



Sage 500

Upgrade Guide

March 2024

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Last updated: January 16, 2024

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Introduction

Sage, a recognized leader in accounting software for small- and mid-size businesses, welcomes you to Sage 500 ERP 2024.

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.



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 2024](#)" (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.

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

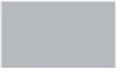

Installation changes

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
Menus	Menus are shown in this format: Select menu > menu task name. Examples:

Text Convention	Explanation
	<p>Select File menu > Change Company.</p> <p>Select General Ledger Maintenance menu > Maintain Budgets.</p>
<p>Bold font</p>	<p>Indicates text entered at a field or text selected at a field.</p> <p>Examples:</p> <p>At the Value field, type a search value, such as 01, for the lookup.</p> <p>In the Filter window, to delete a filter, select <none> at a filter's Column field.</p>
<p><i>Italic font</i></p>	<p>Indicates references to other manuals.</p> <p>Example:</p> <p>For more information about installation, refer to your <i>Installation and System Configuration</i> guide.</p>

What's New in Version 2024

This chapter describes the enhancements added to Sage 500 ERP 2024. Global changes are listed first followed by module changes.

Global

Add ability for doc transmittal to send through exchange using OAuth / Multi factor Authentication

Sage 500 now has a protocol to use Exchange with OAuth which includes 2 factor authentication.

However before using the method you may want to consider the impact.

Doc Transmittal

Over the past years customers have been desperate to decrease the frequency of entering the document transmittal credentials. We accommodated this around 2017 and even had many customers get hotfixes due to the strong desire to reduce the credential issue.

OAuth

With the OAuth process the tokens are only valid for about 1 hour and get extended about 30 minutes beyond the last send. This could potentially dramatically increase the frequency of time that credentials must be entered and approved. This token will be encrypted and stored and attempted to be reused upon any new doc transmittal send process. The failure of a send using the token stored will trigger a new credential sequence.

2 Factor Authentication

Customers who have multiple users dealing in the same Document Transmittal process areas will need to have a process in place to deal with it.

Option 1: Have all uses who deal with Document Transmittal with the Email account used for processing, have the 2 factor Authentication application installed on each user's device. Then whenever the Authentication process is used - all users will get notified to authenticate the

connection. In this case there will need to be a protocol for handling this (if you did not enter the credentials... do not approve or deny)

Option 2: Change to only have one user handle document transmittal for that section. (vacations/out of offices situations will be an issue)

There are other more user friendly ways to deal with this, such as using an SMTP potentially 3rd party emailing option and use SMTP as your protocol for the Doc Transmittals, that you may want to consider.

Accounts Payable

Track unused/voided AP check numbers for audit purposes

A BIE Voided Checks is added for auditors to view voided check records in Sage 500 system.

Sage 500 version 2024 now has the ability to track when check printing has been proclaimed a failure and the check numbers are then skipped and not used in the future causing a gap in your check numbers in essence being voided.

These failed checks will now be available through a Business Insights View showing the Check and stub information of "Voided checks". In the BIE they can be filtered or information being displayed can be modified to show information that the end user is looking for.

Accounts Receivable

Add Invoice Status to selection criteria for Reprint Invoice

Customers could reprint only for open invoices so they can be re-sent if necessary, without having to manually screen out only those that are active.

Data Import Manager

Add SQL 2022 Support for Data Import Manager

Sage 500 version 2024 now has the ability to use Data Import Manager with SQL 2022, New DLL and objects need defined... not a long process just tedious..

System Manager Enhancements

Add Filtering capability to Task List application

Filtering is added to the task list (SM | Tools | Task Editor), it is more important than sortable. On the task Editor there is now an area to select a column to filter on and value to filter on. This will help when trying to find a specific Task that you want to modify.

Extend the IM security event 'Exceeding the authorized limit on the order amount' functionality to PO module

The IM security event 'Exceeding the authorized limit on the order amount' functionality has been extended to PO module; Sage 500 allows to save both Enter Purchase Orders and Maintain Blanket Purchase Orders with Override Maximum Buyer Amount.

