



# Sage 300 2021

## Singapore Tax Reports User's Guide

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# Introduction

Singapore Tax Reports helps you gather and prepare information that you need when reporting GST to the Inland Revenue Authority of Singapore (IRAS).

**Note:** The Singapore Tax Reports program calculates values in reports based on requirements defined by IRAS. For details, see the IRAS *Guide on Accounting Software* (particularly Appendix 1 - Key Data Elements to be Present in IRAS Audit File, Appendix 2 - Types of GST Supplies and Purchases, and Appendix 5 - Producing Data Required for GST Return Preparation).

To ensure that tax reports include all information required by IRAS, you must have other Sage 300 programs.

The following programs are required:

- System Manager
- Tax Services
- General Ledger
- Accounts Payable
- Accounts Receivable

Also, if you use the following programs, transaction details from these programs are included in IRAS Audit Files:

- Purchase Orders
- Order Entry

**Depending on your purchase agreement, some features described in this guide may not be available in your product.**

The *Singapore Tax Reports User's Guide* contains the following chapters:

- **Chapter 1: Installing and Setting Up Singapore Tax Reports**

The Singapore Tax Reports program is compatible with Sage 300, but you install it separately. After installation, some setup is required.

- **Chapter 2: Generating Reports**

Learn how to generate and print reports containing information that you need when reporting taxes.

- **Appendix A: Data Entry Tools, Tips, and Shortcuts**

Use these tools and shortcuts to speed up data entry in Sage 300.

- **Appendix B: Support and Resources**

Find support and resources to help get Sage 300 up and running quickly.

# Chapter 1: Installing and Setting Up Singapore Tax Reports

The Singapore Tax Reports program is compatible with Sage 300, but you install it separately. After installation, some setup is required.

## Installing Singapore Tax Reports

You install Singapore Tax Reports separately from Sage 300.

### To install Singapore Tax Reports:

1. Run the Singapore Tax Reports installation program, and follow the steps in the installation wizard until installation is complete.
2. In Sage 300, activate the Singapore Tax Reports program.

Singapore Tax Reports screens are added in both desktop screens and web screens, as follows:

- **Desktop screens.** Singapore Tax Reports screens are added to the desktop navigation pane, under Common Services.
- **Web screens.** Singapore Tax Reports screens are added to the navigation menu.

For more information about activating programs, see the System Manager help.

## Setting Up Singapore Tax Reports

Setting up Singapore Tax Reports involves entering information and setting up records in several Sage 300 programs.

### To set up Singapore Tax Reports:

1. If security is turned on for your Sage 300 system, assign users security authorization for Singapore Tax Reports. (Only the system administrator can do this.)

For more information about assigning security authorizations, see the System Manager help.

2. In the Company Profile screen in Common Services, check that there is information in the following required fields:
  - Doing Business As
  - Legal Name
  - Tax Number
3. In General Ledger, check that the following required accounts are set up:

Account Description	Account Type	Purpose	Comments
GST Input Tax	Balance Sheet (Control Account)	Purchase Tax	For Acquisition
GST Output Tax	Balance Sheet (Control Account)	Sales Tax	For Supply
GST Control Account	Balance Sheet		To show the net tax effected
GST Liability	Balance Sheet		
GST Claimable	Balance Sheet		
GST Suspense	Balance Sheet		
GST Expense		Purchase Tax	For non-claimable input tax

4. In Tax Services, create tax authorities, tax classes, tax rates, and tax groups. For more information, see the Tax Services help.

To support customer accounting for prescribed goods, you must create some special records in Tax Services. For more information, see "Setting Up Records for Customer Accounting" (page 5).

5. In the T/S Tax Code Mapping screen, specify the applicable IRAS tax code for each of the tax classes you created.

**Note:** If you used the Singapore tax reports macro that was available previously, tax codes that were mapped in the macro are copied into this screen.



6. In Accounts Payable:
  - a. In the **Registration Number** field on the Invoicing tab of the A/P Vendors screen, enter a supplier UEN for the specified tax authority and tax class.
  - b. If you have vendors who need import permit numbers, create a record for each of these vendors in the A/P Remit-To Locations screen.

