



Reporting Output

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1. SPECIFYING REPORT OUTPUT

The report output options consist of the first eight fields that are presented on the report setup form for every 'report' menu option. They define the manner in which the report data or report content is to be produced, and include parameters relating to the processing of the report job. Note that if the report output is a document format (e.g. a purchase order) the value displayed for the output type on this form will reflect the default setting for 'Auto Print' on the account (e.g. the supplier account), unless overridden by a Reports option defined for the particular document type (e.g. purchase orders). Refer to [Specifying Contacts](#) in the Creditor Accounts procedure, [Specifying Contacts](#) in the Debtor Accounts procedure, or [Specifying Contacts](#) in the Employee Accounts procedure for information on auto print defaults and reports options.

Specify the selections required, noting the following:

- 'Output Type' the type of output required, e.g. Printer for a paper printout, HTML for a HTML format file, Email for an email message.
- 'Device or File' the device name for a printer, or a file name for all other output types.
- 'Copies' the number of copies of the report that are required.
- 'Start Date' the date on which the report job is to commence.
- 'Start Time' the time at which the report job is to commence. Date and time provide the ability to queue a job now to be run later.
- 'Dependent Job' the number of another queued job that this report is dependent on, i.e. this report will not run until that job has completed successfully.
- 'Recur Frequency' how often the report job is to be run, entered as a Date Code, e.g. T for today (i.e. daily), W for weekly.
- 'Job Name' identifies the report process that will be submitted to the appropriate queue.

2. SPECIFYING EMAIL OUTPUT

The email output options consist of seven fields on a separate form, that is only presented if the 'Email' or 'Print&Email' output type has been selected for the report (refer to [Specifying Report Output](#)). These define the file format in which the report data or report content is to be produced for use as an email attachment, and parameters relating to the email message and the emailing process. If the report output is a document format (e.g. a purchase order), then the value displayed for the email recipient on this form will reflect the default setting for 'Contact Email' on the account (e.g. a supplier account), unless overridden by a Reports option defined for the particular document type (e.g. purchase orders). Note that email addresses **can only be selected** from those that have been defined for the account, that have been entered on the main Contacts form, i.e. the primary contact, or the Associates form, i.e. associate contacts. Similarly, if read notification or receipt notification are requested, then the actual values used for these will be obtained from the email recipient's account data. If there are no notification values on the recipient's account, then they will be obtained from the company defaults defined on the Company Code. Refer to [Specifying Contacts](#) in the Creditor Accounts procedure, [Specifying Contacts](#) in the Debtor Accounts procedure, or [Specifying Contacts](#) in the Employee Accounts procedure for further information on contact email addresses and defaults, email notification, and reports options.

Specify the selections required, noting the following:

- 'Report Format' the required format, e.g. PDF, HTML, of the report output file to be attached to the email message.
- 'Recipient Email' the email address of the recipient(s) who will be emailed.
- 'Subject' the information that will be included as the subject text for the email message.



- 'Copy To Email' the email address of any recipient(s) who will be copied, and identified, in the email message.
- 'Blind Copy Email' the email address of any recipient(s) who will be copied, but not identified, in the email message
- 'Read Notification' the request for an automatic return message indicating that the email has been read by the recipient(s).
- 'Receipt Notification' the request for an automatic return message indicating that the mail has been received by the recipient(s).

3. SPECIFYING FAX OUTPUT

The fax output options consist of seven fields on a separate form, that is only presented if the 'Fax' or 'Print&Fax' output type has been selected for the report (refer to [Specifying Report Output](#)). These identify the sender of the fax, and the recipient name, fax number, and cover page details. If the report output is a document format (e.g. purchase order, sales invoice), then default data will be displayed for the recipient and fax number reflecting the associated creditor or debtor account data. Alternatively, an account number may be entered to obtain such data, or specific recipient data may be entered. Note that Reports options defined for the various document formats (e.g. purchase orders, sales invoices) may also specify fax for the Auto Print value. Refer to [Specifying Contacts](#) in the Creditor Accounts procedure, [Specifying Contacts](#) in the Debtor Accounts procedure, or [Specifying Contacts](#) in the Employee Accounts procedure for further information in regard to Reports options.

