



# Financial Management

## Summer 2020

### Customer Overview

## **Notices**

The information contained in this document is summary in nature.

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## Executive Summary

We are pleased to provide a detailed overview of FinancialForce's Financial Management Summer 2020 Minor Release. Our focus during this release is heavily influenced by the new business environment we all find ourselves in due to the COVID-19 pandemic. We've researched the current challenges faced by business leaders and are responding with functionality that addresses those challenges. It is a balanced investment around cash flow management, business planning and forecasting, cost management and virtual close management. Our priorities for investment are influenced by our customer community, our strategic direction and the current challenging setting we all find ourselves in.

With the Summer 2020 Release we continue to build on our overarching investment themes with powerful enhancements in the following areas:

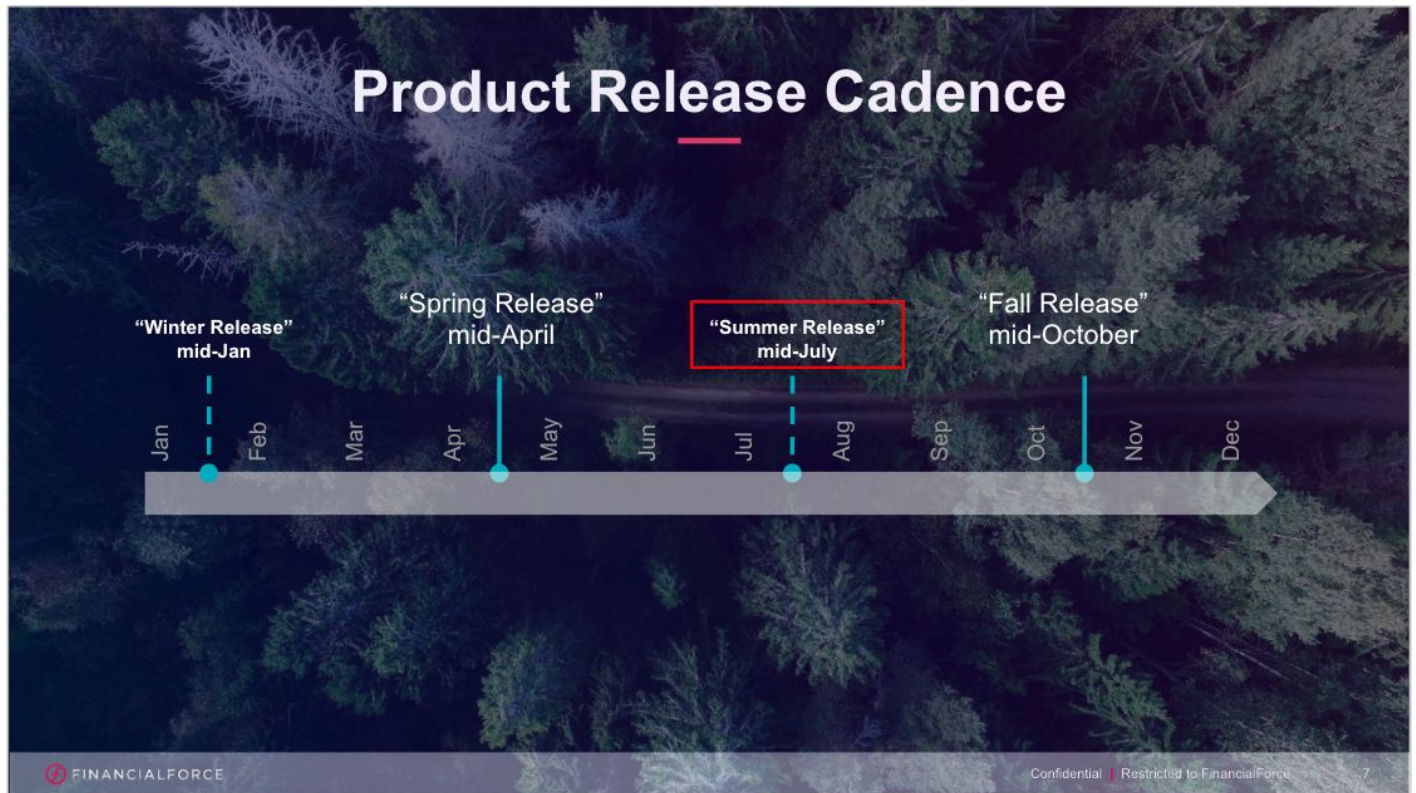
- Foundations
- Accounting
- Billing Central
- Reporting and Analytics
- Lightning Experience

Our goal with this document is to provide you a detailed overview of the capabilities being delivered in the release, to complement our Customer Summer 2020 Release webinar, and to allow you to start thinking about how you can take advantage of these improvements in your organization.

Our customers have been invited to attend the Customer Summer 2020 Release - ERP Cloud webinar on Monday July 13th, 2020 - 4.30pm UK | 11.30am EST | 8.30am PST. The webinar will be recorded and shared on our Customer Community for those who are not able to attend live.

The Summer 2020 Release is targeted for general availability on July 8th. You will receive a notice when it is available to you. At that time you will also have a number of technical resources available to you, such as the What's New documentation and video tutorials. These Summer 2020 resources will be posted in the [Release Hub](#) in our Customer Community on July 8th.

All of our products are aligned to a consistent release cycle. At a minimum, our customers can expect a major release in the Spring and a major release in the Fall, with the option for a minor release in the Summer and/or Winter. All products in our portfolio will follow this cadence. Our next major release will be our Fall 2020 release.



As a reminder, we have introduced the Release Preview process. Release Previews are your chance to provide us with feedback on our in-progress product prior to a release. Specifically, the Release Preview process provides:

- Validation of new features internally *and* with customers
- Continuous improvement of user experience
- Live demonstrations on the **3rd Thursday every month** (*registration required*)
- Sign-up for a trial org pre-configured with new features
- Hands-on exercises
- Chatter Group to ask questions and share feedback
- Ability to add your own reports, custom fields and configurations

We encourage all of our customers to participate in the Release Previews to help us to continue to improve our solution and deliver value. Please join the [Release Preview Chatter Group](#) in our Customer Community for more details and to register for the next Release Preview in May.

Thank you for your continued investment in FinancialForce to drive your business.

# Accounting

## Dependencies on other FinancialForce Packages

FinancialForce Accounting Summer 2020 requires the following FinancialForce packages to be installed in this order:

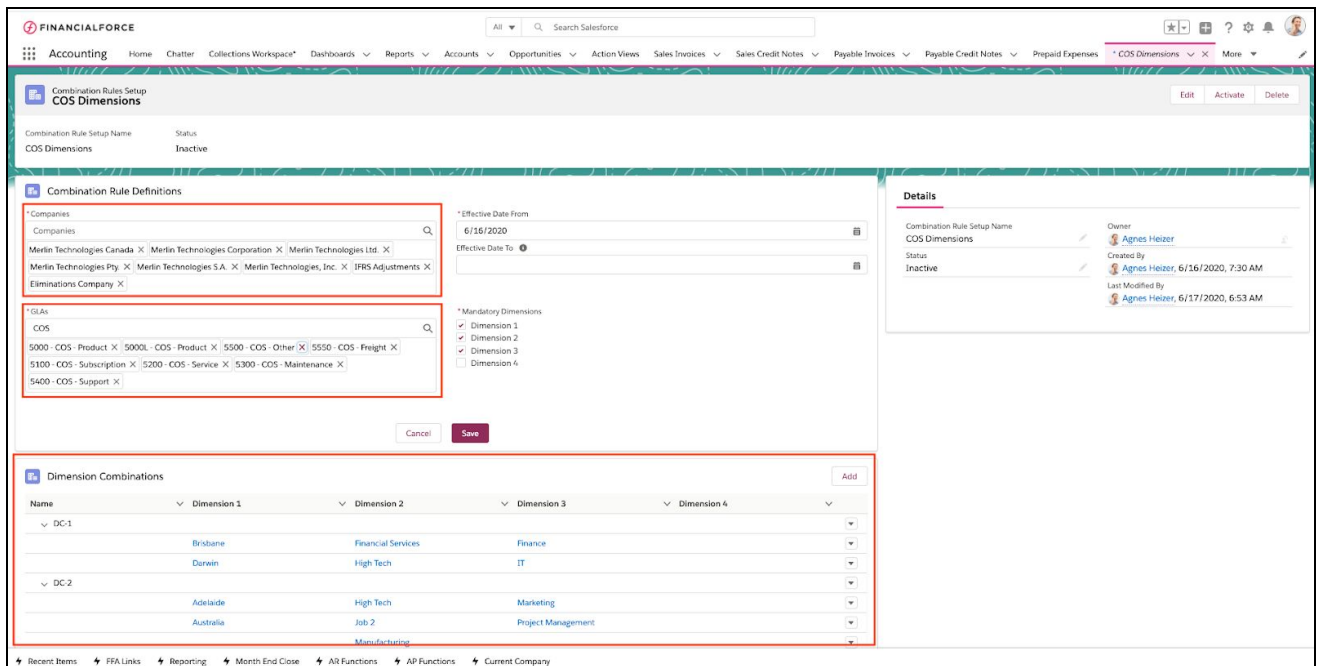
1. FinancialForce Foundations Spring 2020
2. FinancialForce Reporting Spring 2020