When entering an invoice for one of these vendors in the A/P Invoice Entry screen, you must specify the remit-to location in the **Remit-To Location** field on the Document tab, and the import permit number in the **Import Declaration Number** field on the Taxes tab.

- c. In the A/P G/L Integration screen, specify the following information for the Invoice, Debit Note, and Credit Note transaction types:
    - G/L Entry Description: Vendor Name
    - G/L Detail Reference: Document Number
    - G/L Detail Description: Detail Description
7. In Accounts Receivable:
  - a. In the **Registration Number** field on the Invoicing tab of the A/R Customers screen, enter a customer UEN for the specified tax authority and tax class.
  - b. In the A/R Ship-To Locations screen, ensure that there is a primary ship-to location (specify Yes in the **Primary Ship-To** field). Also, ensure that there is a country specified for the primary ship-to location.
  - c. In the A/R G/L Integration screen, specify the following information for the Invoice, Debit Note, and Credit Note transaction types:
    - G/L Entry Description: Customer Name
    - G/L Detail Reference: Document Number
    - G/L Detail Description: Detail Description

## Setting Up Records for Customer Accounting

To support customer accounting for prescribed goods, you must set up records in Tax Services specifically for this purpose.

### To set up records in Tax Services for customer accounting:

1. In the Tax Authorities screen:

- a. In the **Tax Authority** field, specify the tax authority you will use for customer accounting.
  - b. In the **Report Tax on Retainage Document** field on the Profile tab, select **At Time of Original Document**.
2. In the Tax Classes screen:
- a. In the **Tax Authority** field, specify the tax authority you will use for customer accounting.
  - b. In the **Class Type** field, select **Items**.
  - c. In the **Transaction Type** field, select **Purchases**.
  - d. In the table, create a new prescribed goods purchases tax class.
  - e. In the **Transaction Type** field, select **Sales**.
  - f. In the table, create a new prescribed goods sales tax class.
3. In the Tax Rates screen:
- a. In the **Tax Authority** field, specify the tax authority you will use for customer accounting.
  - b. In the **Transaction Type** field, select **Purchases**.
  - c. In the table, set the tax rate for your prescribed goods purchases tax class to be the same as the regular tax rate.
  - d. In the **Transaction Type** field, select **Sales**.
  - e. In the table, set the tax rate for your prescribed goods sales tax class to 0 (zero).
4. In the Reverse Charges screen:
- a. In the **Tax Authority** field, specify the tax authority you will use for customer accounting.
  - b. Specify an Input Tax Account, an Output Tax Account, and a Threshold Amount.
  - c. In the table, for your prescribed goods purchases tax class, enter **Yes** in each column that will use customer accounting.
5. In the T/S Tax Code Mapping screen:
- a. In the **Tax Authority** field, specify the tax authority you will use for customer accounting.
  - b. In the **Effective Date** field, select **1/1/2019**.
  - c. In the **Transaction Type** field, select **Purchases**.
  - d. In the **Taxable** column in the table, enter **TXCA** for your prescribed goods purchases tax class.
  - e. In the **Transaction Type** field, select **Sales**.
  - f. In the **Taxable** column in the table, enter **SRCA-S** for your prescribed goods sales tax class.

6. In the Tax Groups screen:
  - a. Create a tax group.
  - b. In the first row of the table, add the tax authority you will use for customer accounting.

The way customer accounting transactions are handled varies depending on a number of factors. Details, including information about how Sage 300 processes input and output tax amounts, are available on the Sage Knowledgebase:

<https://support.na.sage.com/selfservice/viewdocument.do?externalId=95558>

## About Reports for Customer Accounting

Some templates and reports are available in the Singapore Tax Reports program folder:

- A/R invoice and credit note templates
- O/E invoice and credit note templates
- Tax tracking reports

To use these templates and reports, you should set them up in customization directories (using the Customization Directories screen in Administrative Services). For more information, see the System Manager help.

# Chapter 2: Generating Reports

Learn how to generate and print reports containing information that you need when reporting taxes.

## Generating a GST F5 Report

Use the Singapore GST F5 Filing screen to generate a report of information you will need for your GST F5 submission to IRAS.

For detailed information about which transactions you should report in each box of your GST return, see the IRAS guide: *How Do I Prepare My GST Return*.


