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Sage 300 ERP Year in Review

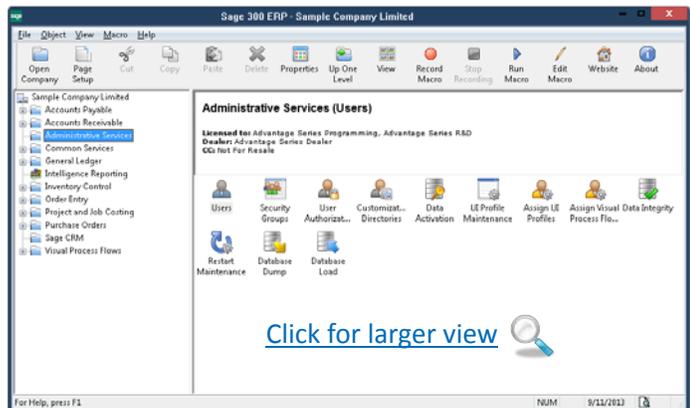
## SAGE 300 ERP YEAR IN REVIEW

This year, we saw the release of Sage 300 ERP 2014. The theme of this new version was to help you *“get more done”* with customer-requested usability improvements, while making it easier to access your system through new web and mobile functionality. Let’s take a closer look.

### Redesigned Desktop and Data Entry Screens

A totally redesigned desktop in Sage 300 ERP 2014 features a new ribbon style menu at the top, a navigation tree along the left-side, and modernized buttons and icons. More than just a pretty face, the new desktop replaces complexity with a clean and simple design that saves time and helps you get more done - all without sacrificing the workflow that you’ve grown accustomed to.

**JUST FOR FUN!** Check out the [Sage 300 ERP \(Accpac\) Desktop Design History](#) for a trip down memory lane.



Sage 300 ERP 2014 Features a New Desktop Design Along with New Icons and Toolbars.

In addition to desktop changes, **data entry screens** got a facelift and are now 30% larger along with improved column alignment. These changes are designed to create more white space which makes the screens easier on the eyes and facilitates data entry that’s faster and less distracted.

### New Intelligence Reporting Features

Based on [valuable customer feedback](#), Sage Intelligence Reporting in Sage 300 ERP 2014 gives you more control over your financial reports. With the new **Report Designer**, you have two options for creating and designing financial reports depending on how comfortable you are with Excel. Novice Excel users will take to the **Layout Generator** which provides standard layouts that you can edit. More advanced users can leverage the **Task Pane** which provides maximum control and flexibility.

Like the core Sage 300 ERP modules, Sage Intelligence Reporting also features a new design, more comprehensive right-click functionality, and totally updated look and feel of Standard Reports for a cleaner layout and better “at a glance” report flow.

**Get All The Details:** Download the [New Intelligence Reporting Features](#) brochure (PDF)

### New Cloud and Mobile Apps

During 2014, the [Sage Data Cloud](#) began attracting attention. This important new technology serves as a bridge that connects your on-premises Sage 300 ERP system to a whole new world of mobile applications, software, and

Continued on Page 8 ...

# CLOSING PROCEDURES CHECKLISTS

Year end processing in Sage 300 ERP (formerly “Accpac”) is designed to be fairly straight-forward. But understanding how to coordinate the process within each of the modules and in the proper sequence is important. It also requires a bit of judgment based on your specific system configuration and business processes. This article provides a checklist for **general** period end and year end closing processes.

## Period End Processing

Before you can begin **year end** processing, you’ll need to run through your **period end** processes first. So here’s a checklist of typical period end procedures. Make sure you’ve finished the typical **daily** procedures in all ledgers, then proceed with these period end processes:

### Order Entry

- Print Order Action and Aged Orders reports
- Print Sales History and Sales Statistics reports
- Clear transactions and printed posting journals that you no longer need

### Purchase Orders

- Print Purchase Order Action, Aged Purchase Orders, and Shippable Backorders reports
- Print Purchase History and Purchase Statistics reports
- Print audit lists
- Clear transactions and printed posting journals that you no longer need

### Inventory Control

- Print stock control reports
- Print price and sales analysis reports
- Clear printed posting journals, serial numbers, item labels, and transactions that you do not need

### Project & Job Costing

- Run Update Payroll
- Create billings
- Recognize revenue
- Print audit and analytical reports
- Clear posted documents and posting errors