Sales Order Enhancements

Add a Customer Return form

In case of where Sales Order is being used for Will Call or POS, producing a return form immediately is added.

Add Print/Email Customer Return task

The brand-new Print/Email Customer Return task is added to pair with the newly added Customer Return form functionality. The design is following RMAs process.

Edit shipments memo form when the user clicks on Preview icon or print icon system does not display the report

Printing from the Edit Shipments Memo area will now display the report when clicking the print icon.

Global Changes

This chapter describes the changes made that affect multiple modules.

Add ability for doc transmittal to send through exchange using OAuth / Multi factor Authentication

The following change was made in version 2024.

Sage 500 now has a protocol to use Exchange with OAuth which includes 2 factor authentication.

However before using the method you may want to consider the impact.

Doc Transmittal

Over the past years customers have been desperate to decrease the frequency of entering the document transmittal credentials. We accommodated this around 2017 and even had many customers get hotfixes due to the strong desire to reduce the credential issue.

OAuth

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2 Factor Authentication

Customers who have multiple users dealing in the same Document Transmittal process areas will need to have a process in place to deal with it.

Option 1: Have all users who deal with Document Transmittal with the Email account used for processing, have the 2 factor Authentication application installed on each user's device. Then whenever the Authentication process is used - all users will get notified to authenticate the connection. In this case there will need to be a protocol for handling this (if you did not enter the credentials... do not approve or deny)

Option 2: Change to only have one user handle document transmittal for that section. (vacations/out of offices situations will be an issue)

There are other more user friendly ways to deal with this, such as using an SMTP potentially 3rd party emailing option and use SMTP as your protocol for the Doc Transmittals, that you may want to consider.

Document Transmittal log

The following change was made in version 2023.

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

Visual Process Flows

The following change was made in version 2023.

Visual Process Flows have been updated to remove the use of Flash. A result of the change may be that your internally defined Process Flows may be misaligned or fonts may text may not be visible depending on how they were defined and how they will display in the new HTML5 layouts. You may need to edit them to get them looking the way you want.

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.

Changes to Accounts Payable

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

Track unused/voided AP check numbers for audit purposes

The following change was made in version 2024.

A BIE Voided Checks is added for auditors to view voided check records in Sage 500 system.

Sage 500 version 2024 now has the ability to track when check printing has been proclaimed a failure and the check numbers are then skipped and not used in the future causing a gap in your check numbers in essence being voided.

These failed checks will now be available through a Business Insights View showing the Check and stub information of "Voided checks". In the BIE they can be filtered or information being displayed can be modified to show information that the end user is looking for.

1099 Forms menu Update

The following change was made in version 2023.

Removed "1099 Forms (Pre 2016)" and "1099 Forms (2016+)" from the AP reports menu and replaced with a single "1099 Forms" choice, which points to the 2016+ option to reduce user confusion. The (Pre 2016) version is still in the system, but not on the menu.

Vendor Date Established field

The following change was made in version 2023.

Added a Vendor Since editable field for better customer analysis.

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.

Changes to Accounts Receivable

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

Add Invoice Status to selection criteria for Reprint Invoice

The following change was made in version 2024

Customers could reprint only for open invoices so they can be re-sent if necessary, without having to manually screen out only those that are active.

Expand the Trade Discount field input value on Maintain Customer

The following change was made in version 2023.

The Trade Discount field on the Maintain Customer screen now allows input of 100% previously max allowed was 99.9%.

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.

Maintain Customers

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.

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.

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.

Multiple Unposted Deposits

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.

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.

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 your 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.

Reduce Fraud Exposure

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.

Note to Current PSG Credit Card Users

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.

Changes to Customizer

This chapter describes the changes to Customizer.

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.

Changes to Data Import Manager

This chapter describes the changes made to the Data Import Manager module.

