CSSI Technologies Presents…

Edition 1

Dynamics GP Tips & Tricks

It's our first-ever compilation of time-saving tips & tricks for GP power-users!

570-524-4424

www.CSSI.com/GP

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I. About CSSI Technologies

Who Is CSSI?

CSSI Technologies, Inc. improves business productivity through technology. For over 20 years, we have provided support for Microsoft Dynamics GP users in PA, NJ, MD, DE, NY, and beyond. We are experienced in implementing accounting systems in a range of industries, such as manufacturing, healthcare, services, warehousing & distribution, retail, and agribusiness. CSSI Technologies offers services and solutions across several complementary product lines:

1. **Microsoft Dynamics GP**: We offer years of experience in support, maintenance and install of Microsoft Dynamics GP ("Great Plains") ERP. As a Microsoft silver certified partner, CSSI will support you with a team of dedicated Dynamics GP experts as well as expertise in other Microsoft applications such as Power BI. CSSI also offers warehouse management software (WMS) built for GP.
2. **Custom Programming & Software Development**: Ready to create an application custom-fit to your business? Our team of experienced programmers can create custom applications focused on meeting your unique business requirements.
3. **Barcoding and Mobility Solutions**: We partner with leading providers of mobile computers, barcode scanners, printers, & RFID technology to bring you the best solutions for data capture, printing, handheld computing, and mobile device management (MDM).

Why Did We Create This E-Book?

Every month, we produce a GP newsletter which contains news and time-saving tips for GP users. We decided to compile all of that information into one resource which GP pros could have to use as a referral source. Stay tuned for future additions and expansions!

How To Get Help With GP

CSSI's GP pros are ready to help you with any issue or challenge you have related to GP. To get help, please contact CSSI at:
Phone: 570-524-4424
Email: customerservice@cssi.com
Web: https://cssi.com/gp/contact/

Sign Up For Our Free Newsletter

Don't miss our free monthly newsletter, which is filled with GP news and time-saving tips like the ones you'll find in this e-book. To register, go to: https://cssi.com/gp/contact/

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II. GP System & Setup Tips

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How to Take a Dynamics GP Company Offline

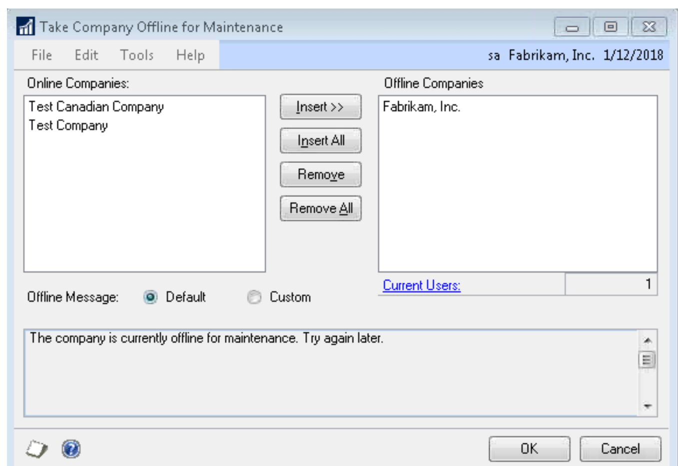
It's the end of the year and you are trying to encourage your Microsoft Dynamics GP users into staying logged out of company related windows as you work to complete year-end close. You send blast emails, make calls and even send a few instant messages to schedule the process, yet you still find that there are folks that just didn't get the memo. This same scenario also crops up when you try to perform file maintenance, even though it is often scheduled and thoroughly communicated. After the battery of unread emails, missed calls and so on, you find yourself wishing there was an easier way.

Microsoft heard your pleas and added a feature in Microsoft Dynamics GP 2013 R2 that allows you to take a company offline. This should help keep your busy bee Microsoft Dynamics GP user's company activity to a minimum during year-end close and for file maintenance. Continuing to schedule these procedures along with this feature should help minimize interruptions and frustration.

As you know, new features are released all the time in the software world. Mass emails are typically sent out to make users aware of the changes, the benefits, and how they can increase productivity. But new tools are only beneficial if you know how to use them, and we all know that between meetings, conference calls, and other things that flood our busy workday, it's not always easy to keep up.

Here's how to take a company offline in Microsoft Dynamics GP:

Start by going to Administration > Utilities >System >Take Company Offline. Select a company and click on the Insert button to move the company to the Offline Companies section. You can insert multiple companies one at a time, or use the Insert All button to insert all companies.



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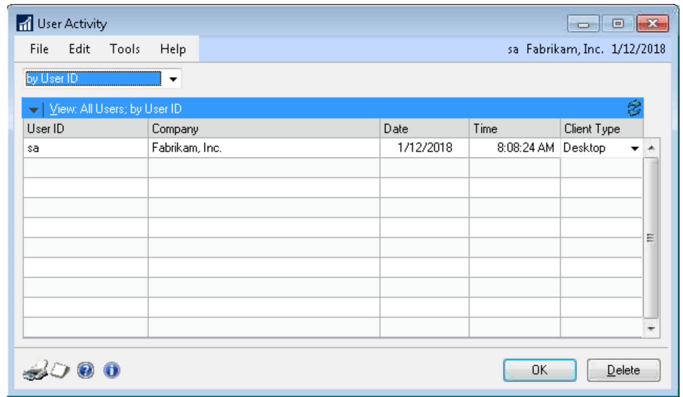
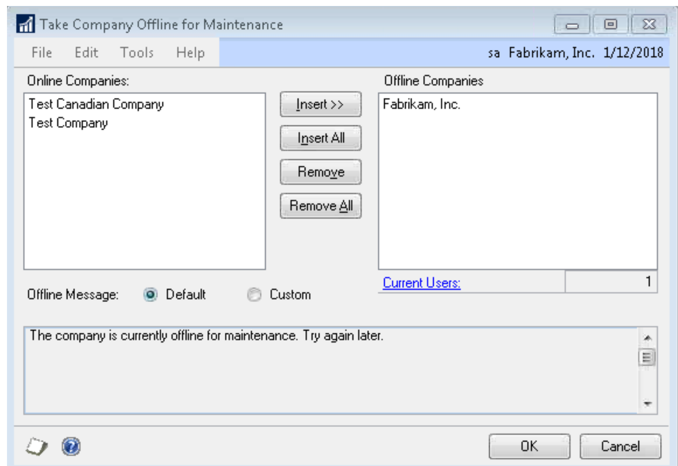
Pro Tip: When you select a company in the Offline Companies list, you can see how many Current Users are logged into that company. Click on the blue hyperlink "Current Users" to see the list of User ID's.



You can establish a message that will be shown to any user that attempts to log in to a company after it has been taken offline. Select "Default" to utilize the default message, or "Custom" to provide additional information to users. Users that are currently working in the company until they log out. Once they log out, they will only be able to log back in to the company if they have offline access.



Once you are finished, click on the OK button in the bottom right-hand corner.

If users are logged into the companies that are being taken offline, a message appears asking if you would like to send those users a message.

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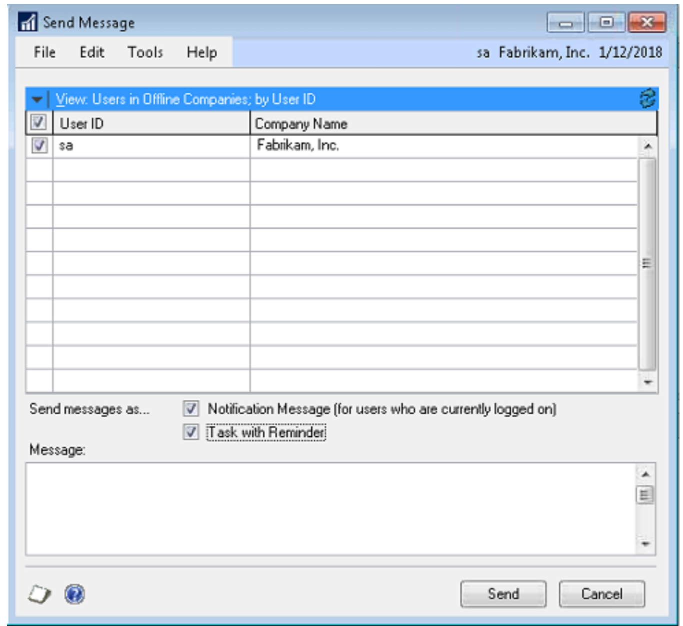
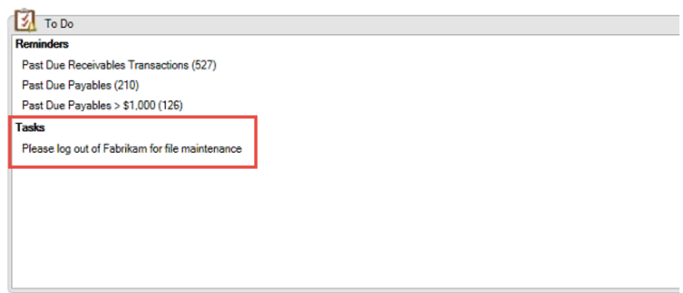
If you click “Yes,” the Send Message window appears.

