  Menu Path: Financial Management > Accounts Receivable > Reports > Customer Statements

Print Date, Time, and Copy Number in AR Invoices

Epicor ERP can generate and store copy numbers each time a posted AR invoice is printed, and can support draft printing of AR invoices and credit memos.

To enable this functionality, select the **Use copy number** check box on the **Modules > Finance > Accounts Receivable > General** sheet in Company Configuration.

You can use this functionality everywhere AR invoices can be printed: in AR Invoice Entry, AR Invoice Tracker, Posted Invoice Update, and AR Invoice Mass Print.

When you print AR invoices and credit memos, you can select the Draft Copy check box to print a special draft copy of the invoice with the following information:

- DRAFT COPY instead of Invoice/Credit Memo
- INTERNAL USE ONLY - NOT SUITABLE FOR TAX PURPOSES
- Page number of the total number of pages
- Invoice date
- Printed At followed by the date and time stamp of the print time
- The copy number, invoice number, legal number, and customer's tax ID are not printed

If you clear the **Draft Copy** check box, a common non-draft copy of the invoice is printed. In the non-draft mode, when an unposted invoice is printed, or when a posted invoice is printed for the first time, the original invoice without a copy number is printed. Each time you reprint a posted AR invoice, the copy number is incremented by **1** and is printed on the invoice header along with the following information:

- First print Date and time
- Page number of the total number of pages
- Invoice date
- Printed At followed by the date and timestamp of the print time
- The copy number, invoice number, legal number, and customer's tax ID are also printed

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Tracker

Menu Path: Financial Management > Accounts Receivable > General Operations > Posted Invoice Update

Menu Path: Financial Management > Accounts Receivable > Reports > Mass Print AR Invoices

AR Invoice Search - Created By

The **Accounts Receivable Invoice Search** window in several AR invoice programs has been extended with the **Created By** search option.

When searching for invoices, you can select the **Created By** option in the **Sort By** field. The Search Results grid will display the Created By column. Invoices are sorted by the user name, invoice date, and invoice number in the descending order.

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Tracker

Menu Path: Financial Management > Accounts Receivable > General Operations > Posted Invoice Update

Menu Path: Financial Management > Accounts Receivable > Reports > Mass Print AR Invoices

Tax Timing for Advanced Billing or Deposit Invoices

Use Tax Timing for Advanced Billing or Deposit Invoices functionality to determine different tax timing when creating and posting advanced billing and deposit invoices.

Business Scenario

Due to the different ways tax liability is handled in different countries, some companies in countries such as Germany and Malaysia need the ability to deduct VAT calculated for advanced billing or deposit invoices using different tax timing than the timing used in the final AR invoice for the sales order.

You can define specific deposit/advanced billing tax timings for each tax type. When you create a new advanced billing or deposit billing invoice, add an invoice tax or create a payment for the invoice, the defined deposit/advanced billing tax timing defined for the tax type is the default value.

When you post an advanced billing/deposit billing invoice or invoice payment, the tax engine uses the tax timing specified in **Tax Type Maintenance** for that type of invoice to determine the appropriate accounts to which to post the taxes.

Deposit/Adv. Billing Tax Timing and **Collection Method** controls together when and how taxes on deposit and advanced billing invoices are accounted for and are posted as committed tax transactions.

Tax Timing for Advanced Billing or Deposit Invoices covers the following areas of the Epicor ERP application:

- **Tax Type Maintenance** - Includes a **Deposit/Adv. Billing Tax Timing** field in the **Detail** sheet to determine when tax on deposit and advanced billing invoices is recognized as liable. You can select **Invoice**, **Partial Payment** or **Fully Paid**. **Deposit/Adv. Billing Tax Timing** and **Collection Method** controls together when and how taxes on deposit and advanced billing invoices are accounted for and are posted as committed tax transactions. Includes the rename of **Tax Timing** field to **Default Tax Timing** field.

    Note If there is no value in the **Deposit/Adv. Billing Tax Timing** field, deposit and advanced billing invoices use the timing value selected in the **Default Tax Timing** field.

    Menu Path: Financial Management > Accounts Receivable > Setup > Tax Type

- **AR Invoice Entry** - Includes new default tax timing when you create advanced billing or deposit invoices or add taxes to advanced billing or deposit invoices. This timing is based on the **Deposit/Adv. Billing Tax Timing** value in the tax code assigned to the customer. Includes tax timing logic used when you post an advanced billing or deposit invoice. The tax engine uses the tax timing specified in **Tax Type Maintenance** for that type of invoice to determine the appropriate accounts to which to post the taxes.

    Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

- **Cash Receipt Entry** - Includes new default tax timing when you create payments for advanced billing or deposit invoices. This timing is based on the **Deposit/Adv. Billing Tax Timing** value in the tax code assigned

to the customer. Includes tax timing logic used when you post a cash payment for an advanced billing or deposit invoice. The tax engine uses the tax timing specified in **Tax Type Maintenance** for that type of invoice to determine the appropriate accounts to which to post the taxes.

Menu Path: Financial Management > Accounts Receivable > General Operations > Cash Receipt Entry

Customer Search by Tax ID

When using the **Customer Search** within multiple Epicor ERP programs, you can sort customer records by Tax ID.

To search for customers by Tax ID is a legal requirement in some countries, as businesses identify customers through their Tax ID number.

Menu Path

Navigate to this program from the Main Menu:

- Financial Management > Accounts Receivable > Setup > Customer
- Financial Management > Deferred Revenue Accounting > Setup > Customer
- Financial Management > Multi-Site > Setup > Customer
- Production Management > Material Requirements Planning > Setup > Customer
- Sales Management > Customer Relationship Management > Setup > Customer
- Sales Management > Demand Management > Setup > Customer
- Sales Management > Order Management > Setup > Customer
- Sales Management > Quote Management > Setup > Customer
- Service Management > Field Service > Setup > Customer
- Service Management > Field Service Automation > Setup > Customer

Avalara Global Tax Solution

ERP country and buyer tax information is transmitted to Avalara Tax Connect to provide them with the information they need to automatically calculate taxes for quotes, sales orders, and AR invoices based on transaction and VAT rules in countries throughout the globe.

Business Scenario

When calculating taxes for a quote, sales order or AR invoice between different countries, financial clerks need the ability to automatically calculate taxes based on current effective rates of different countries. Avalara Tax Connect uses VAT rules and tax setup information sent from ERP to calculate taxes around the globe for AR transactions.

Note Currently, for AP transactions, Avalara only calculates taxes for Canada and USA, as in previous versions.

The following ERP data is sent to Avalara:

- **Country ISO Code** - Specifies the two-character ISO code for each country

    Note If the **Use ISO Country Code check box** in **Company Configuration** is clear, the country description is sent to Avalara.

- **Importer of Record (Defaults from Customer for AR)** - Indicates that the customer is an importer of record. The importer of record is party to the transaction that facilitates the import of goods into the destination

country. The importer is responsible for the goods, customs duties and taxes payable upon import and is liable for collecting the Import VAT applied to the goods at Destination.

