



# **Sage 500 ERP 2021**

## Customer Upgrade Guide

March 2021

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# Chapter 1

## Introduction

Sage, a recognized leader in accounting software for small- and mid-size businesses, welcomes you to Sage 500 ERP 2019.

## About This Guide

This guide has been created to highlight the many new features and enhancements that you will enjoy after installing this version. While the extensive new features included in this release have been designed to improve your workflow and business processes, this means that the way you use your system may change. Chapter 2 of this guide contains all the enhancements for this release. The remaining chapters specifically highlight the differences that you need to be aware of, and steps you need to take, before you begin using the new system.



### NOTE

You can also download the documents at: [www.na.sage.com](http://www.na.sage.com)

Review the information in this guide before performing the software installation and migration steps in your *Installation and System Configuration* guide. The *Installation and System Configuration* guide and other installation documents can be accessed from the Installation Home Page within the Sage 500 ERP Installation image.

## Enhancements

For a complete list of enhancements and changes to the software, after installing, refer to the What's New page and the Release Notes. For the What's New information, see What's New in Version 2021 on page 4. You can also access the What's New page by clicking What's New on the Desktop's Resources page. The release notes are located in the Documentation folder within the Sage 500 ERP image.



### NOTE

You can also download the release notes at [www.na.sage.com](http://www.na.sage.com)



This guide contains the following information you need for a successful upgrade:

- Installation changes
- Global changes in the software
- Changes to the modules

## Graphic Conventions

The following icons are used throughout this manual to indicate different types of information.



The **NOTE** symbol is followed by additional information about a topic.



The **WARNING** symbol is followed by information to help you avoid costly mistakes.

## Text Conventions

The following table describes the text conventions used in this manual.

Text Convention	Explanation
<p>Menus</p>	<p>Menus are shown in this format: Select menu &gt; menu task name.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Select File menu &gt; Change Company.</li> <li>• Select General Ledger Maintenance menu &gt; Maintain Budgets.</li> </ul>
<p><b>Bold font</b></p>	<p>Indicates text entered at a field or text selected at a field.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• At the Value field, type a search value, such as <b>01</b>, for the lookup.</li> <li>• In the Filter window, to delete a filter, select <b>&lt;none&gt;</b> at a filter's Column field.</li> </ul>
<p><i>Italic font</i></p>	<p>Indicates references to other manuals.</p> <p>Example:</p> <ul style="list-style-type: none"> <li>• For more information about installation, refer to your <i>Installation and System Configuration</i> guide.</li> </ul>

# Chapter 2

## ***What's New in Version 2021***

This chapter describes the enhancements added to Sage 500 ERP 2021. Global changes are listed first followed by module changes.

### **Global**

#### **Inactivate a Shipping Method**

You can make shipping methods inactive by clearing the Active check box in Set Up Shipping Methods window.

#### **Select a Map Service Provider**

You can specify which map service is used when someone clicks a Map button by selecting an option in the Map Provider field in the Maintain Site window. The choices are Bing, Google, and MapQuest. Clearing the field disables the Map button.

### **Accounts Payable**

#### **View Pending Voucher Payment Applications**

A view that displays pending voucher payment applications has been added to Business Insights Explorer.

### **Accounts Receivable**

#### **Access the Freight Sub-Tab When Entering Invoices**

When entering invoices, press Alt + g to view the freight sub-tab on the Details tab.

## General Ledger Enhancements

### Expand GL Accounts on the Right or the Left

When expanding a general ledger account segment, the segments can now be expanded to either the left or the right of the existing segments.

## Manufacturing Enhancements

### Planned Date on MRP Generation Report

The planned date now appears next to the required date on the MRP Generation Report.

## Purchase Order Enhancements

### Add Message to Receiving Tickets

A Message field has been added to the Print Receiving Tickets window. Any message entered in this field prints on the receiving tickets.

## Sales Order Enhancements

### Customer PO Field in the Sales Order Lines Explorer View

The Customer PO field has been added to the Sales Order Lines view in Business Insights Explorer.

### Sort Options Are Saved With Pick Lists Selection Report Settings

In the Pick List Selection Report Generation window, your sort selections are now saved when you save the report settings.

# Chapter 3

## **Global Changes**

This chapter describes the changes made that affect multiple modules.

### **Inactivate a Shipping Method**

**The following change was made in version 2021.**

You can make shipping methods inactive by clearing the Active check box in Set Up Shipping Methods window.

### **Select a Map Service Provider**

**The following change was made in version 2021.**

You can specify which map service is used when someone clicks a Map button by selecting an option in the Map Provider field in the Maintain Site window. The choices are Bing, Google, and MapQuest. Clearing the field disables the Map button.

### **Unused Records Excluded From Report Selection Criteria**

**The following changes were made in version 2019.**

Unused options are now automatically excluded from report selection criteria. For example, if you have 20 reason codes set up, but only 8 of them are used on existing purchase orders, only those eight that are used would be available in the selection criteria for a purchase order report.

## Ability to Inactivate Certain Record Types

The following changes were made in version 2019.

You can now make the following types of records inactive:

- Buyers
- Reason codes

## Company-Specific Color Codes

The following change was made in version 2016.

