

# Expert on Phone Newsletter

Year 2009



## Editorial

Welcome to the combined July & 2009 bumper edition of the Expert on Phone Newsletter.

In this month's abbreviated newsletter you will find a methodology on how to report on tax for received dunning fees, how to manage sales targets, how to set up a field within the PLD such that it always rounds up & much, much more including a summary with hyperlinks to the articles of the last 6 months.

The Expert on Phone Service is being terminated on 31.07.2009 & thus this is the final edition of our newsletter. We hope you found it helpful. You can continue to access past editions & individual articles on the [EoP Wiki](#).

Should you have any comments/feedback regarding the newsletter, please send to [eop@sap.com](mailto:eop@sap.com).

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Please note that we will endeavour to keep this document up to date, but for the most current information please refer to the individual wiki articles:

[EoP Wiki Homepage](#)

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