Add SQL 2022 Support for Data Import Manager

The following change was made in version 2024.

Sage 500 version 2024 now has the ability to use Data Import Manager with SQL 2022, New DLL and objects need defined... not a long process just tedious.

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

Reports and Inquiries

located in the Insights menu > Analyze menu. For more information, see Old Inquiries to New Inquiries Mapping in the Help system.

Changes to Inventory Management

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

Display the Control Number on Reconciliation Report

The following changes were made in version 2023.

The Detailed version of the Reconciliation Report in Process Physical inventory will now include the displaying of the Control Number associated with the detail item.

List price for existing inventory views

The following changes were made in version 2023.

Added list price to existing inventory views.

Warning message when PPL is not specified of a replenished item

The following changes were made in version 2023.

Added ability to warn users if a PPL is not specified for a replenished item.

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.

Various Maintenance Tasks

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.

Global Price Group Change

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.

Landed Costs

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.

UPC Bar Codes Validation

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.

Changes to Manufacturing

This chapter describes the changes made to the manufacturing modules.

Enhanced ability in BOM Regeneration

The following changes were made in version 2023.

Enhanced ability to further select which routings will be included in BOM Regeneration.

Gross Profit Amount and Markup to the Estimate Entry Totals tab

The following changes were made in version 2023.

Added Gross Profit Amount and Markup to the Estimate Entry Totals tab for quicker reference.

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

Renamed, Removed, and Moved Tasks

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.

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.

Changes to Purchase Order

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

Latitude and Longitude of the vendor records

The following change was made in version 2023.

The data population is completed for the Latitude and Longitude of the vendor records.

Purchase Clearing Report “As of Date”

The following change was made in version 2023.

Purchase Clearing Report now has the ability to run using an “As of Date”. New Items on the options tab allow you to specify the data to include on the report using an “As of Date” based on the Transaction Date or the Posted Date of the items to include. This enhancement will give the ability to have the purchase clearing report show the data as a snapshot of the specified date.

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.

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.

Changes to Sales Order

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

Add a Customer Return form

The following change was made in version 2024.

In case of where Sales Order is being used for Will Call or POS, producing a return form immediately is added.

Add Print / Email Customer Return task

The following change was made in version 2024.

The brand-new Print/Email Customer Return task is added to pair with the newly added Customer Return form functionality. The design is following RMAs process.

Edit shipments memo form when the user clicks on Preview icon or print icon system does not display the report

The following change was made in version 2024.

Printing from the Edit Shipments Memo area will now display the report when clicking the print icon.

Latitude and Longitude of the customer records

The following change was made in version 2023.

The data population is completed for the Latitude and Longitude of the customer records.

Provide more information when deleting existing sales orders

Provide more information when deleting existing sales orders

The following change was made in version 2023.

More controls are added to inform users when deleting exist sales orders.

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.

Enter Payments

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.

Changes to System Manager

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

Add Filtering capability to Task List application

The following change was made in version v2024.

Filtering is added to the task list (SM | Tools | Task Editor), it is more important than sortable. On the task Editor there is now an area to select a column to filter on and value to filter on. This will help when trying to find a specific Task that you want to modify

Extend the IM security event 'Exceeding the authorized limit on the order amount' functionality to PO module

The IM security event 'Exceeding the authorized limit on the order amount' functionality has been extended to PO module; Sage 500 allows to save both Enter Purchase Orders and Maintain Blanket Purchase Orders with Override Maximum Buyer Amount.

BIE Audit Log

The following change was made in version v2023.

Added BIE Audit Log task to allow user to review the database base activities of the data tables.

BIE DB Upgrade Open Batches

The following change was made in version v2023.

Added upgrade logic to show users which batches are open and will prevent a DB upgrade. A BIE DB Upgrade Open Batches was added to the menu in addition to the upgrade scripting to allow batches to be dealt with prior to an actual upgrade attempt.

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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