If you have multiple companies, you can now specify a color for each one to identify which company you are working in. The background of the task windows where the company code appears will reflect the company's color. Company colors are selected in Maintain Companies.

## Expanded E-Mail Field Size for Contacts

The following changes were made in version 2014.

The E-Mail field size in all contact records has been expanded to 255 characters to accommodate longer e-mail addresses. Associated reports, document transmittals, and displays have also been modified to reflect the change, though the change may not be visually evident in all locations.

The expanded e-mail address capability applies to customers, vendors, and all business contact records.

## Standardized Posting Across Modules

The following changes were made in version 2013.

Sage 500 ERP 2013 includes a consistent layout for the posting interface across all the modules and posting functions, where standard batch posting takes place. Register Options, Copies to Print, and Format are consistently located on the posting screens.

## Longitude/Latitude Support for Sage Sales Tax

The following changes were made in version 2013.

Sage Sales Tax has begun to offer the ability to determine sales tax nexus based on the longitude and latitude of the delivery site. To accommodate this new ability, longitude and latitude fields have been added to the customer information screens.

## Visual Process Workflows

The following changes were made in version 2013.

Sage 500 ERP 2013 introduces a new tool in the arsenal of self-help assets – Visual Process Workflows. Interactive HTML pages not only demonstrate the steps of a process in visual terms but also include links to the various tasks along the way. So, they can serve as both a self-help tool and a launching page for the steps in the process. The Sage 500 ERP 2013 release includes a number of key processes as well as an easy to use tool that allows you to design your own workflows as desired.

## Multiple E-mail Recipients for Document Transmittals

The following changes were made in version 2013.

The ability to distribute documents to additional contacts is available when a single recipient is not sufficient. This is especially helpful with larger organizations where multiple individuals need to review or approve transactions. It is now possible to designate by document, by contact, which contacts the distribution list includes so that the right people get the information immediately.

## Keyword Replacements for Document Transmittals

The following changes were made in version 2013.

The Sage 500 ERP 2013 release delivers even more functionality for document transmittals. In addition to increased flexibility in delivery options the ability to customize the accompanying e-mail with keyword replacement is now available.

By following the steps in the Help files, you can select the keywords designated for the type of document being transmitted, and the appropriate data from the database is automatically filled in.



# Chapter 4

## **Changes to Accounts Payable**

This chapter describes the changes made to the Accounts Payable module.

### **View Pending Voucher Payment Applications**

**The following change was made in version 2021.**

A view that displays pending voucher payment applications has been added to Business Insights Explorer.

### **View Payments in Vendor Status Window**

**The following change was made in version 2019.**

A Payment Applications tab has been added to the Vendor Status window. The tab displays the vendor's vouchers and the payment and memo transactions that have been applied to them.

### **1099 Processing through Aatrix**

**The following change was made in version 2017.**

Vendor 1099 form processing is handled through Aatrix. You can print 1099 forms or file them electronically through the Aatrix eFiling solution.

### **EFT Setup**

The following change was made in version 2013.

The AP > Set Up ACH Options screen has been removed from the business desktop and all the controls related to the original options screen (i.e. Destination ID, Originator ID, and etc.) now reside in the CI > Set Up Bank Accounts screen. This new functionality gives you the ability to setup multiple EFT accounts per company. The setup provides six different EFT formats to choose from:

(1) US

- (2) Canada - CPA Standard 005
- (3) Canada - Bank of Montreal (NEW)
- (4) Canada - Bank of Nova Scotia (NEW)
- (5) Canada - Canadian Imperial Bank of Commerce (NEW)
- (6) Canada - TD Bank (NEW)

## Print EFT Remittance

The following change was made in version 2013.

A new Print ACH Remittance screen has been added to Activities section of the AP module. This screen allows you to print a paper copy of posted EFT check batches after posting.

## Global Changes

**The following change was made in version 7.40.**

You can now post the freight amount to the general ledger account associated with the purchase item if the Post Freight to Item check box is selected in Set Up PO Options or Set Up AP Options. Previously, the voucher line freight amount posted to the incoming freight account associated with the shipping method.

## Maintain Vendors and Maintain Vendor Classes

The following change was made in version 2016

When using the Next and Previous buttons to navigation through records, the focus will now remain on whichever tab you have selected.

## Reports and Inquiries

**The following change was made in version 7.30.**

In the 1099 Forms task, all references to Magnetic Media have been renamed to Electronic Filing.

## Set Up Payments

**The following change was made in version 2016.**

A Credit Card payment method has been added to the Set Up Payments window. When this option is enabled, you can use Credit Card as the payment method when processing invoices for payment, creating a manual payment entry, and applying a payment in Apply Payments and Memos.

# Chapter 5

## **Changes to Accounts Receivable**

This chapter describes the changes made to the Accounts Receivable module.

### **Access the Freight Sub-Tab When Entering Invoices**

The following change was made in version 2021.

When entering invoices, press Alt + g to view the freight sub-tab on the Details tab.

### **View Payments in Customer Status Window**

The following change was made in version 2019.

A Payment Applications tab has been added to the Customer Status window. The tab displays the customer's invoices and the payment and memo transactions that have been applied to them.

### **Reverse Applications**

The following change was made in version 2014.

A new task, Reverse Applications, has been added to the Activities menu to simplify the process used to undo the application of a memo, payment, or invoice applied incorrectly.

