

Sage 50 Accounting 2015

U.S. Edition

FAQ



Upgrades and updates

Q. Will I really never have to buy another annual upgrade?

A. That's right. In fact, there won't be any more annual upgrades. Updates will occur throughout the year and are included with the Sage Business Care plan¹ that comes with your software.

Q. Why will there be no more annual upgrades?

A. Our product development has been streamlined and is now more agile and responsive, so we can make updates throughout the year and as needed instead of all at one time. This also allows us to send legal and regulatory updates in a much more timely fashion.

Q. When do updates take place?

A. Updates take place as needed, whenever enhancements are added or changes are required. Updates will typically occur about two or three times per year.

Q. What do I have to do when there's an update?

A. Very little. The updates are delivered automatically through Sage 50 but may be activated at your convenience. You'll receive a message in your Sage 50 software when an update is available.

Q. Do I have to install every update?

A. Sage encourages everyone to install the updates so your software is up to date. It's the only way you can be sure that your software has the latest enhancements, is compliant with regulatory changes, and is compatible with the latest operating systems and other business software you may use. And remember, if you ever have any questions or run into any issues, you may contact support by telephone, email, or in-product chat. Support is included in all 2015 products.

Q. Is the new release a subscription?

A. If that's how you want it. You now have a choice: a monthly subscription billed each month to your credit card or an annual plan. If you choose the monthly subscription, you do not own the license of your Sage 50 software, so if you cancel your subscription or your monthly payment is not received, you will have read-only access to your data, and full program functionality will not be restored until you have brought your account current, including payment of a reactivation fee.

If you choose an annual plan, your renewal will automatically be billed to your credit card on your annual renewal date. You will be notified 45 days in advance, and you may cancel up to seven days from your autorenewal date.

Q. Are stand-alone upgrades still available?

A. Yes, but the monthly subscription and annual plan options are less expensive than the stand-alone upgrades and include

so much more. So we are only offering them upon request if you call 1-800-883-3948.

Q. Can I keep the Sage 50 software I have now?

A. Yes, but keep in mind that, depending on the release year of your software, you may no longer have access to support in any form, and integrated products and services may no longer be compatible with your software.

What's new for 2015

Q. What's the biggest news for the 2015 release?

A. By far, the biggest news is that all Sage 50 solutions now include Sage Business Care, an autorenewing maintenance plan that helps you get the most of your investment in Sage 50 software.

Q. What are the benefits of Sage Business Care?

A. Sage Business Care includes automatically delivered updates for your Sage 50 software throughout the year, telephone access to support and in-product one-click support chat, Sage 50 Intelligence Reporting for customized Microsoft[®] Excel[®] reports updated with real-time data, legal and government compliance updates, comprehensive online training, an HR library, a dedicated account team, exclusive online customer events, and more. [Get additional details.](#)

Q. What is in-product one-click support chat?

A. Now, with just one click, you can chat online with Sage 50 Accounting customer support right within your software. This new and convenient method of contacting support is included in the 2015 release and is in addition to all the other ways of getting support (phone, website chat, email), all of which are included with your Sage Business Care plan.

Customer ID	Customer Name	Telephone 1	Balance
ALDRID	Aldred Builders, Inc.	770-555-0554	\$5,554.51
JACOBE	Anchor Sops and Ponds	770-555-0660	\$7,454.47
ARMSTRONG	Armstrong Landscaping	770-555-8824	\$32,061.01
GANNON	Carson Healthcare Center	770-555-4128	\$655.89
CHAPPEL	Chapple Law Offices	770-555-8858	\$1,111.83
CUMMINGS	Cummings Construction	770-555-1147	\$3,480.87

Live Tech Support Chat

Live Chat Hours:
Select a product to see when we're available.

Your Name

Email Address

Question

[Chat With Analyst](#)

Q. What are the new user options?

A. Sage 50 Premium Accounting is now available with one, two, three, four, or five user licenses,² and Sage 50 Quantum Accounting can accommodate 1-10, 15, 20, 30, or 40 users.³ This provides you with the flexibility of changing the number of employees who have access to the software. By securely making your data and software capabilities available to more employees, you can greatly increase your company's efficiency.