### U.S. / Canadian Payroll

- Run Update Payroll in Project and Job Costing, if you use that program
- Transfer employee timecards to Payroll employee timecards
- Calculate payroll, and print and verify the pre-check register
- Process payroll checks, or direct deposits
- For Canadian Payroll, print and file government reports, such as records of employment
- Print transaction listings and other reports you require
- Delete inactive records that you no longer need
- For US Payroll, print reports required by federal and state law (941, W-2, and Quarterly Wage reports)

## Year End Processing

Once you’ve completed all period end processing tasks, you’re ready to begin closing out the year as follows:

### Order Entry

- Clear transaction history that you do not need
- Clear statistics and sales history that you don’t need

### Purchase Orders

- Clear transaction history that you do not need
- Clear statistics and purchase history that you do not need

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## Year End Tips and Resources

### Project and Job Costing

- Clear transactions for closed contracts and closed contracts that you do not need to keep

### Inventory Control

- Do an inventory count
- Post a reconciliation worksheet to adjust for any variances found in the inventory count
- Clear statistics, expired contract prices, and transaction history that you do not need for drilldown

### U.S./Canadian Payroll

- In addition, for calendar year end, print reports required by statute

### Accounts Receivable

- Clear sales tax tracking information that you no longer need
- Clear history and statistics that you no longer need
- Run Year End to reset batch numbers, clear activity statistics, recurring charge amounts, invoices paid and Days To Pay counter
- Print the Customer List and customer statistics reports to verify the transfer of data to the previous fiscal year

### Accounts Payable

- Clear purchase tax tracking information that you no longer need
- Clear history and statistics that you no longer need
- Run Year End to reset batch numbers, clear activity statistics, recurring payable amounts, invoices paid and Days To Pay counter
- Print the Customer List and customer statistics reports to verify the transfer of data to the previous fiscal year

### General Ledger

- Run Create New Year to transfer balances in the income and expense accounts to retained earnings and enter opening balances for the new year
- Print and clear the Batch Status report and the posting journal generated when you created the new year
- Using Period End Maintenance, delete prior-year fiscal sets, and reset batch numbers

## SAGE 300 ERP TAX UPDATES

### How to Install and Activate Tax Updates

Payroll Tax Updates are an important part of year-end processing. Here are the steps to download and install:

#### To Download Tax Updates:

1. Login to the [Sage Customer Portal](#) and visit **Sage 300 ERP Downloads** to access the latest updates.
2. Choose **Get the Update** on the appropriate link.
3. Click **download** in the upper right of the page, then click **run** to start the process.

#### To Install Tax Updates:

1. Run the executable file that you just downloaded.
2. Confirm or change the location that the files will be saved to (default is c:\AI\_Temp), click **next**, and follow the onscreen prompts.
3. Accept the license agreement and click **next**.
4. Select or change the location where the files will be set up, select the features you wish to install, select or enter a new program folder, and click **next**.
5. Verify components to be installed and file locations. If you need to make changes, click **back**. If details are correct, click **next**.
6. Click **finish** to complete installation.

**Note:** This applies to both U.S. and Canadian payroll in Sage 300 ERP (Accpac) version 5.6 and later.

You must have a user name and password along with a current Business Care support plan to access and download tax updates from the Sage Customer Portal.

Watch It! [How to Update Tax Tables](#)



# TIPS FOR A SUCCESSFUL YEAR END

- 1. Back Up Your Data** - before you begin any year end process, be sure to execute a complete back up of your database. You should also **test the back up** to ensure it was successful and the data is readable. The only way to “reverse” year end processing is to restore your data from a backup. So do it now! **NOTE:** Refer to Page 5 to see a video tutorial that walks you step-by-step through the backup process.
- 2. Check Your Version Number** - closing procedures can vary depending on the version of Sage 300 ERP (or “Accpac”) you’re currently running. Check your version number and service pack before starting year end.
- 3. Create a New Fiscal Calendar** - Sage 300 ERP allows you to begin entering transactions for the new year without closing out the current year. Simply create a new fiscal calendar in [Common Services > Fiscal Calendar](#) and then [General Ledger > G/L Periodic Processing > Create New Year](#) before entering transactions for 2015.
- 4. General Ledger Closing** - While it’s a good idea to close modules and purge historical data in a timely fashion, your General Ledger can remain open as long as you need while awaiting final processing (or audit adjustments) in other modules.
- 5. Check Data Retention Settings** - Sage 300 ERP retains historical data based on the version you’re running and the settings you’ve configured in each module. So it’s a good idea to review your module and system settings to avoid the loss/purge of important data during year end close. In particular, check GL Options to see how many years of history your system is set up to retain.
- 6. Remember, We’re Here to Help** - As you begin year end closing procedures and prepare to start fresh in 2015, be sure to contact us if you need assistance during this important time of year. As your software and technology partner, we’re here to help!

