



BEYOND

ADDITIONAL INFORMATION

User Guide



BEYONDIT GmbH

Schauenburgerstr. 116
24118 Kiel
Germany
+ 49 431 3630 3700
hello@beyondit.gmbh

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Preface

This documentation contains information on how to install and operate **Beyond AdditionalInformation** in your Business Central environment.

This documentation is intended for experienced users of Business Central. Additional knowledge of third-party software products may be required to set up **Beyond AdditionalInformation**.

Read this documentation in full to set up **Beyond AdditionalInformation** and work with it professionally. Pay particular attention to the tips, information and safety instructions contained in the documentation. Inform your employees about the proper use of Beyond Additional Information and keep the documentation in a place that is accessible to your employees.

DOWNLOAD
PDF

Manufacturer

Beyond AdditionalInformation is developed by:

BEYONDIT GmbH

Schauenburgerstraße 116

24118 Kiel

Germany

info@beyondit.gmbh

+49 431 3630 3700

VISIT
APPSOURCE

Version history

Version	Date	Author	Comments
1.0	15.03.2023	Jannic Weidel	First version of the documentation
1.1	10.05.2023	Jannic Weidel	Chapter on the assignment of permission sets added
1.2	14.11.2024	Jannic Weidel	Added description for note texts on customer and vendor
1.3	12.05.2025	Jannic Weidel	Revisions and new content
1.4	13.06.2025	Jannic Weidel	Added preface chapter
Document access		public	

General Information

This documentation contains important information that you must observe when following the descriptions. The information is highlighted as notes and arranged according to type and importance. The notes are listed below in ascending order of importance:

TIP

This represents **no risk**. In addition to the classic clicking on options, Business Central also offers the option of using so-called shortcuts. Shortcuts are key combinations with which you can also execute the desired action in the user interface. By using shortcuts, you can work faster and more effectively. Try the key combination and you will be surprised how much faster you can work.

NOTE

This represents **no risk**. This note contains important information on the correct use, configuration or operation of the software. Follow these instructions to avoid inefficiencies and unnecessary support tickets. For example, this note can show you that an option is hidden and tells you how to proceed if you want to show it again.

IMPORTANT

This represents a **low risk**. This notice refers to non-critical issues that may lead to undesired behavior or configuration problems. May affect user experience or functionality if not considered.

CAUTION

This represents a **medium risk**. This notice indicates a potential problem that could affect system stability or data integrity. Failure to comply may result in errors, loss of performance or partial service interruptions. The errors caused by non-compliance only affect the app itself and prevent you from working with data within the app.

WARNING

This represents a **high risk**. This notice indicates an immediate and serious risk to the productive system. Failure to observe this warning may affect the entire system. There is a risk of loss of critical data or total system failure, leading to prolonged downtime. It may not be possible to restore the data and a backup must be imported.

Beyond AdditionalInformation is an extension for Microsoft Dynamics 365 Business Central.

With **Beyond AdditionalInformation** you can store information texts for items, service items as well as for customers and vendors in Business Central.

There are numerous options available to you for designing the information texts. For each message text, you can set in which business areas (purchase, sales, service or all business areas) it should be displayed.

If a note text is available for an item or service item, this is displayed accordingly in the document lines.

Supported Documents

The following documents are supported:

Sales	Purchase	Service
Sales Quote	Purchase Quote	Service Quote
Sales Order	Purchase Order	Service Order
Sales Invoice	Purchase Invoice	Service Invoice
Sales Credit Memo	Purchase Credit Memo	Service Credit Memo
Blanket Sales Order	Blanket Purchase Order	Service Shipment
Purchase Return Order	Sales Return Order	Service Item Worksheet

On the above-mentioned documents, you also have the option of viewing additional information for the customer or the vendor in the document header.

The examples described in this documentation represent only some of the possibilities offered by the **Beyond AdditionalInformation** solution. If you have a specific case that you would like to map using the solution, please do not hesitate to contact us.

The latest version of this documentation can be found at the following link: [Beyond AdditionalInformation Documentation](#).