Specify the selections required, noting the following:

- 'Account Number' the account number from which default fax recipient information will be obtained.
- 'Recipient Name' the name to whom the facsimile will be addressed.
- 'Fax Number' the telephone number to which facsimiles are to be sent.
- 'Sender Name' the person from whom the facsimile is to be sent.
- 'Coverpage Name' the identification of the cover page type or style that is required.
- 'Coverpage Subject' the information to be included as the 'subject' on any cover page selected.
- 'Coverpage Note' any additional comments or other text required to be included on any cover page selected.

4. DEFINING REPORT QUEUES

The job queuing specifications allow for the definition a series of tasks to be performed (i.e. a job stream or a 'command file') and provides for their submission to the appropriate queue (i.e. Print Manager or Job Manager), typically on a regularly recurring basis. An example is a definition of debtors period end reporting requirements that can be submitted each month, within which the various reports are identified (e.g. Aged Debtors Report, Overdue Debtors Report, Top Debtors Report and Statements) and set up utilising date expressions for the determination of the appropriate 'as at' date for the reports.

4.1. Obtain Authorisation

Use the appropriate company procedure to obtain authorization to create a new job (i.e. report) queuing specification. This will typically entail confirmation of which reports are to be run, and the number of copies that are required to be printed or the recipient addresses if email output is to be produced.

4.2. Create the Job Queuing Specification

Use the menu option 'Job Queuing Specifications' to create a new job queuing document. Press the Enter key on the 'Document Number' field to obtain the next available document number.

Specify the selections required, noting the following:

- 'Description' identifies the job queuing document that will be created and submitted.
- 'Output Type' the default type of output required for all reports, e.g. Printer for a paper printout, HTML for a HTML format file, Email for an email message.
- 'Device or File' the default device name for a printer, or a file name for all other output types.
- 'Copies' the default number of copies of the output that is required for each report.
- 'Dependent Job' the number of another queued job that all these tasks are dependent on, i.e. this document will not be processed until that job has completed successfully.

4.3. Specify the Reports List

Use the Lines action to specify the required reports. These are entered as the report form name, accompanied by any optional job dependencies, in terms of the tasks within this report specification, that may apply to this report. The specified report setup form is then presented for the entry of the report parameters:

The first eight fields of the form (refer to [Specifying Report Output](#)) will be displayed with default values consistent with the job queuing document selections (e.g. output type, device or file, number of copies), but these may be amended as required. Note that if the job queuing document is to be submitted on a recurring basis, then the start time should be set to an appropriate time of day, although the start date is automatically replaced with the date on which the job queuing document is submitted.

The remaining selections for the setup of the particular report (e.g. control account, as at date, order by) are then entered. Note that if the job queuing document is to be submitted on a recurring basis, then any date selections should be specified as date calculations (menu option Resolvable Date Codes). Use the Submit action to confirm. If the report form output type has been set as email, then the Email Output Options form will then be presented (refer to [Specifying Email Output](#)) for the entry of the required selections. If the report form output type has been set as fax, then the Fax Output Options form will then be presented (refer to [Specifying Fax Output](#)) for the entry of the required selections. Use the Submit action to confirm.

When the required reports have been specified, i.e. all 'lines' entry has been completed, a choice of action is available:

- If reports **are not required** to be produced at this point, then exit from the document. To verify this outcome, use the 'Job Queuing Specifications' menu option to enter the document number and check that the document status displayed is 'New'.
- If reports **are required** to be produced at this point, then the job queuing document may be submitted for processing (refer to [Processing Report Queues](#)).

Note that the above capabilities may be combined to achieve the generation of a 'set' of reports, and the emailing of them to the required recipients, all in one 'operation'. For example, if an aged debtors report, an overdue debtors report and a top debtors report are required to be produced and emailed to three recipients, the queuing specification would be defined as follows:

- The aged debtors report line would be specified with 'pdf' as the output type, and with a 'fixed' file name (e.g. company/report/queuing spec i.e. ABCAgedDebt3).
- The overdue debtors report line would be specified with 'pdf' as the output type, with a similarly 'fixed' file name, and a job dependency on the first report line.

- The top debtors report line would be specified with email as the output type, and in the Email Output Options phase, after entering the recipients, the 'Attachments' action would be used to include the prior 'pdf' report files in the email, along with the current report output (also typically in pdf format).

The job dependencies set up a cascading effect so that if for any reason one of the prior (pdf output) reports does not complete, the last report, which is **also** the email job, does not get actioned, nor does any email get sent.

5. AMENDING REPORT QUEUES

5.1. Modify the Job Queuing Specification

Use the menu option 'Job Queuing Specifications' to enter the document number. Modify the document header data as required (refer to [Create the Job Queuing Specification](#)).