- Selecting the Reverse Memo Applications option allows the creation of reversals for memos and invoices.
- Selecting the Reverse Payment Applications options allows the creation of reversals for payments.

After the reversals are created and posted, the memos, invoices and payment can be reapplied to other memos/payments.

### **Import Cash Receipts**

The following change was made in version 2013.

A new import entity has been added to the “Maintain Import Job” task in Data Import Manager allowing you to import cash receipts such as electronic funds transfers, lock boxes, third party web pages, and alternative collection methods.

## Apply Payments and Memos

**The following change was made in version 7.40.**

In Apply Payments and Memos, you can now apply a refund to any other type of transaction; previously, they could be applied only to credit memos. Also, the Show All Open Invoices check box has been renamed Show All Open Transactions.

## Enter Cash Receipts and Invoice Down Payment

**The following change was made in version 2013.**

You can track Miscellaneous Cash Receipts through an enhancement to various reports and that allows you to include miscellaneous cash receipts.

**The following change was made in version 7.40.**

In Enter Cash Receipts, you can now apply refunds to both invoices and memos; previously, they could be applied only to memos. Also, the Show All Open Invoices check box has been renamed Show All Open Invoices and Memos.

**The following change was made in version 7.30.**

If the new Credit Card Processing module is activated, a customer’s credit card information must be entered in the Credit Card Transactions task, and the fields on the Credit Card tab can only be viewed.

## Maintain Customers

**The following change was made in version 2016.**

When using the Next and Previous buttons to navigation through records, the focus will now remain on whichever tab you have selected.

**The following change was made in version 2013.**

On the Credit Cards form (when the Credit Card module is activated), the credit card number and expiration date are now disabled. This information is entered via the Sage Exchange interface which is displayed when the user clicks the save button on a new credit card, or clicks the Edit

## Maintain Customer Classes

**The following change was made in version 2016.**

When using the Next and Previous buttons to navigation through records, the focus will now remain on whichever tab you have selected.

## Memos

**The following change was made in version 2016.**

You can now set customer memos to automatically appear in various tasks. On the Memos window, click Auto Display to select which tasks will automatically display the memo.

# Chapter 6

## **Changes to Business Insights**

This chapter describes the changes to Business Insights.

### **Business Insights Dashboard**

**The following changes were made in version 7.20.**

The new Business Insights Dashboard provides more robust and flexible capabilities offered with ASP .NET technology. The Dashboard is a Web site that provides you with the ability to view and customize key business data for the selected company. For information about installing the Business Insights Dashboard, refer to the *Sage ERP MAS 500 Internet Applications* guide.

- You can view Business Insights Explorer data, as well as set links to commonly used sites within the Dashboard Web site.
- You can create private or public Dashboards. Creating public Dashboards allows you to share key business data with other users in your company.
- The Business Insights Dashboard is available on all 7.20 systems; you do not have to purchase it separately. For more information, see the Help system or the new Business Insights Dashboard tutorials.



# Chapter 7

## **Changes to Cash Management**

This chapter describes the changes made to the Cash Management module.

### **Bank Transaction Entry**

The following change was made in version 2016

An Accounts button has been added to the Bank Transaction Entry window. When processing a transaction, you can click this button to open the Offset Accounts window and allocate the transaction amount to multiple accounts.

### **Reprint Bank Reconciliation Register**

The following change was made in 2013.

A new Reprint Bank Reconciliation Register report has been added to Insights > Reports section of the CM module. This report allows you to reprint the reconciliation register for a given bank statement after posting.

### **Bank Reconciliation Usage**

The following change was made in 2013.

Sage 500 ERP 2013 improves the reconciliation experience with a re-sizable Bank Reconciliation screen that is larger and easier to use.

### **Period End Closing**

The following change was made in 2013.

To control posting transaction to the General Ledger outside of the current period, Sage 500 ERP 2013 includes options to lock down each period individually. With the proper permissions you can override the lock down of individual sub-ledger postings in preparation for period end closing.

In “Set Up Fiscal Calendar”, you have the option to lock or unlock postings to individual sub-ledgers by fiscal year and period.

## **Multiple Unposted Deposits**

**The following change was made in version 7.30.**

Multiple unposted Cash Management deposits are now supported.

# Chapter 8

## ***Changes to Common Information***

This chapter describes the changes made to the Common Information module.

### **Maintain Inventory Items**

**The following change was made in version 2016.**

When using the Next and Previous buttons to navigation through records in Maintain Inventory Items, the focus will now remain on whichever tab you have selected.

# Chapter 9

## **Changes to Credit Card**

This chapter describes the changes made to the Credit Card module.

### **Sage Exchange Desktop 2.0**

The following change was made in version 2017

Sage Exchange Desktop (SED) 2.0 is now included in Sage 500 ERP for credit card processing. SED 2.0 supports virtualization through products such as Citrix.

### **Level III Credit Card Processing**

The following changes were made in version 2016.

Level 3 credit card data is now transmitted for credit card payments processed through Enter Sales Orders and Quotes. A Credit Card Level III button has been added to the Header and Line tabs; you can click the buttons to enter additional level 3 data. This feature has no effect on any other aspect of sales order processing.