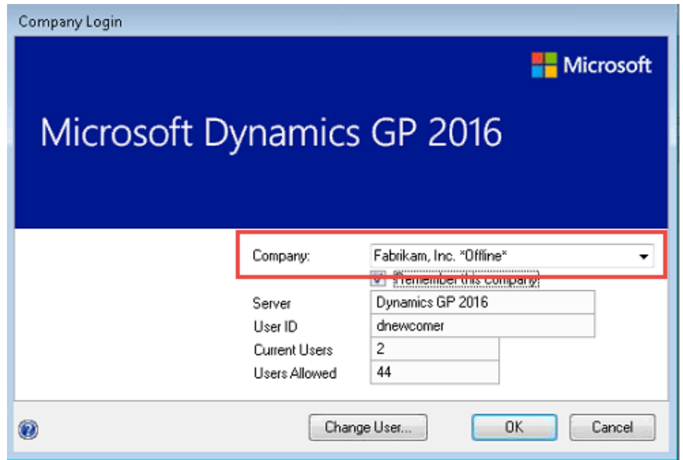


Users will see either a “Task” on their Homepage:

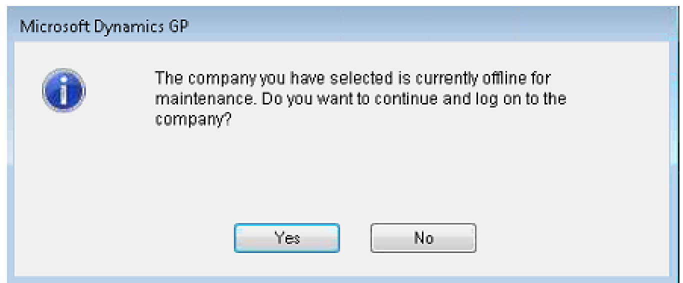


Or they will receive a popup message:

When users try to log back in, it will be indicated that the company is offline in the Company name:

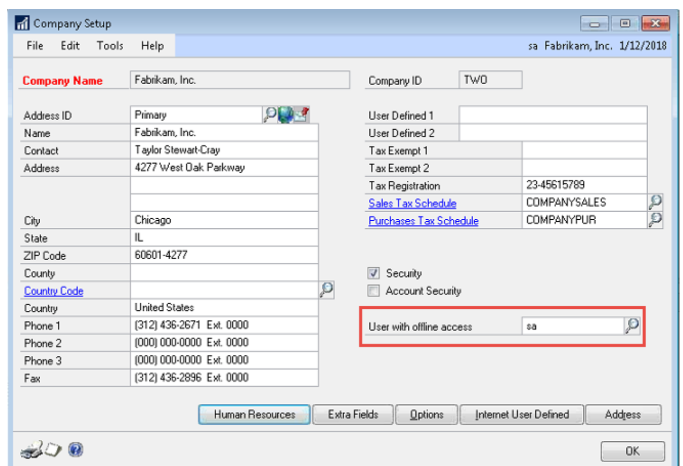


If they select the offline company, they will receive this message:



Earlier, we mentioned that the only way a user could continue working in an offline company was if they were granted offline access. Here's how to grant a user offline access:

Go to Microsoft Dynamics GP > Tools > Setup > Company > Company. Once you're on the Company Setup screen, specify the user you would like to set up by entering the User ID in the "User with offline access" field. Be sure to click OK in the bottom right-hand corner to save your changes.



While this feature is very easy to configure, the CSSI team still recommends scheduling year-end close and file maintenance. With the support of our team and this Microsoft Dynamics GP feature, we hope that your year-end and scheduled file maintenance procedures will become frustration free and painless. If you have any questions, our Microsoft Dynamics GP support team is always happy to help! We can be reached at support@cssi.com or at 570-524-4424.

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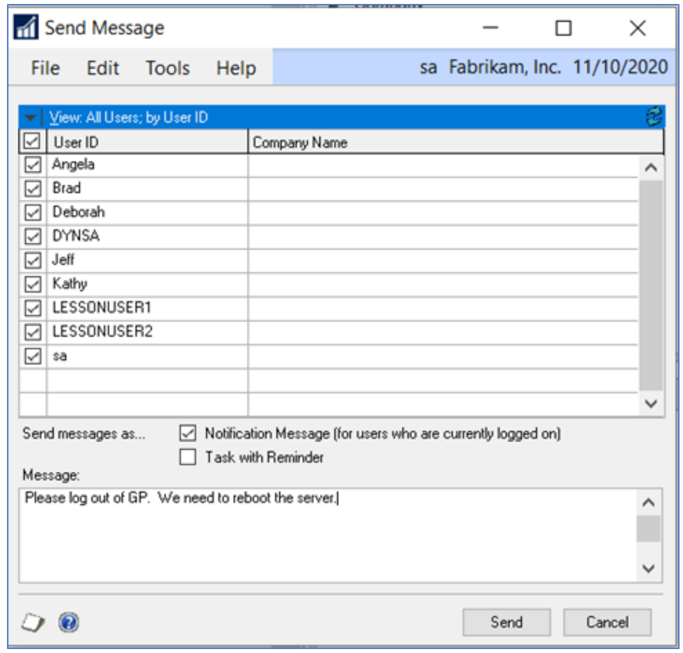
How to Message to Users in GP

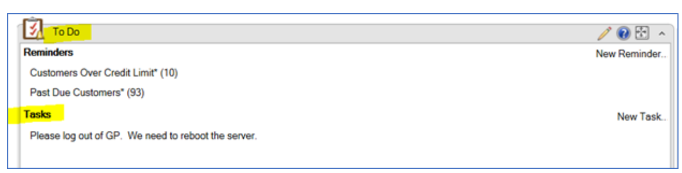
You can send a message to other users within GP.

Go to Administration > Utilities > System > Send Users Message. Check the box beside User ID to send a message to all users. Or, check individual users. Type in a message.



You can send a message as a Notification Message, which means a message box will pop up on that user's GP screen (as shown below). Only users currently logged will receive this message.

Or, you can send a message as a Task with Reminder. However, this message will only be seen if the user is displaying Tasks on their GP Home Page.



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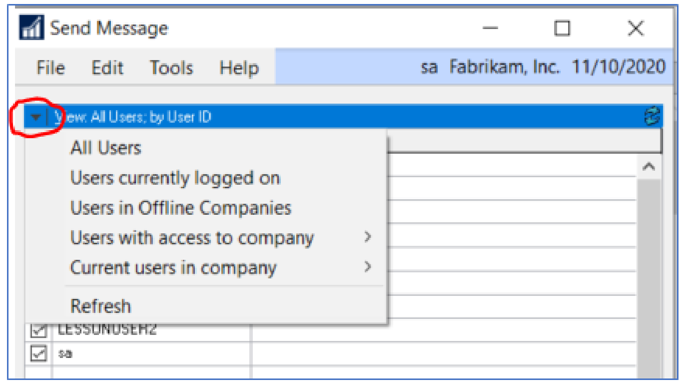
You can also filter your user selection by clicking on the down arrow to the left of View All Users. This way you can narrow the list down to only users currently logged in. Or just those users logged into a particular company.



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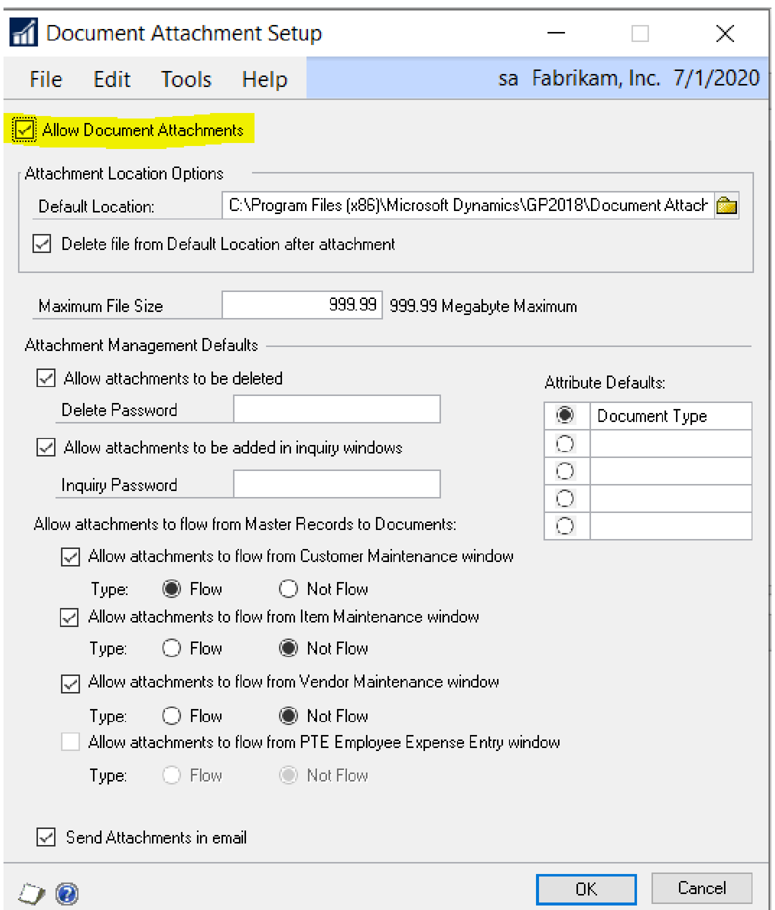
How to Scan Documents Within GP

Are you aware of how easy it is to scan and attach documents to Dynamics GP transactions and master records? This new Document Attachment functionality was added in GP 2013 R2. All you need is a Windows Image Acquisition (WIA) enabled scanner/printer and a little bit of setup.

