



Sage 200c

New Features

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Introduction

Welcome to the **Sage 200c New Features** workbook.

Prerequisites

Each delegate will be expected to have a reasonable understanding of Sage 200 System Administration, Sage 200 Extra and ideally, Sage 200 CRM.

Course Objectives

After completing this course, you will be able to:

- Explain the new features of Sage 200c.
- Understand the CRM options available.
- Source online content in the form of support and downloads for Sage 200c.

Conventions

The following conventions may have been used in this workbook.

Note: Notes provide supplemental information to the topic in discussion.

Tip: Tips provide additional information that may be beneficial to you.

Session 1 – Installation changes

Changes to installation method

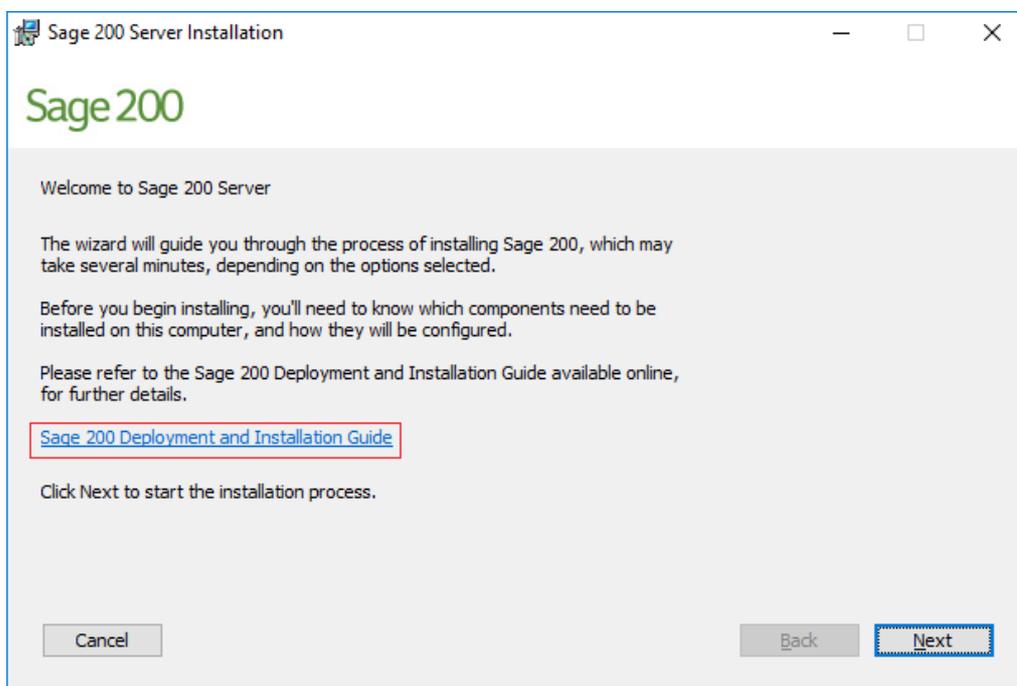
The installer for Sage 200c utilises ClickOnce technology. This makes it quicker and simpler for you to deploy a new installation or upgrade across a server and several client PCs.

For initial installs, as for previous versions of the software, a setup.exe file is ran on the Sage 200 Application server, albeit there are some slight changes to the screens that are displayed in the wizard (see below).

Once the server installation is complete, a link to the ClickOnce installation packages can be copied to the clipboard and sent to applicable users for them to run themselves. Alternatively, as these packages are stored in the Sage shared folder, they can be ran by browsing to this location manually.

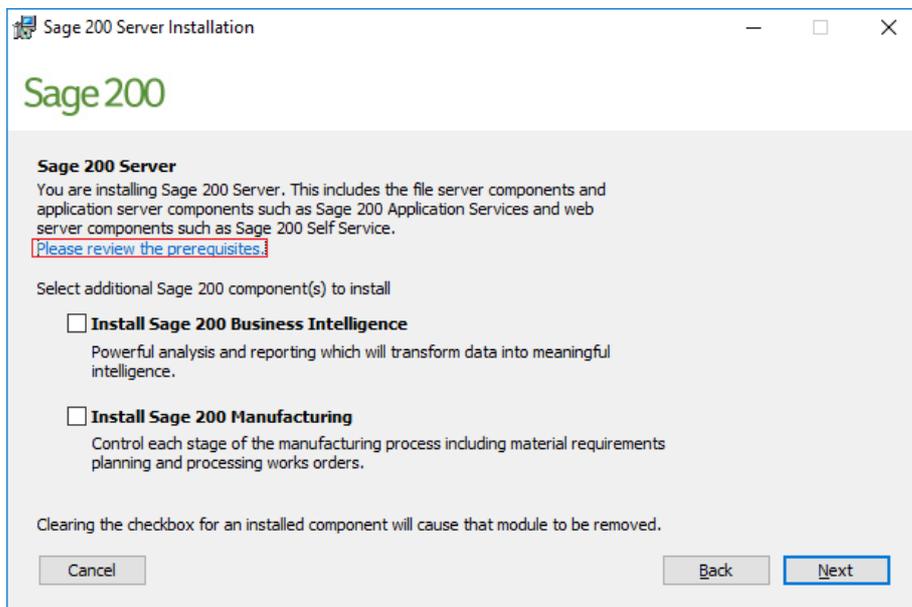
Running a server installation

Run the setup.exe file contained in the download for Sage 200c.



The initial screen in the installation wizard now contains a link to the Sage 200 Deployment and Installation Guide. This is designed to make it easier to obtain the latest version of the guide and ensure you have the relevant requirements in place (such as supported operating systems) prior to installing the software.

After accepting the terms and conditions, the **Sage 200 Server** screen appears. This has change from previous versions...



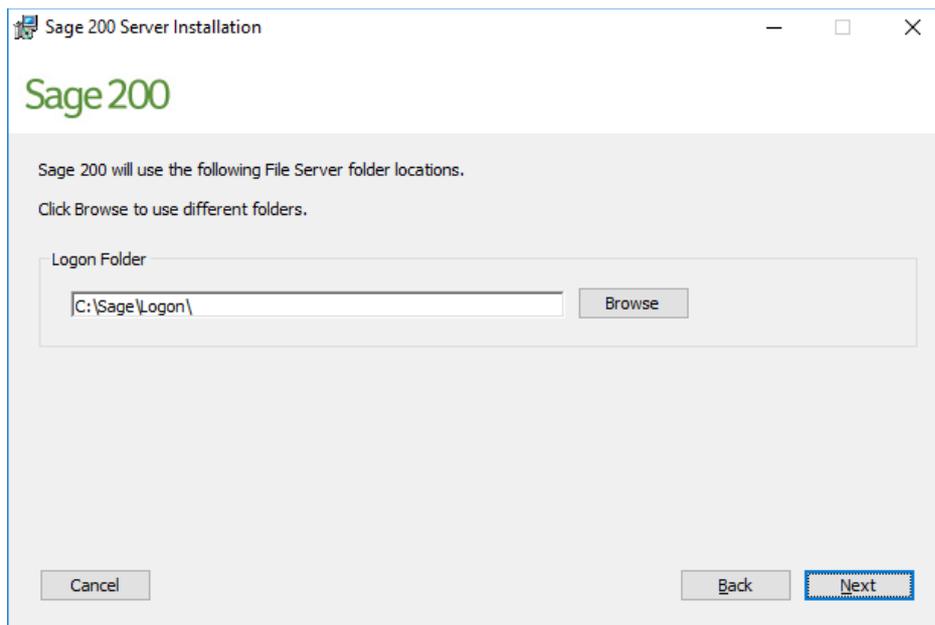
As you can see, there's also a new hyperlink on this screen as well. This will take you to an Ask Sage article that explains how to run the Pre-requisite Tool. Running the tool prior to installation will help minimise the possibilities of failed installations. The tool will check for the following...

- The server machine name starts with a letter, end with a letter or digit, and have as interior characters only letters, digits, and hyphens.
- Windows Identity Foundation is installed. This can be added as feature in Server Manager.
- Microsoft .NET Framework version 4.5.2 is installed.
- .NET Framework 4.5 Features with HTTP Activation are installed.
- IIS 8 or higher is installed. It also checks for the required elements of IIS being present as per those listed in the Deployment and Installation Guide.

Note: There are additional requirements that are not validated by the pre-requisite tool such as regional and language settings and SQL Server settings. We strongly recommend you check these are correct before continuing with the installation.

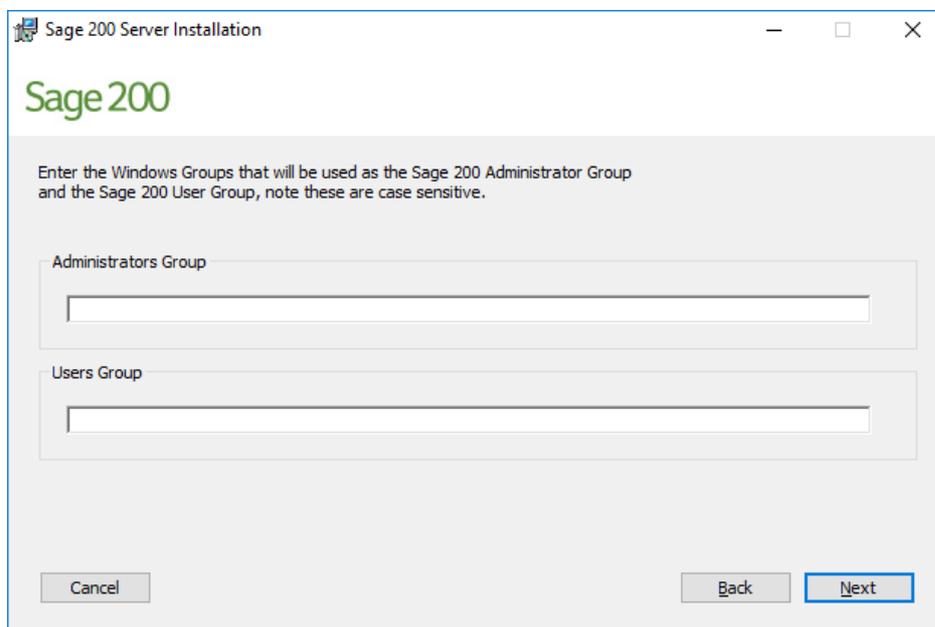
There's no check box for the Sage 200 Server installation option. This is because this installer must only be used to for this purpose. The Sage 200 client installation is not ran via this option.

You can still choose to include Sage 200 Business Intelligence and/or Sage 200 Manufacturing from this wizard.



The next screen allows you to specify the location of the Sage share directory as previously. The same rules apply in that whilst a C: drive must exist on the Application Server, another drive letter can be used if desired.

It is the Sage share folder that will be used to store the installers that will be used for the client installations later.



The next part of the installation requires the selection of the Administrators Group and Users Group names.

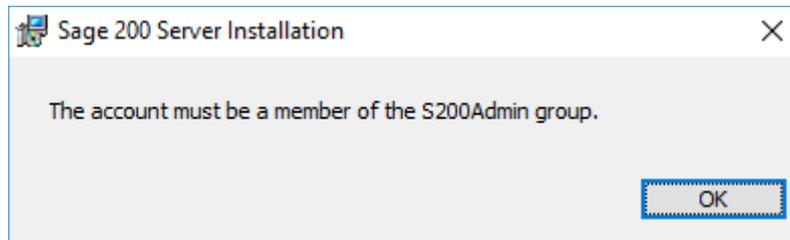
This screen has changed slightly from previous versions in that there is no drop-down menus to select from. This change is deliberate.

Many business partners have found that the drop-down lists contained too many group names, caused usually by the detection of many domain controllers and in some cases, domain controllers that no longer exist due to them being decommissioned. In extreme cases, the wizard will stop responding due to the volume of groups found.

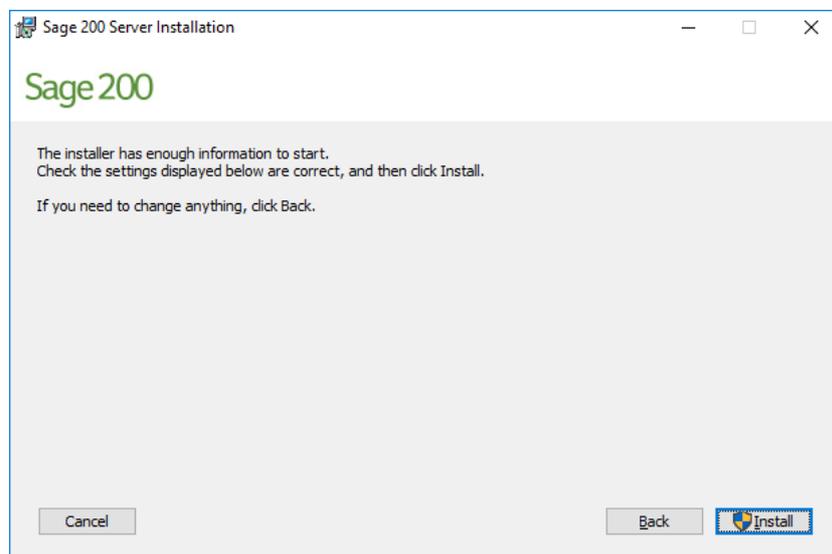
Most if not all business partners who install Sage 200c will be aware of the names of the groups required and can simply type them into the fields. If the group names are not known, browse the Active Directory or contact the relevant IS support team.

Note: Please remember that the group names are case sensitive when entering them on this screen.

The next four screens have not changed in that you'll be asked to supply the Windows username that will be used for the **Sage 200 Services** and **Sage 200 Secured Services** users. As with the user groups from the previous screen, the usernames entered here are also case sensitive. If the correct case isn't used when specifying the names, the following message will appear...

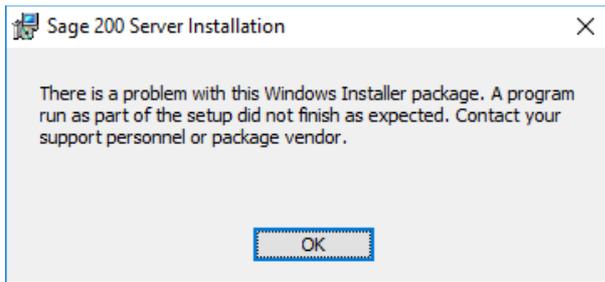


Note: In this case, the Windows group S200Admin was used for the Administrators group.



Once the user names have been specified, select **Install** to begin the server installation.

Note: You are no longer asked for a program directory as part of the installation wizard as the ClickOnce installation packages are deployed to the Installers directory within the Sage share.

