Display AR Comments in Information Manager Note

**Business requirement**

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| Client wants to display AR Comments of certain types in Information Manager Note in the AR Customer Inquiry. You can use Orchid Notes and Extender Developer Edition to run a script to display the relevant comments on the fly. |

**key learnings**

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| Extender script to run in an Information Manager Note  In Extended note script, link content of 2 Alert boxes  Filtering comments using CS Query |

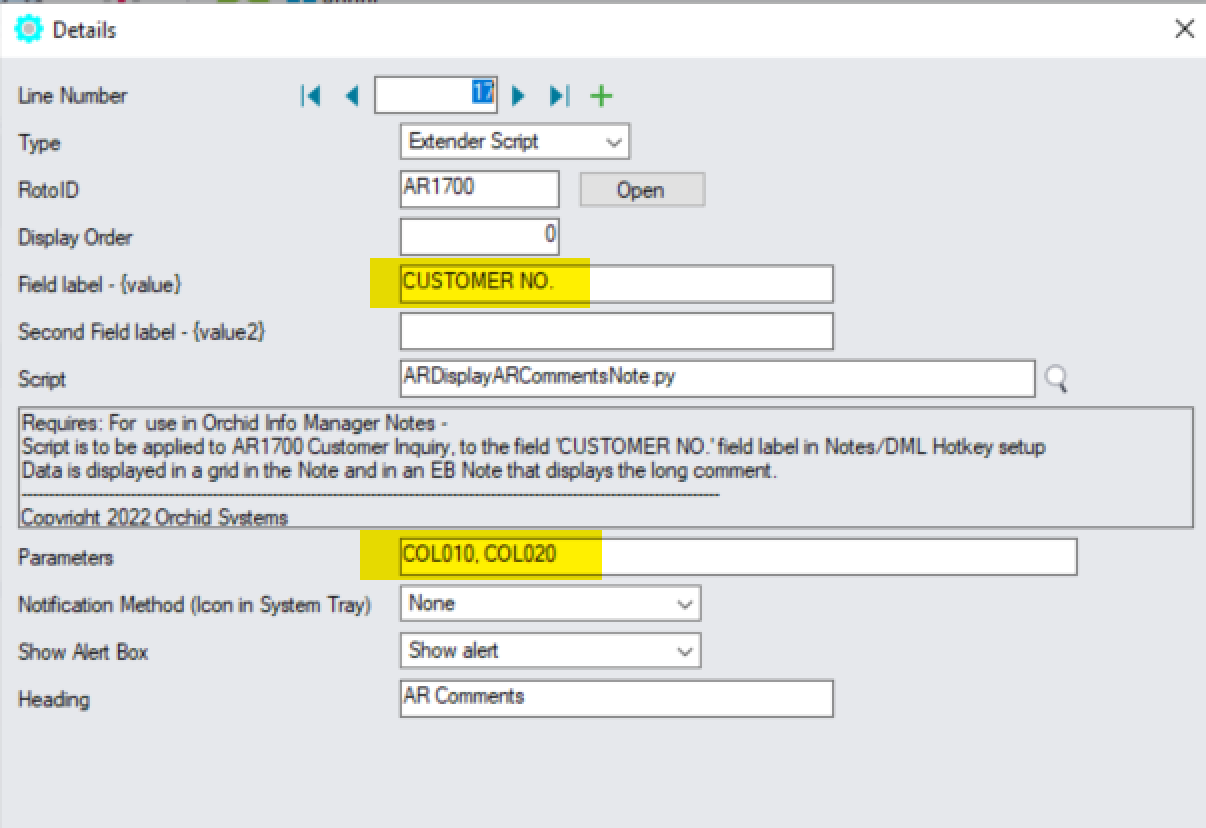
Key STEPS to install

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| * Install Information Manager Notes and Extender, latest product updates for versions 2020 and above * Upload the script in Extender Setup * Configure Information Manager I/M Options to run the script |

Detailed Steps to configure

Extender script to display AR Comments in an Orchid Note, called ARDisplayARCommentsNote.py  
   
To install the Extender script, please do the following: 

1. Download and install the latest Extender update
2. Upload the attached script in Extender Setup > Scripts.
3. In I/M Options, create a new Note category called ARCMM - Select the color you require for the detailed note background
4. In I/M Options, create a new Extender Script record as shown in screenshot [#1](https://orchidsystems.zendesk.com/agent/tickets/1)
5. If you need to configure this for other screens, use the exact field label for the customer number field.  On the AR Customer Inquiry, it is CUSTOMER NO. but it could be different on other screens.
6. In the Parameter field, enter a list of the comment types you want to display, comma-separated. In our example, COL010 and COL020
7. Save the record
8. Refresh the tray

[#1](https://orchidsystems.zendesk.com/agent/tickets/1) - I/M Options Setup for AR1700 , Customer Inquiry.  
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Using the script and Note

Open the AR Customer Inquiry Screen, you should see a note with comments of type COL010 and COL020 if you have entered the parameters on the screenshots. 

As the comments can be long, the list of comments in the top box includes the user and relevant date fields. It also includes the comment, but it is quite hard to read the long comment in the grid format. As you navigate through the list of comments, the long comment as entered in AR Comments is displayed in the box below the list. Orange box in Screenshot [#2](https://orchidsystems.zendesk.com/agent/tickets/2) below.

[#2](https://orchidsystems.zendesk.com/agent/tickets/2) - AR Customer Inquiry with comments  
**Graphical user interface, application

Description automatically generated**  
 