You must install these packages before installing or upgrading to FinancialForce Accounting Summer 2020.

## Combination Rules Setup Enhancements

### Dimension Combinations

- The appearance of this section has been enhanced with the introduction of a grid format in order to improve usability.



The screenshot displays the 'Combination Rules Setup' page for 'COS Dimensions'. The page is divided into several sections:

- Combination Rule Definitions:**
  - \* Companies:** A list of companies including Merlin Technologies Canada, Merlin Technologies Corporation, Merlin Technologies Ltd., Merlin Technologies Pty., Merlin Technologies S.A., Merlin Technologies, Inc., IFRS Adjustments, and Eliminations Company.
  - \* GLs:** A list of GLs including COS, 5000 - COS - Product, 5000L - COS - Product, 5500 - COS - Other, 5550 - COS - Freight, 5100 - COS - Subscription, 5200 - COS - Service, 5300 - COS - Maintenance, and 5400 - COS - Support.
  - \* Effective Date From:** 6/15/2020
  - \* Effective Date To:** (empty)
  - \* Mandatory Dimensions:** A list of dimensions with checkboxes: Dimension 1 (checked), Dimension 2 (checked), Dimension 3 (checked), and Dimension 4 (unchecked).
- Details:**
  - Combination Rule Setup Name:** COS Dimensions
  - Status:** Inactive
  - Owner:** Agnes Heizer
  - Created By:** Agnes Heizer, 6/16/2020, 7:30 AM
  - Last Modified By:** Agnes Heizer, 6/17/2020, 6:53 AM
- Dimension Combinations:** A table with columns for Name, Dimension 1, Dimension 2, Dimension 3, and Dimension 4.
 

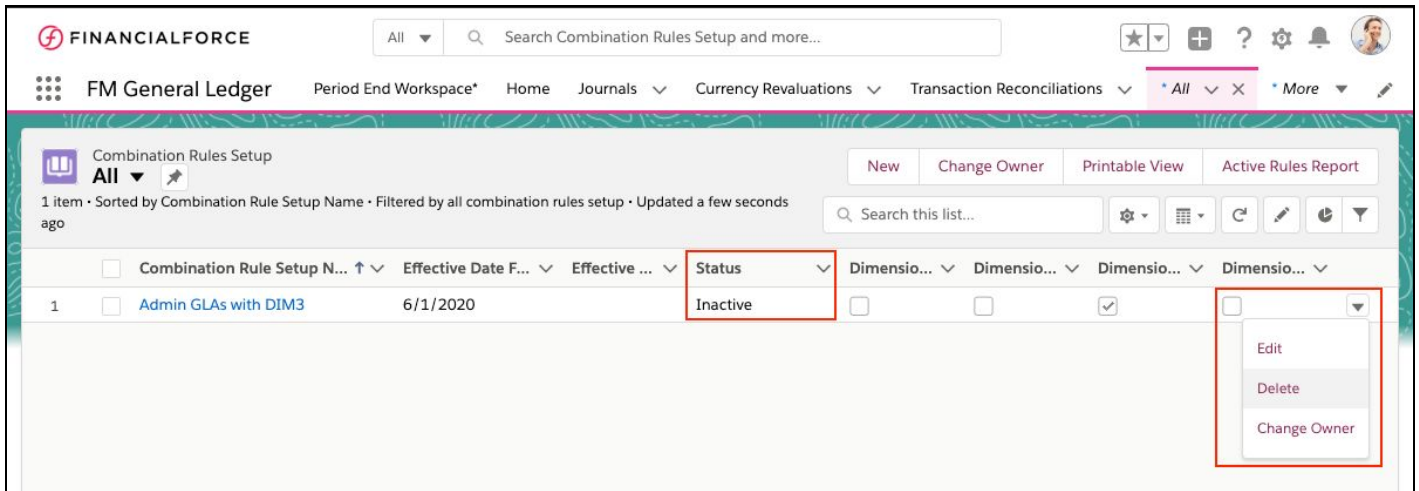
| Name | Dimension 1 | Dimension 2        | Dimension 3        | Dimension 4 |
|------|-------------|--------------------|--------------------|-------------|
| DC-1 | Brisbane    | Financial Services | Finance            |             |
|      | Darwin      | High Tech          | IT                 |             |
| DC-2 | Adelaide    | High Tech          | Marketing          |             |
|      | Australia   | Job 2              | Project Management |             |
|      |             | Manufacturing      |                    |             |

- You can now delete combination rules. For more information, see [Deleting Combination Rules](#).

## Deleting Combination Rules

**Note:** To delete a rule the status must be "Inactive". If the current status is "Active", click **Deactivate**. When you receive the confirmation email that the rule is inactive, you can continue to delete the rule.

1. Go to **Combination Rules Setup**.
2. In the Dimension Combinations section click  next to the dimension combination you want to delete.
3. Click **Delete**.



The screenshot shows the 'Combination Rules Setup' page in FinancialForce. The table lists one item: 'Admin GLAs with DIM3' with an effective date of 6/1/2020 and a status of 'Inactive'. The 'Status' column is highlighted with a red box. A dropdown menu is open for the first row's dimension combination, showing options: 'Edit', 'Delete', and 'Change Owner'. The 'Delete' option is highlighted with a red box.

**Note:** If you delete any line in the Dimension Combinations section, all lines for that dimension combination are deleted.

## Localization Enhancements

### New Custom Setting - Create Audit File Using Data Loader

A new custom setting has been added which generates one file, meaning that you do not need to manually merge the files generated.

For more information, see [Localization Settings](#).

The following fields in the Accounting Localization Settings (FF) custom setting are used in the Localization functionality.

## New Custom Settings in Summer 2020

| Custom Setting Group                  | Field                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accounting Localization Settings (FF) | Audit Data Delete Batch Chunk Size   | Defines the number of audit data line items processed by the Audit Data Delete Batch process in a single chunk. The default value is 2,000.                                                                                                                                                                                                                                                                                                        |
|                                       | Audit Data Generate Batch Chunk Size | Defines the number of transaction line items processed by the Audit Data Generate Batch process in a single chunk. The default value is 2,000.                                                                                                                                                                                                                                                                                                     |
|                                       | Audit File Batch Chunk Size          | Defines the number of transaction line items processed by the Audit File Batch process in a single chunk. The default value is 1,000. For volume examples see <a href="#">Audit File Generation Example Volumes</a> .                                                                                                                                                                                                                              |
|                                       | Create Audit File Using Data Loader  | If selected audit file data is prepared for Data Loader. The default is deselected. Using this custom setting generates one file, meaning that you do not need to manually merge the files generated. When this setting is selected the Generate File button dynamically changes to <b>Prepare Data</b> . To prepare audit file data and generate a query using this custom setting, see <a href="#">Generating Audit File Using Data Loader</a> . |

## Generating Audit File Using Data Loader

**Note:** Data Loader names the columns in English. After generating the file you must open it, and rename the columns in your local language. For more information, see [Renaming Audit File Columns](#). **Note:** You cannot use a delete and generate process at the same time. If you start one of these processes you must wait until it finishes before starting the next process.