## LOCKING FISCAL PERIODS IN SAGE 300 ERP

Starting with Sage 300 ERP Version 6.0, you have the ability to lock or unlock fiscal periods **individually for each module** (in versions prior to 6.0, you can only lock or unlock **all** modules at once).

This added capability in Version 6.0 and higher makes it easier to lock down modules in the proper sequence and prevent unexpected errors.

### Preparing to Lock Fiscal Periods

It's important to understand how transactions flow through Sage 300 ERP **before you begin** locking fiscal periods for individual modules.



The [Preparing to Lock Fiscal Periods](#) video on YouTube provides important information that you should review prior to locking fiscal periods.

### Locking Fiscal Periods

After you review the set up and workflow information, you’re ready to use the fiscal calendar to begin locking and unlocking fiscal periods. Here are some general best practices to keep in mind:

1. Lock operations modules (OE, Inventory, etc.) **before** financial modules (GL, AP, AR, etc.).
2. When locking Bank Services, also lock modules that integrate directly with it including AR, AP, & Payroll.
3. Create and post all outstanding GL batches for a fiscal period before you lock it for GL.



Watch the [Locking Fiscal Periods video](#) on YouTube for step-by-step instructions.

# OTHER USEFUL TIPS & RESOURCES

Here's a collection of tips, document downloads, and video tutorials that we think will help you with a smooth year-end closing process and to get you ready for a fresh start in 2015.

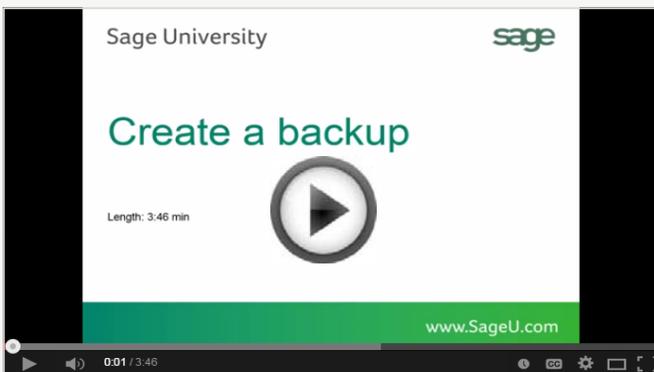
## Overview of Year-End Procedures

For some, just the thought of year-end closing can evoke anxiety. But if you [watch this video](#), you'll learn about general month-end and year-end procedures that will have you well on your way to a stress-free year-end closing process in Sage 300 ERP.



## Creating a Backup Using Database Dump

The most important thing you can do before starting ANY period or year-end process is to backup your data. [Watch this video](#) and learn how to backup Sage 300 ERP (Accpac) using the Database Dump Utility.



## Download & Review Year-End Checklists

Checklists are great for helping you keep things on track and to ensure processes are executed in the right sequence. That's why Sage provides helpful year-end checklists that are built right into Sage 300 ERP. To access the checklists:

1. Logon to your Sage 300 ERP system
2. From the menu bar, click **Help** and then **Documentation**
3. Browse the **ENG** folder
4. Find the PDF called **Sage300ERP\_Checklist\_YearEnd.pdf**

## Sage 300 ERP Payroll

For companies running the payroll module, here are some helpful instructional videos to help prepare for year-end:

- [How to Process a Bonus in Payroll](#)
- [How to Print Quarterly Tax & Wage Reports](#)
- [How to Print W-2 Forms \(U.S.\)](#)
- [How to Print T4 Forms \(Canada\)](#)

## Sage 300 ERP Year-End Center

Sage has launched a brand new [Year-End Center](#) that provides all the latest online resources you need for a smooth year-end closing process. You have access to a collection of year-end **Articles**, **Training Videos**, and a **Forum** where you can interact with other users. You can even launch **Live Chat** with Sage Tech Support.

You also get access to a Knowledgebase of resources for:

- Product, Payroll & Tax Updates (U.S. / Canadian)
- Year-End Processing Activities
- "Hot" Topics



[Visit the Year-End Center!](#)



# Spotlight On: Sage CRM

## How CRM Improves Customer Service

Most people know that CRM is synonymous with Sales and Marketing. But did you know that CRM systems can also be used to improve customer service? Technology like Sage CRM can help your service and support teams deliver a consistent customer experience, resolve issues faster, and improve customer satisfaction and retention.