1. Document Attachment Setup

- To enable Document Attachment, go to Microsoft Dynamics GP > Tools > Setup > Company > Document Attachment Setup
- Check the "Allow Document Attachments" box
- Press the F1 key (or go to Help > About This Window) for more information on the other setup options in this window



2. Using Document Attachment

- Open almost any GP window, select a record then click on the Attach button

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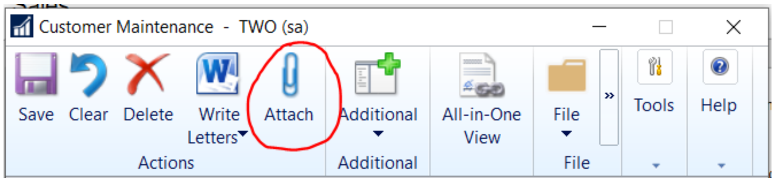
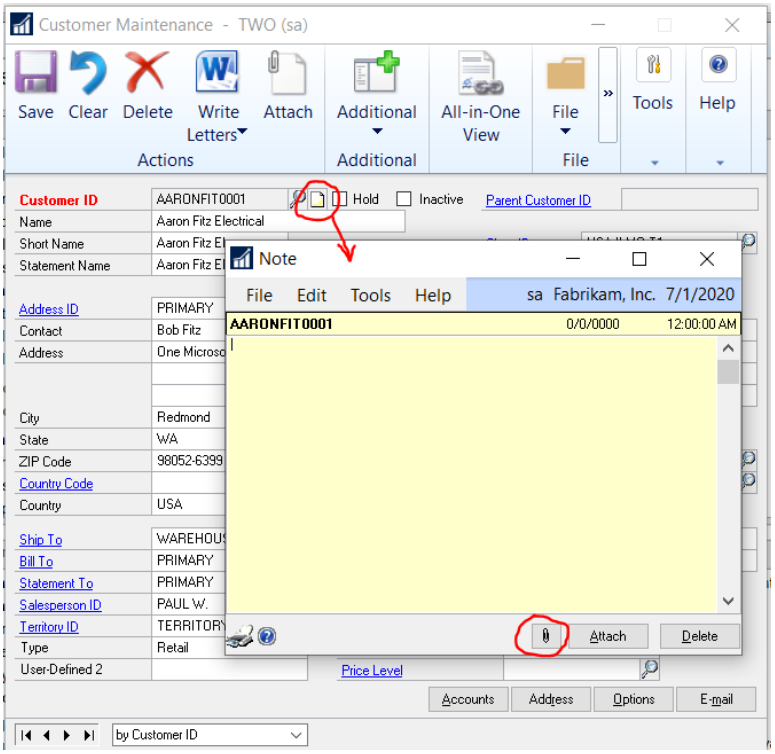


- Or, click on the Notes icon then click the paper clip icon here



- Click on the Scan button in the Document Attachment Management window
- If you already have a scanned image of a paper document, you can click on the Attach button to browse to that image file.
- You can then view the status of an attachment by clicking on it to select it then click on the blue arrow to the right of Date. This will show you the date and the time a user has attached, deleted or scanned the image. If, in the setup, you marked to allow a document to flow, this inquiry screen will also show the date and time the document flowed to a transaction.

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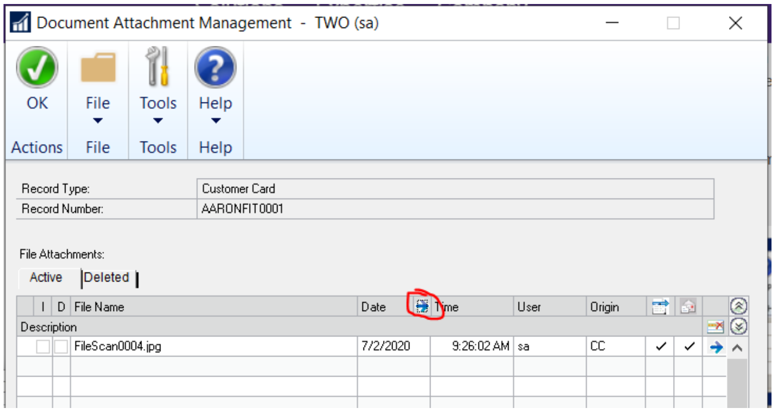

- Once a record has an attachment, the Attach image changes to this

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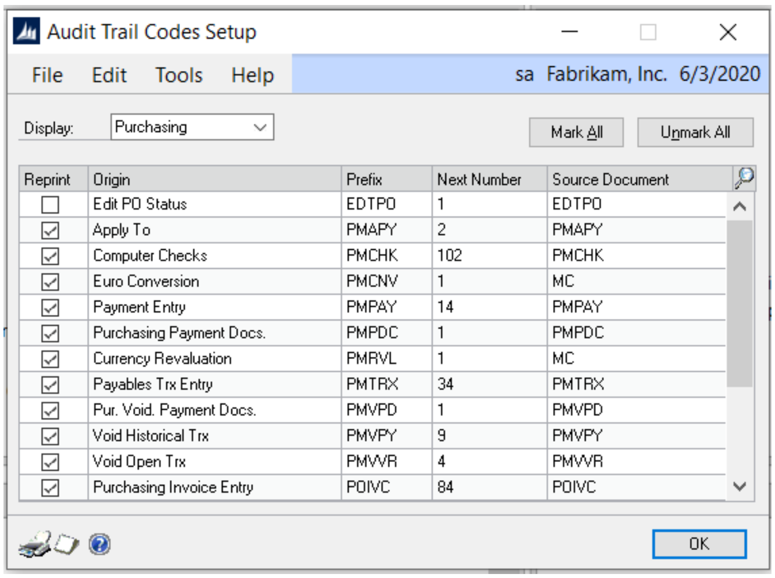
GP Audit Trail Codes Setup

Here's a quick explainer on how to setup GP audit trail code prefixes.

- When you post a batch in one of the subsidiary modules (Payables, Receivables, etc.), it posts to the general ledger and uses an Audit Trail Code for the Financial Batch ID.
- To find out what the Audit Trail Code prefix represents, go to Microsoft Dynamics GP > Tools > Setup > Posting > Audit Trail Codes.
- Select a module in the Display drop-down list.



Reprint	Origin	Prefix	Next Number	Source Document
☐	Edit PO Status	EDTPO	1	EDTPO
☑	Apply To	PMAPY	2	PMAPY
☑	Computer Checks	PMCHK	102	PMCHK
☑	Euro Conversion	PMCNV	1	MC
☑	Payment Entry	PMPAY	14	PMPAY
☑	Purchasing Payment Docs.	PMPDC	1	PMPDC
☑	Currency Revaluation	PMRVL	1	MC
☑	Payables Trx Entry	PMTRX	34	PMTRX
☑	Pur. Void. Payment Docs.	PMVPD	1	PMVPD
☑	Void Historical Trx	PMVPY	9	PMVPY
☑	Void Open Trx	PMVVR	4	PMVVR
☑	Purchasing Invoice Entry	POIVC	84	POIVC

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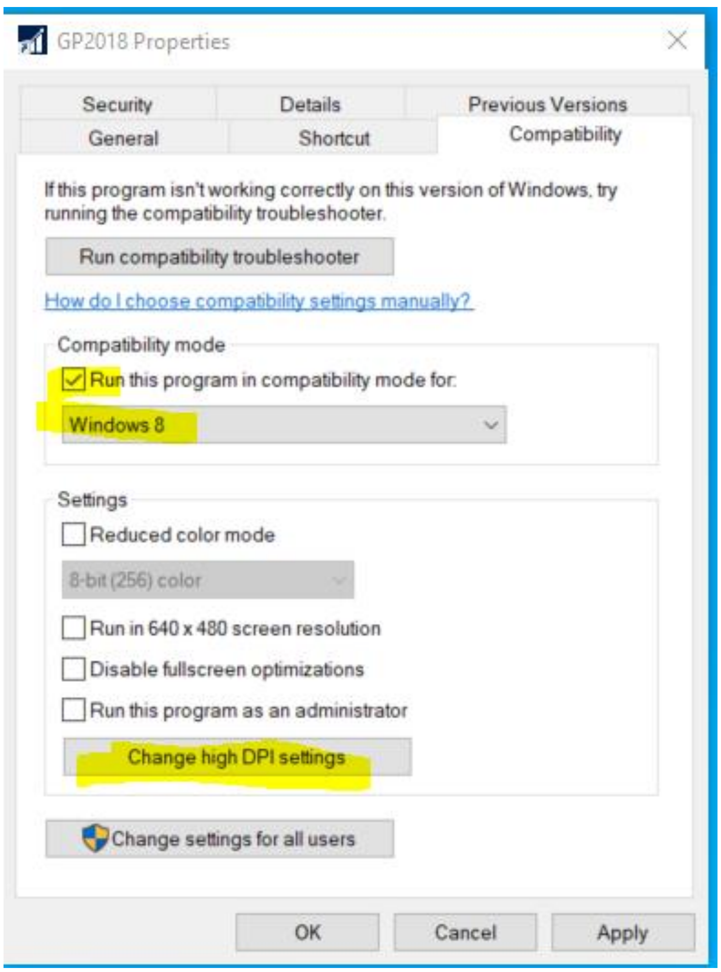
How To Change GP Font Size

Do you have a Windows 10 machine? And are your GP fonts too small? You're going to spend long hours struggling to read your screen, which will result increasingly in eye pain and frustration. Don't settle for font sizes which are too difficult to read. Try this!

- Log out of GP
- Right-click on your GP desktop icon and select Properties
- Click on the Compatibility tab
- Make the changes highlighted below
- Under Compatibility mode, check the checkbox and change the compatibility to Windows 8 or 7
- Click on Change high DPI settings and check the "Override high DPI scaling behavior" box



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III. GP Financial Tips

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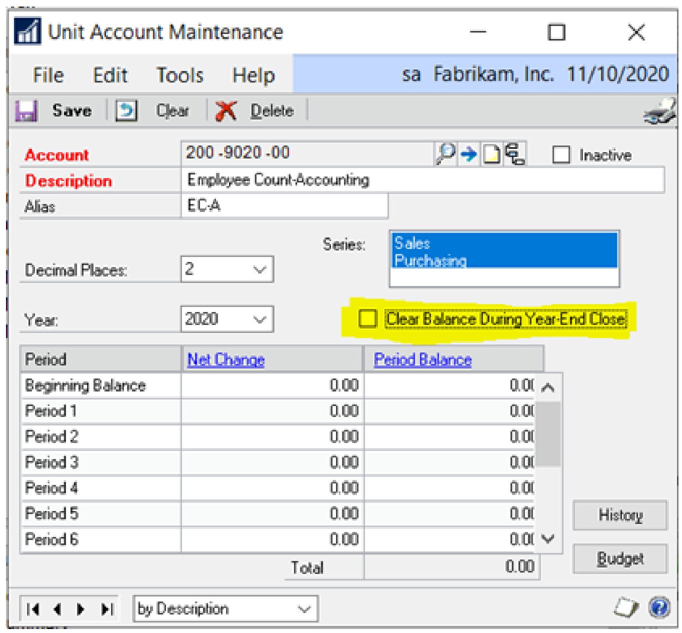
How to Use GP Unit Accounts

If you subscribe to our monthly newsletter, you'll know that we've previously discussed Fixed and Variable Allocation Accounts. Another category of account you can create is GP Unit Accounts. This type of account keeps track of non-financial information, such as number of employees per department or square footage per department/division.