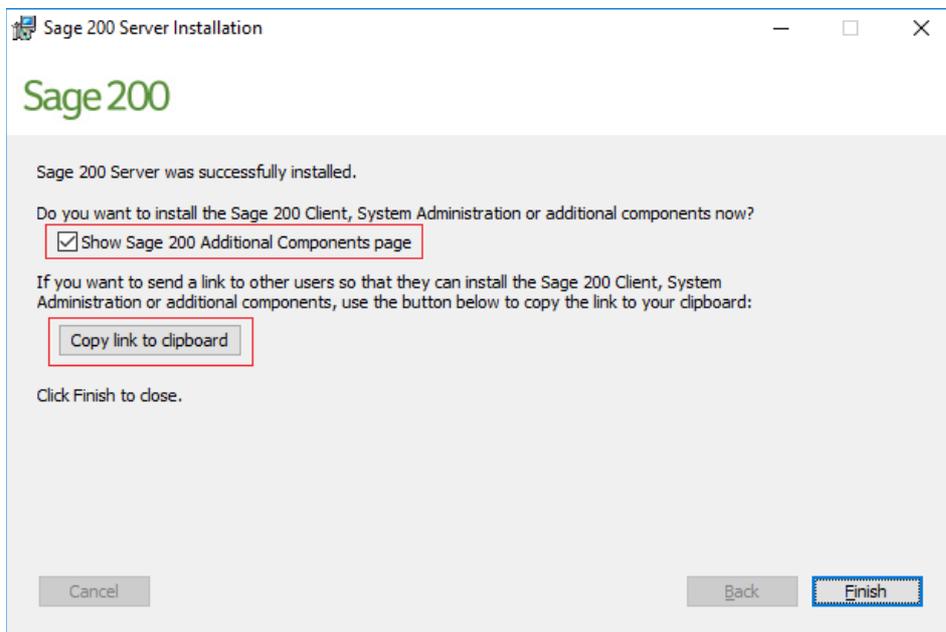


If the installation fails, please check the following...

- You are installing the software with sufficient administration rights.
- If installing from a downloaded .zip file, that the contents have been extracted first rather than ran directly from within the .zip file.
- Run the sage200.msi file from a command prompt with logging enabled which will provide more information should the installation still fail to complete.

```
msiexec /i sage200.msi /l*vx install.log
```

Tip: This example creates a file called install.log and creates in the same folder as the Sage200.msi file. Remember to run the command prompt against the Sage200.msi file and not the setup.exe file.



When the installation is complete, you're now presented with two new options:

- **Show Sage 200 Additional Components page** – opens the list of available additional installers as a series of hyperlinks within the internet browser.

- **Copy link to clipboard** – copies the link to the Additional Components page should you wish to email the link directly to other users. This link is the same as that displayed via the tick box in the previous option.

<http://sage-server:10080/Sage200Content/sage200installers.html>



Leaving the check box selected will display the Additional Components page below...

sage 200
Sage 200 Installation

<p>Sage 200 MFG Client ></p> <p>Installs the Sage 200 desktop application. This includes Manufacturing.</p> <p>\\SAGE-SERVER\Sage\Installers\Sage 200 MFG Client\Sage200Desktop.application</p> <p>Copy Link</p> <p>★ Required component.</p>	<p>Sage 200 Administration ></p> <p>Installs Sage 200 System Administration. This is used to set up companies, users, roles and features.</p> <p>\\SAGE-SERVER\Sage\Installers\Sage 200 Administration\SAA Launcher.application</p> <p>Copy Link</p>	<p>Sage 200 BI Client ></p> <p>Installs the additional administration tool for Sage 200 Business Intelligence (BI).</p> <p>\\SAGE-SERVER\Sage\Installers\Sage 200 BI Client\Sage200BIClient.msi</p> <p>Copy Link</p>
<p>Sage 200 CRM Form Launcher ></p> <p>Installs the integration component required to launch Sage 200 forms from within Sage 200 CRM.</p> <p>\\SAGE-SERVER\Sage\Installers\Sage 200 CRM Form Launcher\Sage200TaskLauncher.msi</p> <p>Copy Link</p>	<p>Graphical Planner ></p> <p>Installs the Graphical Planner for Manufacturing.</p> <p>\\SAGE-SERVER\Sage\Installers\Graphical Planner\</p> <p>Copy Link</p>	<p>Microsoft .NET 4.5.2 ></p> <p>Downloads Microsoft .NET 4.5.2 from the Microsoft website.</p> <p>You only need to do this if you don't already have .NET 4.5.2 installed.</p> <p>Download</p>
<p>Internet Explorer 11 ></p> <p>Downloads Microsoft Internet Explorer 11</p>		

The following options are available from the Sage 200 Installation screen. Clicking the link at the top of the relevant box will launch the installation.

- **Sage 200 Client** – Installs the Sage 200 desktop application using the ClickOnce installer package on the Sage 200 Application Server.

Note: If you chose to install Sage 200 Manufacturing during the installation wizard on the Application server, this option will display as Sage 200 MFG Client.

- **Sage 200 Administration** – This installs the Sage 200 System Administration application onto the relevant PC via a ClickOnce installer. If installing to the Application Server, this must be installed first before the Sage 200 client is installed.

With previous versions of Sage 200, System Administration would be installed as part of the client. With Sage 200c, you're now able to choose whether you wish to have this installed without it automatically installing along with the Sage 200 client.

- **Sage 200 BI Client** – This installs the Sage 200 Business Intelligence Administrative Tool for those wishing to use Sage 200 Business Intelligence.

Note: This option will not appear if Business Intelligence was not selected during the installation on the Application Server. This is not a ClickOnce installer.

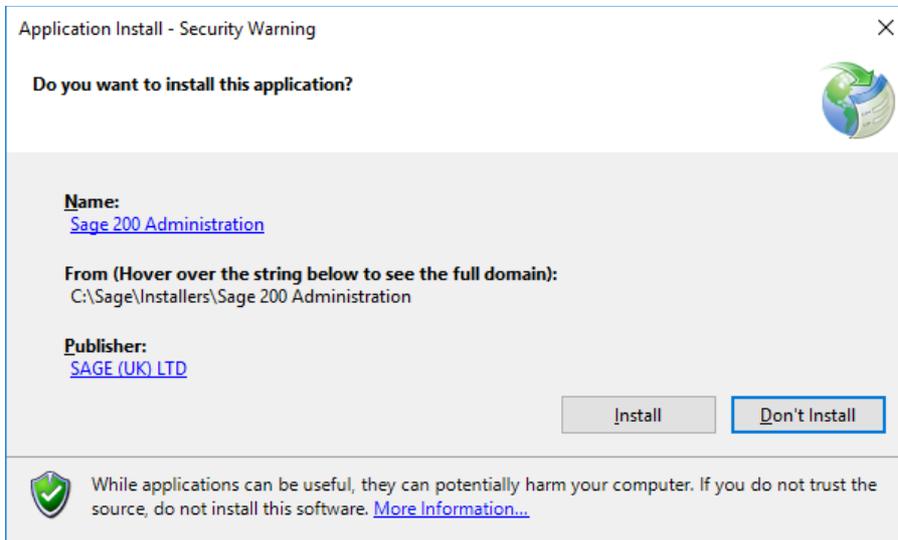
- **Sage 200 CRM Form Launcher** – Runs a separate installer required for Sage 200 CRM users who wish to use the relevant forms directly from Sage 200 CRM.

Tip: This installer can also be used for those using Sage 200 Sales, Marketing and Service. It is not a ClickOnce installer.

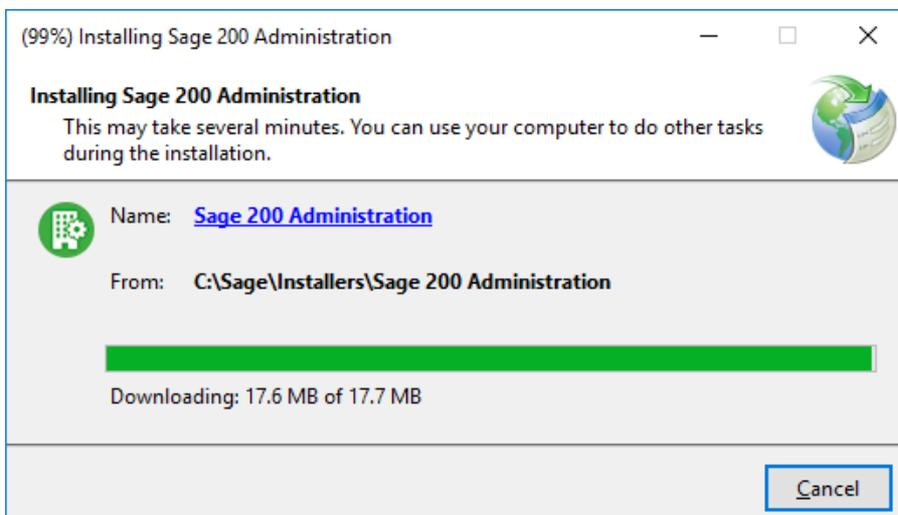
- **Graphical Planner** – Installs the Graphical Planner module used in conjunction with Sage 200 Manufacturing.
- **Microsoft .NET 4.5.2** – This is merely a link to the Microsoft website from where you can download Microsoft.NET. If you're advised that this is not present when attempting to install Sage 200c on a client PC, this will take the user direct to the download site. The URL is <https://www.microsoft.com/en-gb/download/details.aspx?id=42642>.
- **Internet Explorer 11** – As with Microsoft.NET 4.5.2, this provides a link should any users require an upgrade to Internet Explorer 11. Refer to the System Requirements guide if necessary.

Installing Sage 200 System Administration

The System Administration console can be installed using the link from the Application Components page or via Windows Explorer. The default location is **C:\Sage\Installers\Sage 200 Administration**.



Run the **setup.exe** file and when prompted, select **Install**.



Once the installation completes, you can set up the System Administration console in the same way as in previous versions. As the steps are the same, the setup of System Administration is not discussed in this workbook.

When System Administration setup is complete, you can then begin to run the installations for Sage 200 Client on the remaining PCs.

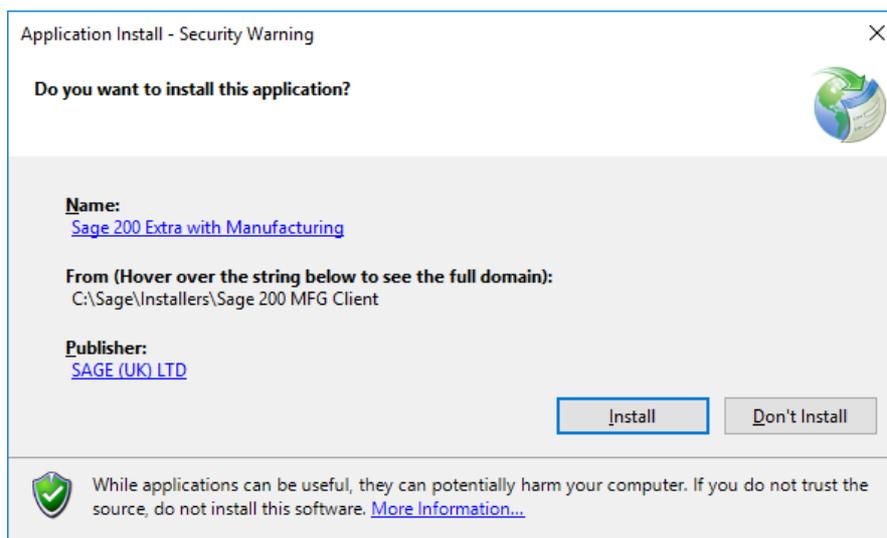
Running a client installation

As with the server install, there are two ways to commence a client installation...

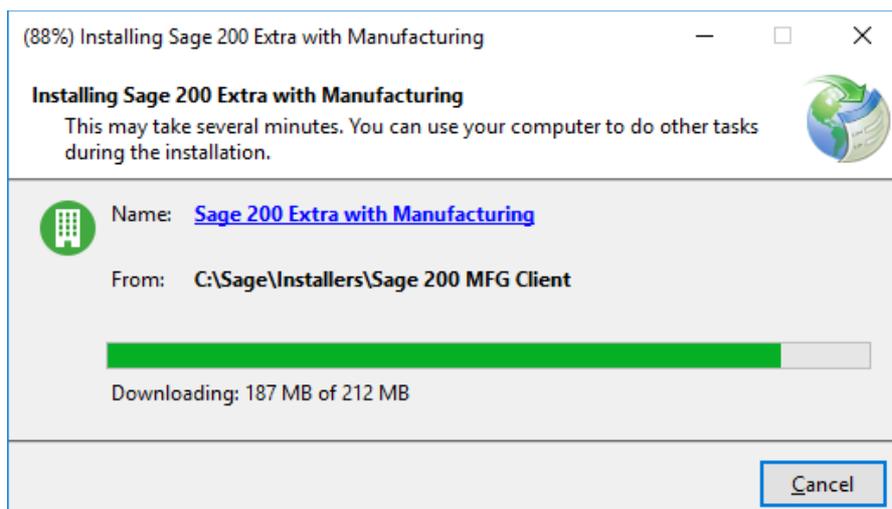
- Via the URL sent direct to the user's PC by the administrator/business partner who performed the server installation.
- Accessing the Installers folder within the Sage share on the Application Server, e.g. `\\sage-server\Sage\Installers\Sage 200 Client`

Tip: The folder will be called Sage 200 MFG Client if Sage 200 Manufacturing was selected during the installation on the Application Server. Run the setup.exe file.

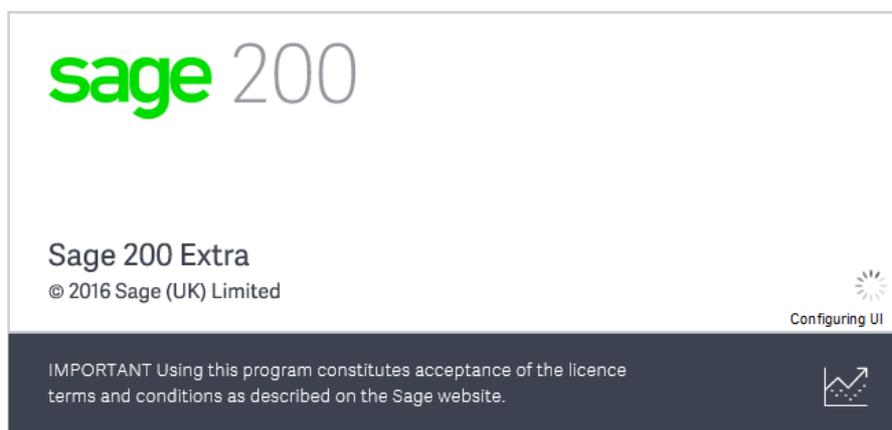
Whether you choose to install the client from the Sage 200 Installation web page or via Windows Explorer, the file used is the same. In the example below, Sage 200 with Manufacturing will be used.



Select **Install**.



When the file download is complete, the Sage 200c application will launch...



Modifying / changing installations

Depending on which installations have completed, the list of programs within the Programs and Features section of the Control Panel will look as below...

 Sage 200 Administration	Sage UK Limited	31/05/2017		19.0.17146.1
 Sage 200 Business Intelligence Client	Sage UK Limited	31/05/2017	24.7 MB	20.0.3.0
 Sage 200 Extra with Manufacturing	Sage UK Limited	31/05/2017		19.0.17146.1
 Sage 200 Server	Sage UK Limited	31/05/2017	1.12 GB	20.0.3.0



- ClickOnce application



- Normal desktop application

If you wish to install an additional module later, you can do so from the Sage shared folder on the Application Server or via the Additional Components page (see section – Running a Server

Installation). Otherwise, you can remove any installed components from the Control Panel as usual.

Service Pack deployments

With Sage 200c, updating the software with future Service Packs is simple. You simply install the Service Pack on the Application Server via the usual manner (including updating the configuration and company databases).

When the client PCs next attempt to access Sage 200c, the application will update automatically to the latest version and the user can then access the software and continue using it as normal.