NOTE

Dependencies on or to other apps

Additional, basic applications are required to use **Beyond AdditionalInformation**. The following applications are required to use **Beyond AdditionalInformation**:

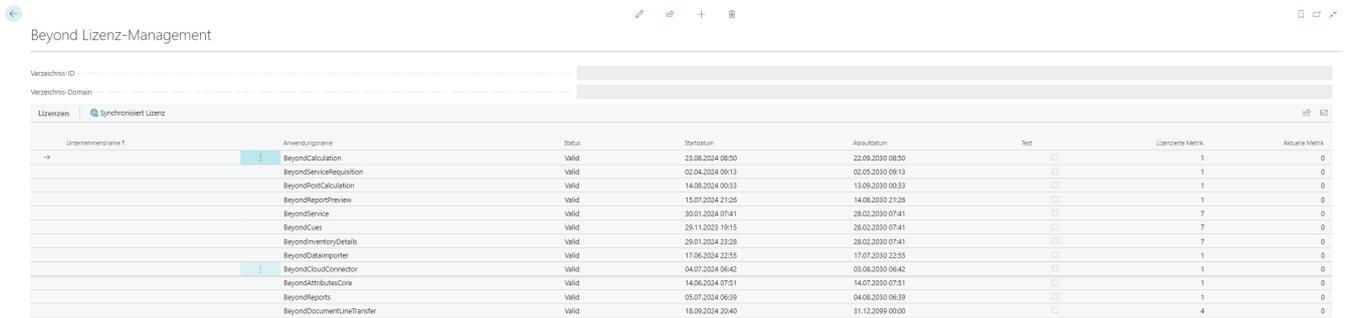
- [Beyond License](#): Management of trial and full licenses for apps of BeyondIT.

License Management

This chapter describes how you can view the license management of **Beyond AdditionalInformation**.

To view the status of the product license for **Beyond AdditionalInformation**, proceed as follows:

1. Open the search field (ALT+Q) and search for the page **Beyond License Management**.
2. The **Beyond License Management** page is displayed.



The screenshot shows the 'Beyond Lizenz-Management' interface. It features a table with columns for 'Unternehmensname', 'Anwendungsname', 'Status', 'Startdatum', 'Ablaufdatum', 'Test', 'Lizenzmetrik', and 'Aktuelle Metrik'. The table lists various applications like BeyondCalculation, BeyondServiceRequisition, etc., with their respective license statuses and metrics.

3. Under the **Licenses** section, you will find all product licenses for BeyondIT applications that have been installed for this company. You can read all the necessary information from the values in the columns:

Column	Description
Company Name	This column indicates the name of the company.
Application Name	This column indicates the name of the application. If you use several BeyondIT products, a separate line is displayed for each product in the overview,
Status	<p>This is the status of the product license. Several values are possible:</p> <ul style="list-style-type: none">Valid: The product license is valid and the application can be used without restrictions.Expired: The product license has expired. The application can no longer be used.Trial: The product license is valid and the functionalities of the application can be used for a short period of time (note the value in the expiry date column) with restrictions or without restrictions.Exceeded: The product license has expired. The application can no longer be used.
Start Date	This is the date on which the product license was registered.
Expiry Date	This is the date on which the product license becomes or became invalid. The application can no longer be used.
Trial	This checkbox indicates whether the product license is a trial license. Trial licenses are very limited licenses. You can purchase a full product license after the trial license expires (note the value in the Expiry date column).
Licensed Metric	This column shows how the application was licensed. For example, this can be a tenant license, a license per company or a license per user.
Current Metric	This column shows how many licenses are used in the environment. The difference between the values in the Licensed metric and Current metric columns indicates whether you need to purchase an additional license.

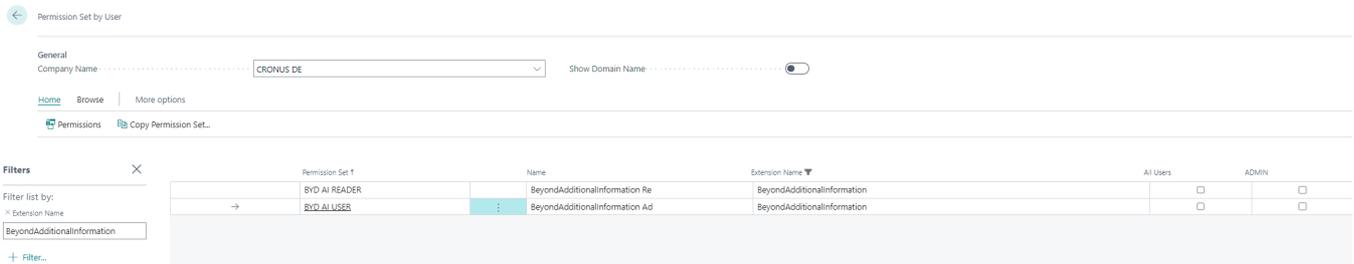
Assign User Permissions

The following description shows how to assign user permissions for the **BEYOND AdditionalInformation** extension. The permission sets provided are:

User Permission	Description
BYD AI USER	<ul style="list-style-type: none">• Create and edit texts• Show texts on cards and pages• Mark texts as completed
BYD AI READER	<ul style="list-style-type: none">• Show texts on cards and pages

To assign the user permission for BEYOND AdditionalInformation to a user, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Permission Sets** and click on the appropriate search result.
3. The **Permission Sets** page is displayed.
4. Select one of the above permission sets from the list.
5. Click **Related > Permissions > Permission Set by User** in the menu bar.



6. The **Permission Set by User** page is displayed.
7. Show the filter area (**SHIFT+F3**) and pick **Extension Name** and the value **BeyondAdditionalInformation** as filter criteria.
8. The list is filtered to the permission sets of **BeyondAdditionalInformation**.
9. Select the check box on the right side of the page for the user or users to whom you want to assign the permission set.

You have assigned a permission set for **BEYOND AdditionalInformation** to a user. Note that users with the **SUPER** permission set have all rights, i.e. you do not need to give this user any additional rights.

[Add Additional Information to Items](#)

Add Additional Information to Vendor

This section describes how to enter an additional information for a vendor.

Proceed as follows to store an additional information on the vendor:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Vendors** and click on the corresponding search result.
3. The **Vendors** list is displayed.
4. Open the Vendor card for the Vendor for whom you want to store an additional information.

Vendor Card
10000 · Fabrikam, Inc.

Home Request Approval New Document Vendor Prices & Discounts Report Actions Related Reports Automate Fewer options

Ledger Entries Dimensions Statistics Attachments Approvals Comments Document Layouts Sent Emails Bank Accounts Item References Additional Information

General Show more

No.	10000	Balance (LCY)	59.767,10		
Name	Fabrikam, Inc.	Balance (LCY) As Customer	0,00	Additional Information	!!!
Blocked		Balance Due (LCY)	1.964,30		

5. Click on **Vendor > Additional Information** in the menu bar.
6. The **Additional Information** page is displayed.

Additional Information Share Link

Additional Information Search Refresh + New Edit List Delete Share Filter Menu

Information	Finished	Area	Starting Date	Ending Date
→	<input type="checkbox"/>	All		

Details

Rich text editor toolbar: A, A², B, /, U, , , , , , , , , , , , , , , , 

7. To create a new additional information, click on the **New** option in the menu bar.
8. Enter a description for the additional information in the **Information** column.
9. The checkbox under the **Completed** column is used to control whether this additional information is activated, i.e. whether it is displayed in documents and the corresponding cards.
10. Select a value under the **Area** column to control on which documents the additional information is to be displayed.
11. Enter a start date to define the date from which the additional information is displayed. Leave this field blank if you want the additional information to be displayed immediately.
12. Enter an end date to define the date from which the additional information is no longer displayed. Leave this field blank if the additional text is to be displayed without an expiration date.
13. After you have defined the general data, you can write out the text in the **Details** area on the page. The following options are available to you for designing the text:

Icon Description



Font:

Click on this icon to change the font of the text.



Font Size:

Click on this icon to change the size of the font.

Icon	Description
	Font Style Bold: Click on this icon to change the font style between bold or normal.
	Font Style Italic: Click on this icon to change the font style between italic or normal.
	Font Style Underlined: Click on this icon to change the font style between underlined or normal font style.
	Background Color: Click on this icon to define the color behind the font.
	Font Color: Click on this icon to define the color of the font.
	Bulleted List: Click on this icon to format the selected text as a bulleted list.
	Ordered List: Click on this icon to add a number to the selected text.
	Reduce indentation: Click on this icon to reduce the indentation of the text.
	Increase indentation: Click on this icon to increase the indentation of the text.
	Quote: Click on this icon to mark the text as a quote.
	Align Left: Click on this icon to align the text to the left.
	Align Center: Click on this icon to align the text to the center.
	Align Right: Click on this icon to align the text to the right.
	Add Link: Click on this icon to insert a link into the text.
	Delete Link: Click on this icon to remove the selected link in the text.
	Superscript: Click on this icon to format the selected text as superscript.
	Subscript: Click on this icon to format the selected text as subscript.
	Strikethrough: Click on this icon to format the selected text with a strikethrough.
	Add Image: Click on this icon to add an image.