5.2. Modify the Reports List

If additional reports are to be included, use the Lines action to add them to the document (refer to [Specify the Reports List](#)).

If the setup of existing reports is to be amended, use the Lines action then move up and down until the required report line is located. Use the Params action to access the report form and modify the report selections as required (refer to [Specify the Reports List](#)).

6. PROCESSING REPORT QUEUES

The processing of a job queuing document results in the job document being queued to the Financial (i.e. job) queue for processing which, when executed, generates and queues the required report jobs. Note that the initial submission of a document, i.e. at 'New' status, also results in the update of the document status to 'Open'.

6.1. Optionally Set the Processing Date and Time

Note that this step is **not** required for the immediate processing of the job queuing document.

Use the Extra action in the 'Job Queuing Specifications' menu option to set up the required processing date and time.

6.2. Submit the Job Queuing Specification

Use the Submit action in the 'Job Queuing Specifications' menu option to queue the document for processing.

To verify the outcome, use the 'Job Manager Control' menu option to check that the job queuing document has been processed, and that the appropriate report jobs have been generated and queued.

7. DELETING REPORT QUEUES

Job queuing specifications may be subject to deletion activity at entire document level or at individual report level as may be appropriate to particular circumstances.

7.1. Delete the Job Queuing Specification

Use the menu option 'Job Queuing Specifications' to enter the document number. Use the Delete action.



To verify the outcome, return to menu option and check that the document no longer exists.

7.2. Delete a Report Line

Use the menu option 'Job Queuing Specifications' to enter the document number. Use the Lines action and move up or down until the appropriate report line is located. Use the Delete action.

To verify the outcome, use the Lines action to redisplay the report lines and check that the line no longer exists.

8. TROUBLESHOOTING

8.1. Report Output is Not Created

If the expected report output has not been produced, check the following:

- Use the menu option 'Job Manager Control' to ascertain whether the Print Status is 'RUNNING'. If so, wait for the report job to be processed. If not, then restart the report job queue. If unable to access this, then contact your System Administrator.
- Use the View action in the same menu option to check the report job status. If it is still queued, wait for the job to be processed, otherwise check the result of report job processing to ascertain whether an error has occurred. If so, the Requeue action on the job may be used to review both the report output parameters and the report 'content' selections that were submitted.

8.2. Email Output is Not Sent

If email report outputs are not being sent to recipients, check the following:

- Use the menu option 'Job Manager Control' to ascertain whether the job controller is running and the print manager, with a SMTP server defined, is running. If not, then contact your System Administrator.
- Ensure that the sending user's email address is defined on the corresponding employee account (refer to [Amending Accounts](#) in the Employee Accounts procedure), and that this employee account number is defined on the username record (refer to Creating Users in the Users Setup procedure). If unable to access this data, contact your System Administrator.
- Ensure that recipient email addresses are defined on the relevant supplier accounts (refer to [Specifying Contacts](#) in the Creditor Accounts procedure), customer accounts (refer to [Specifying Contacts](#) in the Debtor Accounts procedure), or employee accounts (refer to [Specifying Contacts](#) in the Employee Accounts procedure). Note that email addresses may be maintained using Contacts, Associates and Reports actions.

8.3. Fax Output is Not Sent

If fax report outputs are not being sent to recipients, check the following:

- Use the menu option 'Job Manager Control' to ascertain whether the print manager is running. If not, then contact your System Administrator.
- Ensure that the "Fax" printer is set up and operational. If unable to access this data, contact your System Administrator.
- Ensure that the correct fax number is defined on the relevant supplier account (refer to [Specifying Contacts](#) in the Creditor Accounts procedure), customer account (refer to [Specifying Contacts](#) in the Debtor Accounts procedure), or employee account (refer to [Specifying Contacts](#) in the Employee Accounts procedure).
- Confirm the fax number if it had been directly entered for the proposed recipient.



8.4. Reports are Not Queued

If the expected report jobs are not queued to the Regular job queue, check the following:

- Use the menu option 'Job Manager Control' to ascertain whether the Financial Status is 'RUNNING". If so, wait for the job queuing document to be processed. If not, then restart the financial job queue. If unable to access this, then contact your System Administrator.
- Use the View action in the same menu option to check the job status. If it is still queued, wait for the job to be processed, otherwise check the result of job processing to ascertain whether an error has occurred. If unable to access this, then contact your System Administrator.