- **Tax ID** - Specifies the customer's Tax ID number. In VAT tax calculations, this value is used as the buyer VAT number.

This functionality covers the following areas of the Epicor ERP application:

- **Company Configuration** - Includes new functionality for the **Use ISO Country Code** check box (previously **Validate ISO Country Code**) on the **Modules > All Modules > Taxes > Tax Interface** sheet.

  - If selected, Epicor Tax Connect sends the Country ISO code value (Country.ISOCode) to Avalara.
  - If clear, Epicor Tax Connect sends the Country Description value (Country.Description) to Avalara.

  Menu Path: System Setup > Company > Site Maintenance > Company Configuration

- **Customer Maintenance** - Includes an **Importer of Record** check box on **Billing > Detail** sheet. If selected, the customer is an importer of record.

  Menu Path: Financial Management > Accounts Receivable > Setup > Customer

- **Customer Tracker** - Includes an **Importer of Record** check box on **Billing > Detail** sheet.

  Menu Path: Financial Management > Accounts Receivable > General Operations > Customer Tracker

- **Opportunity/Quote Entry / Sales Order Entry / AR Invoice Entry** - Includes data sent from Epicor Tax Connect to Avalara in Avalara's tax calculation.

  Menu Path: Sales Management > Customer Relationship Management > General Operations > Opportunity/Quote Entry

  Menu Path: Sales Management > Order Management > General Operations > Order Entry

  Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

- **Generic Integration Server Process** - Includes process functionality that sends the country ISO Code/Country Description (based on Company Configuration setting), Customer Importer of Record settings and the customer's Tax ID number to Avalara to use in tax connect automatic tax calculations.

  Menu Path: System Management > Schedule Processes > Generic Integration Server Process

Accounts Payable

Use the Accounts Payable (AP) module to enter supplier invoices for purchases that you make and then create checks, payment instruments, or generate bank electronic funds transfer (EFT) files for the invoices you want to pay. Adjustments are created if the purchase price does not match the invoiced price.

The application can generate payments for all invoices due, those for a particular supplier, or only for specific invoices. If a supplier calls you to discuss an invoice, you have complete information at your fingertips and that history can be kept indefinitely. With Accounts Payable, you know how much you owe and when it is due.

You use the Accounts Payable functionality to update both purchase orders in Purchase Management, as well as actual job costs.

Non Recoverable Taxes - Logged Invoices

In the **Company Configuration > Modules > Finance > Accounts Payable** sheet , in the **Accounting Option** field, the **Account for Taxes** and **Book All to a Suspense Accounts** options function as follows:

- **Account for Taxes** - For Non-Recoverable taxes, if you select this option, the Epiror ERP application books the non-deductible portion(s) of the applicable taxes to the Non-Deductible Tax account from the tax code's Tax Rate GL Control (at the time of invoice posting in Logged Invoice Entry), if you set one up. If you don't, the application sends the Logged Invoice to the Review Journal. Once the logged invoice is approved and

matched to an AP Invoice in AP Invoice Entry, the application doesn't post anything related to the taxes already accounted for on the Logged Invoice.

- **Book All to Suspense Accounts** - For Non-Recoverable taxes, if you select this option, the Epicor ERP application books the entire portion of the applicable deductible taxes to the Tax Suspense account and Non-Deductible Tax to Expense Suspense, at the time of invoice posting in Logged Invoice Entry. Once the logged invoice is approved and matched to an AP Invoice in AP Invoice Entry, the application moves the non-deductible portion of the applicable tax out of the Expense Suspense account and follow AP Invoice Non-Deductible Tax accounting rules.

Menu Path: System Setup > Company/Site Maintenance > Company Configuration

Withholding Tax Calculation

Epicor ERP now applies Product Tax Category rates and exemptions when calculating Withholding Tax for AP Invoices and Payments. For tax codes that have payment timing set up, the system calculates withholding tax at the time of invoicing and saves cumulative tax information, so the invoice taxable amounts and rate codes are used at the time of payment eliminating the need of tax calculation for all invoice lines of the invoices included into the payment. Taxes an still be recalculated depending on the setting of the **Tax Rate for Withhold tax based on** field in Company Configuration and if the new effective rates are available.

Review the example below to see how withholding tax is calculated.

AP Invoice

Line	Material	Category	Line Amount	Tax%	Withholding Tax?	Tax
1	Paint-100-OYSTER	PAINT	1000	10	No	100
2	Labour	LABOUR	300	5	Yes	15
		Line Total (taxable amount)	1300			
		Tax (10%)	100			
		Withholding Tax (5%)	15			
		Total	**1400**			

AP Payment

In Payment, 1415 is entered as the gross amount and the system calculates withholding tax as **15**, so the net payment amount is 1400.

Before the change, it would calculate withholding tax by multiplying 1300 (total tax base) with 5% as **65**, instead of using the taxable amount for each category.

Warnings when Creating Invoices for Inactive Suppliers

If a supplier is inactive, different restrictions and/or warnings occur when you performing different functions in AP Invoice Entry and Logged AP Invoice Entry.

Business Scenario

When a supplier is inactive, AP clerks need to be prevented from paying the supplier any additional amounts and to be warned when performing functions like creating or approving AP invoices or logged invoices.

If a supplier is inactive, you receive warnings when you create AP invoices and logged AP invoices. You receive error messages when you try to add miscellaneous invoice lines.

Supplier status functionality for AP invoices covers the following areas of the Epicor ERP application:

- **Supplier Maintenance** - Includes new warning and restriction functionality when the **Inactive** check box is selected for a supplier.

  - You cannot create miscellaneous invoice, job miscellaneous or asset lines for the supplier.
  - You cannot create recurring invoices for the supplier.
  - A warning message displays when you create an AP invoice or a Logged AP invoice. You can proceed with the invoice creation.
  - A warning message displays when you approve Logged AP invoices for processing. You can proceed with the logged invoice processing.
  - A warning message displays when you match Logged AP invoices in **AP Invoice Entry**. You can proceed with the logged invoice matching.

  Menu Path: Financial Management > Accounts Payable > Setup > Supplier

- **AP Invoice Entry** - Includes an inactive supplier warning message that displays when you try to create an AP invoice, select an inactive supplier, select a reference purchase order for an inactive supplier or generate recurring invoices for a. Select **Yes** to proceed. Select **No** to cancel. Includes an inactive supplier error message that appears when you try to create a miscellaneous invoice line for an invoice with an inactive supplier.

  Menu Path: Financial Management > Accounts Payable > Setup > Invoice Entry

- **Logged AP Invoice Entry** - Includes an inactive supplier warning message that displays when you try to create an AP invoice and select an inactive supplier. Select **Yes** to proceed. Select **No** to cancel. Includes an inactive supplier error message that appears when you try to create a miscellaneous invoice line for an invoice with an inactive supplier.

  Menu Path: Financial Management > Accounts Payable > General Operations > Logged Invoice Entry

- **Logged AP Invoice Approve and Void Entry** - Includes an inactive supplier warning message that displays when you try to approve a logged AP invoice. Select **Yes** to proceed. Select **No** to cancel.