1. Go to the company. The Audit File section is visible.
2. In the Year field select a year.
3. [Optional] In the Transactions From field select an alternative period.
4. [Optional] In the Transactions To field select an alternative period.
5. Click **Prepare Data**. A progress bar indicates the status of the file. When the audit file data is ready, an email is sent containing the Data Loader query.
6. When you receive the email with the query, go to Salesforce Data Loader.
7. Click **Export**.
8. Enter your username and password, and click **Log In**.
9. Click **Next**.
10. In the Select Salesforce Object list select "Audit Data Line Item".
11. In the Choose a Target for Extraction field choose a destination to extract to.
12. Click **Next**.
13. In the text field paste the query.
14. Click **Finish**.

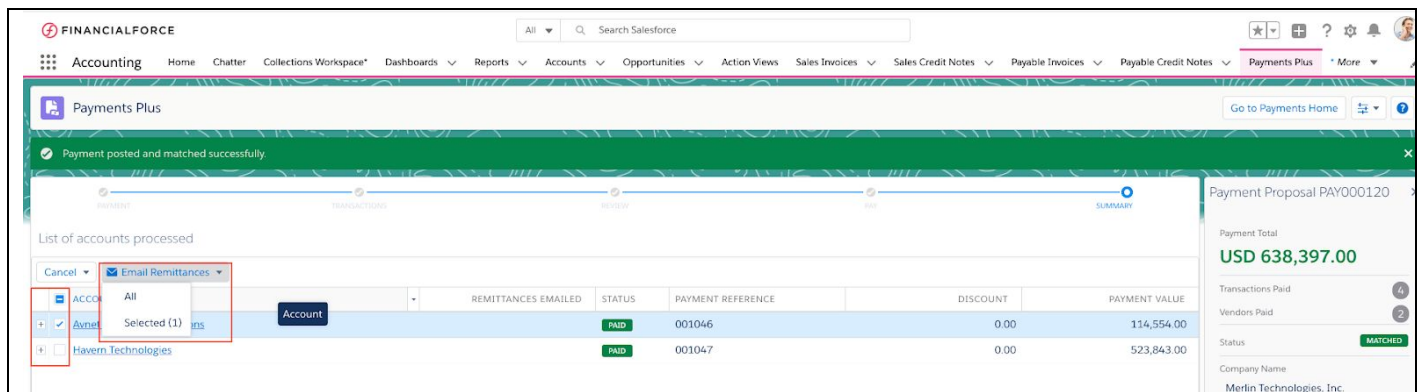
When the operation has finished click **View Extraction** or view the file in the destination you extracted to.

**Note:** If there is an error generating the file a message is displayed. Refresh the screen and refer to the log in the Audit File Log section. An email is also sent with a link to the company where the error occurred. If the error is related to a memory limit, see [Localization Settings](#). **Tip:** For audit tracking purposes, we recommend that you store the generated file in the Audit File library. This was created when you enabled Localization France in Feature Console.

## Payments Plus Enhancements

### Email Remittances

On the Summary page you can now email remittances.

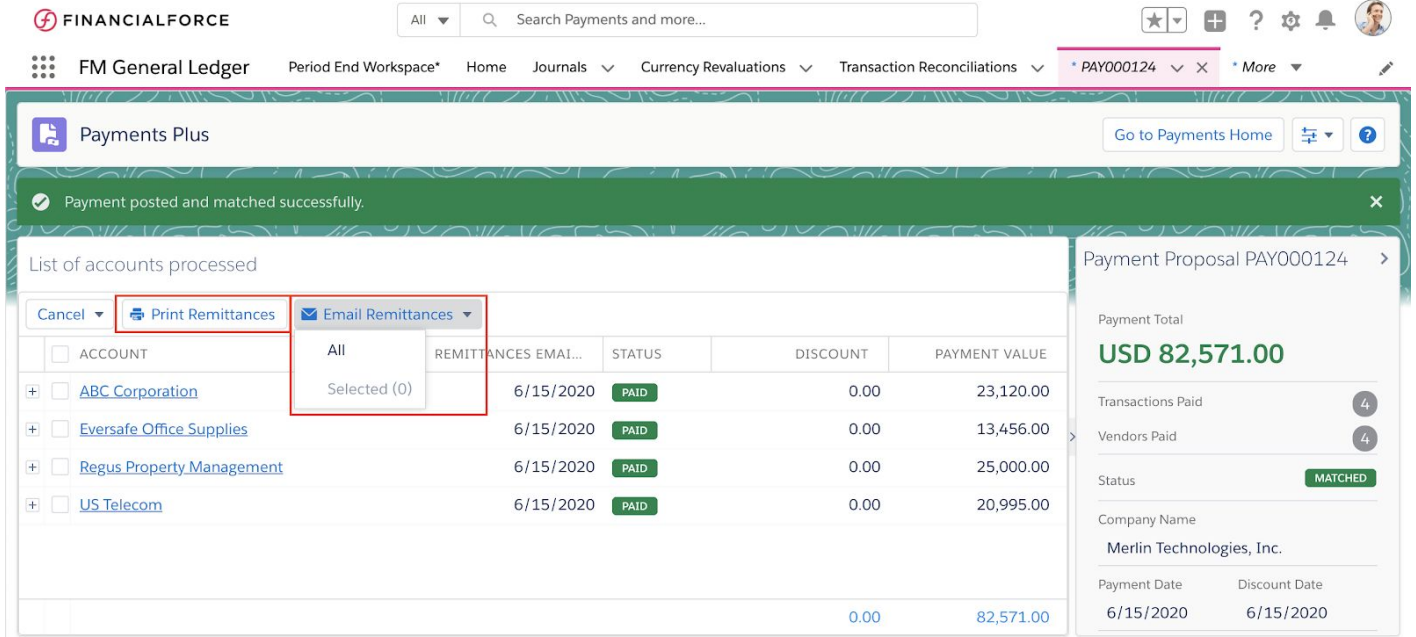


For more information, see **Step 5. Summary**.

**Note:** This is only available if you have installed and configured Conga Integration, and have the View override set as described in the **Setting up Payments Plus** topic.

To email your remittances, click **Email Remittances**.

Alternatively, you can use the Payment Detail page:



Payment posted and matched successfully.

List of accounts processed

Cancel **Print Remittances** **Email Remittances**

| ACCOUNT                                            | REMITTANCES EMAIL... | STATUS | DISCOUNT | PAYMENT VALUE |
|----------------------------------------------------|----------------------|--------|----------|---------------|
| <input type="checkbox"/> ABC Corporation           | All                  | PAID   | 0.00     | 23,120.00     |
| <input type="checkbox"/> Eversafe Office Supplies  | Selected (0)         | PAID   | 0.00     | 13,456.00     |
| <input type="checkbox"/> Regus Property Management |                      | PAID   | 0.00     | 25,000.00     |
| <input type="checkbox"/> US Telecom                |                      | PAID   | 0.00     | 20,995.00     |
|                                                    |                      |        | 0.00     | 82,571.00     |