Other components

eBanking

Within each client installation of Sage 200c, the generic components for eBanking must be

installed from the  **Settings > Installers > Install eBanking components**. This will only take a couple of seconds. As with previous versions of Sage 200, you then need to install the component applicable to the banking service being used. The components for eBanking can be downloaded from the Sage support site at www.sage.co.uk/ebanking, selecting **Compatible banks** and then the relevant plug-in link from the tables in the list of supported banks.

Note: You should install the eBanking components from within Sage 200c, not directly from the Sage shared folder on the Application Server.

Nominal Link

The Nominal Link components, like eBanking components, must also be installed from the  **Settings > Installers > Install Nominal Link components**.

Note: You should install the Nominal Link components from within Sage 200c, not directly from the Sage shared folder on the Application Server.

Session 2 – Invoicing

One of the biggest additions in Sage 200c is the new **Invoicing module**, which was first introduced to Sage 200 Standard Online earlier in 2017.

You can use Invoicing to create and print invoices and credit notes for both products and services. You can print the invoices to send to your customers, and post them to update your nominal accounts, customer accounts and stock levels (if using).

Much of the setup required for Invoicing is the same for Sales Orders, so you only need to do this once. We'll mainly be referring to invoices below but you can manage credit notes in the same manner.

So why use Invoicing?

- Produce invoices and credit notes in Sage 200c **without** using the Stock module. If you do use the Stock module however, you can add these items to invoices as normal.
- Create your invoices and credit notes using our new grid entry form for easy data entry.
- Add free text lines, as well as charges and comments.
- As there's no despatch process, you can print or email your invoices straight away.
- All your invoices and credit notes are shown together in one list for easy management.
- You can also report on the profitability and use analysis codes for more in depth reporting.

If your customer has a license that includes the Sales Order Processing module, you can use the new Invoicing module in conjunction with it – you don't have to exclusively use one or the other.

Use Invoicing if...	Use Sales Orders if...
Stock items aren't used, perhaps because it's a service business or just don't require stock management options.	Your customer wishes to reserve or allocate stock items for customer orders to help ensure they can be fulfilled without issue.
There's no despatch process as part of the overall business process.	They want to track stock items at more than one location – i.e. multiple warehouses.
There's no lead time between the time of the order being placed and the invoices being sent out – everything can be done from the Invoicing module.	They require traceability of stock, perhaps for items with serial numbers or use-by dates.
In reality, the despatch process has already taken place and the customer doesn't need to record this anywhere within Sage 200c.	The customer's license also includes Manufacturing . Note: The Invoicing module doesn't integrate with Sage 200 Manufacturing.

What's the difference?

The main difference with Invoicing is that it doesn't require the allocation of stock items and neither does it require any despatching. **You can create and print an invoice at any time.** So if you're not using stock, this new option is the quickest way to create invoices – and where stock items **are** being used, the stock levels are only updated when the invoice is posted to the ledgers.

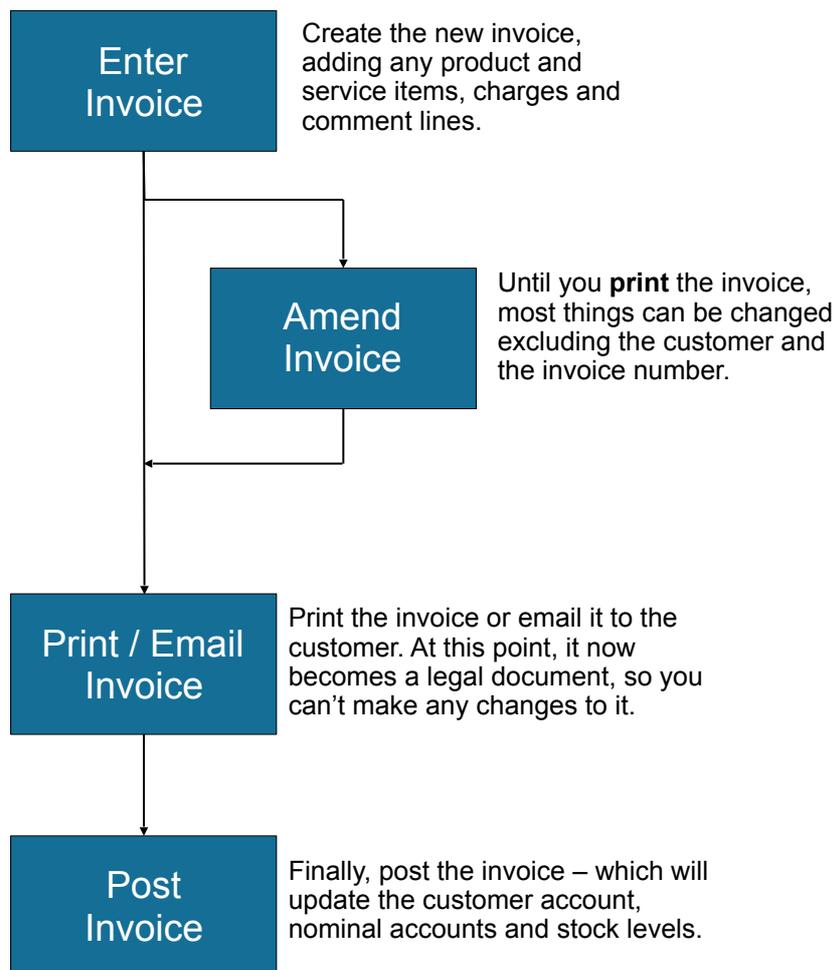
Setting up Invoicing

You can access the settings and user permissions for Invoicing via the **Invoicing Utilities > System Set Up** menu. These settings are also available via the Sales Order Processing module – many of the settings have had their labels modified to reflect the presence of the new module.

Note: Because of the above, many of the settings within Invoice and Order Settings will affect both the Invoicing module and the Sales Order Processing module. The 'next number' options for invoices and credits are now held in this window rather than Accounting System Manager.

On the Invoice and Order Entry tab, you can choose whether you wish to use Standard Items, Free text items or both. Note that also within the User Permissions screen, there's now a new **Default Warehouse** option for Invoice entry too.

The invoicing process



Enter Invoice

Enter the customer information at the top of the screen then begin entering the item lines. The following line types are available:

- **Stock Item** – a list of stock items and Invoice items if in use (these are set up within Invoicing > Invoicing Maintenance > Invoice Items).
- **Free text** – for one-off item lines that will have a value.

Tip: You can show a negative value on an invoice by using a free text line. Add the free text line and enter a negative value as the selling price. Note however that the overall value of the invoice must still be positive.

- **Charge** – use this to add charges for additional items such as delivery charges.
- **Comment** – to add any other text you wish to show on an invoice which will not have a value.

You can speed up data entry not just by using the **Tab** key but also by making use of the following keyboard shortcuts:

Alt + S	Save
Alt + P	Save and Print
Alt + A	Add a line
Alt + D	Delete a line
Alt + E	Edit a line
Alt + I	Insert a line

When you save the invoice, the invoice number is assigned and when you refresh the list, the new invoice appears.

Document No	Type	Date	Code	Customer Name	Source	Total Gross Value	Status
0000005053	Invoice	07/06/2017	BIR002	Cook's Cookers Company	Invoicing	704.95	Cancelled
0000005052	Invoice	07/06/2017	ABB001	Abbey Retail Ltd	Invoicing	1137.87	Printed
0000005051	Invoice	07/06/2017	ABB001	Abbey Retail Ltd	Invoicing	831.36	Draft
0000005050	Invoice	01/10/2017	NOV001	Noventa Casas (Sp)	Sales Order Processing	6440.14	Completed
0000005049	Invoice	01/10/2017	NEW002	New Hampshire Housewa...	Sales Order Processing	7215.96	Completed

New invoices appear with a status of **Draft**.

You can also create a new invoice by starting with a copy of an existing invoice. From the Enter New Invoice screen, select the **Copy Invoice...** button and then choose the relevant invoice to use as a template.

You can use an existing invoice even if it belongs to a different customer – but you can only copy from an invoice that was created in the Invoicing module.

Amend invoice

Whilst an invoice remains in Draft status, you can make changes via the **Amend** option. You can also use the **Amend Status** option to place an Invoice On Hold if required.

You will of course need the relevant permissions to make changes.

Print invoice

Invoices can be printed individually by selecting them from the list and then selecting the **Print** option. Alternatively, you can select multiple invoices from the list by holding down the Ctrl button when you choose them. Or you can choose a range of invoices from the Print screen using different criteria.

Note: Only invoices with a status of **Draft** can be printed.

As soon as you've printed the invoice, you can't make any further changes to it as it's now a legal document. If you try to amend a printed invoice, the **View Invoice** screen is displayed instead. Whilst you can change the order number of address from the **Reprint** screen, if you wish to change anything else, you'll need to cancel the invoice first and then re-create it with a new number.

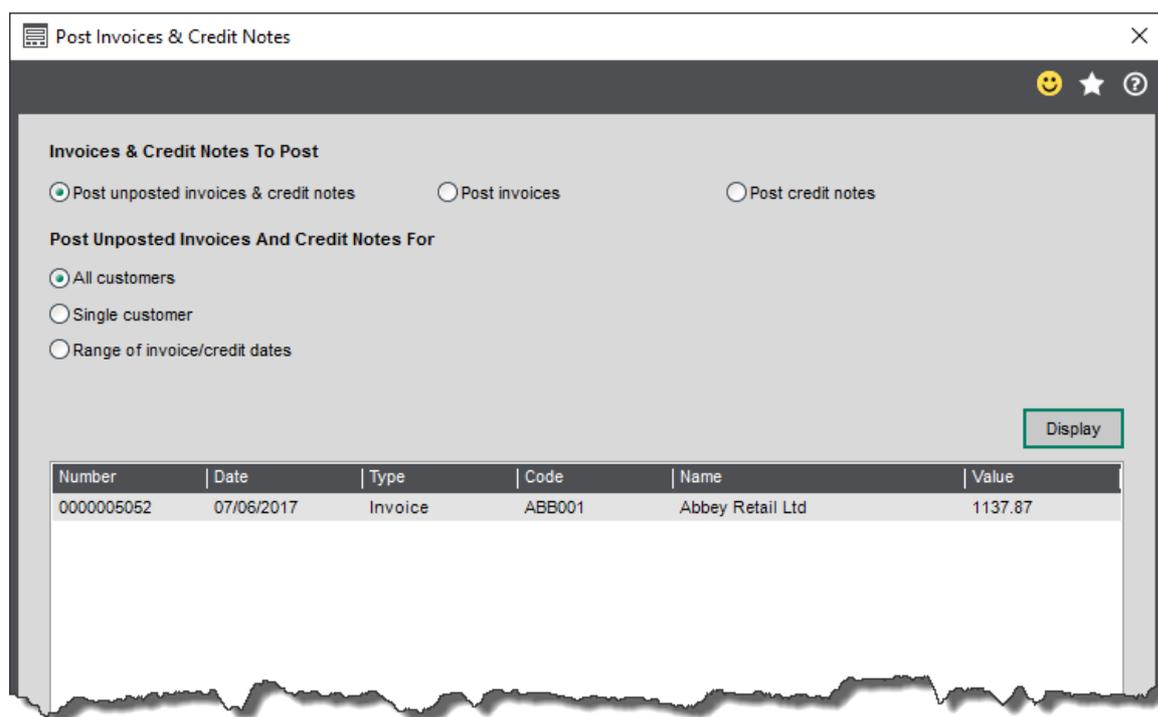
Post invoice

Even though you're in the Invoice module, you can still post invoices and credit notes from both Sales Order Processing and Invoicing from here.

Highlight the required invoices and/or credit notes from the list and click **Post**.

Tip: Remember, you can use Ctrl to select more than one line at a time.

Alternatively, if you wish to post a range of invoices and/or credit notes, just select **Post** with no items highlighted, then set the criteria accordingly...



Posting the invoice (or credit note) 'finalises' that item and updates all relevant customer accounts, nominal accounts and where applicable, stock levels. The status of the invoice changes to **Completed** and you cannot make any further adjustments to it – but you can of course, reprint it if you need to.

Note: You cannot post invoices that have not yet been printed.

More information on stock items

If you are using stock, then the following points should be noted:

- When adding stock to an invoice, stock is **not** allocated until the invoice is posted.

- Invoices will **not** post to the ledgers if there isn't enough stock available to satisfy it and the stock item does not allow negative stock levels.
- Stock is allocated to the invoices in **invoice number order**. It is only allocated where there is enough stock to fulfil the entire invoice.

For invoices created from sales orders however, stock is allocated and despatched before the invoice is posted – as its always been. So if you want to allocate stock to invoices before they're posted, then you'll need to use the Sales Order .

Nominal account postings

When you post an invoice or credit note, the value of each invoice line posts to the nominal account specified for the line. This means that one invoice can post to several nominal accounts.

You can see the total values posted to nominal accounts and VAT rates on the **Analysis tab** of the View invoice screen.

View Invoice

Invoice Details | Delivery & Invoicing | Payment With Invoice | **Analysis**

Nominal Analysis

Code	CC	Dept	Value
54100	SAL	BES	20.00
31100	SAL	BES	948.40

VAT Analysis

Code	%	Goods	VAT	Gross	Disc VAT Amt
1 - Std Rate	17.50	968.40	169.47	1137.87	168.62

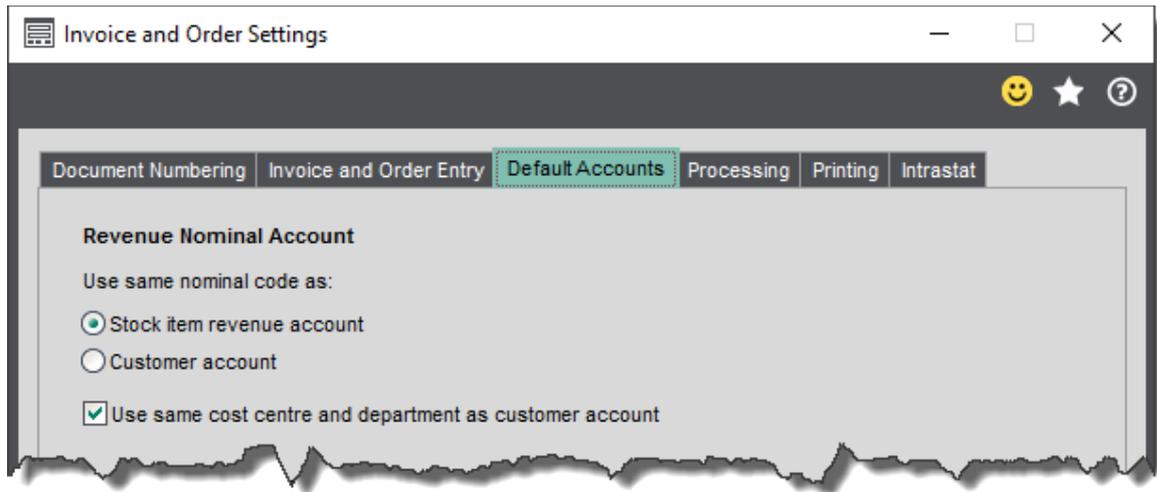
Remember, you can set defaults on your stock items and customer accounts, but you can override the nominal accounts used on each line, if this is also allowed on within Invoicing settings.

For stock lines, the nominal accounts used depends on what has been entered in the Invoicing settings. Here you can choose which nominal account stock items post to by default.

Choose from:

The Revenue account set on the stock record or the nominal account set on the customer's account, by default.

The nominal account code set on the stock item and the cost centre and department set on the customer's account.