To create a Unit Account, go to Financial > Cards > Financial > Unit Account.

Unit Accounts are treated like Balance Sheet accounts. During the GL year-end close process, the balance will be carried forward to the new year unless you check the box to "Clear Balance During Year-End Close". (This checkbox was a new feature added in GP 2013.)



You post to unit accounts with by creating a general journal entry. Debit the account to increase the balance and credit the account to decrease the balance. This is the only time you can post an out-of-balance journal entry. Budget information can also be added for Unit Accounts. Unit accounts can be added to your financial statements and used in calculations.

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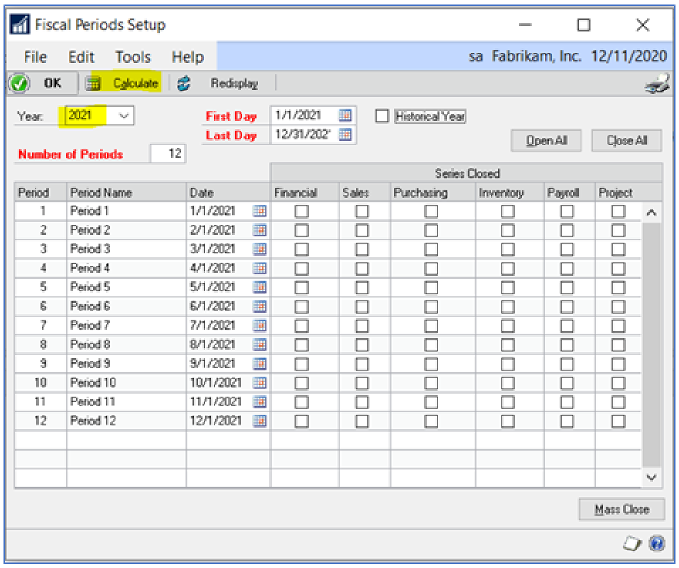
How to Create GP Fiscal Periods

Because the year end is fast approaching, here's a reminder on how to create a new fiscal year in GP.

1. Go to Microsoft Dynamics GP > Tools > Setup > Company > Fiscal Periods.
2. Type in the new year.
3. Verify that the First Day, Last Day and Number of Periods are all correct then click on Calculate.
4. Click on OK when finished.



It's also recommended that you go into this window to close individual periods once you've printed financial statements for that period. You don't want users posting back to prior periods!

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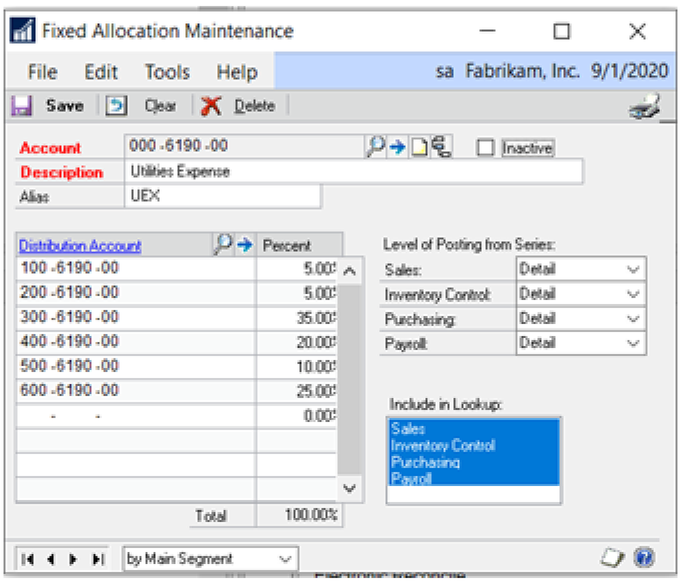
Using GP Allocation Accounts

In GP, you can use a Fixed or Variable Allocation account to automatically distribute fixed or variable percentages of a transaction among several distribution accounts.

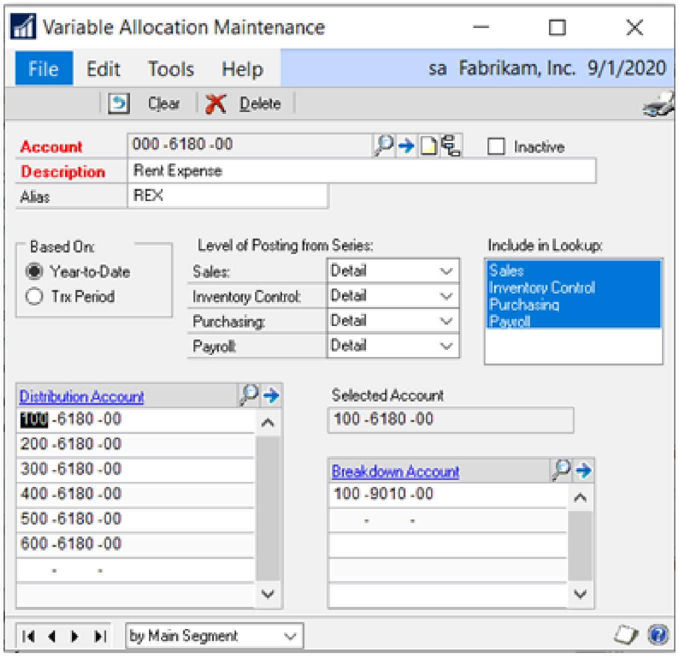
1. Fixed Allocation

1. Go to Financial > Cards > Fixed Allocation
2. Enter an account number and description
3. Enter each Distribution Account and its percentages
4. Click on Save



2. Variable Allocation

1. Go to Financial > Cards > Variable Allocation
2. Indicate whether you want to calculate the percentages based on the year-to-date balance or on the transaction period balance of each breakdown account
3. Select the series where you expect to use this allocation account; the allocation account will appear in all lookup windows in the selected series
4. Enter the distribution account (the account that will be posted to)
5. Enter breakdown accounts by selecting a distribution account then enter the corresponding breakdown account on the right. (The balances of the breakdown accounts determine the percentage that will be posted to each distribution account.)



3. Using GP Allocation Accounts

1. When you use an allocation account in a transaction, you won't see the breakdown of the distributions until the transaction is posted to general ledger
2. An allocation account cannot be assigned as a distribution account for another allocation account
3. You CAN assign an allocation accounts to a vendor as a default purchasing account
4. Allocation accounts do not carry a balance

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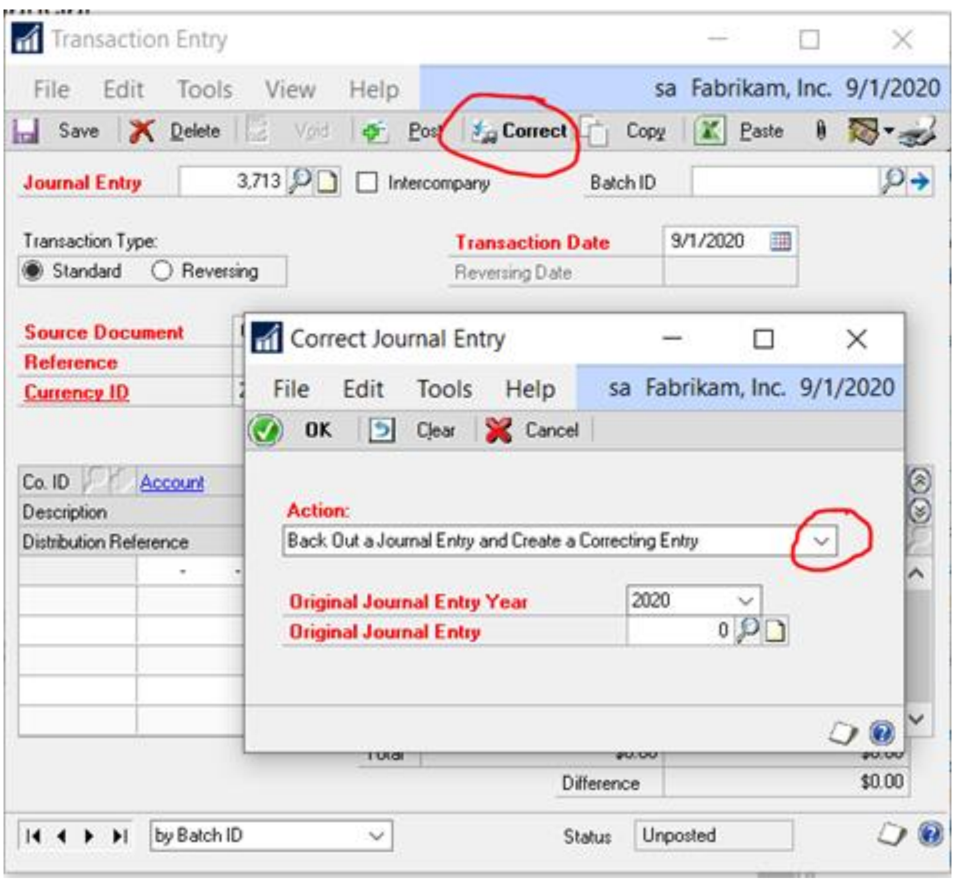
How To Back Out GP General Journal Entries

If you have a general journal entry that was posted incorrectly, either with a wrong posting date or wrong GL account numbers or amounts, did you know that you can easily back out a Dynamics GP general journal entry and post a correcting entry without having to re-key the entire transaction manually?

Here's how to back out GP General Journal Entries

1. Go to Financial > Transactions > General
2. Click on the Correct button
3. Click on the Action down arrow to select whether you want to just back out an entry or back out a journal entry and create a correcting entry
4. Select the Year
5. Enter the number of the general journal entry to be corrected
6. Click on OK
7. The window will fill in with the entry to be backed out (original entry reversed)
8. Leave as is and click on Post
9. If you selected the "back out a GL entry and create a correcting entry" action, then a second journal entry will be created. This contains the date, accounts and amounts from the original journal entry. Make any necessary changes then Post.