### **Electronic Funds Transfer (EFT) Transactions**

The following changes were made in version 2014.

#### **Electronic Funds Transfer (EFT) Setup**

In Set Up Tender Types, a new tender type must be created with a tender type class of Credit Card, a valid Merchant Processor account (as designated by Sage Payment Solutions), and the appropriate Receipt account.

When the tender type is selected in Maintain Credit Card/EFT, the appropriate account information is entered in place of a credit card number. This is also true in similar one-time entry screens from within Sales Order tasks.

## Electronic Funds Transfer (EFT) Receivables Processing

Electronic Funds Transfer (EFT) receivables are available as a payment type in all of the same places that credit card payments are available. There are a few slight differences in the processing of the transactions.

- All EFT transactions are processed as a Sale transaction.
- There is no ability to “pre-authorize” an EFT transaction.
- The funds are transferred after the transaction is approved.
- EFT receipt transactions against a sales order are processed as a deposit rather than a pre-authorization.

## Sage Exchange

The following changes were made in version 2013.

Sage Exchange has been integrated in Sage 500 ERP Credit Card Processing for version 2013. Sage Exchange is the cloud-based technology that provides the integration between Sage 500 ERP and Sage Payment Solutions. While Sage 500 ERP has supported Sage Payment Solutions as well as the Sage Vault as of version 7.30, Sage Exchange provides a common UI across Sage products for interfacing with Sage Payment Solutions. It also provides for card swiping capabilities as well as future Sage Payment Solutions offerings such as ACH and Mobile Payments.

As of version 2013, Sage Payment Solutions is the only supported credit card processor. An upgrade path is provided in order to move your credit card information to the Sage Exchange vault if you were previously using the Sage 500 ERP local vault. Please see the Upgrading from 7.40 to Sage 500 ERP 2013 chapter for more information.

The credit card number and the expiration date are now disabled on the Credit Card Transaction Entry form.

- As with Maintain Customer, the credit card may be saved by pressing the save button for a new credit card, or the Edit button to modify an existing credit card. The Sage Exchange Vault form will be displayed and the user may change the card number (if there are no transactions for this card) and expiration date. Upon submission, the changes will be saved to the SPS vault.
- When a credit card pre-authorization or sale transaction is submitted, the Sage Exchange Transactions form will be displayed. The user is then given the opportunity to modify the card number (when there are no transactions for this card), expiration date and customer address information (as defaulted from Sage 500). Any changes to the information on this form will then be populated back to Sage 500.

## Upgrade Procedures

Sage 500 ERP 2013 only supports Sage Exchange for credit card processing. If you were previously using Paypal, Sage Payment Solutions, or another third party credit card processor utilizing the Sage 500 local vault, it will be necessary to upgrade your vault to the Sage Exchange vault. This information will no longer be stored locally. You will need to obtain a merchant account from Sage Payment Solutions before performing the upgrade to 2013.

- If you were using Sage Payment Solutions and also using the Sage Payment Solutions vault, no upgrade is necessary. The Sage Exchange and the Sage Payment Solutions vaults are one and the same.
- If you were using Paypal or another 3rd party processor, you will need to upgrade your credit card tender types with valid processor accounts for Sage Exchange.
- If you were using a 3rd party processor with its own vault capabilities, you will need to migrate that information to the Sage 500 local vault. It then must be upgraded to the Sage Exchange vault as part of the upgrade process.

## Installation Upgrade

As part of the automatic upgrade process:

- For each company where the CC module is activated, a non-Sage Payment Solutions processor is being used, and the 500 local vault is being used, all credit card transactions must be voided, settled, expired or declined, and the associated Cash Management batches posted.
- The upgrade process will report an error and the upgrade will stop if this condition is not met.
- The upgrade process will update the Credit Card Options record with the SPS guid for the active processor, update existing processor account records as “Inactive” and clear the web services from any existing SPS processor account detail rows (no longer used).

## Manual Upgrade Steps

There are some manual steps necessary after the initial completion of the automatic upgrade processing:

- After upgrading, you need to create new credit card processor account records as required for Sage Exchange. This is probably just one account unless multi-currency is used, in which case there will be one per currency. New merchant account(s) and key(s) must be obtained from Sage Payment Solutions in order to complete this process. A new upgrade task has been added to the credit card module, activities and utilities menu. This task will have two functions.
  - It allows you to associate old tender types previously associated with a non-SPS processor account with the new processor accounts associated with SPS (since these cannot be modified by the user if there are existing transactions).
  - If there are any records in the local 500 vault, these will be moved to the Sage Exchange vault. The associated customer credit cards and transaction logs will be updated with the new Vault GUID.
- For a third party snap-in using another external vault, the items need to be migrated from that vault to the local 500 vault using the 500 Encryption tools. The Upgrade task can then be used to move the vault items from the local 500 vault to the Sage Exchange vault.

