



GP Tips 'n' Tricks from Altico



There are dozens of little tips and tricks for using your Microsoft Dynamics GP system that can make your life ever so much easier. We'll be bringing you a new tip every month in the hope that you find them useful.

The resident Altico wizard presents your August 2008 GP tip:

### **Sales Transactions with No Lines or Incorrect Totals**

On occasion, SOP transactions can be created that just don't add up. For example, the sum of the extended prices is not the same as the Order Total or all of the line items entered on the order have disappeared. This occurs infrequently and most people simply try to delete the transaction and re-enter it. This is awkward when document numbers or printouts have been given to the customer or when there are a lot of line items.

Try this first. Run the Remove/Reconcile Utility process against the one sales transaction. Take the reconcile option only. This will recalculate the order totals and frequently fixes SOP transactions. If this does not correct the transaction, perhaps the damage is greater than expected. Use the SQL Server Management Studio (2005) or Enterprise Manager (2000) to open the SOP10100 table. Locate the sales transaction in question by the document number and examine the data. If no customer number is listed, the order cannot be opened using Dynamics GP. Enter an appropriate customer number, name, et cetera. This should allow the document to be opened in Dynamics GP and completed.

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I'm NOT the resident wizard, but be that as it may, you're welcome to channel your questions through me.

Yours,

Marcia Nita Doron  
Marketing Director  
[Altico Advisors](#)  
2 Mount Royal Avenue, Suite 410  
Marlborough, MA 01752  
508-485-5588 x107  
[mdoron@AlticoAdvisors.com](mailto:mdoron@AlticoAdvisors.com)  
[www.AlticoAdvisors.com](http://www.AlticoAdvisors.com)