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IV. GP Receivables Tips

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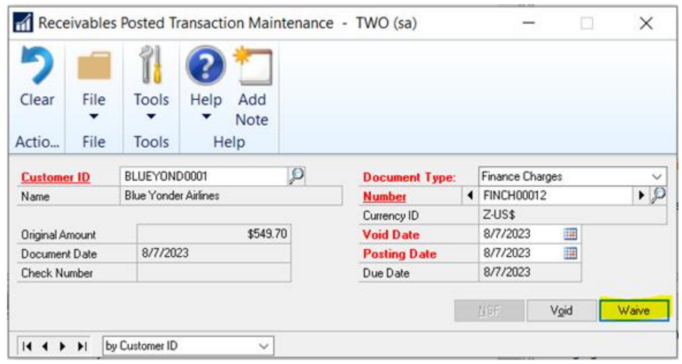
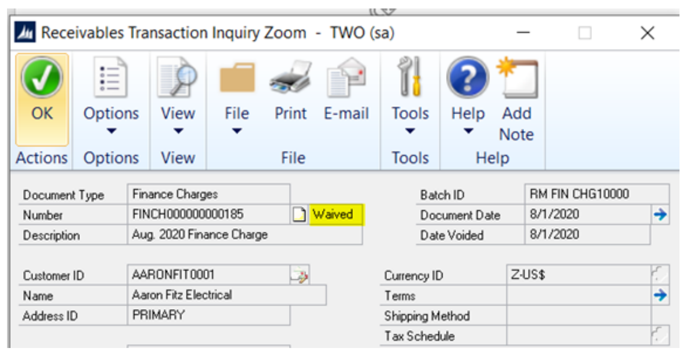
How to Waive Finance Charges in GP

If you issue monthly finance charges, and you have some of those customers who never pay theirs, you can easily waive these finance charge transactions in GP.

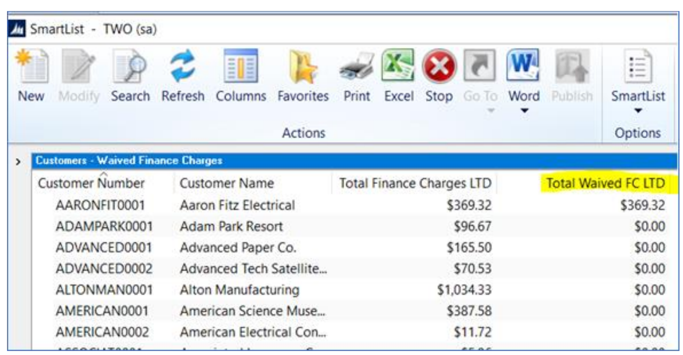
By using the Waive process, this will reverse the posting of the original finance charge.



And then when you drill down to that the finance charge, you can see that it's been Waived.



You can also view waived finance charge totals in SmartList by Life-to-Date (LTD), Year-to-Date (YTD) and/or Last Year (LYR).



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Using GP Combiner and Modifier Tools

Are your vendor, customer or employee ID's alphanumeric and based on the name? What happens when a name gets changed? You're stuck with an ID that doesn't match the name. Well, not if you use the GP Modifier tool! This tool can be used to change master ID's (Vendor ID, Customer ID, Employee ID or Item Number). The Vendor and Customer tools are located under Utilities on the Purchasing and Sales pages. The Employee and Inventory tools are accessed thruogh the PSTL (Professional Services Toolkit Library).

On the other hand, the GP Combiner tool will let you combine master records. For instance, maybe you have a vendor that was created twice, under two different ID's, and you'd like to combine them into one.

To use the Vendor Combiner and Modifier tool:

1. You must be logged into GP as the 'sa' user
2. All other users must be logged out of GP
3. Go to Purchasing > Utilities > Vendor Combiner and Modifier
4. Choose which tool you'd like to use (Combiner or Modifer)
5. Enter a Source Vendor ID and a Destination Vendor ID
6. Click on Process
7. A report will print showing where or not the process was successful.

It is strongly recommended that you have a current database backup prior to running these tools in case you accidentally enter an incorrect ID or if you have any hardware issues during the process.

If you have a large number of ID's that need combined or modified, they can be imported into the tool from an Excel spreadsheet that has been saved as a .csv file.

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V. GP Purchasing Tips

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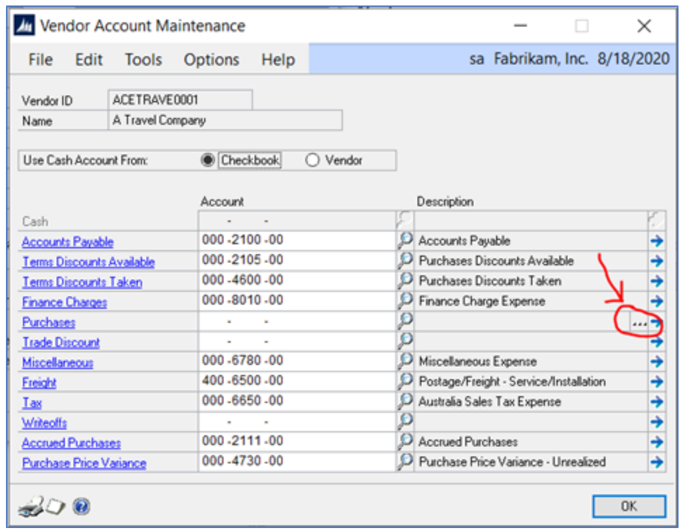
Assigning Multiple Default Purchase Accounts for Vendors in GP

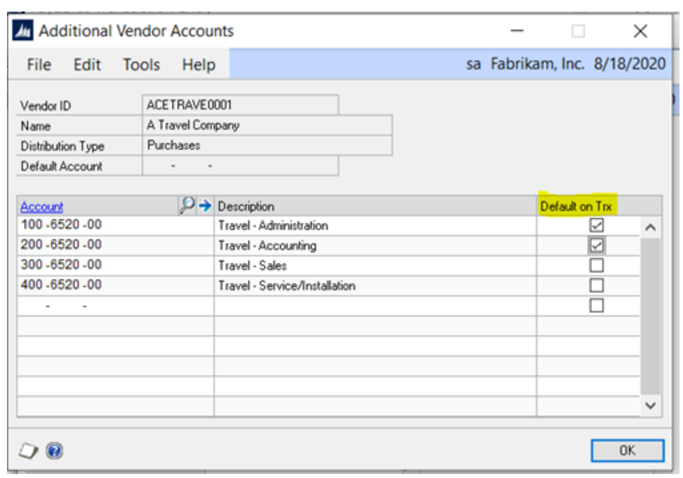
If you've been entering payables transactions in GP, then you probably already know that you can assign a default purchase accounts to each vendor. BUT, did you know that you can assign multiple accounts to a vendor?

Here's how:

In the Vendor Account Maintenance window, click on the Ellipse button (button with 3 dots) to the right of the Purchases account.



Enter the additional accounts that will used for this vendor and check those accounts that you want to Default on the Transaction.



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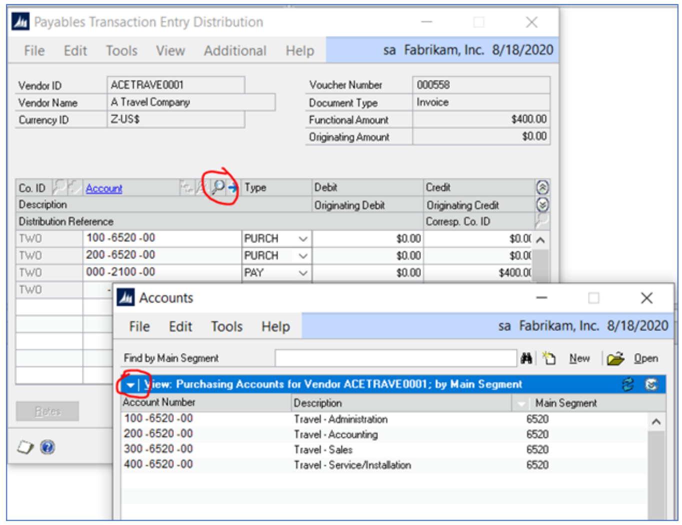
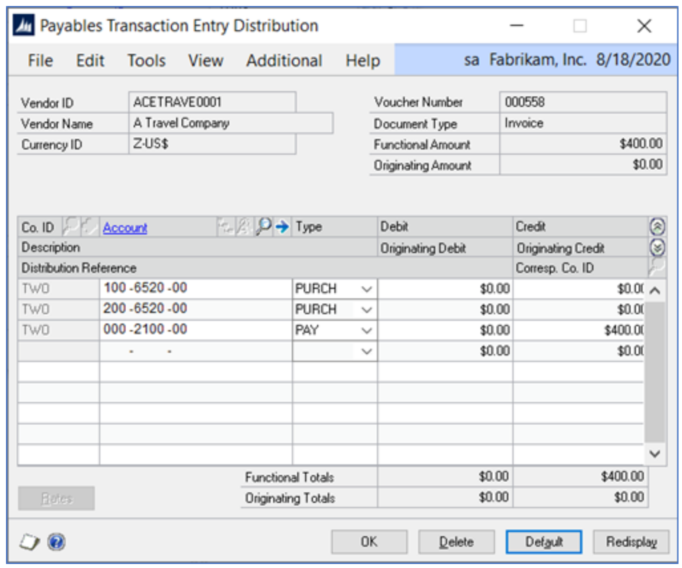
When you create a payables transaction for this vendor, and go to Distributions, the Default accounts will fill in. All you need to do is enter the amount for each account.

And, when you click on the lookup icon to the right of Account, all the vendor's default accounts will appear. You can change to look up to show All Accounts by clicking on the down arrow to the left of View (in the Accounts lookup window.)