## Special Considerations for Upgrading to Sage Exchange

- You must have an internet connection.
- The actual Sage Exchange Desktop will be installed via the web on each client the first time a user attempts to access. This may happen from one of the following processes, depending on the first one that was accessed after the 2013 installation:
  - Maintain Processor Accounts after clicking the Test Connection button.
  - Maintain Customer Credit Cards, when the user presses the Save button in the toolbar.
  - Credit Card Transactions, when the user either pressed the Save button to save the credit card, or presses one of the submit buttons to submit the actual credit card transaction.
- The upgrade conversion process is going to take a considerable amount of time as each vault guid is moved to the new vault. Please allow for an appropriate amount of time when the conversion can be left to run. Note however that you will be able to stop and restart the conversion as desired.
- The upgrade should NOT be run in a test environment with live data, since this will actually vault the credit card information in the live Sage Exchange vault. The upgrade should ONLY be run in a live environment with live data for this reason.

## Reduce Fraud Exposure

The following changes were made in version 2013.

Sage 500 ERP 2013 now stores sensitive cardholder data in the secure, cloud-based Sage Exchange Vault. For added cardholder security, you can also enter a one-time use credit card for a payment transaction without saving credit card information. If you are migrating from previous versions of the software you can now move your customers' credit card information from your current location into the secure Sage Exchange Vault.

The Sage Exchange technology includes connection to a secure vault for storing all sensitive credit card information outside of Sage 500 ERP, as well as for processing credit card transactions.



## Card Swipe Capability

The following changes were made in version 2013.

Sage Exchange reduces merchant transaction fees when cards are present and speed the entry process when swiping credit cards using a Sage Payments recognized card swipe device attached to the terminal. Our new card swipe capabilities have been truly integrated so that payments processing is built into the normal Sage 500 ERP workflow.

## Allow Upcharges

The following changes were made in version 2013.

An Allow Upcharges option has been added to the CI Options task. This check box allows the processing of an amount greater than the pre-authorized amount in the Credit Card module. The default upcharge type and amount are setup in Maintain Customer, and may be overridden in Enter Credit Card Transactions in Sales Order Entry.

## Note to Current PSG Credit Card Users

**The following changes were made in version 7.30.**

The new Credit Card Processing module has greatly enhanced functionality compared to the Professional Services Group (PSG) module and delivers a more complete and secure credit card processing solution.

- There is no automatic conversion from PSG Credit Card to the version 7.30 Credit Card Processing module; there will be some configuration required. For example, you will need to set up processors and re-enter customer credit card information.
- Processors supported out of the box are Sage Payment Solutions and PayFlow Pro by PayPal. In contrast, the PSG version supported PCCharge and Sage Payment Solutions. If you are currently using PCCharge, you will need to either change processors or create a custom interface for PCCharge.

# Chapter 10

## ***Changes to Customizer***

This chapter describes the changes to Customerizer.

### **Check Syntax Button**

**The following change was made in version 2013.**

In Sage 500 ERP 2013, a “Check Syntax” button on the script editor interface now exists to allow verification of the syntax without having to leave the editor.

### **Expanded Custom Controls**

**The following change was made in version 2013.**

With the release of Sage 500 ERP 2013 a number of additional “optional” behaviors have been added to several of the most commonly modified controls. By selecting the new “optional” behaviors in Customizer in place of the code level modification, the customization will survive an upgrade, minimizing the expense and effort.

### **Add Tabs to Existing Tab Control**

**The following change was made in version 2013.**

The Sage 500 ERP 2013 release now has the ability to add a custom tab to the existing tabs which is more in line with the look and feel of the existing interface.

# Chapter 11

## **Changes to General Ledger**

This chapter describes the changes made to the General Ledger module.

### **Expand GL Accounts on the Right or the Left**

**The following change was made in version 2021.**

When expanding a general ledger account segment, the segments can now be expanded to either the left or the right of the existing segments.

### **Update Accounts Associated with a Natural Account**

**The following change was made in version 2017.**

You can update the status of all accounts associated with a natural account in one action instead of updating them one-at-a-time.

### **Period End Processing**

**The following change was made in version 7.30.**

As a result of the new batchless transactions in the Sales Order module, shipments and returns must be committed before they can be posted to the general ledger. General Ledger periods cannot be closed in GL Process Period End if any shipments or returns in the affected period have been committed but not posted.

### **Reports and Inquiries**

**The following changes were made in version 7.30.**

- The Reports menu was moved to the new Insights menu and renamed Report.

- The Inquiry menu was removed. All inquiry tasks were replaced with new Business Insights Explorer tasks located in the Insights menu > Explore menu, or with new Business Insights Analyzer tasks located in the Insights menu > Analyze menu. For more information, see Old Inquiries to New Inquiries Mapping in the Help system.

# Chapter 12

## **Changes to Inventory Management**

This chapter describes the changes made to the Inventory Management module.

### **Inventory Purge Utility**

**The following changes were made in version 2016.**

The Purge IM Data utility has been redesigned.

- The selection criteria has been expanded so that you can now purge a more specific set of data.
- Each purge is now a separate process; therefore, a problem with one purge will not affect other ongoing purge processes.
- Purging bins is now a separate process from other purge activities.
- A progress meter has been added to provide feedback during the purge process.
- Balance-forward transactions are now created when necessary to correctly maintain transaction history following a purge.
- As a precautionary measure, a purge can no longer be started as part of period-end processing.
- A new table, `tsmAsyncProcessingLog`, has been created and contains information from the most recent purge. If issues occur during a purge, such as skipped items, an entry is written to the table. The table is not available in the Sage 500 ERP user interface.
- Customization hooks have been added to the purge process. This creates the potential to create customizations that maintain a single stored procedure without having to modify the underlying purge stored procedures.