  Menu Path: Financial Management > Accounts Payable > General Operations > Logged Invoice Approve and Void Entry

- **Generate Recurring AP Invoices** - Includes an inactive supplier warning message that displays when you try to generate recurring invoices for inactive suppliers. Select **Yes** to proceed. Select **No** to cancel. If you continue, invoices are only created for the active suppliers. When the process completes, a message that invoices were not created for the inactive suppliers displays in the **System Monitor**.

  Menu Path: Financial Management > Accounts Payable > General Operations > Generate Recurring Invoices

- **Generic Integration Server Process** - Includes logic that prevents you from creating AP invoices for inactive suppliers. The invoice is sent to the **Integrated Table Workbench** and is not created. An entry is added to the log file that states that the invoice was not created because the supplier is inactive.

  Menu Path: System Management > Schedule Processes > Generic Integration Server Process

Purchase Management

Use the Purchase Management module to create purchase orders and track supplier performance. Detailed line items indicate planned receipts to inventory or a job, although their destination can be changed at the time of actual receipt entry.

Purchase order receipt processing updates suggested supplier and detailed purchase history files, which provides continual reference to aid in making purchasing decisions.

An online time-phased material requirements report provides a strategic planning tool to buy the right amount of material - at the right time. With Purchase Management, you can reduce inventory levels, improve on-time deliveries, enhance your cash flow, and increase your profit levels.

Purchase Order Entry - Maximum 9,999 Order Lines

You can add a maximum of 9,999 purchase order lines to a purchase order in **Purchase Order Entry**.

For large scale purchase orders, purchasing employees need the ability to include all the purchase order lines they require in one purchase order.

In Purchase Order Entry, you can now add up to 9,999 purchase order lines to a single purchase order

Menu Path: Material Management > Purchase Management > General Operations > Purchase Order Entry

Material Management

The Material Management module refers to the approach for planning, organizing, and controlling all those activities principally concerned with the flow of materials into an organization. The scope of materials management include materials planning and control, purchasing, inventory control, data collection, and shipping and receiving.

Part Maintenance - Manifest Info Fields

Use the **Fair Market Value** and **BOL Class** fields in **Part Maintenance** to specify fair market values and BOL class information used for part LTL and international shipment. The **Part Tracker** displays this information.

When performing LTL and international part shipments, shipping managers needed to be able to define the BOL class and fair market value information for the part in the manifest.

In **Part Maintenance** and **Part Tracker**, the following fields were added:

- **BOL Class** - Specifies the Bill Of Lading class for the part.
- **Fair Market Value** - Specifies the fair market value for the part. This numeric field has two decimal places and can be up to thirteen digits.

In **Part Maintenance**, the fields were added to the **Integrations > Manifest Info Sheet > Documentation Pane**. In **Part Tracker**, the fields were added to the **General > Integrations > Manifest Info Sheet > Documentation Pane**.

Menu Path: Material Management > Inventory Management > Setup > Part

Menu Path: Material Management > Inventory Management > General Operations > Part Tracker

Framework and Tools

The following section contains a list of features released with the Epicor ICE platform. If you are upgrading from a previous version, review this information to learn about the features added through this major version.

Business Activity Queries (BAQs)

The following topic describes key features for business activity queries.

Security Code for System BAQs

The new capability allows customer administrator to create security structures and apply them to delivered System BAQs as appropriate for their users.

If a seeded System BAQ already references a System Security code as assigned by Epicor, it is possible for customer administrator to control user access by creating a custom Security code record and allow or disallow access to users or user groups, and assign them to System BAQs.

Epicor Data Analytics

Epicor Data Analytics (EDA) is an easy-to-use service that takes a unique, intuitive approach to lead you on a journey of discovery through large data sets contained in your data warehouse.

EDA is fully integrated with Epicor 10 and uses data to help you understand your business better, with function-specific content packs that provide a dashboard with deep integration into a specific set of Epicor 10 data - sales, purchasing, inventory, general ledger, accounts payable, accounts receivable and more.

EDA provides customizable and interactive dashboards to make it easy to analyze the data inside your business systems. The dashboards contain visual KPIs, graphs, charts, and tables, so you can quickly review important information about your business performance and make informed strategic decisions.

Base Currency Measures

You use Base Currency Measures to view the EDA content in the currency through which each company in your database does business.

Each company can have up to three **reporting** currencies and one **base** currency available. A reporting currency is one used to record, or report, the amounts on a transaction for financial activities such as taxing and auditing purposes. A base currency is the primary currency used for transactions within a specific company.

Example You use the MXN currency as the reporting currency for your companies. In the EDA Database Designer, the Accounts Payable (AP) table will contain the **Invoice Amount** and **Invoice Amount Base** columns. The Invoice Amount is the measure on the reporting currency that you selected (MXN) and the Invoice Amount Base is the base currency for the company (for example, USD). Simply drag and drop the Invoice Amount Base field to AP Measures to use it on the AP dashboard along with the reporting currency.

Multi Company Currency Alignment

EDA has been enhanced with an additional setup utility which allows you to more easily select a list of companies, and an alignment currency from the ERP system. When configuring EDA you are now able to select the companies that you want included, as well as a single currency reporting currency on which you want the data across all of

the companies aligned. Each currency value available in reporting currency will automatically be aligned to the selected currency, so that cross-company data analysis is possible.

Improved User-Defined Fields

The EDA application incorporates the functionality of adding automatically joinable user-defined fields to the base EDA content. In most cases you no longer need to edit SQL scripts to add unique data to the EDA database. Simply drag and drop user-defined measures and dimensions to create a custom database.

Sales Management Content Pack - Enhanced Sales Database

The Sales Management Content Pack contains the enhanced sales database that allows you to perform a more detailed analysis of sales, including Invoices, Orders and Quotes.

The following dashboards use the sales database:

• **Sales Overview**

• **Sales**

With the sales dashboards at your side, you will have all the information you and your sales team need to improve your sales performance.

Epicor Data Discovery

Epicor Data Discovery (EDD) is a Business Intelligence solution intended to provide an extremely easy to use, sense-making, data exploration, data visualization experience. EDD is a major component of the overall Epicor Data Platform, which encompasses a broad set of capabilities for managing, accessing, sharing, cleansing, visualizing, and extracting insights from data created by Epicor.

Exploration View Improvements

Multiple enhancements were implemented in Epicor Data Discovery to improve the layout of the **Edit View** page:

• The view title is added directly above the visualization;

• You can edit the view title by clicking it;

• The **Brush/Reset** button and Transaction Grid toggle (show/hide) are moved to a toolbar below columns at the top right;

• The animation playback controls are moved to the bottom of the view below the chart;

• The animation **Play/Pause** button is styled like a toggle button and aligned with the slider;

• The current animation point details are overlaid at the top, right corner of the chart in a large font, semitransparent;

• The Toggle Labels option for pie charts is moved to the **Options** panel;

• The **Time Series** filters are added to the BAQ data source measures.