Payment Proposal PAY000124

Payment Total  
**USD 82,571.00**

Transactions Paid 4

Vendors Paid 4

Status **MATCHED**

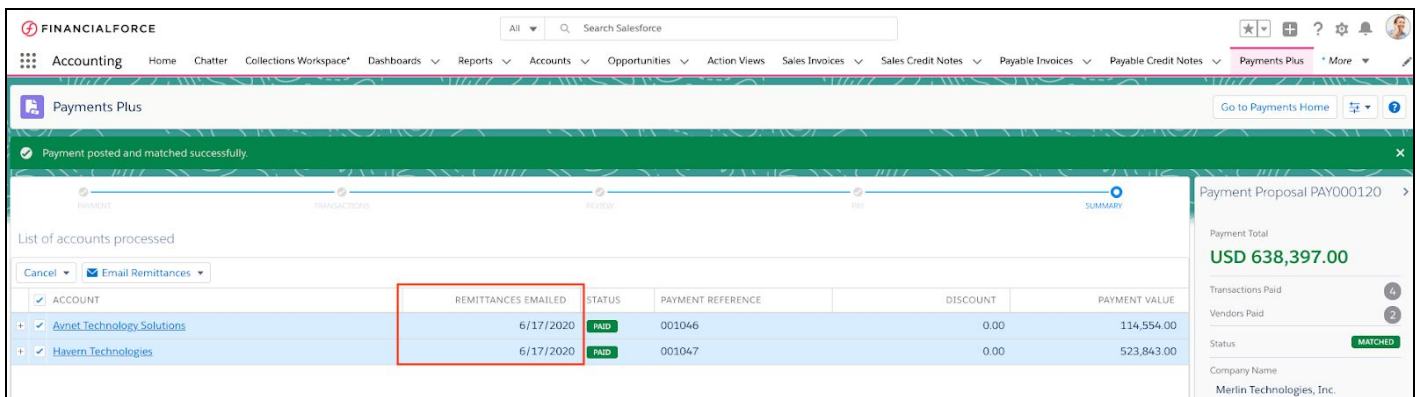
Company Name  
Merlin Technologies, Inc.

Payment Date 6/15/2020 Discount Date 6/15/2020

1. Go to the Payments list view.
2. Select your payment proposal.
3. On the Payment Detail page click **Email Remittances**.

Emails are sent to the Finance Contact on the account. If an account has no email contact information, no email is created or sent. You see an error message and the status is "Failed".

The date the remittance is emailed is recorded in the Remittances Emailed column.



Payment posted and matched successfully.

List of accounts processed

Cancel **Email Remittances**

| ACCOUNT                                                        | REMITTANCES EMAILED | STATUS | PAYMENT REFERENCE | DISCOUNT | PAYMENT VALUE |
|----------------------------------------------------------------|---------------------|--------|-------------------|----------|---------------|
| <input checked="" type="checkbox"/> Avnet Technology Solutions | 6/17/2020           | PAID   | 001046            | 0.00     | 114,554.00    |
| <input checked="" type="checkbox"/> Havern Technologies        | 6/17/2020           | PAID   | 001047            | 0.00     | 523,843.00    |

Payment Proposal PAY000120

Payment Total  
**USD 638,397.00**

Transactions Paid 4

Vendors Paid 2

Status **MATCHED**

Company Name  
Merlin Technologies, Inc.

**Note:** If you select **All** only accounts with a balance greater than zero are emailed remittances.

## Download PDF of Remittances

In the side panel, click  to download a copy of the remittance. It is not available until you click **Print Remittances** or **Email Remittances**. This functionality is only available if you have installed Conga Integration.

## Print Check Payment Remittances

On the Summary page you can now print remittances for check payments. Previously, this was only permitted for electronic payments.

For more information, see [Step 5. Summary](#).

To print your remittances click **Print Remittances**. After you print the **Print Remittances** button changes to **Reprint Remittances**, enabling you to reprint them if necessary. This button is only available when the payment status is "Matched" or "Part Canceled". This functionality is only available if you have installed Conga Integration.

## Collections Plus Enhancements

A new custom setting, Email Template Folders has been added to the Collections Plus Setting. This allows you to filter the email template list by folder when creating reminder and customer statement rules. You can organize your collections email templates into a single folder, and then enter the name of that folder in the custom setting. When you create reminder or customer statement rules only the email templates in the selected folder are displayed in the Email Template Name list.


**SETUP**  
**Custom Settings**

---

Collections Plus Settings (FF) Custom Field
 [Help for this Page](#) ?

### Email Template Folders (Managed)

[Back to Collections Plus Settings \(FF\)](#)

 This Custom Field Definition is managed, meaning that you may only edit certain attributes. [Display More Information](#)

**Custom Field Definition Detail**
Edit
Where is this used?

---

**Field Information**

|                           |                                                                                                                                                                                                                 |             |                                                     |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------|
| Field Label               | Email Template Folders                                                                                                                                                                                          | Object Name | <a href="#">Collections Plus Settings (FF)</a>      |
| Field Name                | EmailTemplateFolders                                                                                                                                                                                            | Data Type   | Text                                                |
| Namespace Prefix          | c2g                                                                                                                                                                                                             |             |                                                     |
| API Name                  | c2g__EmailTemplateFolders__c                                                                                                                                                                                    |             |                                                     |
| Description               | Fetch email templates from folders.                                                                                                                                                                             |             |                                                     |
| Help Text                 | Used to filter email templates by folder when creating reminder or statement rules. You can enter multiple folder names, separated by a comma. If blank, all email templates are displayed when creating rules. |             |                                                     |
| Data Owner                |                                                                                                                                                                                                                 |             |                                                     |
| Field Usage               |                                                                                                                                                                                                                 |             |                                                     |
| Data Sensitivity Level    |                                                                                                                                                                                                                 |             |                                                     |
| Compliance Categorization |                                                                                                                                                                                                                 |             |                                                     |
| Created By                | <a href="#">Claire Erskine</a> , 6/10/2020, 8:36 AM                                                                                                                                                             | Modified By | <a href="#">Claire Erskine</a> , 6/10/2020, 8:36 AM |

---

**Package Information**

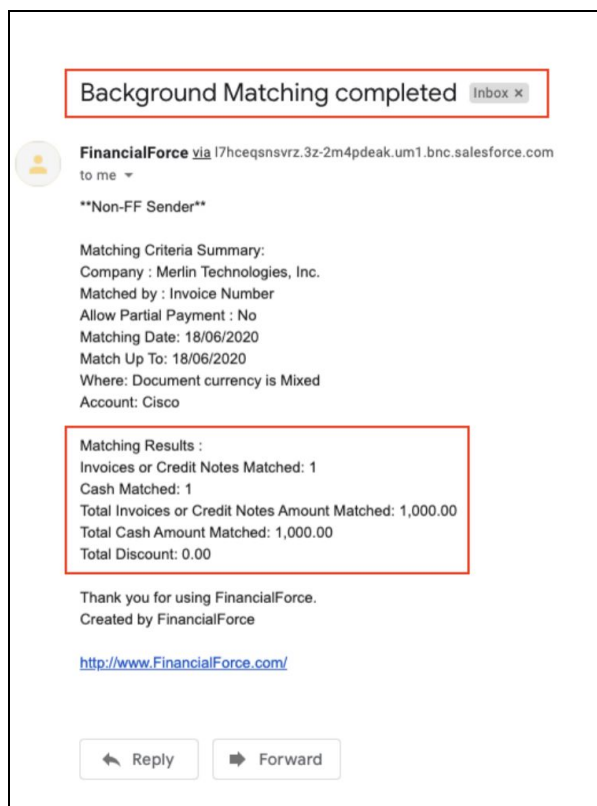
|                   |                                           |                       |                    |
|-------------------|-------------------------------------------|-----------------------|--------------------|
| Installed Package | <a href="#">FinancialForce Accounting</a> | Available in Versions | 2020.203 - Current |
|-------------------|-------------------------------------------|-----------------------|--------------------|

You can enter multiple folder names, separated by a comma, if you have collections email templates in more than one folder.

**Note:** Due to Salesforce restrictions, it is not possible to use the Unfiled Public Classic Email Templates or My Personal Templates folders to filter your email templates.

## Background Matching Enhancements

The background matching process has been updated so that cash refunds and sales credit notes are now included in the matching process. You can match these by Customer Reference or Sales Invoice Number in the same ways as cash entries and sales invoices. For more information, see [About Background Matching](#).