### To generate a GST F5 report:

1. Open **Common Services > Singapore Tax Reports > GST F5**.
2. In the **Start Year/Period** and **End Year/Period** fields, specify a range of periods to include in the report.
3. Click **Generate**.

Values are calculated for boxes 1-9. Some of these values can be adjusted, as follows:

- Box 6 can be adjusted by entering a value in the **GST on Recovered Bad Debts** field.
- Box 7 can be adjusted by entering a value for one or more of the following:
  - Box 10 - Claim for GST Refunded to Tourists
  - Box 11 - Claim for Bad Debt Relief
  - Box 12 - Pre-Registration Claims

#### Tips:

- If there were errors in transactions, you can click the **Error Transactions** button to see more information about the errors.
- For some boxes, you can click a Drilldown  button to see a detail list of the transactions used to calculate the value for the box.

4. Manually enter a value for box 13 - Revenue for the Accounting Period.
5. Click **Print**.

## Generating an IRAS Audit File

Use the GST IRAS Audit File generator to generate an IRAS Audit File (IAF) in a text format that is suitable for submission to IRAS.

To ensure that data in your IAF is acceptable to IRAS, G/L batches must not be consolidated. Select **Do Not Consolidate** in the **Consolidate G/L Batches** field in the following screens:

- A/P G/L Integration
- A/R G/L Integration
- I/C G/L Integration
- O/E G/L Integration
- PJC G/L Integration
- P/O G/L Integration

### To generate an IRAS Audit File:

1. Open **Common Services > Singapore Tax Reports > GST IAF Generator**.
2. In the **Start Year/Period** and **End Year/Period** fields, specify a range of periods to include in the IAF.
3. In the **Output Directory** field, specify where the IAF should be created.
4. Click **Generate**.

The IAF is created in the specified directory.

## Printing Tips

Select report printing options and print destinations.

### Report Printing Options

You can print Sage 300 data in a variety of reports to view key information. Printed reports also serve as a source of backup information in case your data is damaged on your computer.

Sage 300 provides four destinations for printing reports. You can:

- Print to a physical printer, to create permanent copies of the information.
- Print to a preview on your screen, for quick review.

- Print to a file that you can save, print later, import into another program, or transfer to other electronic media.
- Print to e-mail, to send a report as an e-mail attachment.

For instructions on specifying the print destination for Sage 300 reports, see "Selecting a Print Destination" (page 10).

If you print reports to a physical printer, you can also specify a particular printer to use for printing a report. For instructions, see "Selecting a Printer for Reports" (page 11).

## Selecting a Print Destination

You can print reports to a printer, to the screen, to a file, or as an attachment to an e-mail message.

**Note:** If you are not assigned to a security group that has authorization to change the print destination, the only destination available is a physical printer.

### To select a print destination:

1. On the Sage 300 Desktop, click **Print Destination**.
2. Select a print destination:
  - **Printer.** Print to a physical printer.

**Note:** If you have multiple printers, you can specify the one to use when you print. For more information, see "Selecting a Printer for Reports" (page 11).

**Tip:** If you want to confirm the destination printer, page size, and orientation each time you print a report, on the Desktop, click **View > Print Preferences**, and then select **Confirm on print**.

- **Preview.** Display reports in a preview screen.

**Note:** From the preview screen, you can do things such as saving the report to a file, or printing the report to a physical printer.

- **File.** Print to a file.

When you print, you specify details about the file to create, including:

- Format (for example, PDF, DOC, or XLS).
- Destination.

- Name.
- Location.
- **E-mail.** Print reports as attachments to e-mail messages.

You specify the type of file to create:

- **Adobe Acrobat (PDF).** You can open PDF files with Adobe Acrobat Reader (available as a free download from the Adobe Software website).
- **Rich Text Format (RTF).** You can open RTF files with most Windows and Linux word processing programs.

When you print a report, Sage 300 creates a PDF or RTF version of the report and attaches the report file to a new e-mail message.

3. Click **OK**.

## Selecting a Printer for Reports

When your print destination is Printer, Sage 300 prints reports to the Windows default printer, unless you have assigned a specific printer to a report.