Icon	Description
	Add Alternative Text: Select an image in the text and click on this icon to add an alternative text (image caption).
	Text Direction From Left To Right: Click on this icon to format the selected text from left to right.
	Text Direction From Right To Left: Click on this icon to format the selected text from right to left.
	Revert Changes: Click on this icon to undo your changes to the text.
	Repeat: Click on this icon to repeat your changes to the text after you have reverted them.
	Delete Formatting: Click on this icon to remove the formatting from the selected text.
	Insert Table: Click on this icon to insert a table into the text.

← Additional Information - Vendor 10000 ✓ Saved  

Additional Information   | [+ New](#) [Edit List](#) [Delete](#)   

Information	Finished	Area	Starting Date	Ending Date
→ Inventory 30.12.	<input type="checkbox"/>	All	20.12.2024	05.01.2025

Details

Fabrikam carries out an inventory at the end of the year, so items ordered after 30.12.24 will be delivered in the new year at the earliest.



You have created an additional information for a Vendor. Below you can see the display for an additional information on a purchase order.

← Purchase Order   + 

106001 · Fabrikam, Inc.

Home [Prepare](#) [Print/Send](#) [Request Approval](#) [Order](#) [Document Line Transfer](#) | [More options](#)

General [Show more](#)

Vendor Name	Fabrikam, Inc.	Vendor Invoice No.	INV-2024-0005755
Contact	Krystal York	Vendor Shipment No.	SHIP-2024-0005124
Document Date	08.04.2024	Status	Open

Additional Information !!!

For more information on how to deactivate an additional information, please refer to the chapter [Mark Additional Information as completed](#).

Add Additional Information to Customer

This section describes how to enter an additional information for a customer.

Proceed as follows to store an additional information on the customer:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Customers** and click on the corresponding search result.
3. The **Customers** list is displayed.
4. Open the Customer card for the customer for whom you want to store an additional information.

Customer Card

10000 · Adatum Corporation

Home Request Approval New Document Prices & Discounts Customer Report More options

Contact Apply Template Merge With... Send Email

General Show more

No.	10000	...	Credit Limit (LCY)	0,00
Name	Adatum Corporation		Blocked	
Balance (LCY)		348,20	Total Sales - Fiscal Year	61.267,50
Balance (LCY) As Vendor		0,00	Costs (LCY)	40.457,10
Balance Due (LCY)		0,00	Additional Information	!!!

5. Click on **Customer > Additional Information** in the menu bar.
6. The **Additional Information** page is displayed.

Additional Information ↗

Additional Information 🔍 📄 + New Edit List Delete

Information	Finished	Area	Starting Date	Ending Date
→	<input type="checkbox"/>	All		

Details

Rich text editor toolbar: A, A, B, /, U, A, list, list, left-align, right-align, quote, quote, list, list, link, unlink, x², x₂, abc, image, image, ...

7. To create a new additional information, click on the **New** option in the menu bar.
8. Enter a description for the additional information in the **Information** column.
9. The checkbox under the **Completed** column is used to control whether this additional information is activated, i.e. whether it is displayed in documents and the corresponding cards.
10. Select a value under the **Area** column to control on which documents the additional information is to be displayed.
11. Enter a start date to define the date from which the additional information is displayed. Leave this field blank if you want the additional information to be displayed immediately.
12. Enter an end date to define the date from which the additional information is no longer displayed. Leave this field blank if the additional text is to be displayed without an expiration date.
13. After you have defined the general data, you can write out the text in the **Details** area on the page. The following options are available to you for designing the text:

Icon	Description
	Font: Click on this icon to change the font of the text.
	Font Size: Click on this icon to change the size of the font.
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	Font Style Underlined: Click on this icon to change the font style between underlined or normal font style.
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	Font Color: Click on this icon to define the color of the font.
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	Ordered List: Click on this icon to add a number to the selected text.
	Reduce indentation: Click on this icon to reduce the indentation of the text.
	Increase indentation: Click on this icon to increase the indentation of the text.
	Quote: Click on this icon to mark the text as a quote.
	Align Left: Click on this icon to align the text to the left.
	Align Center: Click on this icon to align the text to the center.
	Align Right: Click on this icon to align the text to the right.
	Add Link: Click on this icon to insert a link into the text.
	Delete Link: Click on this icon to remove the selected link in the text.
	Superscript: Click on this icon to format the selected text as superscript.
	Subscript: Click on this icon to format the selected text as subscript.

Icon	Description
	Strikethrough: Click on this icon to format the selected text with a strikethrough.
	Add Image: Click on this icon to add an image.
	Add Alternative Text: Select an image in the text and click on this icon to add an alternative text (image caption).
	Text Direction From Left To Right: Click on this icon to format the selected text from left to right.
	Text Direction From Right To Left: Click on this icon to format the selected text from right to left.
	Revert Changes: Click on this icon to undo your changes to the text.
	Repeat: Click on this icon to repeat your changes to the text after you have reverted them.
	Delete Formatting: Click on this icon to remove the formatting from the selected text.
	Insert Table: Click on this icon to insert a table into the text.

← Additional Information - Customer 10000 ✓ Saved  

Additional Information   | + New  Edit List  Delete   

Information	Finished	Area	Starting Date	Ending Date
→ Customer's Person in Charge	<input type="checkbox"/>	Sales	01.01.2025	

Details

Jacob Otto leaves **Adatum Corporation** at the end of 2024.
 Beinnina from 01.01.24 please use the following email address **purchase@adatum-corporation.com**.



You have created an additional information for a customer. The **Sales** setting under the **Area** column means that the additional information is only displayed on sales documents. Below you can see the display for a note text on a sales quote.

1002 · Alpine Ski House

[Home](#) | [Prepare](#) | [Print/Send](#) | [Request Approval](#) | [Quote](#) | [More options](#)

HTML Editor | Text Designer | Make Order | Make Invoice | Release | Archive Document | Rich Text

General

Customer Name	Alpine Ski House	Document Date	03.04.2024
External Document No.		Due Date	17.04.2024
Contact	Ian Deberry	Requested Delivery Date	

Lines | [Manage](#) | Line | Functions

New Line | Delete Line | HTML Editor | Select items... | Insert Ext. Texts | Dimensions | Suggest sales lines

HTML Text exists	Page Break	Rich Text	Type	No.	Additional Information	Item Reference No.	Description
→ -	☐	-	Item	10010	!!!		Stihl Chain Saw

For more information on how to deactivate an additional information, please refer to the chapter [Mark Additional Information as completed](#).

Add Additional Information to Item

This chapter describes how to add additional information to an item.

If there are additional information for an item and the item is used in a sales or purchase document, exclamation marks is displayed in the document lines under the **Additional Information** column to indicate that there are information for the item.

To add information to an item, proceed as follows:

1. Call up the search function from the role center (**ALT+Q**).
2. Search for **Items** and click on the corresponding search result.
3. The **Items** list is displayed.
4. Open the item card for the item for whom you want to store an additional information.

Item Card

10010 · Stihl Chain Saw

Home Request Approval Item Prices & Discounts Actions Related Reports Automate Fewer options

Item Show more

No.	10010	Base Unit of Measure	STÜCK	Unformatted Manufacturer It...	
Description	Stihl Chain Saw	Item Category Code	CHAIN SAW	Variant Mandatory if Exists	Default (No)
Blocked	<input type="checkbox"/>	Manufacturer Code	OR		
Type	Inventory	Manufacturer Item No.	00161513144	Additional Information	!!!