**Note:** Cash refund and sales credit note values are treated as negative amounts in background matching, so the total value of documents matched, displayed in email notifications, may be zero or a negative value.

## Journals Enhancements

### New Custom Setting - Allow Override when Value is Zero

When selected, and a journal line has a value of zero, you can override the Dual and/or override the Home or other value on a journal line and the override value will be saved. If you subsequently edit the journal line, any override Dual value and/or Home value or other value on a journal line will be saved.

When deselected, and a journal line has a value of zero, any override of the Dual value and/or the Home value or other value will not be saved when the journal line is saved. If you subsequently edit the journal line, any override of the Dual value and/or the Home value or other value on a journal line will not be saved when the journal line is saved.

**Note:** This custom setting is selected using a checkbox.


**SETUP**  
**Custom Settings**

Accounting Settings (FF) Custom Field  
**Allow Override when Value is Zero (Managed)**
[Help for this Page](#)

[Back to Accounting Settings \(FF\)](#)

 This Custom Field Definition is managed, meaning that you may only edit certain attributes. [Display More Information](#)

**Custom Field Definition Detail**
[Edit](#)
[Where is this used?](#)

**Field Information**

|                           |                                                                                                   |             |                                                    |
|---------------------------|---------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------|
| Field Label               | Allow Override when Value is Zero                                                                 | Object Name | <a href="#">Accounting Settings (FF)</a>           |
| Field Name                | AllowOverrideWhenValueIsZero                                                                      | Data Type   | Checkbox                                           |
| Namespace Prefix          | c2g                                                                                               |             |                                                    |
| API Name                  | c2g__AllowOverrideWhenValueIsZero__c                                                              |             |                                                    |
| Description               | Allows you to override the Home, Dual and other values on a journal line when line value is zero. |             |                                                    |
| Help Text                 | Allows you to override the Home, Dual and other values on a journal line when line value is zero. |             |                                                    |
| Data Owner                |                                                                                                   |             |                                                    |
| Field Usage               |                                                                                                   |             |                                                    |
| Data Sensitivity Level    |                                                                                                   |             |                                                    |
| Compliance Categorization |                                                                                                   |             |                                                    |
| Created By                | <a href="#">Claire Erskine, 6/10/2020, 8:36 AM</a>                                                | Modified By | <a href="#">Claire Erskine, 6/10/2020, 8:36 AM</a> |

**Package Information**

|                   |                                           |                       |                    |
|-------------------|-------------------------------------------|-----------------------|--------------------|
| Installed Package | <a href="#">FinancialForce Accounting</a> | Available in Versions | 2020.204 - Current |
|-------------------|-------------------------------------------|-----------------------|--------------------|

**General Options**

|               |           |
|---------------|-----------|
| Default Value | Unchecked |
|---------------|-----------|

# Foundations

## Enhancement to Avalara Avatax Connector

As we continue to move to create a single Avalara Avatax connector for all our products we have added additional functionality to our connector as well as within the Foundations objects to hold additional tax information.

Summer 2020 includes the following enhancements to the Foundations Avalara Connector to support two key use cases - calculating tax at billing document line level and storing jurisdiction tax details returned from Avalara in Foundation objects. The following changes have been made to support these requirements:

### Company Site on Billing Document Line Item

We have added a new Company Site field to the Billing Document Line Item object to represent the location that the product is being shipped from. This enables you to specify a separate company site on the line item or default to using the details on the billing document.

You can use company site details by specifying a company site that is a child of the billing document company and contains a complete address.

### Shipping Address on Billing Document Line Item

We have added new Shipping Account and shipping address fields to the Billing Document Line Item object to represent the location that the product is being shipped to. This enables you to specify separate shipping details on each line item or default to using the details on the billing document. You can choose how you specify an address on each line item

- You can specify a shipping account that is a valid descendant of the billing document account and contains a complete address, which populates the shipping address on the line
- You can enter shipping address details manually

 Billing Document Line Item  
BDL10000000005

End of Period ⓘ

Plan Name ⓘ

Description ⓘ

USD 742.00

Tax Value Total ⓘ  
USD 42.00

Shipping Contact ⓘ

▼ Tax Breakdown

Tax Code 1 ⓘ  
Avalara

Tax Rate 1 ⓘ  
6.00000

Tax Value 1 ⓘ  
42.00

Tax Code 3 ⓘ

Tax Rate 3 ⓘ

Tax Value 3 ⓘ

Tax Code 2 ⓘ

Tax Rate 2 ⓘ

Tax Value 2 ⓘ

▼ Shipping Address Information

Shipping Street ⓘ  
100 Walnut St

Shipping State/Province ⓘ  
PA

Shipping Country ⓘ  
US

Shipping City ⓘ  
Newport

Shipping Zip/Postal Code ⓘ  
17074

Enter Shipping Address Manually ⓘ

## Tax Breakdown Details

We have added a new Tax Breakdown object to Foundations to support users who use Avalara AvaTax to calculate tax on billing documents. Tax breakdown records store sales and use tax details by jurisdiction for specific billing document line items. Records are created automatically when calculating tax on a billing document with Avalara AvaTax.

You can view tax breakdown details from the Tax Jurisdiction Breakdown related list on the Billing Document and on Billing Document Line Item pages.

If you do not want to create tax breakdown records automatically, you can disable this process.

P : 18

 FINANCIALFORCE

Foundations Core ... Accounts ▾ Account Extensions ▾ Products ▾ Product Extensions ▾ Companies ▾ Company Sites ▾ **Billing Documents ▾** Contac

**Billing Document**  
**BD0000002**

**Related** Details

**Billing Document Line Items (3)** New

| Document Line                  | Product or Service | Total Value | Net Value  |
|--------------------------------|--------------------|-------------|------------|
| <a href="#">BDLI0000000005</a> | iPhone6            | USD 742.00  | USD 700.00 |
| <a href="#">BDLI0000000006</a> | iPhone6            | USD 765.10  | USD 700.00 |
| <a href="#">BDLI0000000007</a> | iPhone6            | USD 750.75  | USD 700.00 |

[View All](#)

**Tax Jurisdiction Breakdown (6+)** New

| Tax Breakdown ID          | Jurisdiction Name | Jurisdiction Code | Rate     |
|---------------------------|-------------------|-------------------|----------|
| <a href="#">TB0000006</a> | PENNSYLVANIA      | 42                | 0.060000 |
| <a href="#">TB0000007</a> | KANSAS            | 20                | 0.065000 |
| <a href="#">TB0000008</a> | DOUGLAS           | 045               | 0.012500 |
| <a href="#">TB0000009</a> | LAWRENCE          | 38900             | 0.015500 |
| <a href="#">TB0000010</a> | CALIFORNIA        | 06                | 0.060000 |
| <a href="#">TB0000011</a> | SAN FRANCISCO     | 075               | 0.002500 |

[View All](#)

## Tax Calculated Updates

We have updated the Tax Calculated field to indicate when changes have been made to line item address details after tax has been calculated. For more information, see [Billing Document Line Item Fields](#).

## Committing Tax

You can now commit tax values on billing documents to Avalara AvaTax. This might be necessary if, for example, your business submits its tax returns using Avalara.

We have added the External Tax Status field to the Billing Document object to record the status of a billing document's external tax calculation. The possible values are Not Calculated, Calculated, or Finalized which means that the tax value has been calculated and committed to Avalara AvaTax.

For more information, see [Committing Tax on Billing Documents Using Avalara AvaTax](#) in the Billing Central Help.

## Sales Tax Enhancements Feature

You can use the Sales Tax Enhancements feature to update your org to include additional details for tax calculations for billing documents.

You can use the feature to automatically perform the following actions:

- Update standard Foundations and Billing Central page layouts
- Create new permission sets that provide access to the Account Extension object

## Sending and Receiving Additional Tax Information

We have added the following items to provide additional information when calculating tax with Avalara AvaTax.

