

Key Ops Dispatch

February 2002

Vol. 2, No. 1

Included in this issue:

- ~Voiding Accounts Payable Checks
- ~Closing Windows Sessions
- ~Using the Newer Wrap-N-Label and Wrap-N-Pack Features
- ~New DDMS Addresses and Phone Numbers
- ~To Subscribe or Unsubscribe

This month we have four new FAQ files for you.

----- Voiding Accounts Payable Checks -----

You may occasionally need to void A/P checks. Voiding a check restores the amount due for an invoice, and clears the check number field. It debits the cash and cash discount accounts and credits accounts payable. The G/L Batch Report will include these entries after you void a check. There are two methods for voiding checks:

- Voiding a check before the invoice has been purged. (This includes both system-generated check and hand checks.)
- Voiding a check for a purged invoice.

We'll describe both procedures in [FAQ # 120: Voiding Accounts Payable Checks](#).

----- Closing Windows Sessions -----

When you buy a DDMS system that runs on the Windows platform, you have licenses for a specific number of concurrent sessions.

Normally, when you close a Telnet session, the system frees the license it was using for that session, so it's available for the next user.

If you don't close your Telnet sessions properly, though, your TBL software may not be notified, and the license will remain in use. If this happens a number of times during the day, the system may have all licenses in use, even though there are not that many sessions actually open. If this happens, the next user who wants to open a session may not be able to.

To prevent this, make it a policy to close every Telnet session by returning to the Master Menu, and typing = (equal sign) in the Program Selection field.

For more information, see [FAQ # 122: Closing Windows Sessions](#).

----- **Using the Newer Wrap-N-Label and Wrap-N-Pack Features** -----

In today's competitive marketplace, you need every advantage you can get. Many wholesalers will package and label each customer's order for you, so you don't have to. This feature is called Wrap-N-Label or Wrap-N-Pack.

Your system can transmit P/Os that your wholesaler will prepackage for you — all you have to do is set your parameters for it and notify your wholesaler.

You need to set Wrap-N-Pack parameters separately for each wholesaler. For most wholesalers, go to the (L6) subscreen that contains their communication parameters, find the Wrap-N-Pack parameter, and set it to **Y**. (To use Wrap-N-Pack with O'Henry, for example, go to the (L6EA) screen and set the WRAP-N-PACK field to **Y**.)

For United and S.P. Richards, however, it's a little more complex, because there are related features to consider. We'll cover each of these separately in **FAQ # 75: Using the Newer Wrap-N-Label and Wrap-N-Pack Features**.

This document includes the newer features, which were added to Version 4.G. If you have an earlier software version, please see *It's a Wrap*, which you can find on the Purchasing and Communications FAQ Files page: www.ddms.com/support/faq/purch-comm.htm

----- **New DDMS Addresses and Phone Numbers** -----

As you may know, DDMS moved to new offices a few months ago. Our fax numbers have changed, and so have our mailing and shipping addresses. To make it easier for you to keep the new addresses and phone numbers handy, we created an FAQ file with this information. Please see **FAQ # 121: DDMS Addresses and Phone Numbers**.

Please note: Our sales number, 800-366-3367, now connects to the ECI² offices in Virginia. To contact the DDMS offices in Fort Worth, please call our main number: 800-959-3367.

----- **To Subscribe or Unsubscribe** -----

Key Ops Dispatch, an e-mail newsletter, comes free of charge to all DDMS customers.

To update your e-mail address, or to unsubscribe, write to keyops@ddms.com

Copyright © 2000-2002 eCommerce Industries, Inc. All rights reserved.