For free text lines, the default nominal account set on the customer's account is automatically entered on the line. Again you can override this if you need to.

Session 3 – Error corrections

One of the biggest requests for change within Sage 200 has been the ability to easily correct transactions once they have been posted.

You can now amend Sales Ledger or Purchase Ledger transactions after they have been posted from within the **Transaction History** screen. A new Correct button has been added to the bottom of the sales and purchase ledger transactions screens which you can use to change the amount, the customer or to remove allocations.

Note: You are now able to correct foreign transactions as well as base currency however you can only change to a customer/supplier record that is using the same currency.

Customer Transaction Enquiry for Black Country Kitchens

Customer Details

Code: BIR006 Address: 72 Collingwood Avenue, Pensnett, West Midlands, W032 9FG
 Short name: BlackCou Head office:
 Postcode: W032 9FG Credit limit: £ 0.00
 Balance: £ 33342.35

Transactions

Trans. Type	Trans. Date	Reference	2nd Ref.	Value	Allocated	Query	Status	Memo	User	Source	URN
Invoice	17/09/2016	0000004923	0000004860	5331.96	0.00				User 3	SOP	24142
Invoice	17/09/2016	0000004919	0000004856	7573.80	0.00				User 3	SOP	24138
Invoice	03/09/2016	0000004786	0000004723	6159.73	0.00				User 3	SOP	23825
Invoice	03/09/2016	0000004784	0000004721	2451.83	0.00				User 3	SOP	23823
Invoice	20/08/2016	0000004694	0000004631	351.16	0.00				User 3	SOP	23566

Show outstanding only Maximum number of transactions to display: 100

Transaction Detail

Select drilldown: Trans. detail

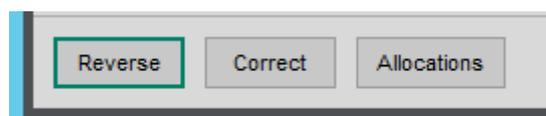
Transaction: Invoice Orig ex rate: 1.000000
 Reference: 0000004923 Gross: 5331.96
 2nd reference: 0000004860 Discount: 113.87
 Trans date: 17/09/2016 VAT discount: 0.00
 Due date: 17/10/2016 Discounted value: 5218.09
 Discount date: 01/10/2016 Allocated: 0.00
 Settled immediately: No Outstanding: 5331.96

Account Enquiry Find View Invoices View Credit Notes Reprint Invoices Reprint Credit Notes Reprint Document **Correct** Close

What can you change with Correct?

The Transaction Enquiry screen displays the last 100 transactions by default – this can be changed at the bottom of the list.

Clicking on the Correct button (as highlighted above) displays the Correct Single Transaction screen. This shows the transaction in question and offers three possible options...



Note: Before you can reverse a transaction, where necessary, you must ensure to remove any allocations first. The program will prompt you to do this if the transaction is allocated when you try to amend it.

You cannot make a correction to a transaction that has a query flag against it – you'll need to remove the query first before continuing.

What does the Allocations button do?

The allocations button allows you to unallocate transactions. This button is merely a link to the original option available in previous versions of Sage 200. It has been added to this screen to allow all corrections to be performed from here.

What can you now correct?

The screenshot below shows highlights the fields (in yellow) that can be amended via this option.

Customer Details

Code: BIR006
 Short name: BlackCou
 Postcode: W032 9FG

Invoice Details

Invoice date: 15/09/2016
 Due date: 26/10/2016
 Reference: 0000004923
 Second ref: 0000004860

Transaction Details

Goods value: £ 5009.00
 Discount days: 12
 VAT value: £ 0.00
 Discount percent: 0.26 %
 Discount value: £ 13.20
 Invoice total: £ 5009.00
 VAT discount: £ 0.00
 Disc inv total: £ 4995.80

VAT Analysis

Code	Name	Rate	Goods Value	Discount Value	VAT Discount	VAT Value
0	Exempt	0.00	5009.00	13.20	0.00	0.00
Totals			5009.00	13.20	0.00	0.00

Nominal Analysis

Code	CC	Dept	Name	Goods Value	Type	Narrative
02100			Freehold Pr...	5009.00	Posting	SI / BIR006 / 0000004923
Totals				5009.00		

Buttons: Post Corrections, Close

What happens when you change a field?

When a non-critical field is amended, it will **not** post a new transaction or have a new URN created.

The following fields are non-critical fields ...

Non-critical

- Discount Days (no change)
- Reference
- 2nd reference
- Due date

Changing a critical field will cause the program to post the **reverse** of the original transaction and create a **new** transaction with the amended details.

The various critical fields are listed below...

Critical

- Customer/Supplier
- Goods value
- Discount percentage
- Discount Value
- Vat Discount
- Vat Value
- Invoice date
- Settled immediately (posts a credit note and new transaction)
- Vat code
- Nominal code
- Exchange rate

Which transaction types can you reverse?

You can reverse the following types of transaction via this window:

- Invoices
- Credit notes
- Customer receipts
- Customer payments
- Supplier Payments
- Supplier receipts

Note: Before reversing or correcting a receipt or payment - it has to be unreconciled. Reversing or correcting a VAT reconciled transaction displays a prompt advising that making amendments may cause correcting transactions to appear on the next VAT return.

You can't reverse or correct the following transactions (these are not displayed)...

- Opening balances.
- Transactions created as a result of reversing another transaction.
- Transactions that have already been reversed or corrected.

What happens when you reverse transactions?

When you reverse a transaction, the program posts the exact opposite transaction to cancel it out. For example, if you have posted an invoice and choose to reverse it, the system will post a credit note with the same details and automatically allocate the transactions together.

You will also see a reference to the new transaction in the narrative field of the corrected transaction if it has been reversed or corrected.

Narrative	Transaction Type
SI / 1EURO	Sales Invoice
SI / 1EURO	Sales Invoice
SI / 1EURO / 0000004990	Sales Invoice
SC / 1EURO / Reversal of URN 27021 / Correction is URN 27046	Sales Credit Note
SC / 1EURO / Reversal of URN 27021 / Correction is URN 27046	Sales Credit Note

Note: You are unable to make corrections to a reversed transaction.

Foreign currency transactions

You can use this new functionality to correct **invoice** and **credit note** transactions only. For foreign currency receipts and refunds (customer payments), you'll need to create the reversing transaction manually and then enter the new transaction to replace it via the normal means.

The following points should be noted...

- The reversing transaction will always use the same exchange rate as the original transaction.
- You can't change to a customer account that uses a different currency.
- If the transaction has been revalued, the revaluation amount will also be reversed.
- If it's a correction rather than a reversal, the new transaction will use the same exchange rate as the original transaction **unless**:
 - You change the customer account – in which case it will use the current system exchange rate.
 - The customer account uses **period exchange rates**, in which case the new transaction uses the exchange rate set for the new transaction date.

Receipts paid via SagePay

Any customer receipts made using SagePay can only be reversed, they can't be corrected. If you need to fix a mistake, you'll need to reverse the receipt which will process a refund back to the card. Then create a new receipt as normal.

This also applies to reversing refunds.

Session 4 – Purchase Requisitions

Purchase requisitions is a new feature which acts as a step prior to the creation of a purchase order. We have introduced the module to help customers control the Purchase Order Processing module as well as reduce the need to cancel unauthorised purchase orders.

The Purchase Requisition option can be used in conjunction with the Purchase Order Authorisation routine and provide an extra step before it gets to this stage.

The Enter Purchase Requisition screen is a web page and can be accessed as a workspace via **Purchase Order Processing > Purchase Requisitions > Enter Purchase Requisition** as shown below...

The screenshot shows the 'Enter Purchase Requisition' web page. The page title is 'Enter Purchase Requisition'. The header includes the logo and navigation links. The main content area is divided into two sections: 'Add Line' and 'Item Lines'.

The 'Add Line' section contains the following fields and controls:

- Item *
- Quantity *
- Deliver By: dd/mm/yyyy
- Supplier
- Nominal Account
- Net Unit Price (£)
- Tax Rate (17.50%)
- Warehouse: Select warehouse...
- Buttons: Clear, Add >

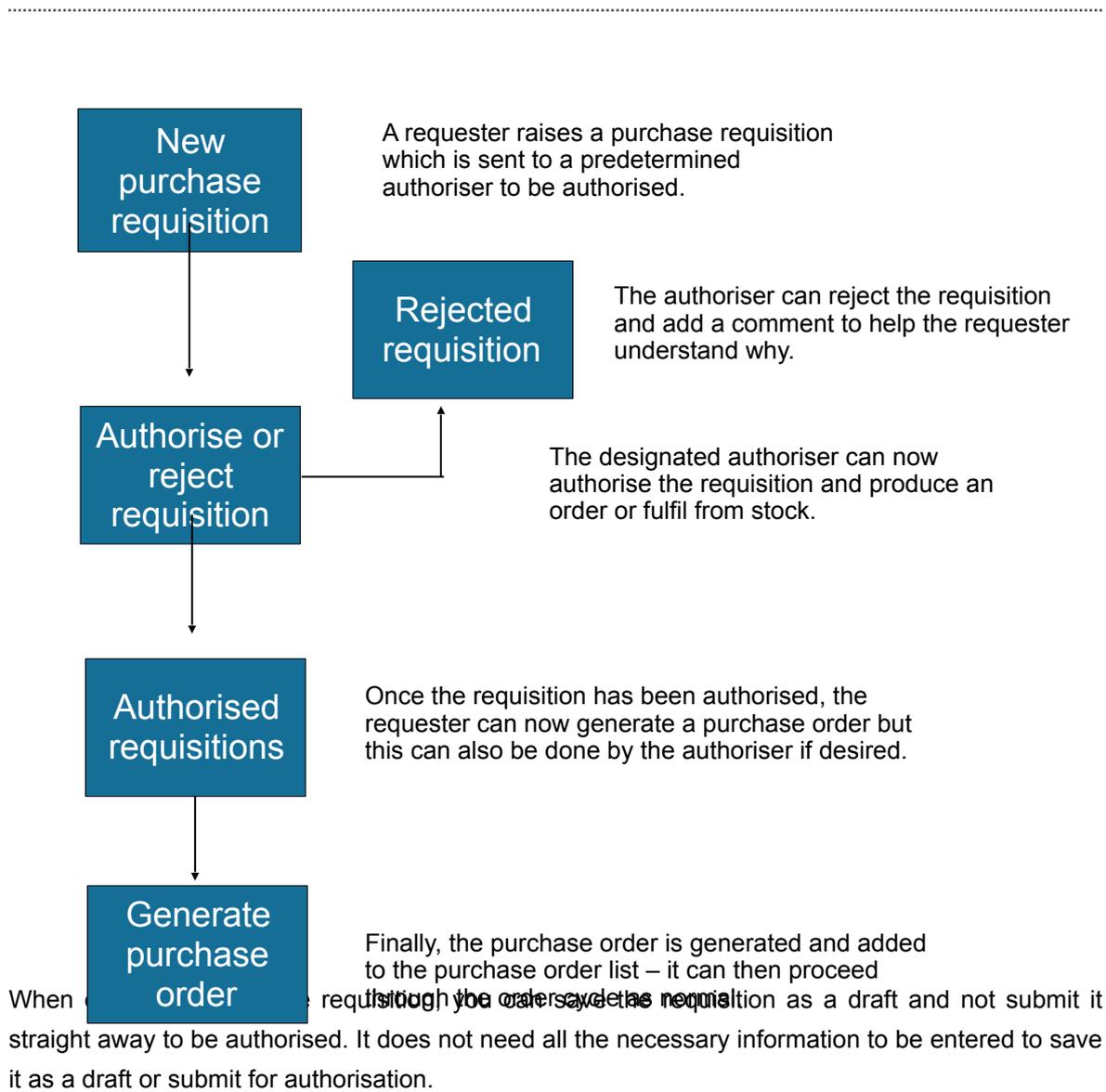
The 'Item Lines' section is a table with the following columns: Item, Supplier, Nominal A/C, Warehouse, Deliver By, Quantity, Net Unit Price, Sub-total, and Remove?. The table is currently empty and displays the message: 'You have not added any lines to this purchase requisition yet.' Below the table are buttons for 'Cancel', 'Save Draft', and 'Submit'.

How does the purchase requisition work ?

Purchase requisition is in the Purchase Order Processing module and any users with access to this feature will be able to raise purchase requisitions.

The person raising the purchase requisition is called the **Requester**. Once created, it will then go to the **Authoriser** and it will only be raised as a purchase order if it is authorised by an Authoriser. The rules for requester and authoriser are setup in **Maintain Purchase Requisition Rules** within the **POP Utilities** option- the system setup is like Maintain Authorisation Rules.

Note: If a purchase requisition is raised without setting up the authorisation rules, the requisition can only be saved as a draft and not submitted until the rules are set up. The program will prompt you to do this when necessary.



Note: A purchase order raised from a purchase requisition will have a Requisitions button on each line with the name of the authoriser, requester and requisition number.

Requisition Details					
Requisition Lines					
Requisition No	Requisition Date	Deliver By	Requested By	Authorised By	Authorised On
000000003	29/06/2017	30/06/2017	training	training	29/06/2017

Setting up the purchase requisition rules

To setup purchase requisition rules, select **Purchase Order Processing > POP Utilities > System Set Up > Maintain Purchase Requisition Rules**.

There are **two** roles for purchase requisition:

Requesters – This is the person or group of people raising the purchase requisition to be authorised.

Authorisers – This is the person or group of people able to authorise the requisition.

Each rule you create will list the requester and the authorisers able to authorise the requisitions and both can be used on multiple rules.

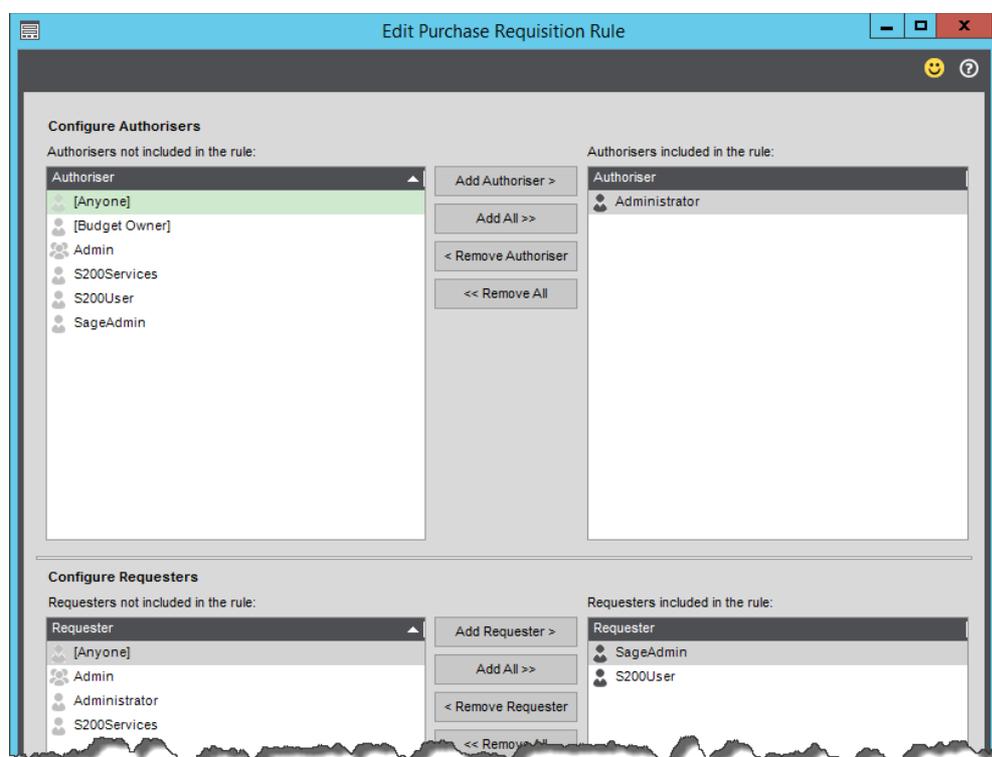
The **Requesters** and **Authorisers** are made up of

Sage 200 Users – as set up in System Administration

Sage 200 Roles – as set up in System Administration

Budget owners – This will be discussed separately in the manual

Anyone – Every user on the system



Tip: Sage 200c users who are web users rather than desktop users can enter purchase requisitions via a browser using the **Enter Purchase Requisition** workspace in the web app.