### Additional Account and Product Information

Two new fields enable you to provide additional details about tax for accounts and products.

| Object            | Field                | Description                                                                                                                                                                            |
|-------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Account Extension | Tax Exemption Reason | The reason, if any, for the account's sales tax exemption. The picklist references a new Tax Exemption Reason global value set. The options provided list the options used in Avalara. |
| Product Extension | External Tax Code    | Tax identifier for the product, such as the Avalara code that determines the taxability of the product.                                                                                |

If you are using Billing Central to calculate tax with Avalara AvaTax, the details from these fields are now sent to Avalara automatically. For more information about how Avalara uses this data, see the [Avalara Help](#).

For more information about calculating tax with Avalara AvaTax, see the [Billing Central Help](#).

## Tax Breakdown Details

We have added a new Tax Breakdown object to Foundations to support users who use Avalara AvaTax to calculate tax on billing documents. Tax breakdown records store sales and use tax details by jurisdiction for specific billing document line items. Records are created automatically when calculating tax on a billing document with Avalara AvaTax.

You can view tax breakdown details from the Tax Jurisdiction Breakdown related list on the Billing Document and on Billing Document Line Item pages.

If you do not want to create tax breakdown records automatically, you can disable this process. For more information about calculating tax with Avalara AvaTax, see the [Billing Central Help](#).

## Permission Sets

The FDN Common Concepts - Company and related read, edit, and delete permission sets have been updated to provide parallel permission to the Company Site object.

The FDN Common Concepts - Billing Documents and related read, edit, and delete permission sets have been updated to provide parallel permission to the Tax Breakdown object.

New read, edit, and delete permission sets have been provided to access the Account Extension and Product Extension objects. The FDN Common Concepts - Product Extension permission sets are available by default. You can install the FDN Account Extension permission sets by running a feature step in the Sales Tax Enhancements feature.

For more information, see the [List of Permission Sets](#).

## Messaging

### Field Details

To provide more information about composite nodes, we have updated how we display the API name on the following messaging dialog boxes to include a path:

- Add Node
- Node Properties

When viewing the API name for a composite node, the value displays the full path to the relevant field so you can view the relationship.

For more information, see [Adding Nodes to Publications](#).

### Message Logs

We have made a small change to the minimum retention time settings for message logs on the Foundations Setup tab. This option enables you to specify how long message logs are stored before being automatically deleted. If you select the "Months" option, the minimum retention time is now one month. To delete messages whenever the Message Deletion job is run, select "None".

For more information, see [Retaining Messages](#).

## REST API

We have introduced a Foundations REST API to enable you to perform specific tasks relating to the Feature Console.

For more information, see the Foundations REST API Developer Reference on the FinancialForce Community.

## Billing Central

### Billing Central Lightning Enhancements

In the Summer 2020 release we have further enhanced the Lightning record pages delivered in the Spring 2020 release. A new enhanced related list component has been added which gives better experience for users when they want to add/edit multiple products to a billing contract or billing document. This also makes inline edit of text or numbers possible. Three new related list components have been added:

- BC Billing Contract Line Items
- BC Billing Document Line Items
- BC Plan Line Items

These are available on upgrade to be added to the corresponding lightning page layout. The component is fixed to 10 pre-defined columns and any fields that are lookups will need to be edited individually after lines have been added.

Details
**Related**
Analysis Items


**Billing Contract Line Items (1)**
Edit
Add

| Contract Line It... | Product or Service   | Billing Type    | Start Date | End Date   | Unit Price    | Quantity  | Sales Price  | Total Contract Li... |
|---------------------|----------------------|-----------------|------------|------------|---------------|-----------|--------------|----------------------|
| CTLI0000000294      | Monthly Subscription | Recurring Fixed | 01/01/2021 | 31/12/2021 | 100.000000000 | 20.000000 | USD 2,000.00 | USD 4,000.00         |

[View All](#)

Add Products

Price Book  
Standard Price Book

Product

Show Selected (4)

| Product Name                                                       | Product Code | Product Description                        | Product Family | List Price    |
|--------------------------------------------------------------------|--------------|--------------------------------------------|----------------|---------------|
| <input type="checkbox"/> Accounting User - Annual                  | FF           | SaaS Subscription for Accounting - pr...   | Subscription   | USD 2,400.00  |
| <input type="checkbox"/> Billing Central User - Annual             | FF           | SaaS Subscription for Billing Central -... | Subscription   | USD 2,400.00  |
| <input checked="" type="checkbox"/> Accounting Engine - Annual     | FF           | SaaS Subscription for Accounting Eng...    | Subscription   | USD 9,600.00  |
| <input checked="" type="checkbox"/> Maintenance                    | CloudMaint   | Recurring Maintenance                      | Maintenance    | USD 1,200.00  |
| <input type="checkbox"/> Accounting Engine - Monthly               | FF           | SaaS Subscription for Accounting Eng...    | Subscription   | USD 800.00    |
| <input type="checkbox"/> Accounting User - Monthly                 | FF           | SaaS Subscription for Accounting - pr...   | Subscription   | USD 200.00    |
| <input checked="" type="checkbox"/> Billing Central User - Monthly | FF           | SaaS Subscription for Billing Central -... | Subscription   | USD 200.00    |
| <input type="checkbox"/> MerlinTech Annual License Fee             | MT ALF       | Annual License for SaaS offering           | Subscription   | USD 2,500.00  |
| <input type="checkbox"/> MerlinTech Enterprise Edition - Annual    | MT EE        | Subscription to the SaaS offering for ...  | Subscription   | USD 28,000.00 |
| <input type="checkbox"/> MerlinTech Hardware Maintenance           | MT HWM       | Maintenance for MT Hardware                | Maintenance    | USD 125.00    |
| <input checked="" type="checkbox"/> MerlinTech Mobile Device       | MT 100       | Mobile Device for use with Enterprise...   | Product        | USD 1,000.00  |
| <input type="checkbox"/> MerlinTech Platinum Online Training       | MT PLAT      | Online training for Enterprise offering    | Product        | USD 6,000.00  |
| <input type="checkbox"/> MerlinTech Premier Support                | MT PS        | Premier support for our SaaS and mo...     | Support        | USD 1,500.00  |
| <input type="checkbox"/> MerlinTech Professional Edition - Ann...  | MT PE        | Subscription to the MerlinTech SaaS ...    | Subscription   | USD 15,000.00 |
| <input type="checkbox"/> MerlinTech Software Maintenance           | MT SM        | Premier support for our SaaS and mo...     | Maintenance    | USD 1,200.00  |

Cancel
Next

Edit Selected Products

| Product or Service               | Unit Price   | Quantity                         | Sales Price   |
|----------------------------------|--------------|----------------------------------|---------------|
| 1 Accounting Engine - Annual     | USD 9,600.00 | 10.000000                        | USD 96,000.00 |
| 2 Billing Central User - Monthly | USD 200.00   | 15.000000                        | USD 3,000.00  |
| 3 Maintenance                    | USD 1,200.00 | 1.000000                         | USD 1,200.00  |
| 4 MerlinTech Mobile Device       | USD 1,000.00 | <input type="text" value="230"/> | USD 0.00      |

## Set Up Required

### Billing Central Billing Contract Line Items Lightning Component

To test the Billing Central Billing Contract Line Items Lightning component, add it to the following Lightning record page layouts:

#### ■ Contract Layout - Lightning

This two step process adds the Billing Central Billing Contract Line Items Lightning component to the relevant page layout and removes the existing Line Item related list from the Lightning record page layouts.

To remove the default related list and add the Billing Central Billing Contract Line Items Lightning component on the relevant Lightning record page layout:

1. Navigate to the relevant Lightning record page.
2. From Setup, click **Edit Page**.

3. Drag the BC Billing Contract Line Items Lightning component onto the page using the App Builder.
4. Delete the existing related list from the page layout.
5. Save and Activate the page.

**Note:** If the related lists are removed from the Lightning record page layouts using the Object Manager, the View All option will not display the correct entries in the Billing Central Billing Contract Line Items Lightning component.