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VI. GP SmartList Tips

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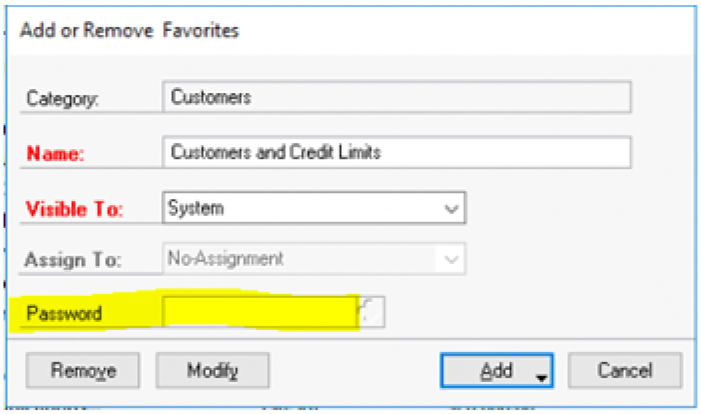
Assigning a Password to a GP SmartList Favorite

One of the new features added in Dynamics GP 2018 was the ability to assign a password to a SmartList Favorite. Maybe you've created a new list and you want another Dynamics GP user to be able to view the list but not make changes. If he or she doesn't know the password, they won't be able to save changes. *Use the Add or Remove Favorites window to make password adjustments.*

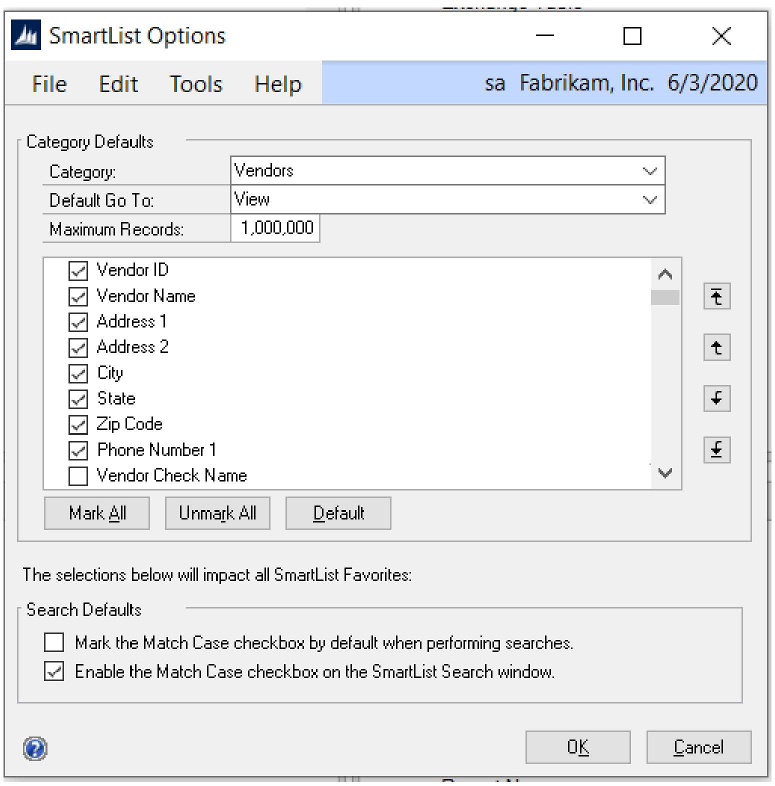


Using GP SmartList Options

Wondering how to use GP SmartList Options?

Use this window to set up SmartList Defaults, such as Maximum Number of Records, Default Go To windows and determine which columns are visible, by default, for specific SmartList favorites.

- Go to Administration > Setup > System > SmartList Options
- Select a Category (SmartList folder)
- Default Go To – this is the window that will open when you double-click on a row in this particular SmartList
- Maximum Records – set this to a large number so that you don't have to remember to change this every time you create a new SmartList Favorite.
- Check or uncheck fields to define the default columns for this list. Rearrange the columns using the up and down arrows on the right.



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VII. GP Miscellaneous Tips

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Tips for Working from Home with GP

Like many people, you may be currently home-bound due to the COVID-19 crisis. Perhaps it's the first time you are working from home with GP, and contending with problems and issues. Thankfully, Microsoft has prepared a Q&A to assist with some of the most common issues.

Problems You May Be Encountering Working From Home With GP…

#1 Are you being kicked out of GP in the middle of a session?

Potential causes may be:

- If using RemoteApp or Citrix sessions, does the issue occur if you remove these and login to Dynamics GP directly from the server or workstation, or RDP to the machine, not using RemoteApp or Citrix?
- Damaged or corrupted FORM.DIC / REPORT.DIC dictionary files

#2 Is GP crashing on the terminal server?

Potential causes:

- The use of a P2P/WAN configuration – Microsoft Dynamics GP isn't designed to work in and is not supported in a WAN environment.
- Installation/Configuration issues
- Damaged or corrupted FORM.DIC / REPORT.DIC dictionary files

#3 Are you experiencing performance issues with GP on a terminal server environment?

Potential causes:

- Some of the files GP is using, is not located on the Terminal Server. Put the Dynamics.set file and all dictionary files that are listed in the Dynamics.set file onto the server that is running Terminal Server.Troubleshooting Dynamics GP in Terminal Server

#4 Is Dynamics GP crashing?

Potential causes:

- Reboot the server or workstation Microsoft Dynamics GP is installed onto.
- Damaged or corrupted FORM.DIC / REPORT.DIC dictionary files
- Antivirus application doesn't have exclusion for Dynamics GP directory, shared folders holding GP dictionary files, nor the Dynamics.exe file itself.
- We also recommend exclusions on these file types:
    - .cnk – File is used when service packs or product is installed. These files should not be in the directory for a significant time.
    - .dic and .chm – Files are the Help files for Microsoft Dynamics GP.
    - .set – Is the start file for Dynamics GP and Utilities, the files store information of what and where products are installed.

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  - .ini – Is the configuration files. These files hold information about which user logged on most recently, what data source is used, and the path.
  - .dat – These files are ctree .dat files that are used with an SQL database.
  - .idx – These files are ctree index files that are used with an SQL database.
  - .vba – Files are used if there are Microsoft Visual Basic for Applications (VBA) modifications for Microsoft Dynamics GP.
  - .log – This file type used if you use a Dexsql.log file to troubleshoot an error message.

- Add Dynamics.exe as an exclusion in DEP.

1. Log into the Windows Server as an administrator
2. Browse to the Control Panel and click on 'System and Security'.
3. Click on 'System', then click on 'Advanced system settings' on the left-hand side of the window.
4. In the 'System Properties' window that opens, click on the 'Advanced' tab, then click on 'Settings' in the Performance section.
5. In the 'Performance Options' window, click the 'Data Execution Prevention' tab.
6. Select the 'Turn on DEP for all programs and services except those I select' option, then click the 'Add…' button and browse to the Microsoft Dynamics GP directory and select the Dynamics.exe file, click Open.
7. Click Apply to save your changes and then click OK to close the window.
8. Have users log out and back into Dynamics GP and verify whether they continue to see the issue with the freezing occur or not after this change is made.

If Microsoft Dynamics GP is 'crashing' randomly not related to user- or machine-specific processes, it could be due to SQL connectivity issues: SQL Connectivity Errors seen in Microsoft Dynamics GP

Third party products and features installed on Microsoft Dynamics GP, to include RemoteApp and Citrix sessions.

#5 Does GP crash or close when emailing?

—Microsoft Dynamics GP crashes/closes when emailing after Office update

VIII. Tips for Customizing Your GP Home Page

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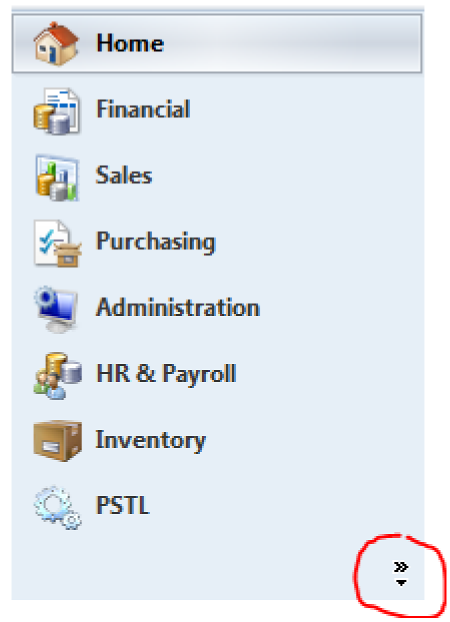
How To Change Navigation Pane Options

Have you ever thought that you could save time (and wasted clicks) by customizing your GP home page to suit your specific needs? Did you know that it is indeed possible?

How to change Navigation Pane Options

- Did you know that you can remove navigation pane options that you never use? Or, that you can rearrange them?
- Click on the small double right arrow in the lower right-hand corner of the Navigation pane and select Navigation Pane Options.
- Uncheck the options you don't want to appear and/or select an option and click on the Move Up or Move Down buttons. Click on OK when finished.



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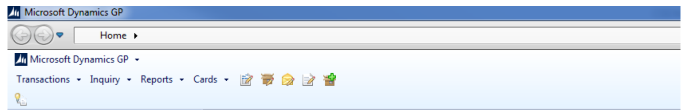
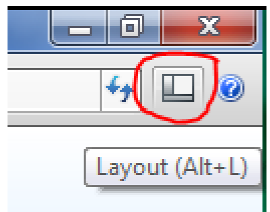
How To Change Customize the Toolbar

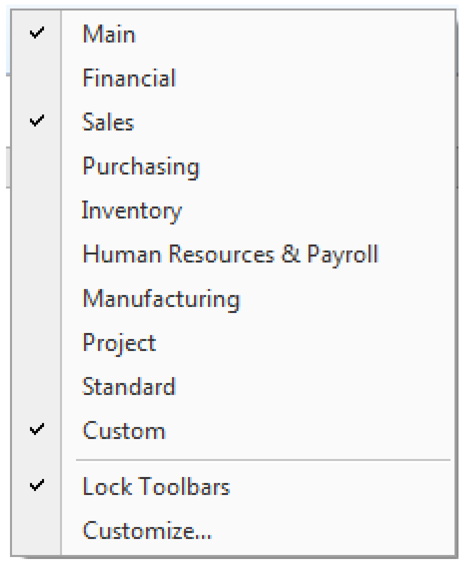
How to customize the Toolbar

- You can add icons to the toolbar at the top of the GP screen for easy access to many GP windows

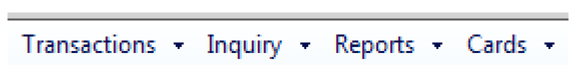




- Click on the Layout icon in the upper right-hand corner or press Alt+L or right-click in the blank space of the toolbar. (This is where you can also choose whether or not to display the Navigation pane.)