Single Sign-On

Single Sign-On (SSO) is a time-saving feature you can leverage to sign on (log in) users with the same login identifiers and passwords they use to enter their operating systems.

If your Application Server uses the Windows authentication, once EDD site is installed, it is automatically configured to use SSO authentication.

Visualization Options

Use the following visualizations to customize the appearance of data discoveries views:

Pareto Chart

A Pareto chart is a dual axis chart that contains both bars and a line graph, where a bar shows values sorted from largest to smallest, and a line shows the cumulative total % of all the bars up until that point.

Use the Pareto chart to perform part to whole comparisons for large sets of data. Visualizing any number of groups that make up a whole to see which set of data points makes up N% of the total. If you want to know which set of customers drives most of your sales, a pareto chart is ideal to use.

Trendlines

A trendline is a line added to a chart revealing the overall direction of the data.

Example With trendlines you can compare the sales performance in different countries over the last three quarters and to project sales for each region in the following three months, assuming past trends.

Epicor Data Discovery supports five types of trendlines:

- **Cumulative %** - Shows the cumulative % of total from left to right on the visualization;
- **Average** - A simple flat line showing the average of the set;
- **Moving average** - User specifies range;
- **Linear** - A straight line that most closely approximates the data in the chart;
- **Polynomial** - User specifies order.

To add a trendline, navigate to the **Options** panel and, from the **Trendline** drop-down list select a trendline type to have it automatically applied to all measures.

Epicor Administration Console

The Epicor Administration Console provides the ability to manage multiple Epicor server installations on multiple physical servers from a single interface.

The Epicor Administration Console can be installed on one or more computers and enables you to manage:

- Application databases
- Application servers
- Enterprise Search servers

Note In the Epicor ERP Cloud environment, users do not have server access or application administrative rights. The Epicor Administration Console is maintained by Cloud Operations.

New Telemetry Options

To help troubleshoot issues and analyze trends, Epicor will, unless you affirmatively opt-out, automatically collect and process non-personal telemetric data for the following applications:

- **Active Home Page** - The collected data includes active users, active sites, and tile type usage.
- **Epicor Data Discovery** - The collected data includes active users, active sites, open EDD views, and time spent on EDD views.

The collected information is non-personal, non-identifiable, and subject to the Epicor Privacy Policy which is hereby incorporated by reference.

Note Russia and China do not participate in the telemetry data collection process due to regulatory requirements in these countries.

When you deploy an application server in the Administration Console, the **Telemetry and License Data** message displays, informing you that the telemetry tracking is enabled.

If you choose to decline participation in this data collection process, you may opt-out at any time. Open Administration Console, and select the **Opt Out** check box in **Company Properties** to disable this service.

Transparent Data Encryption

During the Development phase of a new release, Epicor executed a range of QA cycles while using Epicor 10 application databases encrypted with SQL Transparent Data encryption (TDE). No functional or performance issues related to running Epicor 10 on a TDE-encrypted database were seen.

Personalization

Each user has different needs. Some users want the columns on a grid placed in a different sequence. Others need different options available on a program status bar. Still others need a program to verify data after they perform specific actions. You set up the application to reflect your individual needs.

Use the Epicor Personalization Tools to modify each program interface. You can personalize every program you use in order to refine the interface to better match the tasks you perform every day.

Note Personalizations are saved with your User ID, and do not affect other users within the application. If you wish to change a program interface and make it available to multiple users within the company, you must customize the program. Review the Customization topics in the Application Help for complete information.

Active Home Page - BAQ Grid Tile

Use the BAQ Grid type to display Business Activity Query results within a Home Page tile.

When you attach a BAQ to a tile, you can select to periodically refresh the BAQ results to make sure you work with the latest database output.

Note Only users who can launch the Business Activity Query (BAQ) Designer can add these tiles or display query results on them. If you attempt to edit an existing BAQ Grid tile and you do not have access to the BAQ Designer, an error message displays.

Active Home Page - EDD Tiles Renamed

To avoid confusion with the use of Epicor Data Discovery tiles, the **Discovery View** tile has been renamed to **Discovery Chart View**, and the **Discovery View 1×1** tile to **Discovery KPI View**.

Active Home Page - Executive Template

The **Executive Home Page** template gives executives a quick and easy way to view their company's performance in real-time. It comes with a set of favorite Epicor programs and a series of responsive Epicor Data Discovery (EDD) views.

The template displays six critical metrics necessary to identify trends and devise new management strategies:

- **Average Order Total Today**
- **Gross Profit Today**
- **Sales Today**
- **COGS Vs Profit**
- **Orders Today**
- **Order History**

> **Note**
>
> The views display data by using Business Activity Queries (BAQs). In order to view all the data displayed in these views, you must have security access to both the Financial (FIN) and Supply Chain (SCM) Homepage BAQs.

In addition to the standard views provided with the application, you can also create custom EDD views that display specific data you need and add them to your Active Home Page.

Report Tools

Advanced Print Routing

Several enhancements have been introduced for Advanced Print Routing.

Enabled Routing Confirmation Message

To help ensure against accidental execution of Advanced Print Routing actions, when you click the **Print Preview**, **Print**, **Email**, or **Generate** button on the report, the **Routing Enabled** dialogue box displays. Select the **Do not show this message again** check box if you want to turn off the confirmation message. To re-enable the message, go to **Tools > Options > Dialogs** and on the **Printing** sheet, select the **Confirm When Advanced Print Routing is enabled** check box.

Electronic Compliance Report Submission

As the administrator of an Electronic Compliance Report, you can configure Report Styles to require user entry of a Submission ID. The Submission ID allows retrieval and review of the last set of report parameters used. After a Submission ID is assigned, and the report is generated and reviewed, the user can flag it as submitted (to a government, for example).

To implement this feature, the following changes were made:

Report Style Maintenance

The following check boxes were added to the **Electronic Compliance** sheet in the **Report Style** program to allow report submission:

- **Require Submission ID** - Use this check box to specify, whether users must enter a Submission ID for the report while generating the output file.
- **Allow Multiple Submits** - Select this check box to allow more than one submission of the report under a Submission ID.

Report Submission Form

The report submission form was enhanced to include the **Submission** sheet that lists submission ID, submission status, submission date, and the name of the user who created, submitted, and updated the current electronic compliance definition. You can also track the number of submissions under each assigned report submission ID.

The **Actions** menu has the following options:

- **Submit** - Flags this report Submission ID as **Submitted** and increments the counter on each report submission.
- **Reset** - Removes the **Submitted** status for this Submission ID and resets the submission counter.

Service Management

Service management capabilities (for example, Field Service) include such areas such as production and facilities maintenance.

This suite of modules is particularly important for businesses where maintenance and repair are often more cost-effective than new capital acquisition.

Field Service Automation

The **Field Service Automation** module allows you to integrate Epicor ERP with Epicor FSA.

Note For Epicor ERP cloud customers, Field Service Automation is only available in the **Dedicated Tenancy (DT) Cloud** environment.