Entering a new Purchase Requisition

To enter a new Purchase Requisition, select **Purchase Order Processing > Purchase Requisitions > Enter Purchase Requisition**. This displays the workspace where a new Requisition can be entered.

Enter Purchase Requisition

Add Line

Item *

Quantity *

Supplier

Nominal Account

Net Unit Price (£)

Tax Rate (20.00%)

Warehouse

Clear Add

Item	Supplier	Nominal A/C	Warehouse	Deliver By	Quantity	Net Unit Price	Sub-total	Remove?
Professional Blender 5 Speed (ACS/BLENDER) Each		13103//	WAREHO USE	31/07/20 17	5	£100.00000	£500.00	

Cancel Save Draft Submit

You can see all your own Purchase Requisitions using the **My Purchase Requisitions** workspace and this is also available via the web app.

The Requisition will then be made available to anyone designated as an Authoriser.

When purchase requisition lines have been authorised, you can then convert them to purchase orders using the Generate Purchase Orders from Requisitions screen in the Sage 200c desktop app.

You can also choose how to fulfil the requisitions; for example, items may be ordered, taken from existing stock, or may need to be ordered from multiple suppliers.

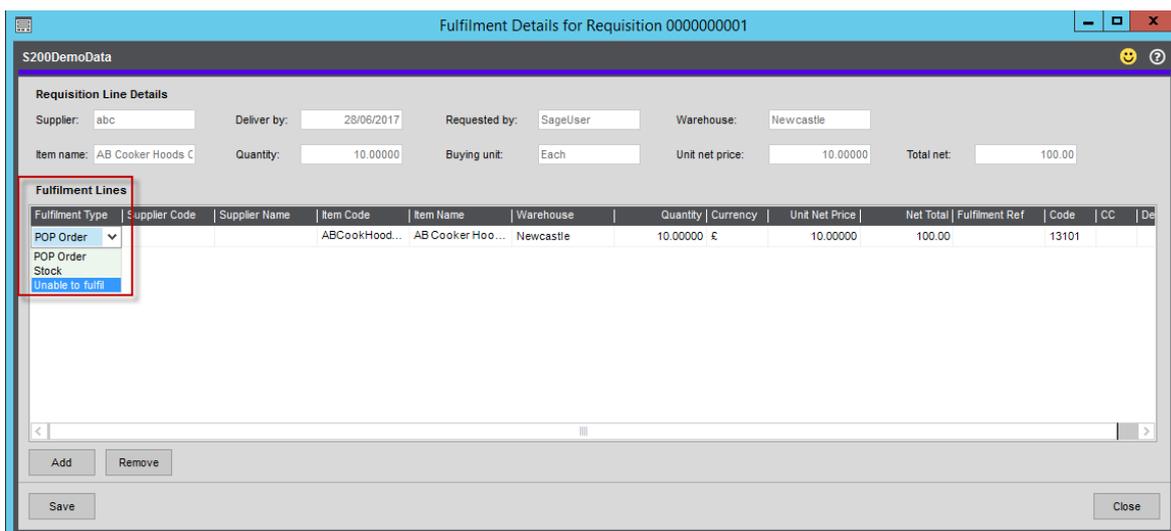
Note: The authoriser can also generate orders for requisitions from the Purchase Requisition Authorisation workspace. However, they cannot amend the details of the requisition items or choose how they are fulfilled.

Orders are generated efficiently, so multiple requisitions for the same item from the same supplier will be combined into a single order.

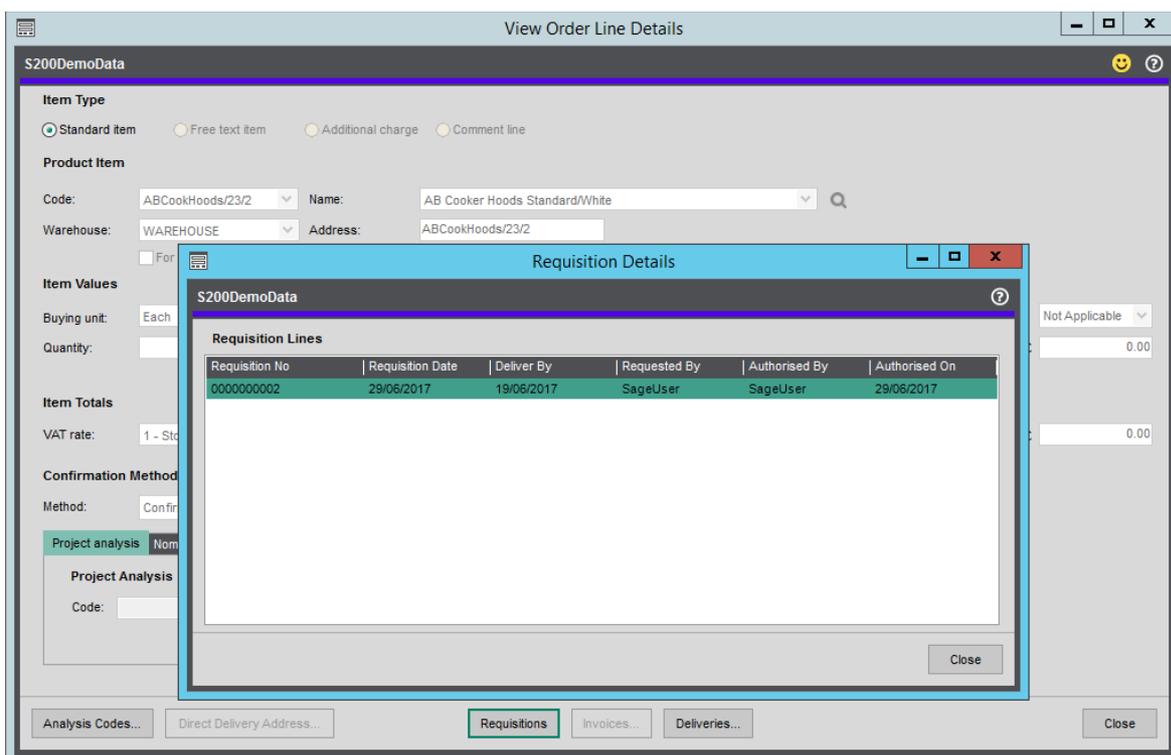
Generate Orders from Purchase Requisitions

To create purchase orders from purchase requisitions you can use the generate orders option within purchase requisition and you can only generate the order if all of the fields have been entered.

You can also set the fulfillment method on the line and you will only create an order if the fulfillment method is set to POP Order. If the other options are selected you will not be able to generate an order.



Once the purchase order has been created if you view the purchase order and view the item line created from a requisition you can see information about the original requisition including the authoriser and requester.



Reporting on Purchase Requisitions

The following reporting options are available:

- View details of all purchase requisitions in a Microsoft Excel report, showing details of the requested items, their authorisation status, and how they've been fulfilled. The report can be accessed via **Excel Reporting > Excel Reports > POP Requisitions**.
- Users can check the status of their own purchase requisitions via **Purchase Order Processing > My Purchase Requisitions** in the web app or **Purchase Order Processing > Purchase Requisitions > My Purchase Requisitions** in the Sage 200 desktop.

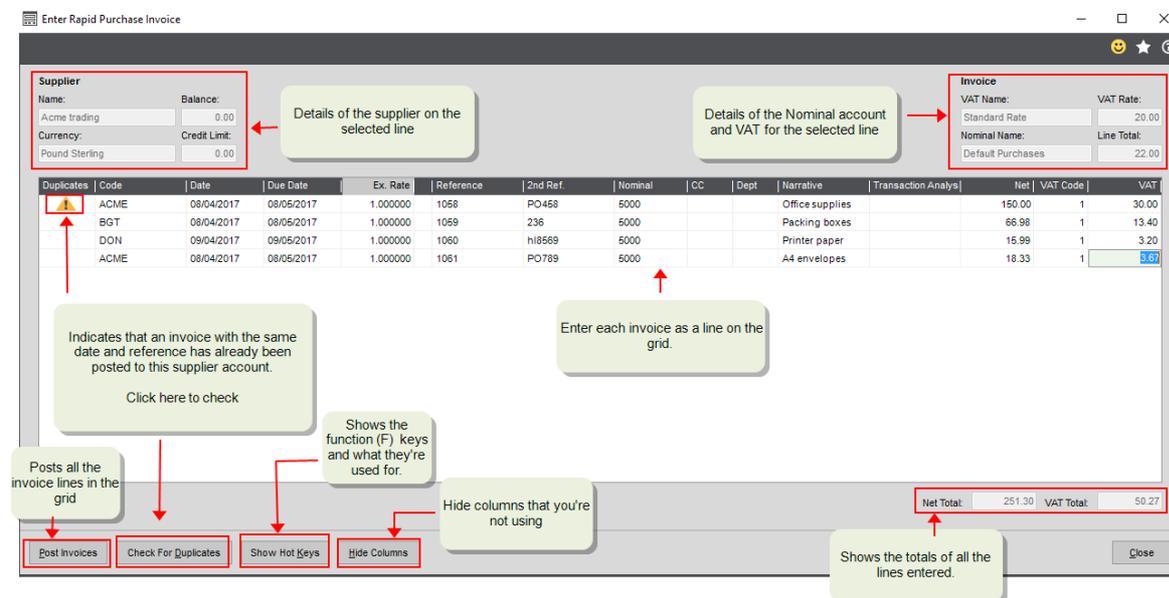
- Check details of purchase requisitions that the user has authorised. Again, there's one option for the web app and another for the desktop:

Purchase Order Processing > My Authorised Purchase Requisitions in the web app.

Purchase Order Processing > Purchase Requisitions > My Authorised Purchase Requisitions in the Sage 200 desktop.

Session 5 – Rapid Purchase Invoice entry

With Sage 200c, it's now possible to enter several purchase invoices from a single grid via the Rapid Purchase Invoice screen.



Rapid Purchase Invoice has been designed to allow you to enter data quickly, not just via mouse entry but via the keyboard with the use of Hot Keys. You may be familiar with some of the functions from Sage 50 Accounts. You can select the **Show Hot Keys** button to display a list of all available actions but a selected list of those available are shown below.

Key	Function
F2	Change the exchange rate.
F4	Select from drop-down lists and select check boxes. If a column already contains data, you'll need to delete it first. For example, if you want to change a nominal code, you'll need to delete the entered code and then press F4.
F6	Copy the cell above. This is useful if you're entering several invoices with similar details. You can use F6 to copy details from the line above, such as the date, supplier code, narrative, amount, nominal account .
Shift + F6	Copy the cell above and increment by one. You can only use this for the date and reference fields (that end in a number). This is useful if you're entering invoices with consecutive dates or consecutive references.
F7	Insert a row.
F8	Delete a row.

F9	<p>Calculate the net value.</p> <p>This is useful if you only know the gross value of your invoice.</p> <ol style="list-style-type: none"> 1. Enter the gross value in the Net column. 2. Press F9. The Net and VAT values are calculated and entered in the correct columns.
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Each invoice is entered on a separate line and you can enter invoices for different suppliers. If your invoice is being posted to more than one nominal account, simply enter the amount posted to each nominal account as a separate line.

When you post the invoices, any lines for the same supplier, date, due date, reference and second reference are posted as a single transaction.

Foreign transactions

When entering transactions for a supplier record which uses a foreign currency, an additional exchange rate icon is displayed..

Enter Rapid Purchase Invoice

Supplier

Name: Balance:

Currency: Credit Limit:

Duplicates	Code	Date	Due Date	Ex. Rate	Reference	2nd Ref.	Nominal
	ACME	08/04/2017	08/05/2017	1.000000	1058	PO458	5000
	BGT	08/04/2017	08/05/2017	1.000000	1059	236	5000
	DON	09/04/2017	09/05/2017	1.000000	1060	hl8569	5000
	ACME	08/04/2017	08/05/2017	1.000000	1061	PO789	5000
	NAND	11/04/2017	11/05/2017	1.000000	1062	987565	5000

To change the exchange rate, press **F2** and enter the new rate. Similar to base currency transactions, invoices entered for the same supplier are grouped together and posted as a single transaction if all of the following details are the same: **Code, Date, Reference, 2nd Ref** and **Ex Rate**.

Multiple VAT rates

Where an invoice from a supplier contains different VAT rates, the items should again be entered on separate lines and if you wish to post the item lines as a single transaction, ensure the **Code, Date, Reference** and **2nd Ref** are the same.

Duplicate transactions

You can use the **Check for Duplicates** button to check that the invoices you're entering haven't already been posted to your supplier accounts. The  symbol will be shown where a transaction has the same **Code, Date, Reference** or **2nd reference**. You can still post the transaction as usual if you find the transaction is not actually a duplicate.

Note: This only checks transactions that are already posted, not those that have been entered in this screen and are awaiting posting to the ledgers.

Session 6 – Sales Order Status

Sage 200c now offers greater detail when checking the progress of sales orders and tracking what else needs to be done to progress the order. The following new columns have been added to the Sales Order List after the Document Status column...

Document Status	Ready for Alloc	Allocated	Ready for Desp	Despatched	Ready For Inv	Invoiced	Cancelled
-----------------	-----------------	-----------	----------------	------------	---------------	----------	-----------

The table below lists the new column names along with the various statuses that may appear as the values...

Document Status	<ul style="list-style-type: none"> ▪ Live: Some invoices or credit notes still need to be posted for the order. ▪ Complete: Invoices and credit notes have been posted for the sales order, and the customer and nominal account balances have been updated.
Ready for allocation	<ul style="list-style-type: none"> ▪ Yes: Some items in the sales order have not yet been allocated.
Allocated	<ul style="list-style-type: none"> ▪ Part: Only some of the items are allocated, but some items still need to be allocated. The items have not yet been despatched. If you have chosen allocate stock automatically when items are entered on an order (set in SOP Settings), then it is useful to check for Part allocation to see when items were out of stock when the order was entered. ▪ Full: All items in the order have been allocated. The items have not yet been despatched. <p>Once an item is partly or fully allocated, it will also be set as ready for despatch. The Allocated status returns to being blank once all the allocated items have been despatched.</p>
Acknowledgement (not shown above)	<p>Note: This status only applies if you use have chosen to Print order acknowledgements for orders in SOP Settings.</p> <ul style="list-style-type: none"> ▪ Not printed: The order acknowledgement has not been printed. If you don't use order acknowledgement, all orders will have this status. ▪ Printed: The order acknowledgement has been printed. ▪ Amended since last printed: The order acknowledgement has been printed, but the order has since been amended. The item is can still be despatched.
Ready for despatch	<ul style="list-style-type: none"> ▪ Yes: Some items in the sales order have been allocated and are ready to be despatched. ▪ If none of the items in the order require despatch, this will be blank.

