**Solomon**

Kent Crosby - Solomon month end close out for dues billing and needs Solomon Docs on Neptune job ran.

Also, Tom said when somebody posts on the??? Side, then TI (TI server/service) needs to be run to post on that side.

**Support: 3/14/2016 - 3/14/2018**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| TriBridge | 1-866-866-0622 |  |  | [support@tribridge.com](mailto:support@tribridge.com) | |
| **Account # 214-239-1191** | | | | |

**Month end process**

The following individuals take part in the Accounting process at month end.

Van – releases non dues billing from web site

Beverly – All A/R, A/P and G/L in Solomon

Rob – enter sales transactions into web site for processing

Dennis – cash posting, send dues billing and invoices to Solomon

Kent – Setup members, setup billing and subscriptions. Also reconcile aging report

Mark – Printing and emailing monthly statements/invoices

**Technical issues that have been encountered in the past**

1. Aging reports don’t match

2. TI server won’t process new DTA files

3. Statements won’t print or print with incorrect totals

4. Email Statements don’t get created or emailed

5. Files being transmitted via FTP to Neptune don’t arrive

6. Solomon Docs is reporting incorrect amounts

7. Transmitted file needs to be changed before releasing into Solomon

8. Solomon batch file needs to be changed before release.

**Detailed Work Flow:**

RAB.com Server

RABINSITE.org

Membership database Web Based

Kent or Dennis or Van access

-Run Aging Report in Solomon (Dennis)

-Run RABINSITE (Kent)

Dues and Billing for next Month

**Potential Risks.**

Aging in Solomon not matching RABINSITE

-Solution, Jobs on Sql may not sync - force jobs to sync.

Dennis sends to TI Server via FTP

Rob - Sales

RAMarketing.com \Admin

Orders

After transactions:

Submit button

Sends data to FTP server Neptune (Sql)

Folder IMPORT (NEPTUNE)

Dennis or Beverly

TI Server (3rd Party Plug in) (Automate Solomon)

Admin Import Transactions.

(Solomon 3 user license)

**Potential Issues**

TI Server Doesn’t process batches

**Solutions**.

-No Content, Re-Run Batch

-Could be resources on PC issue. - Shut down and restart PC (Dennis)

Printing Monthly Invoice Statements

Issues

-Wont Print

-wrong Totals

Solution;

-Two Jobs on Sql below: running at the same time as the process is completing. Disable jobs while reconciling.

Two Separate Jobs

SQL Jobs

RAB.COM (Sql) (192.168.91.10)

Jobs that runs every 30 min every 2 hours

"Aging upload"

Pulls info from Solomon every 2 hours

Uploads to RABINSITE

Neptune

Job called "Solomon Docs"

Pulls info from Solomon to Access DB

Dennis or Kent to runs reports, create invoices Etc

Every 2 hours at top of the hour.

Printing Statements

Printed out via Mark

3 Templates

Quick Send (Solomon)

(Neptune Server)

Generates .pdf of statement and emails to Member.

Potential Issues

Quick Send has to be set up for individual jobs via Solomon

Mark or Dennis send a spread sheet of who should be getting an email. Number of users in Excel

Directly correspond with Quick Send Jobs.

84 users equals 84 Boxes.

Other options must be checked while emailing via Quick Send

Quick Send Tab on Each user Profile.

Must be set up in order to email via Solomon.

Solomon Docs reports incorrect amounts (Kent)

If this happens re-enable jobs, or re-run Jobs again

FTP transmit to wrong information Dues or errors.

Go into notepad file and find and replace the error prior to going into Solomon.

Solomon Batch needs to be changed before being saved or run.(Delete and start from Scratch

Application Server Neptune (Solomon)

Set up as the user that is going to be using i.e (Mark White)

Quick Send

 Been active since 4/2009

 Month End Process

Reboot PC

**From:** Barnhardt, Tom [<mailto:TBarnhardt@rab.com>]

**Sent:** Thursday, April 21, 2016 11:41 PM

**To:** White, Mark <MWhite@rab.com>; Wingo, Dennis <dwingo@rab.com>

**Cc:** Aaron Inscho (TeksInc) <aaron.inscho@teksinc.com>; Sean Cheney (TeksInc) <sean.cheney@teksinc.com>; Allen, Van <vallen@rab.com>

**Subject:** Additional Month end Procedures - Printing Statements

Mark,

When we successfully completed the entire printing and emailing statements without issue in the beginning of April, I wanted to document the process and the configurations.  I would recommend that we setup Dennis’s computer to be able to process the email statements also.

Configuration:

1. Solomon has a Quick Send feature that allows statements to be printed or emailed during the same process
2. An application server is setup for each user that will print statements.  MWHITE
3. The user profile in the application server will use the Outlook profile named BILLING which is setup to use the [R@RAB.COM](mailto:R@RAB.COM) email address
4. Setup a local folder on workstation  C:\temp\email-invoices,  this is where the generated PDF files will be stored before they are emailed
5. Currently Mark’s computer and the server are the only computers that can run this process.
6. Mark’s computer has 2 outlook profiles.  One for his Outlook email and one for BILLING
7. All Solomon Customers that need to be emailed will need to be setup in Solomon, using the AR customer tab QUICKSEND

Statement Procedures:

1. Turn on computer
2. Print out the latest Excel spreadsheet that lists the customers setup for statement emails
3. Spot check new email customers in Solomon to verify that are setup properly.
4. Check local folder c:\temp\email-invoices for previous month PDF’s, delete or move to archive folder
5. Close Outlook
6. Launch Solomon, change business date to 1st of month
7. Go to Accounts Receivable/Reports/Statements
8. Load the International Template and print to screen and verify totals, date and appearance.
9. Close out of the preview.  Then print the statements.
10. Repeat step 8 and 9 for Domestic I & Domestic 2
11. When the statements are being sent to the printer for printing, the Application server creates a job request for any customer that has been setup to receive an email statement
12. These generated job requests can be found in Solomon. Shared Information/report/quick send inquiry or Application Server/View Request Queue
13. Verify how many requests are waiting.  Should be close to the total on the excel spreadsheet.  NOTE:  Customers with ZERO balance won’t be generated or setup incorrectly
14. At this point, Open Outlook on local computer and select the BILLING profile for Outlook
15. Now turn on the application server.  Application Server/processes/application server
16. The application server will process the jobs, creating the PDF’s and saving them in the C:\temp\email-invoices folder and then process the email
17. CAUTION:  Let this process run on your computer exclusively.
18. Once completed you should see the sent emails in Outlook and also the corresponding PDF’s in the temp folder
19. Congratulations!!!