## Billing Central Billing Document Line Items Lightning Component

To test the Billing Central Billing Document Line Items Lightning component, add it to the following Lightning record page layouts:

- Billing Document Layout - Lightning

This two step process adds the Billing Central Billing Document Line Items Lightning component to the relevant page layout and removes the existing Line Item related list from the Lightning record page layouts.

To remove the default related list and add the Billing Central Billing Document Line Items Lightning component on the relevant Lightning record page layout:

1. Navigate to the relevant Lightning record page.
2. From Setup, click **Edit Page**.
3. Drag the BC Billing Document Line Items Lightning component onto the page using the App Builder.
4. Delete the existing related list from the page layout.
5. Save and Activate the page.

**Note:** If the related lists are removed from the Lightning record page layouts using the Object Manager, the View All option will not display the correct entries in the Billing Central Billing Document Line Items Lightning component.

## Billing Central Plan Line Items Lightning Component

To test the Billing Central Plan Line Items Lightning component, add it to the following Lightning record page layouts:

- Plan Layout - Lightning

This two step process adds the Billing Central Plan Line Items Lightning component to the relevant page layout and removes the existing Line Item related list from the Lightning record page layouts.

To remove the default related list and add the Billing Central Plan Line Items Lightning component on the relevant Lightning record page layout:

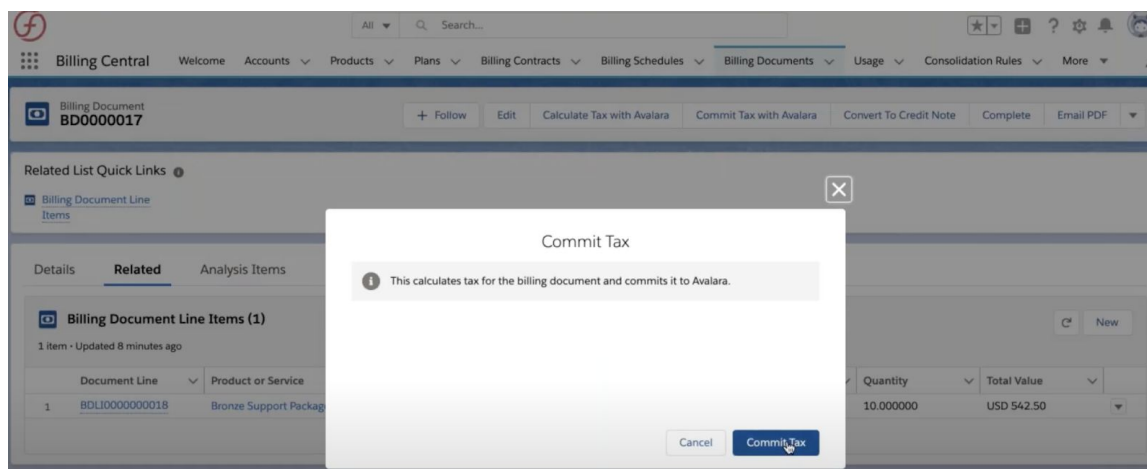
1. Navigate to the relevant Lightning record page.
2. From Setup, click **Edit Page**.
3. Drag the BC Plan Line Items Lightning component onto the page using the App Builder.
4. Delete the existing related list from the page layout.
5. Save and Activate the page.

**Note:** If the related lists are removed from the Lightning record page layouts using the Object Manager, the View All option will not display the correct entries in the Billing Central Plan Line Items Lightning component.

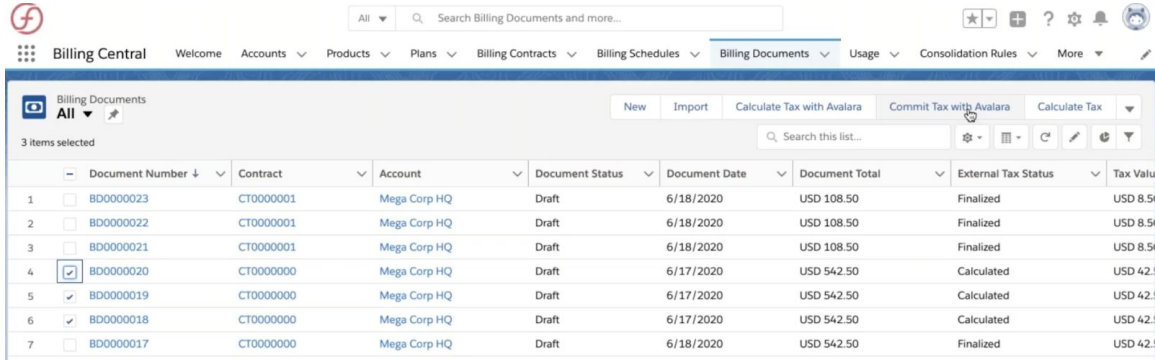
## Committing Tax to Avalara

If your org is configured to use Avalara AvaTax to calculate tax on billing documents, you might be required to commit tax. This might be necessary if, for example, your business submits its tax returns using Avalara. You can commit tax for a single billing document from its detail page, or for multiple billing documents from the list view. Committing tax both calculates a billing document's tax value and commits it to Avalara AvaTax.

A new field "External Tax Status" has been added to the billing document. You can only commit tax for draft billing documents where the External Tax Status is not "Finalized". If a billing document's External Tax Status is "Finalized" its tax value is already committed to Avalara AvaTax and cannot be changed.



You can also select multiple billing documents and commit tax in bulk.



The screenshot shows the 'Billing Documents' page in the FinancialForce Billing Central interface. The page has a navigation bar with tabs like 'Welcome', 'Accounts', 'Products', 'Plans', 'Billing Contracts', 'Billing Schedules', 'Billing Documents' (selected), 'Usage', 'Consolidation Rules', and 'More'. Below the navigation bar, there's a search bar and a table of billing documents. The table has columns: Document Number, Contract, Account, Document Status, Document Date, Document Total, External Tax Status, and Tax Value. There are 7 rows of data, with the 4th row (Document Number BD0000020) selected. The table also shows a summary of 3 items selected.

|   | Document Number                               | Contract  | Account      | Document Status | Document Date | Document Total | External Tax Status | Tax Value |
|---|-----------------------------------------------|-----------|--------------|-----------------|---------------|----------------|---------------------|-----------|
| 1 | <input type="checkbox"/> BD0000023            | CT0000001 | Mega Corp HQ | Draft           | 6/18/2020     | USD 108.50     | Finalized           | USD 8.50  |
| 2 | <input type="checkbox"/> BD0000022            | CT0000001 | Mega Corp HQ | Draft           | 6/18/2020     | USD 108.50     | Finalized           | USD 8.50  |
| 3 | <input type="checkbox"/> BD0000021            | CT0000001 | Mega Corp HQ | Draft           | 6/18/2020     | USD 108.50     | Finalized           | USD 8.50  |
| 4 | <input checked="" type="checkbox"/> BD0000020 | CT0000000 | Mega Corp HQ | Draft           | 6/17/2020     | USD 542.50     | Calculated          | USD 42.50 |
| 5 | <input checked="" type="checkbox"/> BD0000019 | CT0000000 | Mega Corp HQ | Draft           | 6/17/2020     | USD 542.50     | Calculated          | USD 42.50 |
| 6 | <input checked="" type="checkbox"/> BD0000018 | CT0000000 | Mega Corp HQ | Draft           | 6/17/2020     | USD 542.50     | Calculated          | USD 42.50 |
| 7 | <input type="checkbox"/> BD0000017            | CT0000000 | Mega Corp HQ | Draft           | 6/18/2020     | USD 542.50     | Finalized           | USD 42.50 |

## Set Up Required

### Permission Set Details

The following existing permission sets may need to be assigned to users for access to this functionality:

Billing Central - Billing Document - Avalara - Assign this to Billing Central users who need permission to calculate or commit billing document tax values to Avalara AvaTax.

## Validating Billing Documents Post to FinancialForce Accounting

If your org uses the FinancialForce Billing Central to FinancialForce Accounting integration, Accounting now validates that draft billing documents can post to Accounting successfully upon completion. This reduces the risk of completed billing documents failing to post in Accounting.