Installation Appointment and Installation Price

In Epicor ERP, you can define whether the sold equipment requires an installation appointment so you can install the equipment in a service location. You can also define an installation price and charge a customer based on the defined price. You set the installation requirement at the Part Maintenance, Sales Order Entry, and Customer Shipment Entry levels.

When you ship equipment that requires an installation, the equipment is considered as installed only when a service technician completes the installation order in Epicor FSA. Using the **FSA Sync Workbench** you can set multiple parts (equipment) to require installation, and define installation costs and types. The defined Installation Type is used as a template ID so a specific service order template is used to create a service order in Epicor FSA.

Service Vehicle to Service Vehicle Inventory Transfer

During an inventory transfer using Epicor FSA Mobile, when you transfer items from one vehicle (**FROM** Location) to another (**TO** Location), the change of quantity is reflected in Epicor FSA and Epicor ERP.

Example A service technician needs a certain type of equipment, but has no sufficient quantity in his vehicle, while the other service technician has. As a result, you can move the required quantity from one

vehicle to another. Epicor FSA and Epicor ERP will automatically adjust the stock quantities based on the moved quantity value.

Material, Labor, and Invoice Transactions References

In Epicor ERP, you can review the origin of the Epicor FSA references at multiple levels. The levels include AR Invoice Entry/Tracker, Time and Expense Entry/Tracker, and Part Transaction History Tracker.

Review the transaction to determine the miscellaneous charges, taxes, labor hours, or the usage of inventory incurred against a specific service order/contract in Epicor FSA.

You can leverage the fields located in the programs to create BAQs. For example, you can determine how much time was spent on a certain service call(s) or what is the cost incurred against a service call/material (equipment).

Credit Memo

In Epicor FSA you can enter a Credit Line on a new or existing service call. To reduce the accounts receivable portion for an invoiced customer, a credit memo automatically generates, reducing the owed amount. The generated credit memo is unapplied.

If you issue a Credit Memo for an existing service order and the service order is already invoiced, the created Credit Memo is applied to the previously issued invoice, if there is still a balance and the balance of the invoice is reduced.

If the Credit Memo is for a brand new call then the FSA Integration creates a brand new Credit Memo.

Legal Numbers

In Company Configuration, you can define default legal numbers for Credit Memos and AR Invoices being imported from Epicor FSA.

Sales Management

Quoting and managing sales orders enables the vital coordination of activities between your sales, site, shipping, and accounting groups.

You dictate whether to hold all companies in a single database, or each company in individual databases, where each company can have its own chart(s), currencies, and calendars.

Use the Quote Management and Order Management modules to capture orders and seamlessly integrate the information with supply chain, production, fulfillment, and accounting systems.

By streamlining the sales process—centralizing access to product, pricing, customer information - orders can be generated with a minimal number of steps. It automates and improves labor-intensive processes for quoting, proposal generation, configuration, and order entry. You can increase sales productivity by ensuring accuracy during the quote and order processes and identifying the right solution to meet your customers' needs.

Important If your Customer Relationship Management (CRM) license is installed and functional, the Epicor ERP application displays an alternate Main Menu than the one shown without CRM. With the CRM license, the Sales Management module is referred to as **Customer Relationship Management**.

Discount Price Lists in Price Inquiry

Use the **Discount Price List** sheets in **Price List Inquiry** to view part and product group quantity break details for the discount price list applied to the Price Inquiry price calculation.

Discount Price Lists allow you to give specific customers or ship-to locations a discount based on part or product group quantity breaks.

The feature includes the following updates in **Price List Inquiry**:

- Includes new **Discount Price List** sheet to display information for discount price list selected for the price calculation. The following sub-sheets appear under the **Discount Price List** sheet
    - **Part Details > Parts** - Review the parts that are on the current discount price list. This sheet lets you review the base price of each part on the current discount price list.
    - **Part Details > Price Breaks** - Review price break quantities for a selected part.
    - **Product Group Details > Product Groups** - Review all the product groups that are linked to the selected part.
    - **Product Group Details > Product Groups** - Review price break quantities for a selected product group.

    Includes new fields in the **Price Calculation** sheet to display part master price, discount price list and calculated discount price amount. The following new fields appear on this sheet:
    - **Part Master Price** - Displays the **Sales Unit Price** defined for the part in **Part Maintenance**. This price displays in the currency selected on the **Search Criteria** sheet.
    - **Disc Price List** - Displays the discount price list used in the calculation of the Net Price value.
    - **Discount Amount** - Displays discount amount based on the discount percentage applied to the base unit price plus any applied price breaks.

    Includes new **Price List** sheet. All existing price list sheets appear under this sheet.

    Menu Path: Sales Management > Order Management > General Operations > Price List Inquiry

Discount Price Lists in Customer Tracker

Use the **Discount Price List** sheets in **Customer Tracker** to view the discount price lists assigned to the customer.

Menu Path: Sales Management > Order Management > General Operations > Customer Tracker

System Management

Use this area of functionality to maintain system-wide maintenance information. Examples of maintenance areas include custom field maps, database records, menus, process calling, report data, report styles, sub process menus, system agent and system monitor applications.

Token Migration and Void Authorization

The **Token Migration and Void Authorization** program enables you to convert credit card tokens that were created in Secure Data Manager (SDM) to the Epicor Payment Gateway tokenization service, so that you do not need to request customers' credit card information when you change your payment processor. You can then reauthorize the prior voided authorizations using CRE and the Epicor Payment Gateway.

Note The **Token Migration and Void Authorization** program replaces the **Mass Void Credit Card Authorizations** program.

This program converts all credit card transactions that were processed successfully by SDM, as long as those credit cards are not expired. Then the old tokens are replaced on each existing credit card transaction. With the migration, you are still able to work with existing credit card orders that were authorized using SDM to be shipped and settled, as well as retrieve and use credit card information on new orders for credit card customers.

Once SDM Tokens are converted to new Epicor Payment Gateway Tokens, the authorizations done in SDM can be optionally voided using SDM components.

Important In order to void the old authorizations, ensure both SDM and CRE gateways are running. You enter all the required data to connect to PayFlow Pro via SDM including credentials and proxy information and the credentials to connect to the Epicor Payment Gateway via CRE tokenization service in this program.

For those credit card orders that were authorized and still need to be shipped, you have the option to reauthorize them. Use the **Void** and **Reauthorize** check boxes to determine if tokens will be voided and reauthorized during the same execution.

Important Reauthorizing transactions could generate additional bill changes suggested by the Payment Processor.

Menu Path: System Management > Rebuild Processes > Finance > Token Migration and Void Authorizations

System Setup

The System Setup module is important for setting up system-wide information, such as company, security configuration, integration with external systems and other system level tasks.

Azure AD Authentication

Epicor ERP enables authentication of ERP application users against users in Microsoft® Azure® Active Directory (Azure AD).

Note For Epicor ERP cloud customers, Azure AD Authentication is only available for use in the **Dedicated Tenancy (DT) Cloud** environment.