The ability to assign different printers to different reports at print time means that you are not limited to printing to the default printer. For example, you can use a different printer to print item labels than you use to print inventory worksheets.

### To assign a specific report to a specific printer:

1. Open the report screen that you want to assign to a printer.
2. On the report screen, click **File > Print Setup**.

The program displays the Windows default printer, but you can change the printer for a specific report.

3. Select the **Specific Printer** option, and then select from the list the printer to use for this report.

The printer list includes all printers that have been added to the Printers and Faxes list in Windows.

4. Select a paper source if you want to use a particular paper tray or paper stock for this report.
5. Click **OK** to close the Print Setup screen.

### **To clear the assigned printer for a specific report:**

1. On the Sage 300 Desktop, do one of the following:
  - Select (highlight) the icon for the report, and then click **Object > Restore Defaults**.
  - Right-click the icon for the report, and then click **Restore Defaults** on the list that appears.
2. In the Restore Defaults screen, select the **Print Settings** option, and then click **OK**.

The print setup for that report is reverted to the desktop default.

### **To have the program prompt you to specify a printer and print options each time you print:**

On the Sage 300 Desktop, click **View > Print Preferences**, and then select **Confirm on print**.



# Appendix A: Data Entry Tools, Tips, and Shortcuts

Use these tools and tips to speed up data entry in Sage 300.

## Menu Commands

The following commands appear on the File, Settings (when available), and Help menus on Sage 300 screens.

**Note:** Menu names and commands may differ by screen.

### File Menu

File Menu Commands

Command	Description	Notes
Close	Closes the current screen.	You can also press Alt+F4 to close a screen.
Customize	Lets you hide or display fields for users by UI Profile ID.	Click <b>File &gt; Customize</b> to hide fields on an open screen for users assigned to a UI Profile ID for that screen. When these fields are hidden, data that would normally appear in these fields cannot be printed. For more information, see the help for the UI Profile Maintenance screen in the System Manager help.
Export	Exports data records to other Sage 300 databases and non-Sage 300 programs.	Click <b>File &gt; Export</b> to export data. For example, you could export purchase statistics for use in spreadsheet or database software. <b>Note:</b> You cannot export serial or lot numbers for kit components.

Command	Description	Notes
Import	Imports data records from other databases and from non-Sage 300 programs.	<p>Click <b>File &gt; Import</b> to import data.</p> <p>For example, you could use a spreadsheet to enter current requisitions or purchase orders when setting up your system, and then import the transactions later.</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>Note:</b> You cannot import serial or lot numbers for kit components.</p> </div>
Print	Prints the current report, list, or screen.	On screens with a corresponding report, click <b>File &gt; Print</b> to open the report screen, which you use to select report options (if applicable) before printing the report.
Print Setup	Selects a printer and sets printing options.	<p>Click <b>File &gt; Print Setup</b> to set up your printer. You can select the default printer or select another from the list of installed printers.</p> <p>For more information about print options, refer to your operating system documentation.</p>
Save	Saves the entries or changes you have made to the current screen.	If you have just entered a new record, <b>Add</b> appears instead of <b>Save</b> .

## Settings Menu

### Settings Menu Commands

Command	Description	Notes
Auto Clear	Creates a new entry automatically when you post a transaction.	<p>Use the <b>Auto Clear</b> option to streamline data entry in transaction entry screens.</p> <ul style="list-style-type: none"> <li>• If Auto Clear is turned on, all fields are cleared each time you post a transaction, allowing you to immediately begin entering another transaction.</li> <li>• If Auto Clear is turned off, transaction information remains on the screen after you post it. Click the <b>New</b> button to begin entering another transaction.</li> </ul>

Command	Description	Notes
Clear Saved Settings	Restores default settings for a report.	This command is available for screens and for some reports.
Save Settings as Defaults	Saves the current report settings as personal defaults.	This command is available for screens and for some reports.

## Help Menu


### Help Menu Commands





Command	Description
About	Displays version and copyright information for the current screen and program.
Contents	Opens Help.
Using Help	Opens Help to an introductory topic on how to use Help.



## Data Entry Tools and Shortcuts








Use these tools and shortcuts to speed up data entry in Sage 300.