Despatched	<ul style="list-style-type: none"> ▪ Part: Only some of the items have been despatched, but some items still need to be despatched. ▪ Full: All items in the order have been despatched. ▪ If none of the items in the order require despatch, this value will be blank. <p>Once an order is partly or fully despatched, you can print invoices for the items that have been despatched.</p>
Ready for invoice printing	<ul style="list-style-type: none"> ▪ Yes: Some items on the sales order have been despatched (or do not require despatch) and are ready to have invoices printed.
Invoiced	<ul style="list-style-type: none"> ▪ Part: Only some of the items have been included in a printed invoice, but some items have not yet been invoiced. ▪ Full: All items in the order have printed invoices. <p>Once an item is partly or fully invoiced, it can be posted. If an order is not fully posted, its Status will still be Live.</p>
Cancelled	<ul style="list-style-type: none"> ▪ Part: Only some of the items in the order have been cancelled, but not all the items. For example, an order may only be Part cancelled if some items have already been despatched, or if you have deleted items (and record cancelled order lines) but haven't yet cancelled the order. ▪ Full: All items in the order have been cancelled.

Remember you can still choose which columns to display and which to hide by right-clicking on any column header, selecting Columns and then selecting or de-selecting the relevant column name.

Delivery	>
Features	>
Info	>
Payment	>
Values	>
Acknowledgement	
<input checked="" type="checkbox"/> Allocated	
<input checked="" type="checkbox"/> Amount	
<input checked="" type="checkbox"/> Cancelled	
Code	
<input checked="" type="checkbox"/> Date	
<input checked="" type="checkbox"/> Despatched	
<input checked="" type="checkbox"/> Document Status	
<input checked="" type="checkbox"/> Invoiced	
<input checked="" type="checkbox"/> Name	
<input checked="" type="checkbox"/> No	
Short Name	
<input checked="" type="checkbox"/> Type	

Session 7 – Hide Sales/Purchase accounts

The Amend Account Status screen has been enhanced so that it now allows you to not just to place an account 'On Hold' but also to change its **Active status** to **Hidden**.

The option can be found in **Sales Ledger > Sales Accounts > Amend Account Status**.

The functionality surrounding the On Hold option hasn't changed. That is, you can tick the box if you wish to temporarily suspend an account and prevent new transactions being created for that account.

However, if an account isn't to be used on a more permanent basis, for example, they may no longer be trading, then you can choose to hide the account. This removes the account from the Customer/Supplier list accordingly and prevents the account from being selected in error.

It's important to note that you can hide an account at any time, even if it still has a balance so care should be taken before making a decision about whether or not to hide it.

If you make a mistake, that is, you hide an account in error, you can still choose the account from the above screen and set its Active status back to Active again.

Viewing hidden accounts

- You can see the details of any hidden accounts on the **Customer Account Enquiry**. Hidden accounts **are** included on the look up list here.
- You can print a list of hidden accounts from the **Accounts Not Active** report (**Reports > Account Analysis**).
- You can choose whether to include hidden accounts on the **List Of Accounts** and **Account Details** reports (**Reports > Account Analysis**).

Viewing reasons for hidden accounts

A new report called **Accounts Not Active** has been created and can be found in the **Reports > Account Analysis** area for the Sales Ledger...

Sales Ledger Accounts Not Active				Date	05/06/20
				Time	14:53
Account Status:		Hidden			
<u>Account</u>	<u>Name</u>	<u>Balance</u>	<u>Reason</u>		
BET001	Better Kitchens	-1,067.19	Gone bust.		

and the Purchase Ledger...

Purchase Ledger Accounts Not Active				Date	05/06/20
				Time	14:53
Account Status:		Hidden			
<u>Account</u>	<u>Name</u>	<u>Balance</u>	<u>Reason</u>		
ATL001	Atlas Ranges Ltd	0.00	Unreliable - no longer trading with.		

New transactions on hidden accounts

Please be aware that any transactions that can be accessed without selecting a customer account can still be processed against hidden accounts. That is:

- If the account has outstanding invoices or sales orders, these can still be selected and processed from the **Invoicing** and **Sales order** lists.
- Direct debits / standing orders can still be processed.

To make sure that future transactions are not posted to this account, we recommend that you check your recurring transactions, such as repeat orders and direct debits / standing orders.

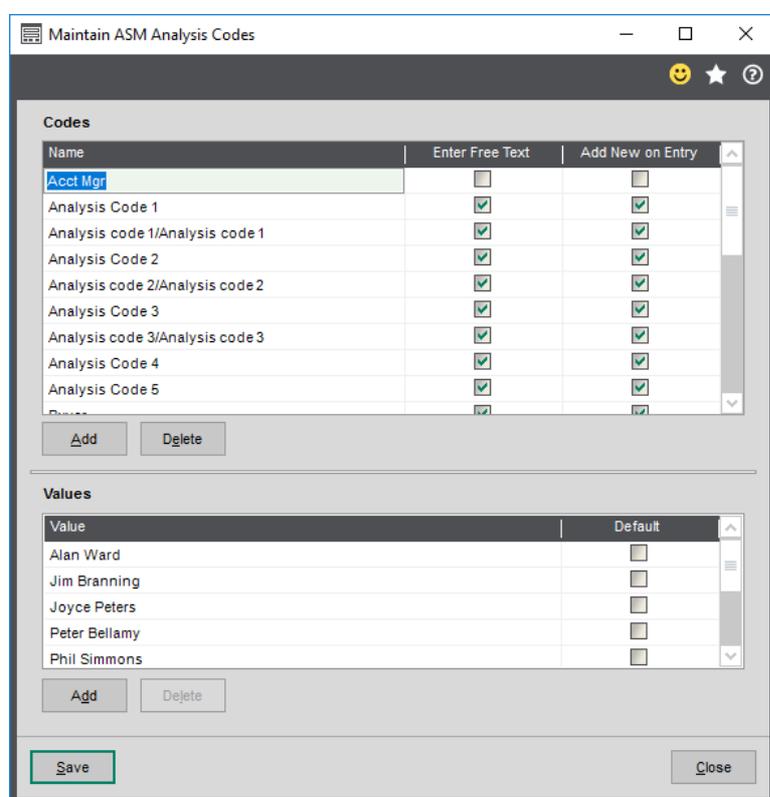
Session 8 – Nominal Analysis codes

You can now use analysis codes to record information specific to your business on your nominal accounts.

You can use them as an additional custom field on a record or for more in-depth reporting and analysis. You could use analysis codes to provide an extra level of analysis in addition to cost centres and departments.

Setting up Analysis Codes in Accounting System Manager

The first step involves creating the Analysis Codes you plan to use in the Nominal Ledger. These are created in the usual location at **Accounting System Manager > Settings > Maintain Analysis Codes**.



Note that this screen hasn't changed from previous versions of Sage 200 but you'll still need to ensure the Analysis Codes are created here ready to be added to the Nominal Ledger module.

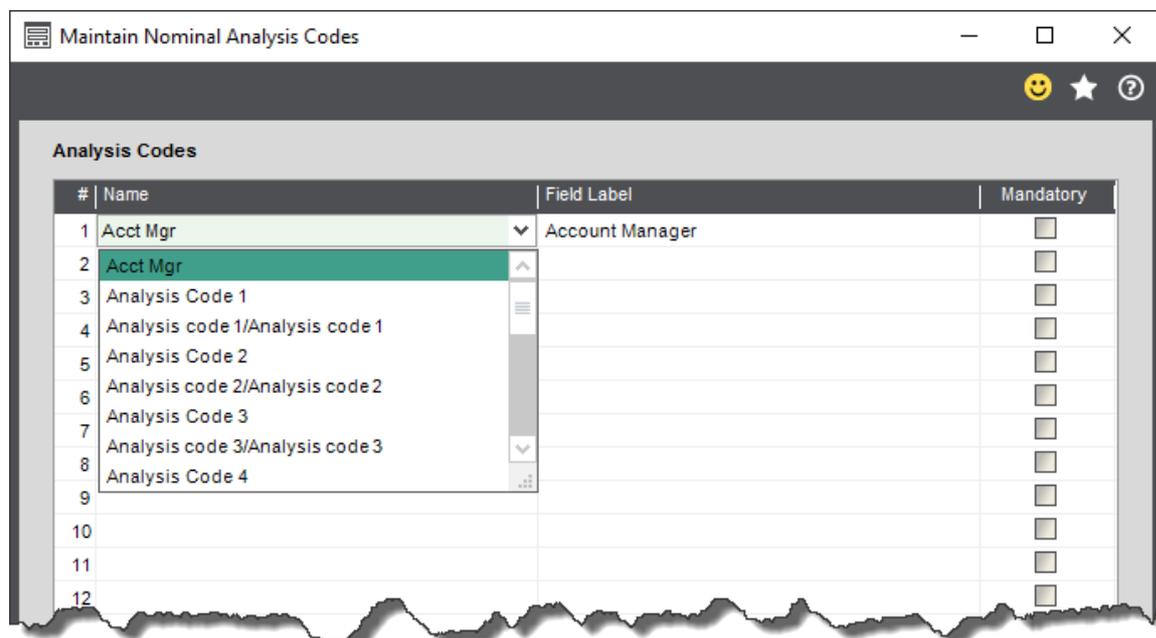
As with other modules, you should consider whether you wish to allow users to **Enter Free Text** against the Analysis Code. For scenarios where a value won't be known until a particular account is created, you may wish to allow users to **Add New on Entry**.

Once the new Analysis Codes have been created, select **Save**.

Setting up Analysis Codes in the Nominal Ledger

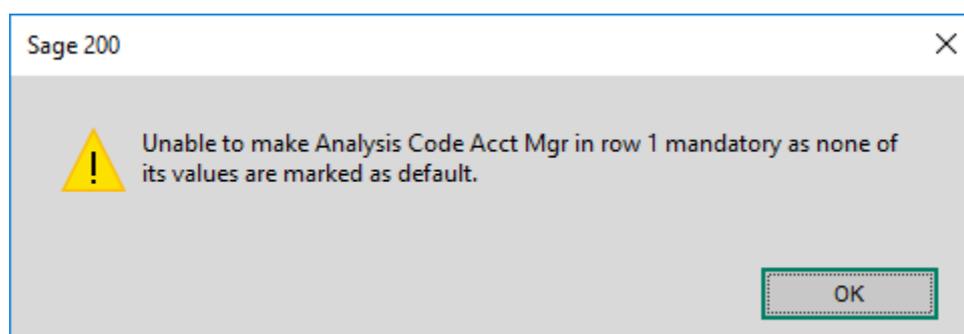
Accounting System Manager stores all Analysis Codes that will be used across the whole of Sage 200c. The next step is to apply the relevant codes to the Nominal Ledger.

This can be accessed via the new option **Nominal Ledger > Utilities > Ledger Set Up > Maintain Analysis Codes**.



Select an Analysis Code on the first available blank row and if necessary, you can change the Field Label to something more meaningful. Note you can also make the Analysis Code **mandatory**, that is, the nominal record can't be saved until that Analysis Code has been assigned a value.

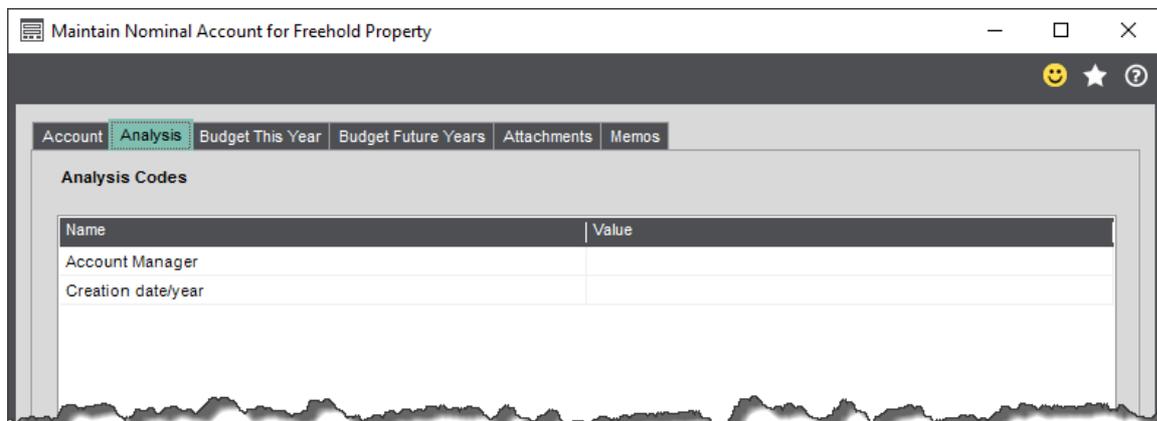
Note: You can only make an Analysis Code mandatory if it has been assigned a **default value** when you created the code in the previous screen. If you try to save your changes when one or more codes have been set as mandatory where no default value exists, the following message is displayed...



Select the **Save** button when all codes for use in the Nominal Ledger have been added.

Adding Analysis Codes to Nominal Records

A new **Analysis** tab is available in all Nominal Records...



Set the desired value of the relevant Analysis Code. Where Analysis Codes have been set to allow new values to be entered, select the **New Value...** button and enter the value. This value becomes available for use for all subsequent entries against that Analysis Code. Alternatively, if the code has been set to allow free text entry, you can enter the value directly into the field.

Reporting on Analysis Codes in the Nominal Ledger

The following reports, lists and workspaces have been amended in Sage 200c to allow you to view Analysis Codes against Nominal Records or to use them as criteria when running them...

Report	How to use the Analysis Code
List of Accounts	Use analysis codes to filter the list of accounts.
Account Analysis (Detailed)	Filter the report to show the balances of nominal accounts with a specified analysis code value.
Account Analysis (Summary)	Filter the report to show the balances of nominal accounts with a specified analysis code value.
Transaction Listing (Current)	Filter the report to show transactions by analysis code. Use this to group and total transactions by analysis code value
Transaction Listing (Historical)	Filter the report to show transactions by analysis code. Use this to group and total transactions by analysis code value
Nominal Account Enquiry Workspace	Analysis codes can be added as columns to help sort and filter the accounts list.
Nominal List	Add analysis codes as additional columns for instant sorting and filtering.

Session 9 – Combined Budgets and Budget owners

A new budgets option has been added to the menu which gives you access to combined budgets which work alongside nominal budgets.

There are two main uses for combined budgets:

- **Group nominal accounts together to report on the rolled-up totals.**

A combined budget allows you to group together any combination of nominal accounts and report on the rolled up total budget of all these accounts against the rolled up actual total balance (and any committed costs). This also helps you check that the budget figures you've set for each nominal account are correct, by showing you how much of the overall combined budget has been allocated to the nominal accounts.

- **Set a Budget Owner.**

Budget holders can then use the My Budgets Overview workspace to check actual spend against the budgets where they are set as the Budget Owner. Finance managers can track the actual spend against budget using Excel reports such as the Nominal Budget Overview and printed reports such as Budget Statement Breakdown by Department report.

Note: Purchase requisitions can also be entered against combined budgets, with the budget owner as the authoriser (covered in the purchase requisition section in more detail).

Use this form to group nominal accounts into a combined budget and assign an owner to the budget.

