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MICROSOFT HELPDESK SUPPORT INCIDENT CHANGE

Microsoft announced a change to their Dynamics support service costs last year. Any support incidents that are not covered by your annual Microsoft annual maintenance plan can be provided by the Microsoft helpdesk support team for a fee of \$499 per incident. Microsoft support incidents had cost \$259 per incident.

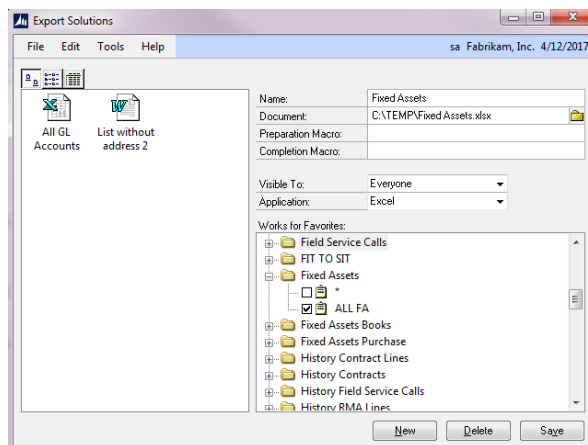
As has been the policy in the past, if our team needs to contact Microsoft on your behalf, we will require reimbursement at this new rate, unless you have prepaid incidents that have not been used to date.

A reminder that when you renew your annual Microsoft software maintenance agreement, you have the option to include 6 prepaid support incidents for an additional 2% of your system list price, which now may make more sense to invest in than in prior years.

QUICK EXPORT FOR SMARTLISTS TO EXCEL

This feature in Microsoft Dynamics GP comes in handy when you want to export SmartList data to the same Excel file on a regular basis. You can even choose Excel macros to run before and/or after the export for analysis, formatting, etc. Work smarter by automating this process.

1. Save your SmartList as a Favorite.
2. With the SmartList open, in the menu choose SmartList->Export Solutions.
3. Name the SmartList, add your Excel file name and your before and/or after macro names.
4. In "Visibility", set who can see this Favorite and select Excel for the application.
5. In the tree view at the bottom, select your Favorite and check the box.
6. Click Save.
7. Close the window. Close and reopen SmartList.



[Zoom....](#)

Normally when you export to Excel, you have the option of doing a Quick Export which sends to Excel with a new sheet. Now when you pick the Favorite you just saved and click Excel, you'll see two choices now: the Quick Export and the saved export solution you just created. If you click



EMPLOYEE SERVICES

THE online self-service portal for employee paystubs, profile changes, HR documents, Timesheets and more. Direct integration with Microsoft Dynamics GP allows for automatic publication of pay information.

PAY RECORDS

Pay Records is the base for the Greenshades hosted portal and allows employers to place paystubs and earning statements online for your employees to view at their convenience.

BENEFITS SELF-SERVICE

Benefits SS allows your employees the ability to easily select health insurance, retirement and other benefits. After approval, their choices update your payroll system for the next pay run.

www.greenshades.com/solutions-employee-services.php



For additional information contact your Diamond Software sales representative Dwight Boudreaux at 337-296-4837 or by email at dwrightb@diamond-soft.com.

the Favorite, your spreadsheet opens, the data imports and your macro(s) runs.

It's recommended that you do a normal export first. Then you can experiment with your Excel file and macros in order to get them where you want before setting up the export solution.

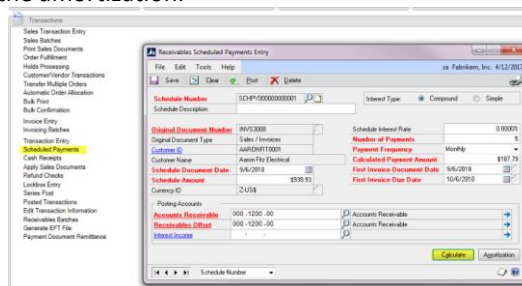
SAVE TIME WITH RECEIVABLES SCHEDULED PAYMENTS

The Receivables Scheduled Payment feature allows companies to setup payment schedules, with or without interest, for existing receivable transactions.

A schedule number and description are used to track the receipt schedule. The original document is selected along with the first payment and date, interest, number of payments, first invoice date and the due date. Then set the AR, receivables offset and Interest income GL accounts.

The process credits the original invoice and creates a series of smaller invoices that represent the scheduled payments. Using a receivables offset contra account will show how much of the original AR balance has been converted to scheduled payments.

Click the Calculate button in the Sales transactions pane to calculate the payment, then click the Amortization button to view the amortization.



[Zoom....](#)

Posting Scheduled Payments and replacing the original invoice is controlled in Routines, and the dates can be controlled so that not all scheduled payments are created at once.

The help button contains information specifics for situations like advanced principal payments and amortizing.

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