### Data Entry Tools and Shortcuts

Tool	Shortcut Key	Description
	Alt + A	Add or save a new record.
Calendar 	F4 or Alt + Down Arrow	Display the calendar for a date field.
	Alt + C or Alt + F4	Close a screen or dialog box
	Del or Alt + D	Delete the selected row or record.

Tool	Shortcut Key	Description
Drilldown 	n/a	<p>The Drilldown  button appears beside some data entry fields and in some column headings in transaction detail entry tables. Click it to view details of the record or transaction in the corresponding field. You can "drill down" both within Sage 300 programs and between separate programs. For example, you can drill down:</p> <ul style="list-style-type: none"> <li>• From General Ledger transactions to original transaction entries.</li> <li>• From Accounts Receivable to Order Entry.</li> <li>• From Accounts Payable to Purchase Orders.</li> <li>• From one transaction to an originating transaction (such as from a credit note to the invoice) within a program.</li> </ul>
	Alt + E	Open the Set Criteria dialog box to filter the list of records to display in the Finder.
Finder 	F5	The Finder  appears in some data entry fields, and in some table headings in transaction entry screens. Click it when you want to look up records you can select for a field.

Tool	Shortcut Key	Description
		<p>Use the Finder to search lists of codes maintained in or used by Sage 300 programs (such as document numbers, terms codes, and account set codes). You can use menu commands in the Finder to help you search, as follows:</p> <ul style="list-style-type: none"> <li>• On the Settings menu, select <b>Color</b> options to highlight a field using color for the text or for the background.</li> <li>• On the Settings menu, select <b>Field Name as Column Heading</b> to use field descriptions or internal field names as column headings.</li> <li>• On the Settings menu, use <b>Columns</b> options to specify columns that appear in the table.</li> <li>• On the Global Settings menu, select the <b>Go to Filter First</b> option if you want the Finder to display the same filter settings you specified on the <b>Find By</b> list the next time you search this type of record.</li> </ul> <p>You can also use the <b>Auto Search</b> option to locate a record quickly in a long list. To do this, select <b>Auto Search</b> and the criteria by which you want to search, and then begin typing the characters that start or are contained in the field you are searching on.</p> <div data-bbox="565 1150 1403 1453" style="border: 1px solid black; padding: 5px;"> <p><b>Note:</b> Records that appear in the Finder are restricted by any selection criteria you apply to this field. If you cannot find the record you are looking for with the Finder or the navigation buttons, check the Finder to see whether any criteria are being used to limit the selection. If necessary, remove the selection criteria. (For more information, see "Setting Finder Criteria" (page 21))</p> </div> <div data-bbox="565 1474 1403 1575" style="border: 1px solid black; padding: 5px;"> <p><b>Tip:</b> For additional instructions on using the Finder to select records, press F1 when the Finder screen appears.</p> </div>
Go 	F7	<p>The Go  button appears on screens where you must enter information (such as filter criteria) before viewing records that match the information you enter.</p> <p>For example, on some Statistics and Inquiries screens, you must</p>

Tool	Shortcut Key	Description
		select a range of years and periods and specify an item number or vendor number before you can view statistics. (If you use multicurrency accounting, you must also specify a currency.) After specifying this information, you click the Go  button or press F7 to view statistics.
Navigation 	n/a	Click the Previous and Next buttons to navigate through a list of existing records, or click the First and Last buttons to navigate to the first and last records.  <div style="border: 1px solid black; padding: 5px;"> <p><b>Note:</b> If you clicked the <b>Set Criteria</b> button on the Finder screen and specified criteria, only records that match the criteria you specified will appear when you use the navigation buttons. If a record does not appear, click the Finder  and check to see whether you have specified criteria that prevent the record from appearing.</p> </div>
New 	n/a	Click the New  button or select <b>New</b> from a menu to begin creating a new record.
	Alt + S	Save changes to the displayed record.
Zoom 	F9	Click the Zoom  button or press the F9 key to view or enter supplementary information for a transaction detail or for a field.