Combined Nominal Budget Details

Budget name: Admin Budget

Budgets Selection

How do you want to filter the unallocated nominal account budgets list?

Report category: All

Cost centre: All

Department: All

Unallocated Nominal Account Budgets

Code	CC	Dept	Name	Rep Cat	Current Year
03100			Lease Property	03	0.00
04200			Plant/Machinery - Depr	04	0.00
08200			Office Equipment - Depr	08	0.00
08101			Vehicle Cost - U236 GVK	08	0.00
08102			Vehicle Cost - U236 GVK	08	0.00
08103			Vehicle Cost - U237 GVK	08	0.00
08106			Vehicle Cost - Y234 JKM	08	0.00
08201			Vehicle Depr - S236 GVK	08	0.00
08202			Vehicle Depr - S238 GVK	08	0.00
08203			Vehicle Depr - S238 GVK	08	0.00
08204			Vehicle Depr - T345 WVJ	08	0.00
08206			Vehicle Depr - Y234 JKM	08	0.00
13100			Stocks - Default	13	0.00
13101			Stocks - Fasteners	13	0.00
13102			Stocks - Power/Tools &...	13	0.00
13103			Stocks - Chemicals &...	13	0.00
13104			Stocks - Distribution Pa...	13	0.00

Summary Table:

Budget Year	Budget	Allocated Amount	Unallocated Budget
Current Year	0.00	0.00	0.00
Current Year +1	0.00	0.00	0.00
Current Year +2	0.00	0.00	0.00
Current Year +3	0.00	0.00	0.00
Current Year +4	0.00	0.00	0.00
Current Year +6	0.00	0.00	0.00

Selected Accounts Table:

Code	CC	Dept	Name	Rep Cat	Current Year
04100			Plant/Machinery - Cost	04	0.00
08100			Office Equipment - Cost	08	0.00
08104			Vehicle Cost - T345 WVJ	08	0.00

The combined budgets have replaced the report category budgets available within Sage 200 Extra 2016. You will still be able to create budgets for specific report categories but you will not be restricted to just report categories.

Note: Any existing report category budgets will be upgraded and added to the combined budgets.

How to setup combined nominal budgets

Enter your nominal account budgets on each individual nominal code and this can then be combined in the **Enter or Amend Combined Nominal Budgets** screens within **Nominal Ledger > Budgets**.

When you have accessed the **Enter New Combined Nominal Budget** screen, you can add a Budget name.

You can then use the drop-down menus to filter the nominal codes you would like to pick from choosing **Report Category**, **Cost Centre** or **Departments**. Use the filters to reduce the number of accounts shown. Click Display at any time to update the list.

Select the nominal accounts to include in the budget and click **Add Account**. The selected accounts are moved to the list on the right.

The budgets set on the selected nominal accounts are totalled and shown as the Allocated amount in the top right list.

To check the total budget is correct or to set an anticipated budget, enter the amount as the Budget in the top right list.

The Unallocated budget is the difference between the Budget amount and the Allocated Amount.

Set the budget owners

- People who are budget holders can check actual income or spend against their budget on the **My Budgets Overview** workspace (**Nominal Ledger > Budgets > My Budgets Overview**).
- Finance managers can check actual spend of all budget holders against their budgets. (**Nominal Ledger > Budgets > Combined Nominal Budget workspace**)
- People entering purchase requisitions can choose the budget the request comes out of and budget owners must authorise the request.

To add or remove budget owners, click **Add Owners**.

In the below example of combined plant and office costs, the budget for both nominal codes is £20,000 but so far, they have only been allocated £17,400.

Enter the total Combined Nominal Budget and see how much is allocated within the nominal accounts within the group

Add Owners

Budget Year	Budget	Allocated Amount	Unallocated Budget
Current Year	20000.00	17400.00	2600.00
Current Year +1	0.00	0.00	0.00
Current Year +2	0.00	0.00	0.00
Current Year +3	0.00	0.00	0.00
Current Year +4	0.00	0.00	0.00
Current Year +5	0.00	0.00	0.00

Display

Code	CC	Dept	Name	Rep Cat	Current Year
04100			Plant/Machinery - Cost	04	15000.00
06100			Office Equipment - Cost	06	2400.00

Add Account >

Add All >>

Remove Account

Reporting on combined Budgets

The following reporting options are available:

- View details of combined budgets within excel reports and this will show all of the totals including PO's. The report can be accessed via **Excel Reporting > Excel Reports > Nominal Budget overview**
- Users can view details of budgets they own in the My Budgets overview workspace. This can be accessed via **Nominal Ledger > Budgets > My Budgets Overview**

Setting up Owners for cost centres and departments

You can now add a contact to the cost centre and department - these would normally be the owner of budget or department and will automatically receive reports on the budgets for the cost centre or department they are the contact for.

When running the Budget statement Breakdown By Cost Centre/ Department report, it will automatically send the relevant cost centre or department to the owner using the contact details setup against the cost centre or department.

Session 10 – Bank Feeds

Sage bank feeds is a free secure service that you can use to download your bank transactions to Sage 200, to help you reconcile your bank account.

This reduces the time that you spend reconciling your bank transactions, and ensures your accounts are up to date and accurate.

Sage bank feeds connects to your bank and downloads your account transaction details to Sage 200.

How it works

Once you download your bank transactions, you can match them to the existing transactions in Sage 200, or create new transactions if something is missing. This means that transactions in your live bank account are reflected in Sage 200. Sage 200 will remember which transactions you have matched, ready for your next bank reconciliation.

Setting things up is easy. We'll help you by providing the form you need to send to your bank:



Post your completed form to:
 Sage Bank Feeds Team,
 Sage (UK) Limited,
 North Park,
 Newcastle Upon Tyne,
 NE13 9AA

Authority to Disclose Information to Sage

What is this Consent Form about?

You would like to import your account data into your Sage Software and you have asked Sage to obtain that data directly from your Banking service provider. This Consent Form sets out your consent to the data transfer and enables Sage to liaise with your Banking service provider to obtain your data.

Your Details

Bank Name	Royal Bank of Scotland	
Company Name	Mikes Co	
Sort Code / BIC	Account Number / IBAN	Account Name
935522	58765527	Lowesxxx

Your Consent

- You understand that your personal data and information may be transferred outside the EEA provided that it is given adequate safe guards in accordance with applicable data protection laws.
- You acknowledge that the Bank will receive a commission from Sage for disclosing the information.
- Either party may terminate this authority by providing 7 days prior written notice to the other party.
- Sage and the Bank are separate and independent companies, they are not part of the same group.

Sage bank feeds or Yodlee bank feeds?

Both bank feeds services can download transactions from your bank, but we recommend that you use Sage bank feeds if it is available for your bank.

If Sage bank feeds is not yet supported for your bank, then you may be able to use Yodlee bank feeds instead.

Set up Sage bank feeds

It's easy to set up Sage bank feeds, but before you start there are a few things you will need to do.

Check if your bank is compatible with Sage bank feeds

First check if your bank account is compatible with Sage bank feeds.

Bank
Cashplus
NatWest
RBS - Royal Bank of Scotland

If Sage bank feeds is not yet supported for your bank, you may be able to use Yodlee bank feeds instead.

Have your bank details handy

To complete the registration, you will need to know:

Your bank name, type of account, the account number and IBAN number.
An email address, in case we need to contact you.

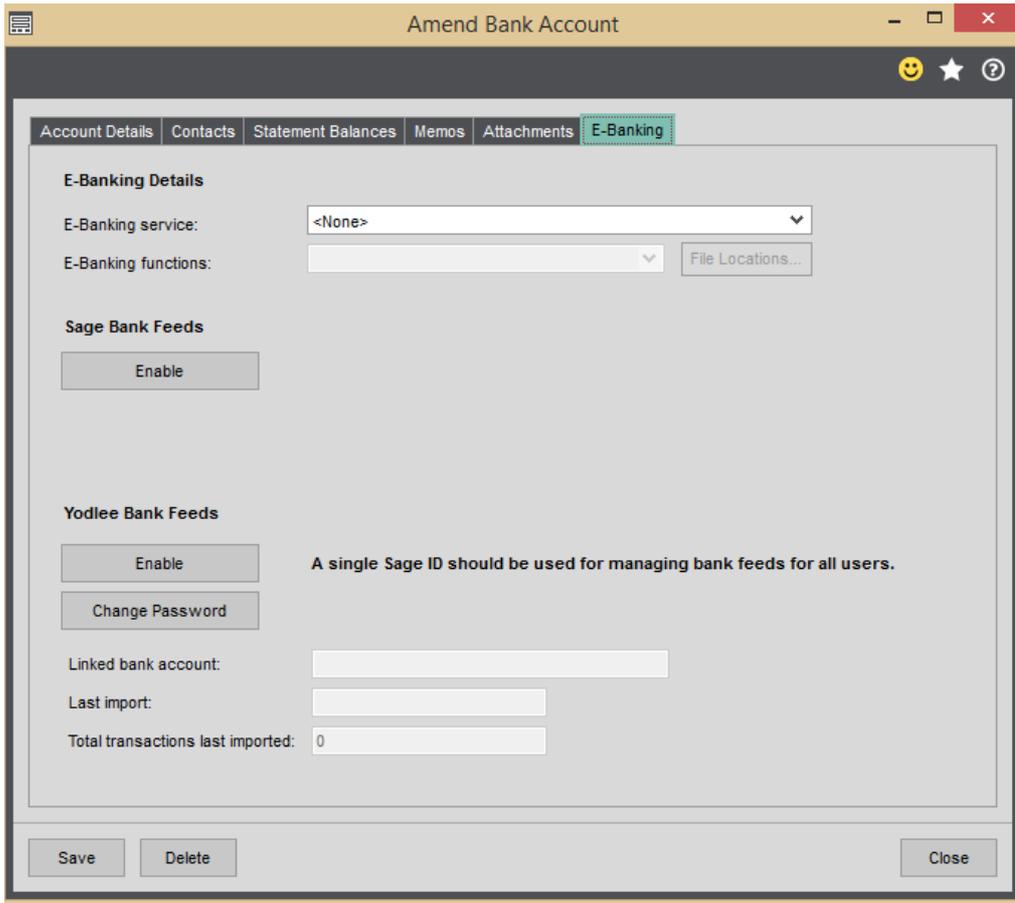
Enable Sage bank feeds

Choose the cash book account that you want to set up for Sage bank feeds.

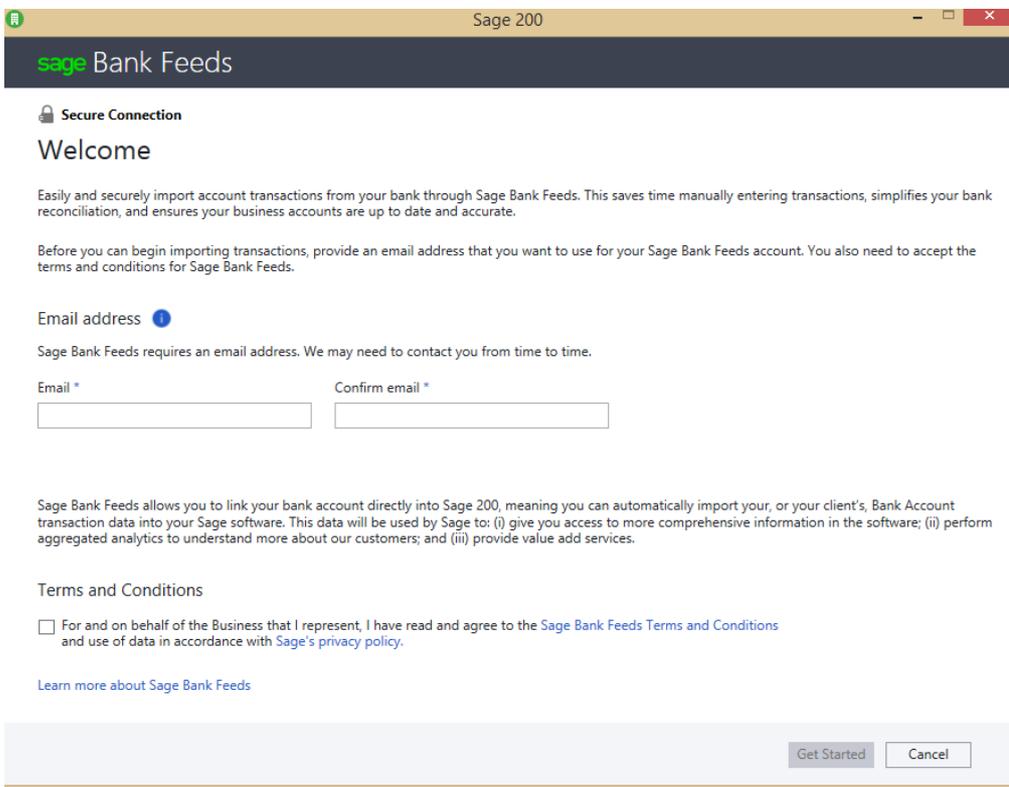
Open **Cash Book > Cash Book Accounts > Amend Bank Account Details**, or select the account from the **Bank Account List** and click **Amend Account**. To enable Sage bank feeds, you must have user access to amend the cash book account.

Move to the E-Banking tab.

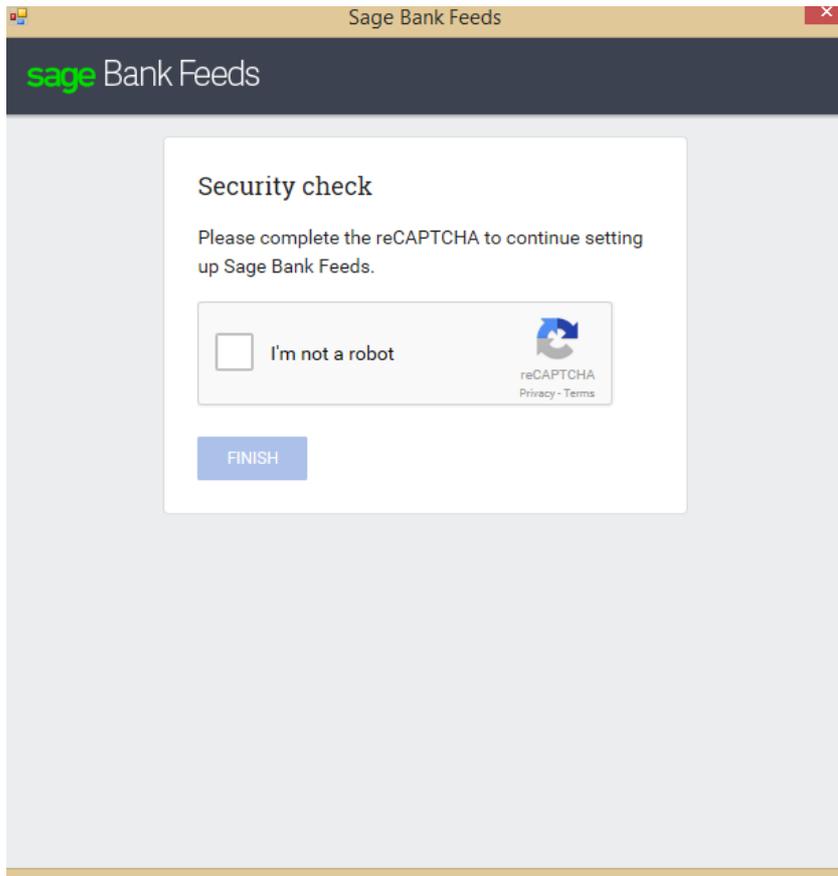
In the **Sage Bank Feeds** section, select **Enable**. You cannot set up Sage bank feeds for a cash book account that has already been enabled for Yodlee bank feeds or Sage Payments.