- The Main option displays Transactions, Inquiry, Reports and Cards



- The Standard option displays SmartList, Task List, Reminders and My Reports
- Select any of the module options to display transaction entry and posting icons for each module
- To add any other icons, put a checkmark beside the Custom option. Bring up the Layout

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menu again and select Customize.

- Choose which toolbar to modify then click on Add to find the window to be added.

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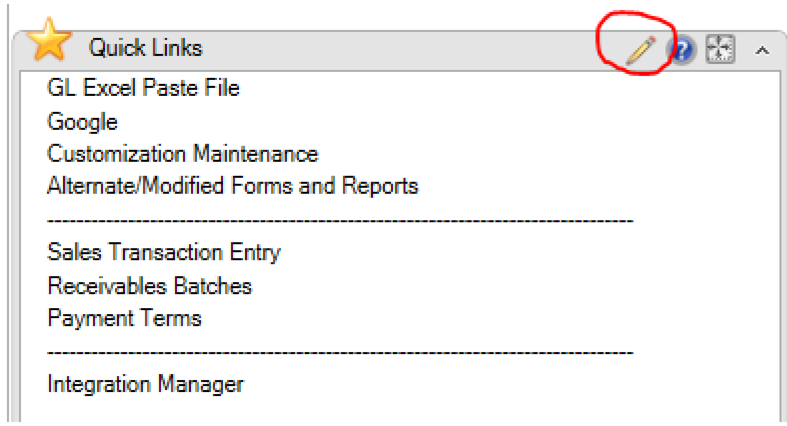
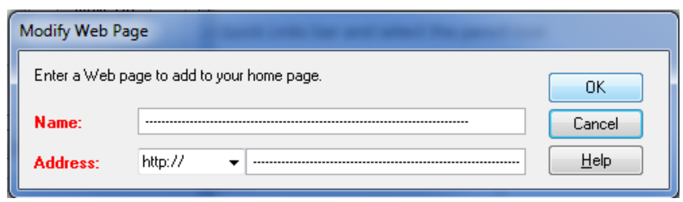
How To Add Quick Links

Quick Links

- Add Quick Links to display links to GP window, web pages and/or external files (such as Excel or Word documents)
- Move the cursor over the Quick Links bar and select the pencil icon



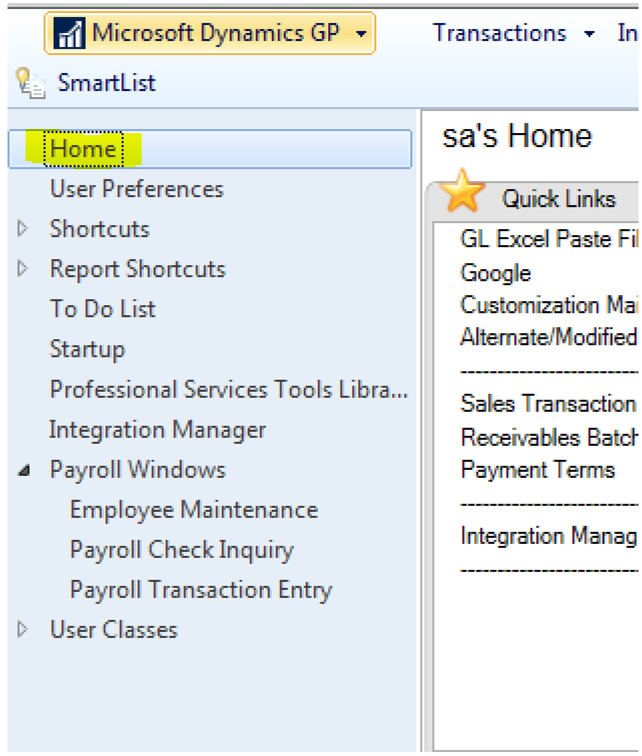
- Click on Add and choose an option in the drop-down list
- Click on Modify to change the name of an existing quick link
- Use the Move Up and Move Down buttons to rearrange quick links
- To insert a divider line, click on Add > Web page and fill in dashes in the Name and Address fields. Use the Move buttons to rearrange the position of the divider line.



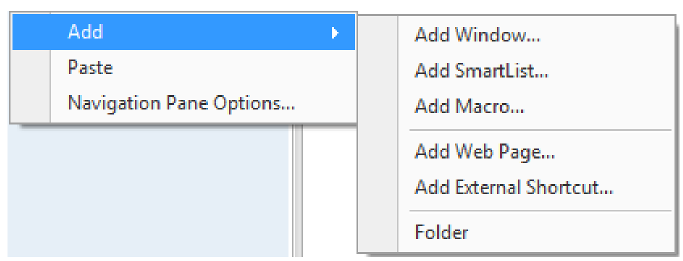
How To Change Create Shortcuts

Shortcuts

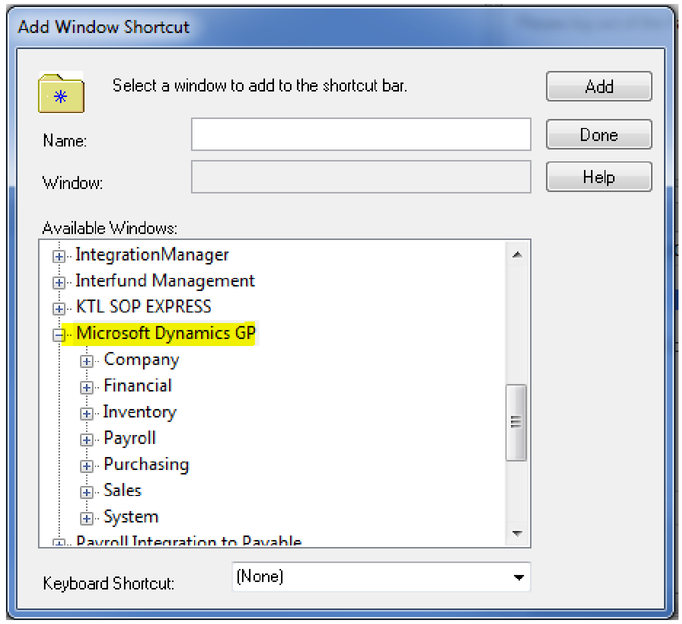
- Shortcuts are displayed in the upper part of the Navigation Pane on the Home Page. Use Shortcuts for quick access to any GP window, SmartList Favorite, GP Macros, Web Pages or External Applications.



- Right-click anywhere in the blank space of the Shortcut bar and select Add. Select an Add option.



- Choose Add Window to add a GP window. Scroll down and click on the plus sign to the left of Microsoft Dynamics GP. Expand a module to find and select a window within that module. Click on Add then Done.

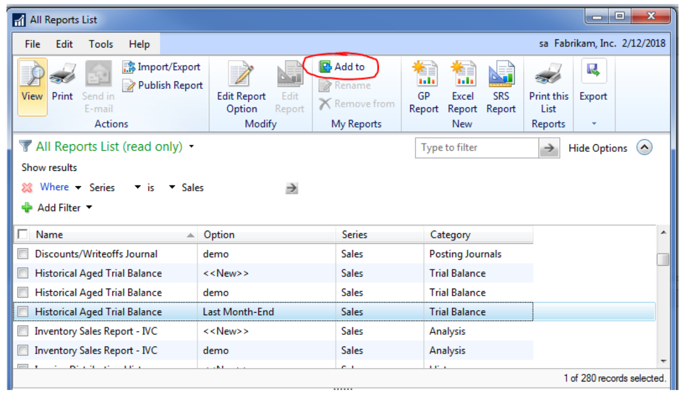


- You can also add windows from any GP add-on modules or third-party products.
- Add Folders to organize your shortcuts

How To Add Reports to My Reports Section

My Reports

- You can add reports to the My Reports section of the Home page in one of two ways: (1) from the Home Page or (2) from within a Report Option
- To add a report from the Home page, click on the Add Reports link



- To add a report from within a Report Option, click on the My Reports option.

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IX. GP Management Reporter Tips

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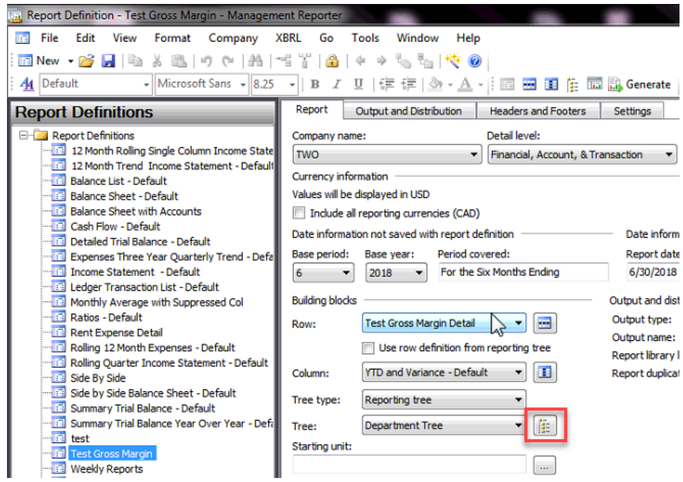
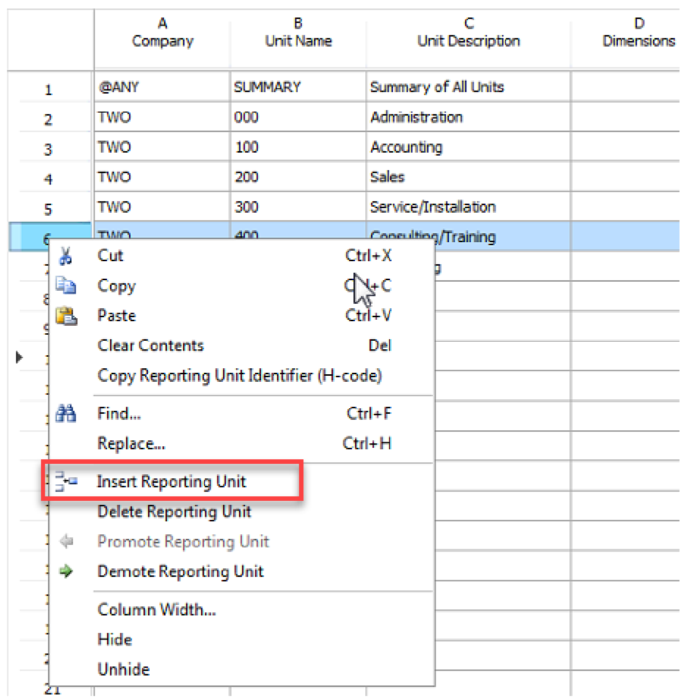
How to Add a Row to the Reporting Tree