Tool	Shortcut Key	Description
		<p>In any detail entry table, you can select a detail line and press F9 to open a screen that displays all the fields for a single detail, including additional tax-related fields that do not appear on the detail table. You can edit existing details, and even add new details for the document.</p> <p>Beside any field that displays a Zoom button, you can click the button ( or select the field and then press F9) to open a separate screen where you can view and enter supplementary information specific to that field.</p> <div data-bbox="565 709 1401 930" style="border: 1px solid black; padding: 5px;"> <p><b>Note:</b> If another Zoom button appears on the detail screen, you can click it or press Shift+F9 to open the new detail screen. (If you simply press F9 again, the first detail screen closes.) This function is referred to as "Detail Zoom." To close the second detail screen, press Shift+F9 again.</p> </div> <p>After viewing or editing the information in the detail screen, you can press F9 to close the screen.</p>

## Working with Detail Entry Tables

The first tab of each transaction entry screen in Sage 300 contains a detail entry table that shows the document details in tabular format.

In most cases, you can enter all the necessary details for a document right on the table.

**Tip:** If there are more columns than can be displayed at one time, you can use the horizontal scroll bar at the bottom of a list to view the additional columns. You can also rearrange the order of columns, or change column widths, consistent with how you enter data.

You can also view and edit all the fields for a single detail on a separate Detail Items/Taxes screen. To view this screen, select a detail line and click the **Item/Tax** button below the table, or press F9.

**Note:** You use the Detail Items/Taxes screen to view or change tax information for a detail. Detail tax fields do not appear in the detail table.

**To add details using the detail table, do one of the following:**

- If a blank line is highlighted, tab to the **Item Number** field, then either type the item number or select it from the Finder. Enter the remaining information for the detail.
- To start a new line, press Insert or tab through the end of the last line on the table.

If you want to insert a new line in a specific location, highlight the line above the location, and then press Insert.

**Note:** A detail line is saved as you enter it on the detail entry table.

**To edit details using the detail table:**

- Select the line you want to edit, and then enter your changes on that line.

**Note:** For information about using your keyboard to move within a detail table, see "Keyboard Shortcuts for Detail Tables" (page 20)

**To delete details using the detail table:**

1. Select the line you want to delete.
2. Press the Delete key on your keyboard.
3. If you see a message asking you to confirm the deletion, click **Yes**.

**To edit item information or detail tax information using the Detail Items/Taxes screen:**

1. Select the detail on the table, and then either click the **Item/Tax** button, or press F9.
2. Edit the item information and/or change the **Tax Class** or **Tax Included** options for the detail.

## Keyboard Shortcuts for Detail Tables

Use the following keyboard shortcuts to navigate in detail tables.

Key	Menu Command	Action
Ins/Insert	New	Insert a blank row to add a new record.
Del/Delete	Delete	Remove the selected row.
Up or Down Arrow		Go up or down one row.




Key	Menu Command	Action
Left or Right Arrow		Go left or right one column.
Pg Up		Go to the top row in view.
Pg Dn		Go to the bottom row in view.
Home	First	Go to the first row in a list.
End	Last	Go to the last row in a list.
Tab or Enter; Shift+Tab or Shift+Enter		Go to the next or previous column in a list.

## Setting Finder Criteria

To help you search quickly through a long list of records, you can use criteria to restrict the records that are displayed in the Finder and when you use the navigation buttons.

However, at other times, if the Finder uses criteria, it might not display all the records you expect to see.

### To check or remove the criteria:

1. Click the Finder .
2. Click the **Set Criteria** button.
3. On the screen that appears, click the **Clear** button.

For instructions on setting criteria, click the **Help** button when the Set Criteria screen appears.

# Appendix B: Support and Resources

Find support and resources to help get Sage 300 up and running quickly.

## Finding Help and Documentation

You can find information about setting up and using Sage 300 in the Sage 300 help and in the product documentation included with this release.

**Note:** For technical support, visit our customer support website at <https://support.na.sage.com> or contact your Sage business partner.

## Context-Sensitive Help

Sage 300 features context-sensitive help that you can use to quickly open and view articles and information directly from Sage 300 screens.

- On the Sage 300 Desktop, press **F1** to view help for the current screen.
- On Sage 300 Web Screens, click the help menu at the top of the screen to see help articles and resources related to your current task.

## Product Documentation

Sage 300 includes guides in printable PDF format, including the *Installation and Administration Guide*, *Upgrade Guide*, and other documentation related to installation and setup.