Here are 6 ways Sage CRM helps improve your customer service levels.

### 1. Case Management

With **Case Management** and **Cases Pipeline** features, you can monitor open support cases to make sure customer inquiries are followed up with and nothing falls through the cracks. New Support cases can be created from incoming customer emails, support requests from your website, or from customer telephone calls.

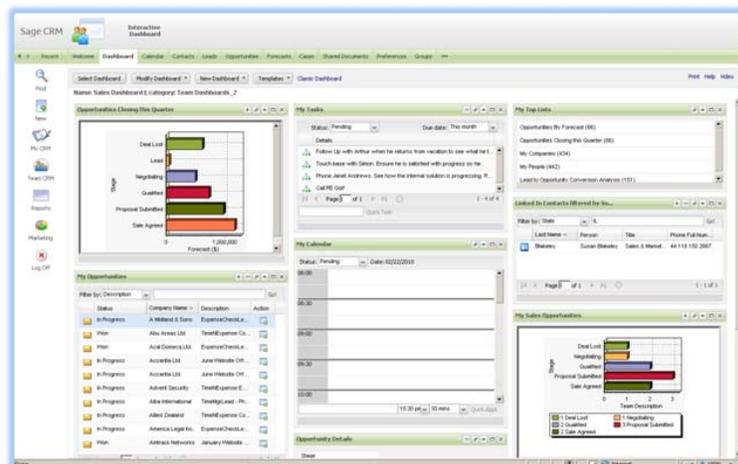
You can also automate the handling of support cases using **Customizable Workflows** with escalation and notification to ensure a consistent customer service experience every time.

### 2. Team Management

With Sage CRM, you can provide each team member with the tools they need to resolve customer service issues. It provides a single system that your team can access to record support call details, history, and previously suggested solutions. That way, if the customer calls back, your entire staff is up to speed on the details of the customer case and can pick up where the last communication left off.

### 3. Knowledgebase

With all customer queries, support activities, and service requests recorded in Sage CRM, you'll begin to build a **Knowledgebase** of common issues and resolutions over time. Your customer service team can use the powerful built-in search engine to review prior customer issues, resolution procedures, FAQ's, and reference material to provide quick and informed assistance.



Your customer service team can manage customer queries and support cases from one intuitive workspace.

### 4. Interactive Dashboard

With its easy to use interactive workspace, Sage CRM puts all the information your customer service team needs in one place. Get an up-to-date snapshot from the **Interactive Dashboard** and even create dedicated customer dashboards for key accounts.

### 5. Reporting

A comprehensive suite of standard and **Custom Reports** provides the analytics you need to assess important metrics like support volume, average time to resolution, case escalation frequency, and follow up statistics.

### 6. Web Self Service

Empower your customers to find what they need online at their convenience - 24 x 7 - with the ability to add or edit tickets, submit comments and attachments, and track the status of their request. With **Web Self Service**, Sage CRM helps your customers help themselves - freeing up your customer service resources and improving productivity.



# Spotlight On: Sage HRMS

## A Closer Look at Reporting Options

You probably already know that [Sage HRMS](#) comes with loads of standard and custom reports. Whether it's for government compliance, payroll analysis, or strategic evaluation of your workforce, here's a look at some of the reporting and analytics options you should know about.

### Starting with the Basics

With over 100 pre-configured reports on Employees, Time Off, Payroll, compliance reporting, and Training, Sage HRMS probably has a pre-formatted report to meet the basic needs of most companies. Simply navigate to the reports section, scroll through the list of available reports, define the report criteria (by date, employee, etc.), and then print, preview on-screen, or export the data.

### Customization That's Crystal Clear

When you need a custom report that isn't available "out of the box" or pre-configured, then it's time to look to the **Crystal Reports™** writer that's included with Sage HRMS.