Note that the following are not supported:

- Transaction and history purging for tracked items

- Items with an Actual valuation type
- Items with an Average valuation type
- Outdated items, inventory, and pricing

## Various Maintenance Tasks

When using the Next and Previous buttons to navigation through records in the tasks listed below, the focus will now remain on whichever tab you have selected.

- Maintain Items
- Setup Warehouses
- Maintain Inventory

## Global Price Base Change

The following changes were made in version 2013.

The Global Price Base Change task allows customers to select which items they wish to update based on the Price Base Type and Data Selection criteria.

- Changes may be applied to the Item Standard Price, Item Standard Cost, List Price, Price Sheet, Replacement cost, and/or Standard Cost.
- Items are displayed in the grid at the bottom of the screen.
- The adjustment method, amount or percent, and tolerance, can then be set and applied to the items in the grid.
- Once the application is complete, the results can be reviewed for accuracy, validated, and/or edited in Excel.
- Entries with Warnings or Fatal Errors are flagged for review and update prior to committing the changes.
- Buttons at the bottom of the screen allow the quick deletion of entries with either Fatal Errors or Warnings

## Global Price Group Change

The following changes were made in version 2013.

The Global Price Group Change task allows changes by Price Group Type as selected by Item or Product Price Group.

- Adjustments may include an Effective Date and an Expiration Date.
- In some cases, the adjustments may be applied to the grid using a specific effective date as well.
- Items are displayed in the grid at the bottom of the screen. Columns associated with the records vary based on the Price Group Type selected.
- Once the adjustments are applied to the grid, the results can be reviewed for accuracy, validated, and/or edited in Excel.
- Entries with Warnings or Fatal Errors are flagged for review and update prior to committing the changes.
- Buttons at the bottom of the screen allow the quick deletion of entries with either Fatal Errors or Warnings.

## Global Changes

The following changes were made in version 7.40.

- You can now maintain the primary vendor at the inventory if the Warehouse Replenishment Primary Vendor check box is clear in Maintain Inventory. Previously, the primary vendor was required when defining a warehouse replenishment record and could not be changed.
- You can now override the buyer and primary vendor during order generation when using inventory replenishment and override the buyer when using MRP. Previously, if the buyer and primary vendor were defined for the purchase product line for the inventory record, the assigned buyer and primary vendor were used for the suggested orders. Users can now change the primary vendor in Inventory Replenishment or the buyer and primary vendor in MRP on the suggested orders.

- You can now specify manufacturing preferred bins, separate from distribution preferred bins, at the inventory item level. Previously, a list of preferred bins was defined for an inventory record and the preferred bins associated with the inventory record were used during the distribution process for all inventory transactions across both the distribution and manufacturing modules.

## Landed Costs

**The following change was made in version 7.40.**

In Set Up Landed Costs, you can now set up landed cost by receipt line or receipt total based on the new allocation method. Additionally, you can apply the landed cost to miscellaneous items, miscellaneous expenses, and assembled kits. Previously, you could only assign landed cost to finished goods and raw materials. Also, you can no longer apply landed cost to inventory purchase transactions.

## Replenishment Orders

**The following change was made in version 7.40.**

In Process Replenishment Orders, you can now delete all suggested orders during the replenishment process. Previously, all orders would remain as suggested orders until an actual order was generated. Additionally, all but the Create Suggested Orders option are now disabled when no suggested orders exist.

## Physical Count

**The following changes were made in version 7.30.**

The Inventory Physical Count process has been enhanced with significant workflow and user interface improvements.

- Grid entry functionality was added to the Enter Counts task.
- Warning messages are also displayed for items with missing counts.



- In the Select Count Items task, there is expanded item selection criteria. You can also select individual list items to count, save count selection settings, and control the sort order of count items.
- In the Enter Counts task, you can now filter a list of count items, include counted or uncounted items (or both), enter counts directly into a grid, and edit batch information.

## UPC Bar Codes Validation

**The following change was made in version 7.30.**

A new option has been added to Set Up IM Options to validate that a UPC bar code is unique to your company and is in numeric (0-9) format. The validation is performed in the Maintain Items and IM Import tasks, and the Inventory Items Assisted Company Setup (ACS) step in Data Migrator.

# Chapter 13

## ***Changes to Manufacturing***

This chapter describes the changes made to the manufacturing modules.

### **Planned Date on MRP Generation Report**

**The following changes were made in version 2021.**

The planned date now appears next to the required date on the MRP Generation Report.

### **Maintain Routing and Set Up Work Centers**

**The following changes were made in version 2016.**

When using the Next and Previous buttons to navigation through records, the focus will now remain on whichever tab you have selected.

### **Non-inventory Items in Manufacturing**

The following changes were made in version 2013.

Non-inventory items can be included on material issue steps, outside processing steps, and other steps in either a routing or on a work order. Costs can be overridden at the time of setup and are added to WIP.

### **Backflush Setup Hours**

The following changes were made in version 2013.

Sage 500 ERP 2013, makes it easier to remember to include Setup Hour costs by allowing backflush for any setup hours. You can designate setup hours to backflush always, never, or manually.

### **Delete or Cancel Work Order**

The following changes were made in version 2013.