These guides are available in the Docs folder on the Sage 300 server, and online at:

- [https://cdn.na.sage.com/docs/en/customer/300erp/Sage300ERP\\_Documentation.htm](https://cdn.na.sage.com/docs/en/customer/300erp/Sage300ERP_Documentation.htm).

### To view the guides in the Docs folder:

- On the Windows taskbar, click **Start > Programs > Sage 300 > Documentation**.

## Support and Resources

Use the links below to find instructions, software training, one-on-one support, technical specifications, or other resources to get Sage 300 working smoothly for your business.

Your Sage Business Partner is also an excellent resource to consult when you have questions about Sage 300.

### How can we help you?

#### I'm setting up Sage 300 and need information or assistance

- **Sage 300 Resources online** –  
[https://cdn.na.sage.com/docs/en/customer/300erp/Sage300ERP\\_Documentation.htm](https://cdn.na.sage.com/docs/en/customer/300erp/Sage300ERP_Documentation.htm)  
Find and download user guides, technical specifications, and more.
- **Sage 300 Web Portal** – [www.sage.com/us/erp/sage-300](http://www.sage.com/us/erp/sage-300)  
Find a business partner, get priority support, and more.

#### I'm looking for instructions to complete a task in Sage 300

While using Sage 300, you can get instructions directly from the software in the following ways:

- **Contextual Help** – To see topics related to your current task:
  - In the Sage 300 Desktop, press **F1**.
  - In Sage 300 Web Screens, click the help menu at the top of the screen.
- **Help Topics** – To explore topics and information in the Sage 300 Desktop, click **Help > Help Topics**.

#### I think something is broken, or I'm getting error messages

Search our knowledge base for solutions to common issues, or contact us for one-on-one assistance.

- **Knowledge Base** – <https://support.na.sage.com>  
Find answers and solutions to FAQs and known software issues.

- **Customer Center** – <https://customers.sagenorthamerica.com/irj/portal/anonymous/login>  
Exclusive support for Sage customers.
- **Partner Center** – <https://partners.sagenorthamerica.com>  
Exclusive support for Sage partners.

## I'm looking for downloads, updates, or technical specifications

Find product updates, download resources, or review technical specifications for Sage 300.

- **Sage 300 Resources online** – [https://cdn.na.sage.com/docs/en/customer/300erp/Sage300ERP\\_Documentation.htm](https://cdn.na.sage.com/docs/en/customer/300erp/Sage300ERP_Documentation.htm)  
Find and download user guides, technical specifications, and more.
- **Sage Business Care** – [www.sage.com/us/erp/sage-business-care](http://www.sage.com/us/erp/sage-business-care)  
Find links to support services, contact our support team, and learn how to guarantee your Sage software is always up to date.

## I want to become a more skilled user of Sage 300

Find links to Sage software training, online communities, and more.

- **Sage University** – [https://sageu.csod.com/LMS/catalog/Welcome.aspx?tab\\_page\\_id=-67](https://sageu.csod.com/LMS/catalog/Welcome.aspx?tab_page_id=-67)  
Convenient, professional training options to help you achieve your business goals.
- **Sage Summit** – [www.sage.com/sage-summit](http://www.sage.com/sage-summit)  
Connect with peers and experts at our annual conference.
- **Priority Software Support** – [www.sage.com/us/erp/sage-business-care](http://www.sage.com/us/erp/sage-business-care)  
Learn how to get unlimited support by phone, e-mail, and live chat.

## I want to share knowledge with other Sage 300 users

Find and share tips, tricks, and solutions online in the Sage 300 Community.

- **Sage 300 Community** – [http://sagecity.na.sage.com/support\\_communities/sage300\\_erp](http://sagecity.na.sage.com/support_communities/sage300_erp)  
Explore Sage 300 blogs, discussions, FAQs, resources, and more.

- **Sage Summit** – [www.sage.com/sage-summit](http://www.sage.com/sage-summit)

Connect with peers and experts at our annual conference.

## I want to contact a Sage 300 representative

- **Support and Services** – <http://support.na.sage.com>

Find links to support services, contact our support team, and learn how to guarantee your Sage software is always up to date.

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