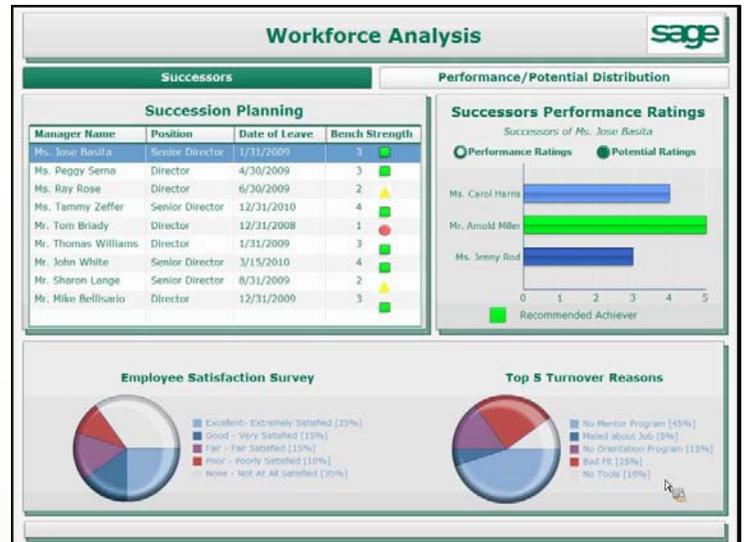
With the right skill set, your options are limitless using this powerful tool that allows you to create presentation-quality reports on just about anything in the Sage HRMS database - and in any format you want.

**Note:** [Contact us if you'd like to learn about Crystal Reports training opportunities.](#)

### Running a Quick Custom Query

Another reporting option is the Wizard-driven **Sage HRMS Secure Query** - a desktop query and reporting tool that allows you to easily generate ad-hoc and custom reports. You can select which fields to output, sort results, build record filters, and group or summarize data.

You can then output your query as a report, spreadsheet, or database table. It's a simple, yet powerful tool for those that aren't comfortable with the Crystal Report writer.



### Getting Visual with Analytics

If you're someone that's visual - or you just want to take your reporting to the next level - then it's time to look at **SAP Crystal Dashboard Design®**.

This optional add-on/extension for Sage HRMS transforms spreadsheet data into charts, graphs, dashboards, and visual what-if scenarios that allow you to dive deep and analyze important workforce performance metrics. The stunning visual displays are easy to create using a point-and-click interface. You can even combine data from multiple reports or external sources like spreadsheets and other software systems so you get the full company-wide picture.

For Info: [Download the Crystal Dashboard Design Brochure](#)

### Need Help With Your HR Reports?

 [Contact us](#) if you need help creating, customizing, configuring, or understanding your reporting options in Sage HRMS or Sage Abra Suite.

services that are delivered from the cloud. Here are just a few of the newer cloud-based apps and Connected Services that integrate directly with your Sage 300 ERP system:



**[Sage Mobile Sales](#)** is a native iPad app that provides your sales team with everything they need to close a sale at the customer site – process quotes and orders, take payments, and collect signatures ... all while out in the field.

With **[Sage Mobile Service](#)**, field technicians can schedule work, optimize routes, access customer information, and even accept payments using their mobile device.

**[Sage Billing and Payment](#)** is a subscription-based app that allows you to easily process electronic customer payments - helping you to reduce paper costs, save time, shorten the accounts receivable cycle, and get paid faster.

**[Sage Inventory Advisor](#)** is an affordable cloud-based service that helps you reduce excess inventory and lower carrying costs while eliminating stock-outs.

## One Spot, Everything You Need to Know

Sage 300 ERP 2014 offers so much more than we can pack into one article. But you can get everything you need to know about all the new features across every module by going online to:

[http://go.na.sage.com/Sage300ERP\\_2014Release](http://go.na.sage.com/Sage300ERP_2014Release)

## WINDOWS SUPPORT REMINDER

### MICROSOFT WINDOWS XP

As you probably heard by now, Microsoft officially ended support for Windows XP as of April 8, 2014.

#### What Does This Mean for Sage 300 ERP (Accpac)?

Sage has stopped supporting any version of Sage 300 ERP (or Accpac) on Windows XP. It's important to note that Sage 300 ERP 2014 is **not** compatible with Windows XP. Any future product updates for other versions like 2012, 6.0, and 5.6 will not be compatible either.

#### We're Here To Help!

[Contact us](#) with questions or if you need help upgrading to a supported version of Microsoft Windows.

## PRODUCT RETIREMENT NOTICE

### SAGE ACCPAC VERSION 5.6

Accpac Version 5.6 was retired this year. For those of you that are planning on upgrading to the latest Sage 300 ERP Version 2014 (if you haven't already!), here are some important things to consider:

- If you are running Accpac ERP 5.6, you can upgrade to Version 2014 directly. But you must be running the latest [Product Update 4](#) for Version 5.6.
- If you are running Sage ERP Accpac 5.5 or earlier, you must first upgrade to Version 5.6, Product Update 4.
- Before you upgrade, check out the [Sage 300 ERP Version 2014 Compatibility](#) guide.
- Backup your data before getting started!!



[Contact us](#) if you need help with an upgrade.

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