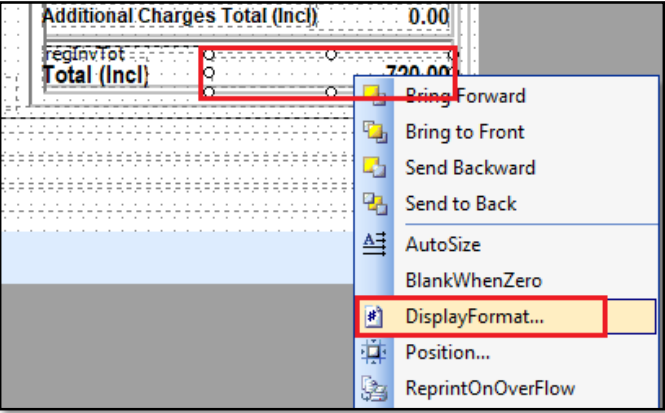


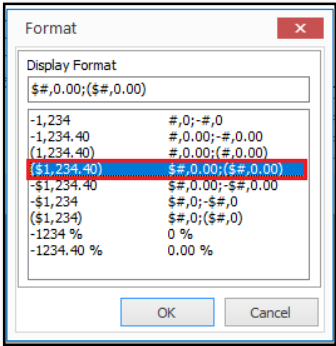
Article Outline	Selected Display Format e.g. Currency Symbol not displaying on Source Documents or Reports	
Article Date	2019/08/07	
Knowledge Type	Solving an unknown issue	
Knowledge Activity	Reporting/Printing	
Application Version	V8.00.4.000	
Application Edition	<input checked="" type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	Inventory Reporting	
Secondary Module	Report Writer - Document/Report customisations	
Knowledge Source	Incoming Customer Query	

**Description of the Issue**

Users may observe that the selected Display Format as selected on the Report Builder when customizing source document (e.g. Invoice, Credit Note) or report layouts, are not displaying correctly on the actual printed versions.



For example, the Display Format may have been selected to display the currency symbol and the changes saved



However, the end result is that the selected Display Format is not displaying correctly on the relevant document / report. In this case the Invoice total still don't display the currency symbol.

Total (Excl)	869.57
Tax	130.43
<b>Total (Incl)</b>	<b>1,000.00</b>
Discount	0.00
<b>Total (Incl)</b>	<b>1,000.00</b>

**Diagnosing the Issue**

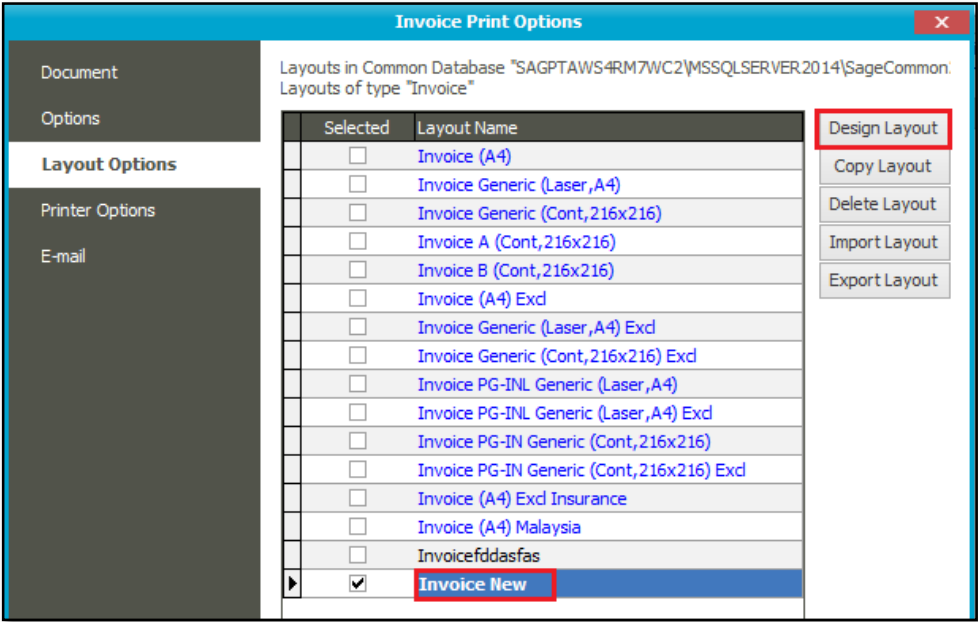
The issue seems to occur continuously and is replicable on the following scenarios:

- occurs on all users/workstations/branches on a company database
- occurs on a different company database in the same environment
- occurs on the same company database in a different environment

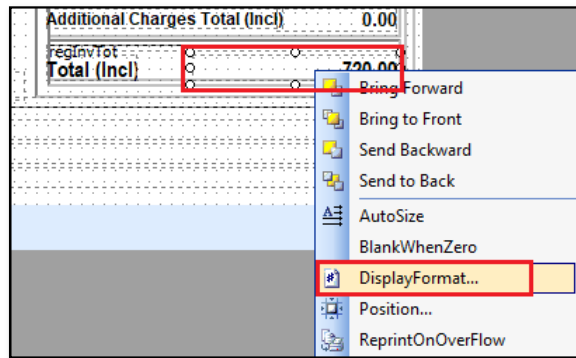
**Solution / Details**

The following steps explain how to resolve the abovementioned query:

1. Open the customised layout of the relevant source document / report by going into the Report Builder customization screen



2. Find and delete the specific field in which you want to apply the specific Display Format.
3. Re-insert the same field back on the design screen in the same original position where you deleted the field.
4. Right click on the field, go to Display Format and select the specific option (e.g. to display the currency symbol).



5. Still on the customization screen save the changes
6. When you now print the document / report , the above applied Display Format (e.g. currency symbol) should be observed Invoice,

**Disclaimer:** These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a query (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles make reference to a specific Sage Evolution version, however the thought process can be generalised. Please note the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If this article did not resolve your query please contact the Sage Evolution Support Department directly on: +27 (0) 86 112 6837.