Sage Evolution Knowledgebase Article



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	Evolution Standard /Sage 100 Evolution	☑ 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

applay i orma	t	
\$#,0.00; (\$#,	0.00)	
-1,234	#,0;-#,0	
-1,234.40	#,0.00;-#,0.00	
(1,234.40)	#,0.00;(#,0.00)	
(\$1,234.40)	\$#,0.00;(\$#,0.00)	
-\$1,234.40	\$#,0.00;-\$#,0.00	
-\$1,234	\$#,0;-\$#,0	
(\$1,234)	\$#,0;(\$#,0)	
-1234 %	0 %	
-1234.40 %	0.00 %	

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 (Incl)	1,000.00
Discount	0.00
Total (Incl)	1,000.00
Tax	130.43
Total (Excl)	869.57
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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

Invoice Print Options X						
Document	Layouts in Common Database "SAGPTAWS4RM7WC2\MSSQLSERVER2014\SageCommon: Layouts of type "Invoice"					
Options	Selected Layout Name	Design Layout				
Layout Options	Invoice (A4)	Copy Layout				
	Invoice Generic (Laser,A4)					
Printer Options	Invoice Generic (Cont,216x216)	Delete Layout				
E-mail	Invoice A (Cont,216x216)	Import Layout				
	Invoice B (Cont,216x216)	Export Layout				
	Invoice (A4) Excl					
	Invoice Generic (Laser,A4) Excl					
	Invoice Generic (Cont,216x216) Excl	_				
	Invoice PG-INL Generic (Laser,A4)					
	Invoice PG-INL Generic (Laser,A4) Excl	_				
	Invoice PG-IN Generic (Cont, 216x216)					
	Invoice PG-IN Generic (Cont, 216x216) Excl	_				
	Invoice (A4) Excl Insurance	_				
	Invoice (A4) Malaysia					
	Invoicefddasfas					
	► Invoice New					

- 2. Find and delete the specific field in which you want to apply the specific Display Format.
- 3. Re-inset 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.

Additional Charges Total (Incl)			0.00
reginviot		220.00	
		-	Bring Forward
		۰.	Bring to Front
(=)= =		- 21	Send Backward
1 = 2 = 1 - 2 =		ч.	Send to Back
		≜≣	AutoSize
			BlankWhenZero
		*	DisplayFormat
		4	Position
		94	ReprintOnOverFlow

- 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.