Use this method to authenticate user identity when you manage Windows accounts through Azure Active Directory. Azure AD is Microsoft's multi-tenant, cloud based directory. It provides centralized identity management service not only in your on-premise domain, but also across the internet, giving users easy access to corporate cloud-based applications.

The advantage of Azure AD authentication is that user accounts are secured by Azure, making it much more difficult for these accounts to be externally compromised. This method controls access within Azure, so you can define your password policy and account lockout policy centrally for internal and external applications. There are advanced security and monitoring services Administrators can opt into, such as self-service password management, multi-factor authentication, AI based Identity Monitoring and Identity Protection.

The process of implementing Azure AD Authentication includes:

- Registration of Epicor server and client applications in Microsoft® Azure® portal.
- Deployment of an Epicor Application Server using **HttpsBinaryAzureChannel** binding.
- Configuration of authentication settings using **Azure Active Directory Configuration Maintenance**.
- Specifying **External Identity** for users in **User Account Security Maintenance**.
- Updating client .sysconfig fiels with required Azure AD parameters.

Epicor Data Discovery and Epicor Web Access also support logging in with Azure AD as an option, including support for multi-tenancy setups where each tenancy uses a different directory in Microsoft Azure.

Tip For a complete information on how to configure authentication of ERP application users against users in Azure Active Directory (Azure AD), review either of the below sources:

- **Application Help**: System Management > Working With System Management > System Administration Guide > Manage Epicor ERP > Authentication (User Identity) > Azure AD Authentication
- **Epicor ERP 10 Installation guide**: Appendices > Azure AD Authentication

Advanced technical information can be found in the following areas within Application Help:

- **Using WCF Services with Azure AD authentication**: System Management > Working With System Management > Epicor WCF Services Developer Guide > HTTP Transport > WCF Services Example #3 - Azure AD token authentication
- **Calling REST with Azure AD token in C# and JavaScript**: System Management > Working With System Management > REST Implementation Guide > REST Examples
- **Azure AD PowerShell function calls**: System Management > Working With System Management > Command Line Tools Guide > Tools Reference > Azure AD Application for Epicor ERP

Company

Company Maintenance and Company Configuration are the setup programs you use to configure companies within the Epicor ERP application.

Company Configuration - Controlled Credit Memo Entry

You can enable the controlled credit memo entry business rule for company settings by selecting the **Controlled Credit Memo Entry** check box on the **Modules > Finance > Accounts Receivable > Additional Settings** sheet.

When the check box is selected, the totals of credit memos referencing sales order lines or invoice lines cannot be greater than the ordered, shipped, or invoiced totals for that order line.

Menu Path: System Setup > Company/Site Maintenance > Company Configuration

Company Configuration - Negative Amounts

You can prevent entry of negative discount amounts and negative quantity in AR invoice lines on the company level.

The **Modules > Finance < Accounts Receivable > General** sheet in Company Configuration has been extended with the **Negative Amounts** group of check boxes. The **Allow Negative Discount** and **Allow Negative Quantity** check boxes are selected by default. If you clear the check boxes, you will get error messages when trying to enter a negative discount amount and a negative quantity in AR Invoice Entry.

Menu Path: System Setup > Company/Site Maintenance > Company Configuration

Digital Certificate Store

Use the **Digital Certificate Store** program to load and maintain digital certificates holding public or private keys.

Bringing this functionality into the ICE Framework allows for more general use of the feature.

The program enables users to load and store digital certificates, including those issued by governments, and use them, for example, in Compliance reports.

Digital Certificate Store supports company visibility: you can make your certificates available across all companies.

System certificates protected from editing may be shipped by Epicor as part of application seed data.

The **Load Certificate Wizard** provides a step-by-step guidance to loading digital certificates with a public or private key.

Menu Path: System Setup > Company/Site Maintenance > Digital Certificate Store

Country Specific Functionality

The Country Specific Functionality (CSF) is used to deliver localization capabilities for specific markets throughout the world.

Each country contains topics which detail the Epicor ERP modifications created for the specified country. For additional program information, refer to the topics in the Application Help.

The following section contains a list of CSF features released with the Epicor ERP application. If you are upgrading from a previous version, review this information to learn about the features added through this major version.

China

The China CSF delivers localized capabilities within Epicor ERP to support business operations in China.

The China CSF solution uses the functionality of Epicor ERP General Ledger and System modules. You can use it to generate data for legal reporting required for private and public companies, and reports for system certification. The China CSF provides a two-way interface between Epicor ERP and Golden Tax Interface System (GTIS). The localized reports and files are required when registering your company's computerized accounting system with the China Ministry of Finance. You also need to set up an interface to upload an output file into Golden Tax Invoice System.

Financial Report Configuration Enhancements

Financial Reporting Configurations have been extended according to requirements that are common across existing China structures.

The **Actions** menu of the **Financial Report Configuration Maintenance** program has been modified to support import and export of financial report configurations and to preview Financial Report design.

Menu Path: Financial Management > General Ledger > Setup > Financial Report Configuration CN

Colombia

The Colombia CSF delivers localized capabilities within Epicor ERP to support business operations in Colombia.

After the installation and setup of the Colombia CSF, you can use Epicor ERP to add one-time supplier and customer entries, enter one-time transactions into journals, and run fiscal reports sorted by one-time information.

Magnetic Media 2017 Reports

The Colombia CSF now supports Magnetic Media Reports 2017.

Use **Solution Workbench** to install code types and user defined codes for Magnetic Media Reports 2017. The **CSF_Colombia_Epicor.cab** file installs the following Magnetic Media code types and codes: MMColumn, MMConcept, MMFormat, and MMSchema, and also other Colombia-specific code types: COL_CIIU, COL_CNTRY, COL_DEPT, COL_IDTYPE, and COL_MUNI.

Menu Path: System Management > Solution Management > Solution Workbench

> ⚠ **Important** This program is not available in Epicor Web Access.

Mexico

The Mexico CSF delivers localized capabilities within Epicor ERP to support business operations in Mexico.

After the installation and setup of the Mexico CSF, you can use Epicor ERP to support digital tax receipts, automatic calculation of ISR (corporate tax), and localization reports. The localization reports comply with basic regulations to complete taxes for SAT (Servicio de Administracion Tributaria) compliance in Mexico.

Cancel Electronic Invoice

According to SAT requirements, users cannot cancel a digital tax receipt after 72 hours of posting the original tax receipt, and they need to create a credit memo that generates a regular DTR.

The existing invoice cancellation functionality where a cancellation invoice (credit memo) does not generate DTR and sends a cancellation request has been modified. Now an XML response file is attached to both the credit memo and the cancelled invoice. If the response XML contains an error, the credit memo cannot be posted.

Another scenario for invoice cancellation has been implemented. According to this scenario, a cancellation invoice (credit memo) generates a DTR, but no cancellation request is created. After a cancellation invoice is posted, the DTR is sent to the web service.

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

Peru

The Peru CSF delivers localized capabilities within Epicor ERP to support business operations in Peru.