If a Work Order is created in error, as long as no transactions have been posted against it, the entry can be either cancelled or deleted thereby freeing up database space and reducing the number of entries in lookups.

## Bill of Material Regeneration

The following changes were made in version 2013.

The upgrade conversion process can take a considerable amount of time as each routing will have its Bill of Material regenerated in order to populate a new column in the tmfBillOfMat\_HAI table. Please allow for an appropriate amount of time when the conversion can be left to run. Note however that you will be able to stop and restart the conversion as desired.

## Work Order Maintenance

**The following change was made in version 7.40.**

A new option has been added in Work Order Maintenance to set a material or labor step to complete. Marking a material step complete when quantities remain relieves the quantity from the Quantity Required for Work Order field, thereby, adjusting the replenishment position and avoiding overstocking. Previously, a material or labor step was set to complete only during labor entry or material issue.

## Backflush from Bin Tracked Warehouse

**The following change was made in version 7.40.**

In Manufacturing, you can now backflush a material/outside/other step from a bin tracked warehouse as long as the item is not lot or serial tracked. Previously, a material step could not be marked as a backflush step if the warehouse associated with the detail step was tracking quantity at the bin level.

## Set Up MF Options

**The following change was made in version 7.40.**

The options to set the batch number for job completion, labor, progress jobs, material issues, outside issues, and other issues have been removed. Additionally, the option to create open batches for material issue, labor entry, progress entry, and job close has been removed. Batches are now automatically assigned during Post MF Transactions.

## Post MF Transactions

**The following change was made in version 7.40.**

To simplify the posting process for manufacturing transactions, a new Post MF Transactions task has been added to the Activities menu to replace the following tasks:

- Manufacturing Completion Journal
- Manufacturing Labor Journal
- Manufacturing Progress Journal
- Manufacturing Material/Outside/Other Journal
- WIP Labor Journal
- WIP Mat/Out/Other Journal
- WIP Progress Journal
- WIP Completion Journal
- WIP Batch Setup
- Labor Entry Log
- Material Issues Log
- Outside Issues Log
- Other Issues Log

Additionally, this new task allows you to select the transactions to post and uses the transaction date as the posting date.

## Renamed, Removed, and Moved Tasks

The following change was made in version 7.40.

The following tasks are now replaced with the Post MF Transactions task.

- WIP Labor Journal
- WIP Mat/Out/Other Journal
- WIP Progress Journal
- WIP Completion Journal
- WIP Batch Setup
- Labor Entry Log
- Material Issues Log
- Outside Issues Log
- Other Issues Log

## Performance Improvements to Production and Labor Entry

The following change was made in version 7.30.

Performance has been significantly improved in the Production Entry and Labor Entry tasks. By eliminating concurrency deadlocks, performance on these tasks has improved approximately 90 percent.

# Chapter 14

## **Changes to Project Accounting**

This chapter describes the changes made to the Project Accounting module.

### **Process Project Invoices**

**The following change was made in version 2013.**

The import process has been completely rewritten to use AR Invoice Migration API (set-oriented) to improve performance. A grid control has been added to the PA Generate Invoices screen to properly display the error messages generated by the API.

### **General Ledger Transaction Reconciliation Report**

**The following change was made in version 2013.**

The General Ledger Transaction Reconciliation Report allows you to match GL transactions found within the Project Accounting (PA) module with the GL transactions found in the General Ledger. The PA module stores a separate set of GL transactions to those found in the General Ledger. PA does this so it can keep a project reference for each GL transaction as the General Ledger has no project references. PA journal entries can be found in places such as the Project General Ledger Recap report.

### **Global Changes**

#### **Microsoft Project Support**

**The following change was made in version 7.30.**

Microsoft Project support has been discontinued with the retirement of the Microsoft Project Link module.

## Reports and Inquiries

The following change was made in version 7.20.

In the GL Account Transactions view in Business Insights Explorer, project transactions are now listed in the Tran Type column as Project Debit, Project Credit, or Timesheet. You can also access the Misc. Project Transactions Inquiry or Timesheet Inquiry window by selecting Manage menu > View Source Transaction to view the related Project Accounting transaction information.

## Time and Material Billing Method

The following change was made in version 7.20.

The new Bill Method field in the Accounts Payable Enter Vouchers window allows you to select the bill method for a time-and-material and/or fixed-price-plus noninventory line item in a project. The billing methods are standard price, standard cost, and actual cost.

The new Time and Material Billing Method field in the Set Up PA Options window allows you to select the default billing method to use for the time-and-material and fixed-price-plus projects invoiced in Enter Vouchers for noninventory items.



# Chapter 15

## **Changes to Purchase Order**

This chapter describes the changes made to the Purchase Order module.

### **Add Message to Receiving Tickets**

**The following change was made in version 2021.**

A Message field has been added to the Print Receiving Tickets window. Any message entered in this field prints on the receiving tickets.

### **Maintain Vendor Items**

**The following change was made in version 2016.**

When using the Next and Previous buttons to navigation through records in Maintain Vendor Items, the focus will now remain on whichever tab you have selected.

### **Global Changes**

**The following change was made in version 7.40.**

You can now post the freight amount to the general ledger account associated with the purchase item if the Post Freight to Item check box is selected in Set Up PO Options or Set Up AP Options. Previously, the line item freight amount posted to the incoming freight account associated with the shipping method.