Q. Is SAP® Crystal Reports no longer offered with Sage 50 Accounting 2015?

A. That's right. Sage 50 Intelligence Reporting, which is included with your Sage Business Care plan, is now the advanced reporting capability packaged with Sage 50 (see below). With the launch of Sage 50 Accounting 2015, Sage will no longer support SAP Crystal Reports or include a license for its use within Sage 50. However, customers who have a license for Crystal Reports from a previous version of Sage 50 or who choose to purchase a standalone license from SAP can continue to run Crystal Reports externally against a Sage 50 Accounting 2015 company.

Q. What is Intelligence Reporting?

A. Sage 50 Intelligence Reporting replaces Crystal Reports and is built right into Sage 50 Accounting 2015. Intelligence Reporting provides real insight into your business information with customizable My Dashboard screens and a Microsoft® Excel®-based custom reporting and analysis tool that updates automatically with real-time data. It's also included in the Sage Business Care plan you choose.

Making changes

Q. How can I change my number of users?

A. Just call 1-800-883-3948.

Q. Why is Sage no longer offering Sage 50 Complete Accounting?

A. In order to provide you with a better product experience and allow us to provide updates in a more timely fashion, we have streamlined the Sage 50 product line and will no longer offer Sage 50 Complete Accounting. If you currently use Sage 50 Complete Accounting, we urge you to step up to Sage 50 Premium Accounting, with powerful additional features like:

- Multiple budgets for project budgets, "what-if" scenarios, and more.
- Multiyear budget comparisons across four years to give you tremendous insight into your business.

- Serialized inventory tracking for warranty claims, recalls, and more.
- Job change orders that keep change order information in one place so you can manage them for maximum profitability.
- Archive company data, which lets you run reports and print invoices from previous years.

See the additional features in [Sage 50 Premium Accounting](#).

Q. Why is Sage no longer offering industry-specific Sage 50 solutions?

A. Again, as part of the streamlining of our product line, we are no longer offering Sage 50 Manufacturing Accounting, Sage 50 Distribution Accounting, Sage 50 Construction Accounting, or Sage 50 Nonprofit Accounting. However, all the specialized capabilities that were in those products can be found in Sage 50 Quantum Accounting, along with additional capabilities like:

- Increased user capacity up to 40 users.³
- Speed and performance with SmartPosting Technology.
- Personalized, customizable dashboards.
- Job and Project Management Center.
- Order process workflow management.
- Role-based security.
- Automatic backup.

If you currently use an industry-specific version of Sage 50, we urge you to step up to Sage 50 Quantum Accounting. Get details about the additional features in [Sage 50 Quantum Accounting](#).

Q. Are all the industry-specific capabilities I rely on now in Sage 50 Quantum Accounting?

A. Absolutely. In fact, every feature you have now is in Sage 50 Quantum Accounting, along with many other capabilities, much faster performance, and a lot more.

Q. How can I contact Sage to learn more about the 2015 release or ask about changing my product?

A. Just call 1-800-883-3948.

1 Valid credit card and internet access required. To ensure continuous service, your Sage Business Care plan is an automatically renewing annual plan or monthly subscription, and subsequent terms will be automatically billed to the same credit card on your renewal date at the then-current rate. The credit card provided with this purchase will be used to automatically renew the plan if there is no other credit card number already established as your standard credit card number on file with Sage. You may terminate the plan with at least seven calendar days' notice prior to your renewal date and not be charged for the renewal. If you are on a monthly subscription, you must be on the most current version of the software to continue your subscription. If you cancel your subscription or your monthly payment is not received, you will have read-only access to your data. Full program functionality will not be restored until you have brought your account current, including payment of a reactivation fee.

2 You must purchase one single-user license per named user or a multiuser option for two, three, four, or five licensed named users. Not available for Sage 50 Pro Accounting. See system requirements. For greater than five licensed named users visit: www.Sage50QuantumAccounting.com

3 Multiuser licenses available in packs of 1-10, 15, 20, 30, or 40. A maximum of 40 licensed, named users is allowed. Only the first 40 named users selected in the user maintenance screen are considered licensed, named users.