## Set Up Required

To activate this validation, you must enable the following Accounting feature in Feature Console:

- Check Billing Documents Can Post to FFA

When this feature is enabled, Accounting runs its validation at the same time that Billing Central performs tasks to complete the billing document such as calculating tax. The billing document's status only changes to "Complete" if both the Accounting validation and Billing Central's tasks complete successfully.

# Business Analytics

## Financial Analytics

### Cash Flow Analytics

Finance users need a 360-degree view of their projected cash position that can help them plan and react to changes in business. In the Summer 2020, we have added the Cash Flow Forecast Dashboard which will provide greater visibility into cash outflows and inflows for better cash management and help plan for both short and long term.

The Cash Flow Analytics dashboard provides users with a detailed analysis of how cash moves in and out over a given year, quarter, or period. Using column charts and flat gauges, this information is divided across three tabs: Summary, Collections and Payments.



The Cash Flow Analytics dashboard displays data from the Financial Transactions dataset which includes data from the Transaction and Transaction Line objects in Accounting. By default, this dashboard displays data by period for the financial year greater than or equal to 2019.

This dashboard enables you to:

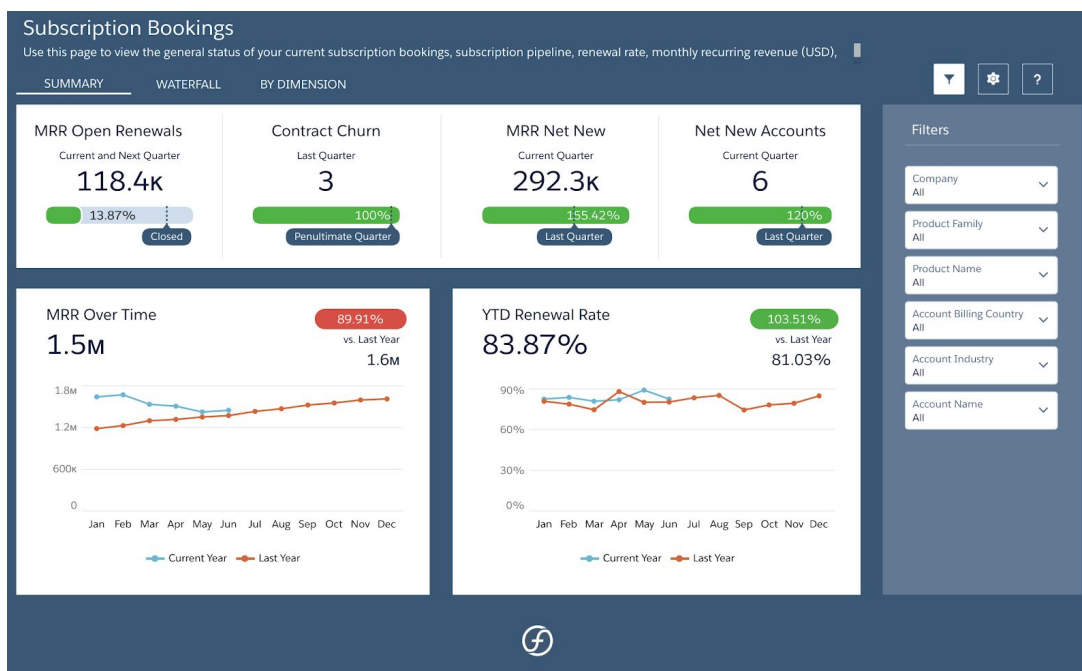
- View the total cash flow in and out separated into Collections (cash in), Payments (cash out), and Summary (difference between cash in and out).
- View collections and payments data for any range of time using the filters provided.
- Compare collections and payments by year, quarter, or period

By default, the filters panel is displayed in this dashboard. You can toggle between hiding and displaying the filters panel. Your filter selections determine the data displayed on the dashboard and you can choose to change the filter values. A full list of filters can be found in the [product help documentation](#).

## Subscription Bookings Dashboard Enhancements

Finance orgs need an accurate picture of their subscriptions business since this revenue stream relies heavily on renewals, customer churn and upsells. In Summer 2020, we have added a new page to the Subscription Bookings dashboard. The summary page includes additional KPIs functionality that will allow finance orgs to easily track core subscription bookings KPIs, including Monthly Recurring Revenue (MRR), and Customer Renewal Rate. These KPIs provide greater visibility into recurring revenue, reduce time spent in KPI calculation and offline analysis and provide more insight into business to make the right decisions.

- The gauge components enable you to view the monthly recurring revenue (MRR) amount in your pipeline, the impact of contract churn in your revenue, and your effectiveness to attract new customers.
- The charts enable you to view the renewal rate for your contracts and the impact in your MRR.



## Support for Multi-Book Accounting

To support the Multi-Book Accounting feature in Financial Analytics we have added several new fields to the Financial Balances, Financial Matching, and Financial Transactions datasets.

### Set Up Required

Your administrator must link the Accounting permission set Accounting - Multi Book - Read Access to the integration user if you have the Multi-Book Accounting feature enabled in your org.

## Dataset Enhancements

We have added more than 150 fields to the Financial Analytics datasets, these fields can be used in your own custom recipes and lenses. For a full list of the fields added to each dataset, please review the [product documentation](#).

## Financial Statement Enhancements

The following enhancements have been added to Financial Statements:

- You can now filter your financial statements by dimension.
- You can save your filter selections for each financial statement.
- If you have added the Accounting Book field to your Financial Balances and Financial Transactions datasets using the App Template Design Wizard, then by default your financial statements will only show accounting data derived from your primary accounting book. You cannot currently edit the Multi-Book filter selection.
- You can now configure the rows in the Income Statement, by mapping your own data to the available groupings of Sales Revenue, Cost of Sales and Operating Expenses. You can also save your row configuration for the Income Statement.

## Drill Down Functionality in Localization Dashboards

The following dashboards now benefit from drill down functionality:

- France - Bilan Actif et Passif
- France - Compte de Résultat de l'Exercice
- Spain - Pérdidas y Ganancias
- Spain - Balance de Situación

This enables you to view an analysis of the individual transactions which sum the total value on a given row. This functionality is also available for the Total line, where an analysis of all individual transactions are shown.

## Known Issues

This section describes the known issues that can affect your use of FinancialForce.

### Lightning Experience Known Issues

This section describes known issues that may affect your use of FinancialForce Revenue Management Spring 2018 when working in Lightning Experience.

| Reference | Issue                                                                                                                                                                                                                                                                                                                                                | Resolution                                                                          |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 2224      | Native Salesforce pages do not have a link to the Revenue Management Help.                                                                                                                                                                                                                                                                           | Use SalesforceClassic, or open the Help by visiting the URL given below this table. |
| 2228      | Formula fields are not updated when you click an action on a Visualforce page. An example is when you load a revenue contract (into the native Salesforce page) and you click the <b>Allocate Revenue</b> button, then confirm the action on the Visualforce that appears. The revenue contract detail page is not refreshed to show the new values. | Use SalesforceClassic or refresh the page manually.                                 |

To workaround issues relating to accessing the online Help, you can open the Help directly by visiting this URL: <http://help.financialforce.com/revenuemanagement/2018.1/Default.htm>

# Contacting Customer Support

Helping You Keep Your FinancialForce Solutions Running Smoothly

FinancialForce aims to provide you with first-class, global support via a network of support centers around the world.

To get the answers you need:

- Consult the FinancialForce and Salesforce Help
- View documentation, tutorials, training, and knowledge articles in the FinancialForce Community: <https://erp.force.com/community/s/Training-Home>
- Ask a question in the FinancialForce Community: <https://erp.force.com/community/s/>
- Log a case with FinancialForce Customer Support: <https://erp.force.com/community/s/cases>

For more information and contact details, see the Support page of the FinancialForce website:

<https://www.financialforce.com/services/support/>