5. Click on **Item > Additional Information** in the menu bar.
6. The **Additional Information** page is displayed.

Additional Information ↩ ↗

Additional Information 🔍 📄 + New Edit List Delete ↗ 🔍 ☰

Information	Finished	Area	Starting Date	Ending Date
→	<input type="checkbox"/>	All		

Details

Rich text editor toolbar with options: AA, A^o, B, /, U, , , , , , , , , , , , , , , , , , , , , , , , , , , , , , 

7. To create a new additional information, click on the **New** option in the menu bar.
8. Enter a description for the additional information in the **Information** column.
9. The checkbox under the **Completed** column is used to control whether this additional information is activated, i.e. whether it is displayed in documents and the corresponding cards.
10. Select a value under the **Area** column to control on which documents the additional information is to be displayed.
11. Enter a start date to define the date from which the additional information is displayed. Leave this field blank if you want the additional information to be displayed immediately.
12. Enter an end date to define the date from which the additional information is no longer displayed. Leave this field blank if the additional text is to be displayed without an expiration date.
13. After you have defined the general data, you can write out the text in the **Details** area on the page. The following options are available to you for designing the text:

Icon Description



Font:

Click on this icon to change the font of the text.

Icon	Description
	Font Size: Click on this icon to change the size of the font.
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	Font Style Italic: Click on this icon to change the font style between italic or normal.
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	Background Color: Click on this icon to define the color behind the font.
	Font Color: Click on this icon to define the color of the font.
	Bulleted List: Click on this icon to format the selected text as a bulleted list.
	Ordered List: Click on this icon to add a number to the selected text.
	Reduce indentation: Click on this icon to reduce the indentation of the text.
	Increase indentation: Click on this icon to increase the indentation of the text.
	Quote: Click on this icon to mark the text as a quote.
	Align Left: Click on this icon to align the text to the left.
	Align Center: Click on this icon to align the text to the center.
	Align Right: Click on this icon to align the text to the right.
	Add Link: Click on this icon to insert a link into the text.
	Delete Link: Click on this icon to remove the selected link in the text.
	Superscript: Click on this icon to format the selected text as superscript.
	Subscript: Click on this icon to format the selected text as subscript.
	Strikethrough: Click on this icon to format the selected text with a strikethrough.

Icon	Description
	Add Image: Click on this icon to add an image.
	Add Alternative Text: Select an image in the text and click on this icon to add an alternative text (image caption).
	Text Direction From Left To Right: Click on this icon to format the selected text from left to right.
	Text Direction From Right To Left: Click on this icon to format the selected text from right to left.
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	Repeat: Click on this icon to repeat your changes to the text after you have reverted them.
	Delete Formatting: Click on this icon to remove the formatting from the selected text.
	Insert Table: Click on this icon to insert a table into the text.



Additional Information - Item 10010

✓ Saved



Additional Information



+ New

Edit List

Delete



Information	Finished	Area	Starting Date	Ending Date
→ Discontinued model	<input checked="" type="checkbox"/>	All	01.12.2025	

Details

Production of this item will be discontinued on 01.12.2025.
Successor model is item 202500001584.



You have created an additional information for an item. The **All** setting under the **Area** column means that the additional information is displayed in all business areas (in purchase, sales and service documents). Below you can see the display of an additional information for an item on a sales quote line.

1002 · Alpine Ski House

[Home](#) | [Prepare](#) | [Print/Send](#) | [Request Approval](#) | [Quote](#) | [More options](#)

HTML Editor | Text Designer | Make Order | Make Invoice | Release | Archive Document | Rich Text

General

Customer Name	<input type="text" value="Alpine Ski House"/>	Document Date	<input type="text" value="03.04.2024"/>
External Document No.	<input type="text"/>	Due Date	<input type="text" value="17.04.2024"/>
Contact	<input type="text" value="Ian Deberry"/>	Requested Delivery Date	<input type="text"/>

Lines | [Manage](#) | Line | Functions

New Line | Delete Line | HTML Editor | Select items... | Insert Ext. Texts | Dimensions | Suggest sales lines

HTML Text exists	Page Break	Rich Text	Type	No.	Additional Information	Item Reference No.	Description
→ -	<input type="checkbox"/>	-	Item	10010	!!!		Stihl Chain Saw

For more information on how to deactivate an additional information, please refer to the chapter [Mark Additional Information as completed](#).

Add Additional Information to Service Items

This chapter describes how to add additional information for a service item.

If additional information are stored for a service item and this service item is used in a service document, icons are displayed in the document lines under the **Additional Information** column to indicate that additional information are stored.