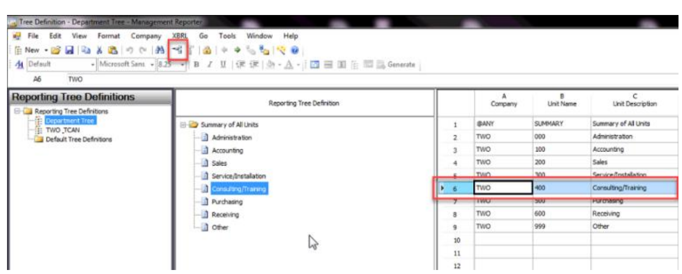
Right-click and select to insert the new row amongst existing rows:
Click to edit the reporting tree:



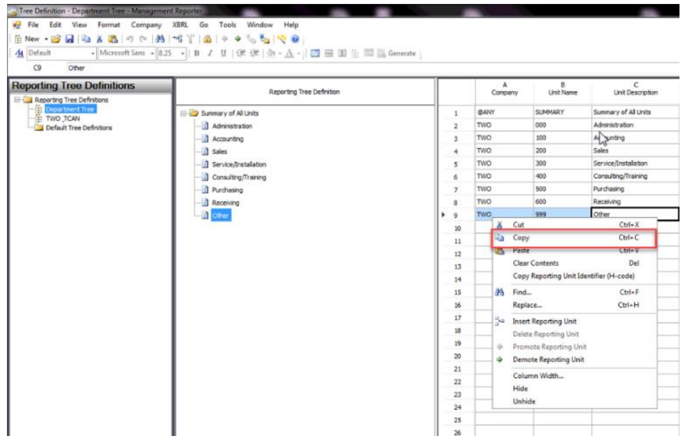
Right-click where you'd like to add the new row and select Insert Reporting Unit:



Select the row where you'd like to insert the new row and click the Insert Row button:



Copy and paste an existing row
Right-click and Copy the row you'd like to duplicate and then right-click and Paste where you'd like it to be inserted



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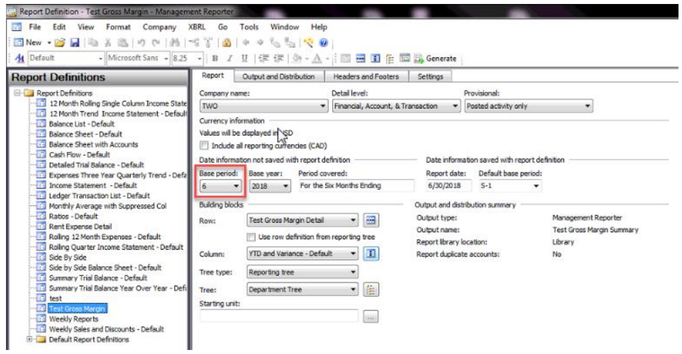
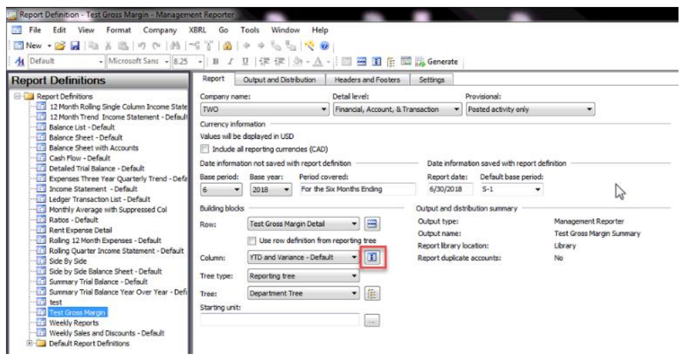
How to Change the Timeframe for which an Individual Report Runs

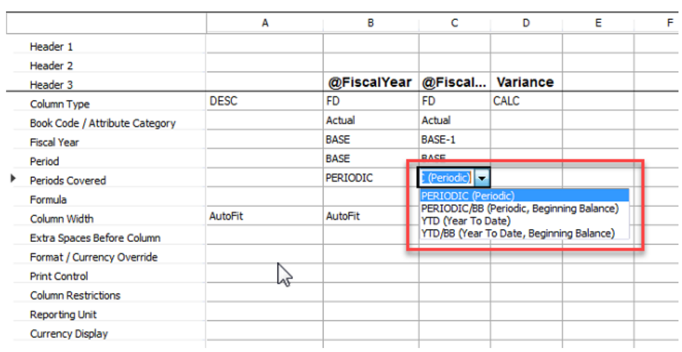
On the Report tab, you can specify which month you'd like set as your Base Period.



Click the Column details icon.



In the Periods Covered field(s), select whether you want the fields to register as YTD (Year to Date) or PERIODIC (Periodic). YTD will show any data from the beginning of the year up to the month you've selected as your Base period. Periodic will show data only for the month you've selected as your Base period.



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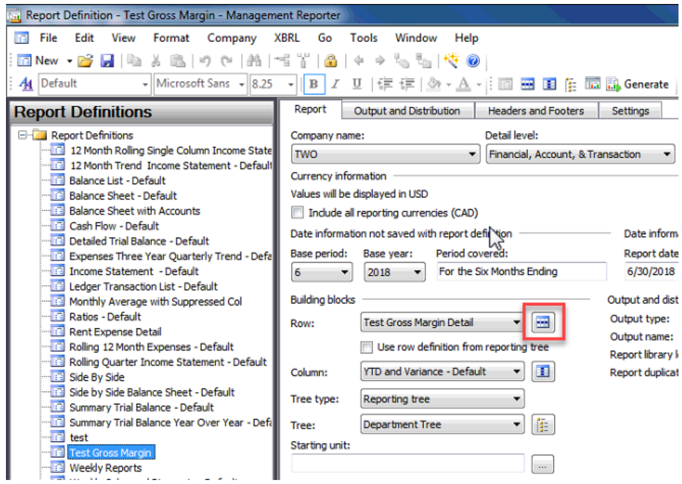
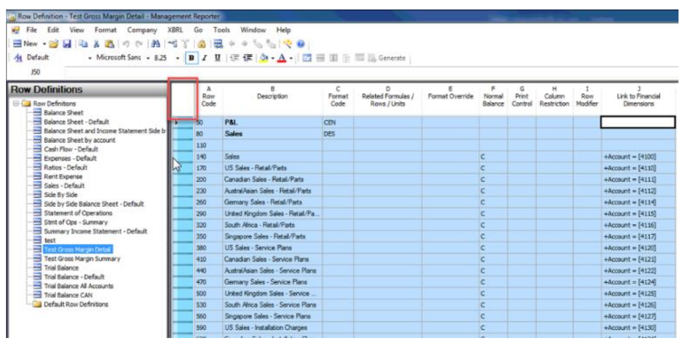
What's the Easiest Way to Review the Row Definitions in Excel?

On the Report tab, select the Rows details icon.

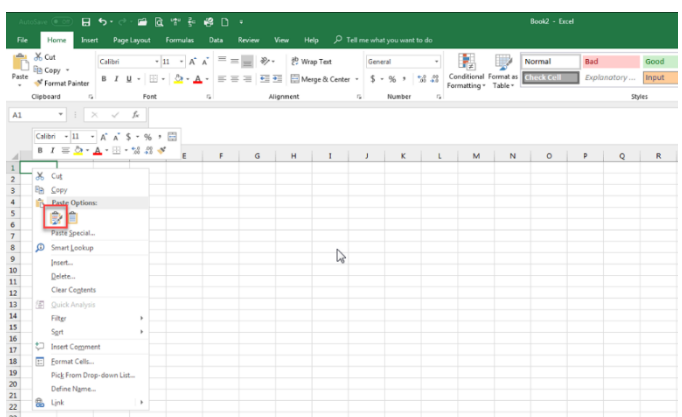


Copy the data fields in the Row Definition

Pro Tip: Instead of trying to manually select and copy all the fields, just double-click in the square in the top-left corner of the fields. It will auto-select all data fields in a snap!



Open a New Excel Book and paste the data.



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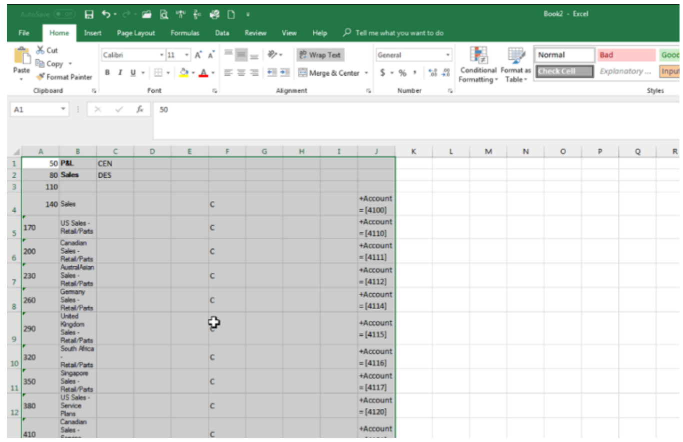

For help with GP, contact CSSI:

570-524-4424

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