Use the Peru CSF to create bill of exchange records for Accounts Receivable and Accounts Payable and to generate financial reports to review and print bill of exchange documents.

Peru has three different withholding types, Retentions (retenciones), Perceptions (percepciones), and Detractions (detracciones). All three types of withholdings are subject to minimum values and to the vendor status provided by the National Superintendency of Tax Administration (SUNAT). Use the Peru CSF to set up and calculate all the three types of withholding taxes.

Electronic AR Invoice XML Type

When generating an electronic AR Invoice, you can use the **XML Type** field on the **Header - Peru - Electronic Invoicing** sheet to specify the type of XML file to generate. The following types are available:

- **Invoice** - the file is generated according to the UBLPE-Invoice-1.0.xsd schema provided by SUNAT. This value is default for the customers with Identity Document Type = Tax ID (Customer.PEIdentityDoctype = 6).

  Note When you enter a **Credit Memo**, the system shows Invoice as the default XML type and uses the UBLPE-CreditNote-1.0.xsd schema provided by SUNAT to generate the XML file.

- **Sales Note** - the file is generated according to the UBLPE-Invoice-1.0.xsd schema provided by SUNAT. This value is default for the customers with Identity Document Type <> Tax ID (Customer.PEIdentityDoctype <> 6).

- **Debit Note** - the file is generated according to the UBLPE-DebitNote-1.0.xsd schema provided by SUNAT

Poland

The Poland CSF delivers localized capabilities within Epicor ERP to support business operations in Poland.

Use Poland CSF to create AR and AP correction invoices, define red storno transactions, generate legal numbers for the deposit/miscellaneous payments in cash receipts, source invoice for the RMA processing, and print Inventory Movement report from various programs.

Invoice Reference Number

You can use the **Invoice Reference** field in AP Invoice Entry to specify a 30-digit invoice reference number. This number is printed in the section with AP Invoice information on the SAF-T VAT for Purchases and Sales report and the SAF-T Stock Movements report.

The field is available when invoice supplier is configured to use automatic invoice numbering. For such suppliers the system uses an automatically generated legal number as **Invoice Number** internally and requires to specify an **Invoice Reference** number. You can also specify your own **Invoice Number** when creating an invoice instead of using the automatically generated legal number.

Menu Path: Financial Management > Accounts Payable > General Operations > Invoice Entry

SAF-T (JPK) Changes

The new version of SAF-T structure for VAT - JPK_VAT(3) will apply in Poland starting from January 1st, 2018. To support the changes, the Poland SAF-T functionality and reports have been modified.

The `<Naglowek>` and `<Podmiot1>` elements in the **VAT for Purchases and Sales Report** have been modified to comply with the changes. You can use the **VAT for Purchases and Sales Report** program to generate the report XML file, mark the report as submitted to authorities and keep track of report corrections submitted to authorities.

Menu Path: System Setup > System Maintenance > SAF-T PL > JPK_VAT - VAT for Purchases and Sales PL

Portugal

The Portugal CSF delivers localized capabilities within Epicor ERP to support business operation in Portugal.

The Portugal CSF supports generation of SAF-T XML files according to the PT v1.04_01 XML schema. SAF-T is a taxation audit file generated by the invoicing system and handed over to tax authorities. A SAF-T file contains all the financial and taxation data that a company has over a certain financial period (a month, a quarter, or a financial year).

Tax Exemption Reason Codes

Tax exemption reason codes and descriptions are defined as user codes and provided as a part of CSF Portugal installation. You can set these codes in AR invoice or credit memo tax lines where the tax amount is zero. You can also specify a tax exemption reason code for AR invoice header during AR invoice entry. In this case, this code will overwrite the codes on invoice lines and will be copied to all the lines exempted from taxes.

Use the **Solution Workbench** program to install user codes and descriptions into Epicor ERP. You can print a Portugal-specific AR invoice form from AR Invoice Entry, AR Invoice Tracker, and Posted Invoice Update.

Menu Path: System Management > Solution Management > Solution Workbench

Important This program is not available in Epicor Web Access.

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

Controlled Credit Memo Entry

In Portugal, it is required to prevent the return of goods more than invoiced, ordered, or delivered. To enable the controlled credit memo entry business rule for company settings, select the **Controlled Credit Memo Entry** check box on the **Modules > Finance > Accounts Receivable > Additional Settings** sheet.

When the check box is selected, the totals of credit memos referencing sales order lines or invoice lines cannot be greater that the ordered, shipped, or invoiced totals for that order line. This check box must be selected for companies within the Portugal CSF.

Menu Path: System Setup > Company/Site Maintenance > Company Configuration

Negative Discount and Quantity

In Portugal, it is required to prevent entry of negative discount amounts and negative quantity in AR invoice lines. You can apply these settings at company level.

The **Modules > Finance < Accounts Receivable > General** sheet in Company Configuration has been extended with the **Negative Amounts** group of check boxes. The **Allow Negative Discount** and **Allow Negative Quantity** check boxes are clear by default for the Portugal CSF. You will get error messages when trying to enter a negative discount amount and a negative quantity in AR Invoice Entry.

Menu Path: System Setup > Company/Site Maintenance > Company Configuration

Print Date, Time, and Copy Number in AR Invoices

In Portugal, it is required to print an original AR invoice only once. Subsequent prints of the same invoice are copies and the application stores copy numbers and provides draft printing of AR invoices.

Invoices can be printed in the following modes:

- **Draft print** - A draft copy of an invoice is printed. The invoice header displays Draft Copy, the total number of pages, and the date and time of the print. A draft copy is intended for internal use and is not suitable for tax purposes. You can print draft invoices in **AR Invoice Entry**.

- **Non-draft print** - The original invoice is printed. The report header displays the total number of pages, and the date and time of the first print. The original invoice is printed without a copy number. Each time you reprint an AR invoice, the copy number is incremented by **1**. All subsequent printed invoices are labeled as copies, and a copy number is displayed in the invoice header. Use **AR Invoice Tracker** to print invoices in this mode.

Each page displays the following information:

- Print date and time
- Copy number
- Date and time of the first print
- Page number of the total number of pages
- Invoice date

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Entry

Menu Path: Financial Management > Accounts Receivable > General Operations > Invoice Tracker

Menu Path: Financial Management > Accounts Receivable > General Operations > Posted Invoice Update

Menu Path: Financial Management > Accounts Receivable > Reports > Mass Print AR Invoices

Unchangeable VAT Registration Codes

Tax IDs for customers, suppliers, and company become unchangeable when at least one tax transaction is posted with these tax IDs.

The **Tax ID** field you set up in Company Configuration becomes unavailable once at least one AR invoice, AP invoice, or a tax transaction is posted using this tax ID. The **Tax ID** field you set up for a customer becomes unavailable if there is at least one posted AR invoice or cash receipt with taxes for this customer. The **Tax ID** field you set up for a supplier becomes unavailable if there is at least one posted AP invoice or AP payment with taxes for this supplier.

You cannot post AR and AP invoices if the Tax ID for the company, customer, or supplier is empty.