### **Drop Shipments**

**The following change was made in version 7.30.**

If the new Credit Card Processing module is activated, drop shipments are now supported with credit card payments as they are released to the Accounts Receivable module for invoicing.

## Landed Cost Changes

**The following change was made in version 7.40.**

A new Enter Landed Cost window has been added to the Process Receipt of Goods task that allows you to manually enter and modify both third-party and the landed cost that is generated for items with freight when the Post Freight Amount to Item check box is selected. Additionally, landed cost transactions are now generated for items with freight on a purchase order line when the Post Freight Amount to Item check box is selected in Set Up PO Options.

# Chapter 16

## ***Changes to Sage Intelligence Reporter***

This chapter describes the changes made to Sage Intelligence Reporter

### **New Reports at No Charge through the Report Utility**

The following change was made in version 2017.

New reports have been added to the collection available for download, including Cash Flow, Monthly Sales Trend, and Power View Purchases Dashboard.

# Chapter 17

## **Changes to Sales Order**

This chapter describes the changes made to the Sales Order module.

### **Customer PO Field in Sales Order Lines Explorer View**

**The following change was made in version 2021.**

The Customer PO field has been added to the Sales Order Lines view in Business Insights Explorer.

### **Sort Options Saved With Pick Lists Selection Report Settings**

**The following change was made in version 2021.**

In the Pick List Selection Report Generation window, your sort selections are now saved when you save the report settings.

### **Look Up RMAs by Item and Amount**

**The following change was made in version 2019.**

In the Enter Customer Returns window, you can look up RMAs by item and amount.

### **Memos**

**The following change was made in version 2016.**

You can now set customer memos to automatically appear in various tasks. On the Memos window, click Auto Display to select which tasks will automatically display the memo.

### **Generate Shipments**

**The following changes were made in version 2014.**

A new dialog box has been added to the Generate Shipments task.

- When generating a single shipment, the shipment ID is displayed in a dialog box providing a quick reference for further processing.
- When generating multiple shipments, the dialog box displays the number of shipments generated with a message directing the user to view the report for shipment IDs.

## Invoices

**The following changes were made in version 2014.**

- The sales order number associated with the line on an invoice is now printed on the invoice line. It provides a quick cross reference for the customer receiving the order, thus improving both customer satisfaction and invoice payment processing.
- Invoices lines are now sorted by sales order.

## Copy Sales Order/Quote to a New Customer

The following change was made in version 2013.

With Sage 500 ERP 2013, it is now possible to copy a sales order or quote to a new customer. You can assign a new customer with options to reprice the order based on the changes, decide whether or not to copy the quantities, whether or not to copy the dates, manually assign new dates, and include a new Customer Purchase Order number.

## Shipping by SmartLinc

**The following change was made in version 2013.**

Sage 500 ERP 2013 includes Sage 500 ERP Shipping by SmartLinc, a web based, fully scalable shipping system that can be deployed at a single location or multiple locations. The software is loaded on a central server and then mapped to local workstations as needed to accommodate shipping demands. Whether the business ships several packages per day or thousands, Sage Shipping can process those shipments with the speed and accuracy businesses expect and demand from a “state of the art system”.

Sage Shipping is available in a number of deployment options with varying features to meet the needs of each individual business and supports UPS, USPS, FedEx, DHL, LTL and Full Truck load carriers, company vehicles or regional carriers. Shipment charges and tracking numbers are automatically updated to Sage 500 ERP, with options to add package tracking information to the sales order line or item level, or email notifications including the date, the carrier, tracking numbers and an embedded link to the carrier's website sent directly to the recipient.

## Data Entry Changes

**The following change was made in version 7.40.**

You now have the ability to enter negative lines for non-inventory items in Enter Sales Order and Quotes.

## Shipment Commit Process

**The following changes were made in version 7.30**

Previously, shipments had to be committed before an invoice could be printed. The shipment commit process has been enhanced with the following features:

- The Edit Shipments task is enhanced with a new Invoiced status and the ability to generate, print, and view invoice details for a selected shipment.
- You can generate and print a pro-forma invoice prior to committing the shipment.
- You can now delete pending invoices before committing them.
- New security events control the ability to generate and delete pro-forma invoices prior to commit.
- You can enter and apply payments in the Process Sales Order and Edit Shipments tasks.

- Ready to Commit selection criteria was added to the Select Customer Shipment task.

## Enter Payments

**The following change was made in version 7.30.**

If the new Credit Card Processing module is activated, a customer's credit card information must be entered in the Credit Card Transactions task, and the fields on the Credit Card tab can only be viewed.

# Chapter 18

## **Changes to System Manager**

This chapter describes the changes made to the System Manager module.

### **Task Editor Utility**

**The following change was made in version 7.40.**

In the Task Editor utility, the Task ID field no longer defaults to an ID that is reserved by Sage.

### **Maintain Users**

**The following change was made in version 7.20.**

You can set roles for users who will create, maintain, or run import jobs within the Data Import Manager module. These roles are established by selecting the DI Package User or DI Package Administrator check box for users. For more information, refer to the *Sage ERP MAS 500 Installation and System Configuration* guide.



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