To add additional information for a service item, proceed as follows:

To add information to an item, proceed as follows:

1. Call up the search function from the role center (**ALT+Q**).
2. Search for **Service Items** and click on the corresponding search result.
3. The **Service Items** list is displayed.
4. Open the service item card for the service item for whom you want to store an additional information.

Service Item Card
SV000002 · Caterpillar 345BL

Create Service Order | Images | Navigate | Item | Troubleshooting | More options

General

No.	SV000002	Serial No.	CAT-32546FBY	Preferred Resource	
Description	Caterpillar 345BL	Service Item Components	No	Blocked	
Item No.	1004	Search Description	CATERPILLAR 345BL	Additional Information	!!!
Item Description	Caterpillar 345BL	Last Service Date			

5. Click on **Item > Additional Information** in the menu bar.
6. The **Additional Information** page is displayed.

Additional Information

Additional Information | Search | + New | Edit List | Delete

Information	Finished	Area	Starting Date	Ending Date
→	<input type="checkbox"/>	All		

Details

Rich text editor toolbar: AA, A°, B, /, U, [pencil icon], A, [bulleted list icon], [numbered list icon], [left indent icon], [right indent icon], [quote icon], [link icon], [unlink icon], X², X₂, abc, [image icon], [video icon], [more options icon]

7. To create a new additional information, click on the **New** option in the menu bar.
8. Enter a description for the additional information in the **Information** column.
9. The checkbox under the **Completed** column is used to control whether this additional information is activated, i.e. whether it is displayed in documents and the corresponding cards.
10. Select a value under the **Area** column to control on which documents the additional information is to be displayed.
11. Enter a start date to define the date from which the additional information is displayed. Leave this field blank if you want the additional information to be displayed immediately.
12. Enter an end date to define the date from which the additional information is no longer displayed. Leave this field blank if the additional text is to be displayed without an expiration date.
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	Background Color: Click on this icon to define the color behind the font.
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	Superscript: Click on this icon to format the selected text as superscript.
	Subscript: Click on this icon to format the selected text as subscript.

Icon	Description
	Strikethrough: Click on this icon to format the selected text with a strikethrough.
	Add Image: Click on this icon to add an image.
	Add Alternative Text: Select an image in the text and click on this icon to add an alternative text (image caption).
	Text Direction From Left To Right: Click on this icon to format the selected text from left to right.
	Text Direction From Right To Left: Click on this icon to format the selected text from right to left.
	Revert Changes: Click on this icon to undo your changes to the text.
	Repeat: Click on this icon to repeat your changes to the text after you have reverted them.
	Delete Formatting: Click on this icon to remove the formatting from the selected text.
	Insert Table: Click on this icon to insert a table into the text.

← Additional Information - Service Item SV000002 ✓ Saved  

Additional Information   | [+ New](#) [Edit List](#) [Delete](#)   

Information	Finished 	Area	Starting Date 	Ending Date 
Oil in Coolant	 <input type="checkbox"/>	All	24.10.2024	

Details

Oil was detected in the cooling water during the inspection on 24.10.2024.
The customer was informed that this may be due to engine damage and that consequential damage to other components can only be avoided by repair.

Please mark as completed if a repair has been carried out.



You have created an additional information for a service item. The **All** setting under the **Area** column means that the additional information is displayed in all business areas. Below you can see the display of an additional information for a service item on a service order line.

SVO000013 · Adatum Corporation · Caterpillar 345BL

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General

Description	Caterpillar 345BL	Phone No.	
Customer No.	10000	Email	jakob.otto@contoso.com
Contact No.	KT000001	Service Order Type	WAR-CAT
Sell-To		Contract No.	
Name	Adatum Corporation	Response Date	08.04.2024
Address	Station Road, 21	Response Time	13:49:56
City	Düsseldorf	Priority	Low
Post Code	48436	Status	Pending
Country/Region Code		Release Status	Open
Contact Name	Jakob Otto		

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Service Item No.	Rich Text	Additional Information	Item No.	Serial No.	Description	Repair Status Code	War...	Contract No.	Service Price Group Code
→ SV000002	⋮	!!!	1004	CAT-32546FBY	Caterpillar 345BL	ANFANG	<input type="checkbox"/>		

For more information on how to deactivate an additional information, please refer to the chapter [Mark Additional Information as completed](#).

Continue with the chapter [Mark Additional Information as completed](#)