Menu Path: System Setup > Company/Site Maintenance > Company Configuration

Menu Path: Financial Management > Accounts Receivable > Setup > Customer

Menu Path: Financial Management > Accounts Payable > Setup > Supplier

Stock Items List

In Portugal, companies are required to send the list of stock items to tax authorities. The submission of the report has to be done yearly until January, 31st of each new calendar year including the existing stock balance as of December 31st of the previous year.

Use the **Stock Items List** report program to generate a list of stock items in one of the following formats:

• SAF-T formatted XML file

• CSV file

Menu Path: Material Management > Inventory Management > Reports > Stock Items List PT

Shipped or Invoiced Sales Orders Blocked from Change

In the Portugal CSF, shipped and invoiced sales orders and sales order lines are blocked from change.

When working in **Sales Order Entry**, you cannot change the following:

• Sales order lines that have been invoiced

• Sales orders with shipped lines

• Sales orders with partially or fully shipped lines

Closed and fully shipped sales orders and sales order lines cannot be reopened.

Menu Path: Sales Management > Order Management > General Operations > Order Entry

SAF-T XML File Generation

Use the **SAF-T Report** program to create a SAF-T report, generate an XML file and submit it. The SAF-T Report can be generated in three report styles: for all sections, for sales invoices, and for GL accounts.

The cab file that you import into Epicor ERP contains the user defined codes and code types that you use to set up SAF-T data. The following SAF-T-related user defined codes are imported: tax types and codes, withholding tax types and codes, payment mechanisms, accounting systems, and grouping categories. The following setup programs display the **Portugal** sheet where you select required data:

• Tax Type Maintenance

• Part Maintenance

- Payment Method Maintenance
- Chart of Accounts Structure Maintenance
- COA Category Maintenance
- Account Segment Values

Menu Path: Financial Management > Accounts Receivable > Setup > Tax Type

Menu Path: Material Management > Inventory Management > Setup > Part

Menu Path: Financial Management > Accounts Receivable > Setup > Payment Method

Menu Path: Financial Management > General Ledger > Setup > Chart of Accounts

Menu Path: Financial Management > General Ledger > Setup > COA Category

Menu Path: Financial Management > General Ledger > Setup > Account Segment Values

Menu Path: Financial Management > Accounts Receivable > Reports > SAF-T PT

Menu Path: Financial Management > General Ledger > Reports > SAF-T PT

Digital Signature

The Portugal CSF can generate and store the digital signature for AR invoices and credit memos and for all shipment documents: customer shipment, master pack shipment, miscellaneous shipment, subcontractor shipment, and transfer order shipment.

United Kingdom

The United Kingdom CSF delivers localized capabilities within Epicor ERP to support business operations in the United Kingdom.

Use the United Kingdom CSF to set up and export the Intrastat report that uses UK-specific Intrastat user-defined codes.

Sales List Report Enhancements

The **Sales List Report** for the United Kingdom CSF has been updated.

- The **Standard SSRS** report - sales total amounts are rounded down to the nearest pound.
- The export files (Generic, CSV, and XML) - sales total amounts are rounded down to the nearest pound.

Note For the Standard Itemized SSRS report, sales total amounts are not rounded.

Menu Path: Financial Management > Accounts Receivable > Reports > Sales List

Extension and Companion Programs

This section describes programs designed specifically for ERP and the ICE framework, programs designed for ERP and other Epicor products, and integrations to third-party products. These programs extend the base functionality of your ERP application.

Epicor Knowledge Mentor

Epicor Knowledge Mentor 10.0 enables you to easily create, deploy, and manage custom training content and documentation unique to your Epicor solution. It simplifies the way you develop and deliver training materials, and provides a new set of learning tools and resources needed to support your end users now and in the future.

• Provides a modern and clear user interface so you can easily consume the provided content.

• Implements new Create Object Assistant, providing a helpful overview of the most important content types, and enhanced Desktop Assistant supporting Google Chrome.

• Improves the content organization and collaboration allowing you to easily perform the check-out and check-in of knowledge objects for large content structures, use workarea filters to improve the handling of the content tree, export raw tracking data about all learner sessions that have been made on all content, and more.

To get the full list of features available for Epicor Knowledge Mentor 10.0, review the Epicor Knowledge Mentor 10.0 What's New Guide.

Epicor Mobile CRM

Epicor Mobile CRM is a Companion Mobile Application designed to implement the Epicor ERP 10 back office CRM capability optimized for Mobile devices. The application leverages a RESTful services model to connect directly to the back office business logic offering real time transactions.

The Mobile CRM Application is directly connected to your Back Office system ensuring real-time access to live data. All transactions from Mobile CRM are updated directly to the Back Office ensuring that the Mobile Sales Force and the Back Office team are sharing the exact same information at all times. Data is synchronized to the mobile device and is available for offline viewing.

Order Line Comments

Use the following comment fields on the **Order Line** screen in Order module to define notes that describe additional aspects of an order line:

• **Sales Order Comment**
• **Pick List/Job Comment**
• **Pack Comment**
• **Proforma Invoice Comment**

> **Note** These comments display on various query windows in ERP Application. They also print out on the **Sales Acknowledgment**, **Pick List**, **Packing Slip**, **AR Invoice**, and **Pro-Format Invoice**.

Use **Comments** field in the **Add Opportunity Line Details** form on the **Add Opportunity/Quote** screen in Opportunity/Quote module to create comments for a specific line.

Credit Hold

Select the **Credit Hold** check box in the **Add Lead** or **Add Customer** screens of the Lead and Customer modules to indicate if a customer is on credit hold.

> **Note** This check box is selected by default. It is cleared after the customer is removed from the credit hold list in the ERP Application backoffice.

Azure AD Authentication

Mobile CRM supports Microsoft® Azure® Active Directory (Azure AD) authentication using Epicor ERP credentials, including support for multi-tenancy configurations where each tenancy uses a different directory in Microsoft Azure. Note that Windows authentication is not supported for Mobile CRM.

> **Tip** For a complete information on how to configure authentication of ERP application users against users in Azure Active Directory (Azure AD), review either of the below sources:

- **Epicor ERP Application Help**: System Management > Working With System Management > System Administration Guide > Manage Epicor ERP > Authentication (User Identity) > Azure AD Authentication
- **Epicor ERP 10 Installation guide**: Appendices > Azure AD Authentication

Customers Map

Use the **Map** screen to search for customers, identify opportunities while in the area, get travel time and directions to the customers.

By default the map displays your current location and the nearby customers within a 10-mile radius. You can change this radius to see more customers.

Use filters to narrow the customer search or switch between the map modes.

When the search is complete, tap the required customer to view the details or get direction. Note the route displays in the Google Maps app.

Use the **Customer List** field to see the selected customer on the Customers screen or search for a particular customer.

EPICOR.

Additional information is available at the Education and
Documentation areas of the EPICweb Customer Portal. To access
this site, you need a Site ID and an EPICweb account. To create an
account, go to http://support.epicor.com.