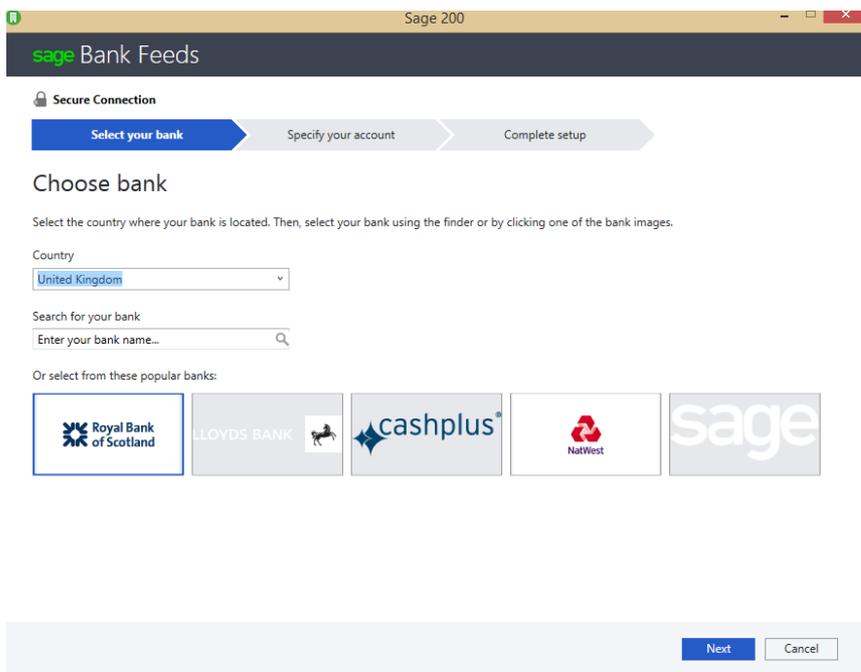
Follow the steps in the wizard to set up Sage bank feeds...



You will at this point be prompted to complete a security check.



Select your country and your bank.



Enter your bank details.

The screenshot shows the 'Sage Bank Feeds' window in Sage 200. At the top, there's a 'Secure Connection' section with a progress bar showing three steps: 'Select your bank' (completed), 'Specify your account' (current step), and 'Complete setup'. Below this, the 'Select account' section prompts the user to 'Choose your account type from the list.' The 'Account type *' dropdown is set to 'Business Current'. Under 'Bank account details', there's a warning: 'Enter your account information below. The details entered here must be an exact match to those held by your bank. Entering the wrong details could lead to a delay in authorisation.' The 'AccountName *' field contains 'Lowesxxx', the 'Sort Code *' field contains '935522', and the 'AccountNumber *' field contains '58765287'. At the bottom, there are 'Back', 'Process', and 'Cancel' buttons.

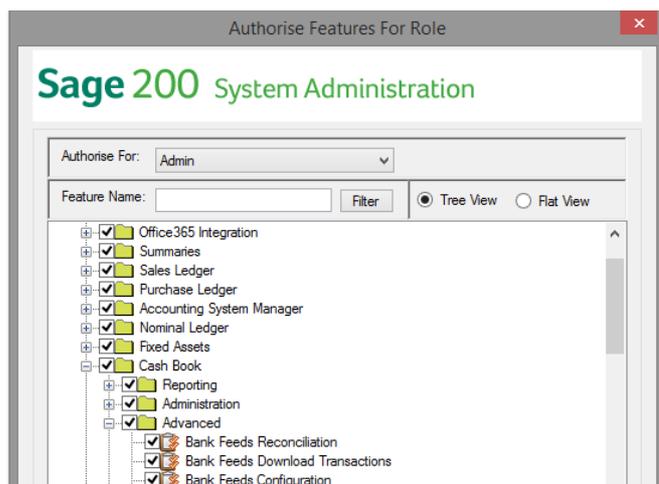
The screenshot shows the 'Sage Bank Feeds' window in Sage 200. The progress bar now shows 'Complete setup' as the current step. The main heading is 'Send completed form to your bank'. Below it, there's a note: 'Download and print the form. After you sign it, send the signed form to your bank. Details on how to do this are included.' A red 'Download Form' button is visible. Under 'Next step', it says: 'After your bank has processed your form, transactions will be automatically imported into your Sage software.' Below that, it says: 'Click Finish to complete the setup.' A 'Finish' button is located at the bottom right of the window.

When you have finished, you will download a form that you should print, complete, and post to your bank. If you forget where you saved the form, the PDF file is saved in the Attachments tab for this cash book account.

Wait a few days for your bank to receive and process your request, then come back to check the status of your bank account. Once your bank has authorised your application, the status will change from Pending to Active and you can start using Sage bank feeds to download transactions.

Once this process has been completed successfully, there will be no need to go through these steps again for this bank account.

Authorising Sage Bank Feeds in System Administration



You may want to control user access for who can set up Bank Feeds, and who can download and reconcile transactions. This is controlled via System Administration as before.

Troubleshooting

I can't see any option to enable Sage bank feeds

This might be because:

You don't have user access to amend the cash book account. See Authorising Sage Bank Feeds in System Administration.

If you are creating a new bank account, you will not see these options until you first Save and Close the account. Once you have closed the account, open it again by amending the account, and you will now see the option to enable Sage bank feeds on the E-Banking tab.

I can't click 'Enable' to set up Sage bank feeds

If the Enable option is disabled, this might be because either Yodlee bank feeds or Sage Payments is already enabled for this account. You can only use one of these services with a cash book bank account.

If you want to switch from using Yodlee bank feeds with this account, you should disable Yodlee bank feeds before you enable Sage bank feeds.

The Sage bank feeds status is pending

After sending your completed form to your bank, you may need to wait a few days for the bank to process your request.

Once your bank has authorised your request, the status will change from Pending to Active and you can start using Sage bank feeds to download transactions.

How do I disable Sage bank feeds?

Choose the bank account which is enabled for Sage bank feeds.

Open Cash Book > Cash Book Accounts > Amend Bank Account Details, or select the account from the Bank Account List.

Move to the E-Banking tab.

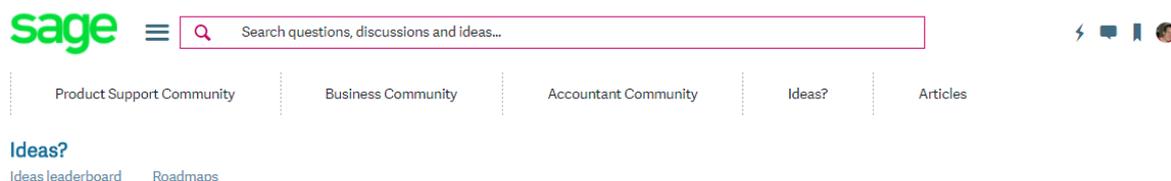
Select Disable.

The bank account status will change to Disabled.

When you set up Sage bank feeds, you contacted your bank and gave your consent to transfer your banking data to Sage. If you want to stop using Sage bank feeds with this bank account, you should contact your bank and instruct them that you no longer want to use this service.

Session 11 – Additional new features

Every week, our customers and business partners use the Ideas Hub to submit requests for new features or make changes to existing ones.



Which product would you like to submit an idea for?

The Ideas Community is a place where you can tell us all about your bright ideas for how we can make Sage products better, as well as voting on those suggested by other customers. By getting involved and voting on the ideas that matter most to you, you'll help us shape the future of the product you use every day.



You can access the Ideas Hub at <https://communities.sage.co.uk/ideas>. The following improvements have been introduced to Sage 200c based on feedback via the Ideas Hub.

2nd Reference on Transaction Enquiry forms

The 2nd Ref. field has been added to Customer and Supplier Transaction Enquiry Forms, allowing you to sort and find transactions by their 2nd Ref.

Customer Transaction Enquiry for Abbey Retail Ltd

Customer Details

Code: Address: 16 Church Lane, Lochside, Edinburgh, Midlothian, EH12 1WE

Short name: Head office:

Postcode: Credit limit: € 100000.00

Balance: € 16200.69

Transactions

Trans. Type	Trans. Date	Reference	2nd Ref.	Value	Allocated	Query	Status	Memo	Use
Invoice	01/10/2016	0000005047	0000004984	3276.21	0.00				Use
Invoice	17/09/2016	0000004927	0000004864	4932.02	0.00				Use
Invoice	03/09/2016	0000004812	0000004749	861.10	0.00				Use
Invoice	03/09/2016	0000004807	0000004744	542.27	0.00				Use
Invoice	13/08/2016	0000004656	0000004593	2330.90	0.00				Use

Show outstanding only Maximum number of transactions to display:

Transaction Detail

Select drilldown: Transaction: Orig ex rate:

Trans. detail Gross:

Reference: Discount:

2nd reference: VAT discount:

Trans date: Discounted value:

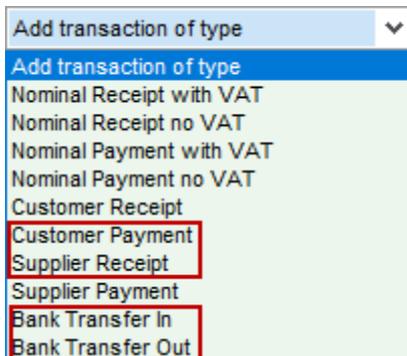
Due date: Allocated:

Discount date:

Bank Reconciliation - new transaction types

When completing a bank reconciliation within the Cash Book, you can now enter the following transaction types as adjustments directly from the reconciliation screen...

- Bank transfers
- Customer refunds (customer payments)
- Supplier refunds (supplier receipts)



New report - Direct debits and standing orders due

Use this new report to find the outstanding value of Standing Orders and Direct Debits. The report can be accessed via **Cash Book > Reports**. There are two variants of the report which are useful for working out your committed costs.

- Direct Debits and Standing Orders Report
- Direct Debits and Standing Orders Due Report

Portrait versions of the aged debtors and aged creditors reports

Via the Ideas Hub and calls through to the Sage 200 Support team, we've had several requests to make the Aged Debtors and Aged Creditors reports available in Portrait format. These often come from customers who may have moved to Sage 200 from Sage 50 Account and may prefer the Sage 50 style reports.

The reports are situated as follows...

Sales Ledger > Reports > Credit Control > Aged Debtors Report (Detailed) Portrait or Aged Debtors Report (Summary) Portrait.

Purchase Ledger > Reports > Payments Control > Aged Creditors Report (Detailed) Portrait or Aged Creditors Report (Summary) Portrait.

Send to Excel formatting

Send To Excel is a new feature which has been added to reports in Sage 200c and it allows the customer to send the data in the correct format to Excel. It adds the raw data to Excel and inserts it as a table so the customer can sort and filter by each column.



The new option is shown above and can be used in the reports. The image below shows a view of a report produced using this new option.

	A	B	C	D	E
1	Title: Sales Ledger Account Details Report	FileName: Sales Ledger Account Details Report.report	Exported On: 29/06/2017 15:00:53		
2	SLCustomerAccounts.ContactName	SLCustomerAccounts.DateOfLastTransaction	SLCust	SLCustomerAccounts.AccountBalance	SLCust
3		05/08/2016		29087.95	1EURO
4	Hayley Bass	05/08/2016	A	16260.69	ABB001
5	Brian Lynch	01/04/2016	A	-1067.19	BET001
6		05/08/2016		28017.82	BIR001
7		05/08/2016		43030.21	BIR002
8		05/08/2016		40241.78	BIR003
9		05/08/2016		33569.41	BIR004
10		05/08/2016		49641.64	BIR005

Finally...

When you use the help files within the software, you can give us a thumbs up  or a thumbs down  to tell us how we're doing so we can continue to improve the quality of the content we offer you.

Session 12 – Sage 200 CRM / Connected CRM

Sage 200 CRM

As part of the Sage 200c release, Sage 200 CRM has also been upgraded to make use of the latest version of Sage CRM – version 2017 R2.

Sales, Marketing and Service

Sales, Marketing and Service uses the Sage CRM Connector to connect Sage 200 data to Sage CRM. This now uses **version 4.1** of the Connector which is compatible with Sage CRM 2017 R2.



User Name

Password

Change Password

Log On

Copyright © 1997-2017 Sage Technologies Limited. All rights reserved. Sage CRM 2017 R2

Whether you're using Sage 200 CRM or Sales, Marketing and Service, moving up to version 2017 brings with it a host of new features and enhancements have been added since version 7.3.

Whether you're using Sage 200 CRM or Sales, Marketing and Service, version 2017 R2 includes the following changes/improvements...

Updated top bar

The top bar now includes a Favourites list, and the Notifications list is displayed under the Notifications icon rather than at the top of the screen. To open a Find screen, click the arrow beside the Search box in the top bar.

New Quick Find

To perform a search across all entities at once, enter key terms in Search on the top bar.

New calendar

The Sage CRM calendar has been redesigned to make it modern, intuitive, and easier to use. Please note that year view and month view are not available in this new calendar.

System Health Check

System administrators can use the new System Health option to monitor the health of 10 Sage CRM components in real time. When you select the new System Health option within **Administration > System**, the system checks the status of ten Sage CRM components as shown below...

Name	Type	Description	Status
Apache Tomcat	Windows Service	Hosts the Java-based components of Sage CRM.	✓
URL Rewrite	IIS Feature	Forwards HTTP requests from IIS to Apache Tomcat.	✓
SData 1.1	Java Application	Provides a public XML-based API that supports read operations only.	✓
SData 2.0	Java Application	Provides a non-public REST API that supports read and write operations.	✓
CRM Quick Find Service	Windows Service	Provides the Quick Find feature in Sage CRM.	✓
Notifications	Java Application	Provides the Notifications feature in Sage CRM.	✓
Exchange Synchronization	Java Application	Synchronizes data between Exchange Server and Sage CRM.	–
SMTP Connection	Mail Server	Enables Sage CRM to send emails via an external SMTP server.	–
CRM Escalation Service	Windows Service	Provides escalation rules in Sage CRM.	✗
CRM Indexer Service	Windows Service	Provides the Keyword Search feature in Sage CRM.	✓

The Help option on the same screen can be used to offer troubleshooting assistance to resolve any issues that may be found.

Web-based help

Help files were removed from the Sage CRM installation package to reduce its size. Now when a user clicks the Help button in the product, Sage CRM displays help files hosted on dedicated web servers. To access these help files, client computers must have access to the Internet.

You can if you wish, change this default behaviour by installing help files locally on your Sage CRM server. For more information, please refer to the Web-based help.

Secure email connection

You can configure Sage CRM to use Transport Layer Security (TLS) to establish a secure connection to a mail server. This lets you use Sage CRM with public mail services that require a secure connection such as Exchange Online, hosted Exchange, and Gmail.

Please remember that connection to mail servers via TLS/SSL is not supported in earlier versions of both Sage 200 CRM and Sales, Marketing and Service.

A note on the Contemporary theme

The Contemporary theme is the only theme available on a new installation of Sage CRM 2017 R2. When you upgrade Sage CRM to 2017 R2, all themes that existed in the previous version of the product remain available in Sage CRM 2017 R2.

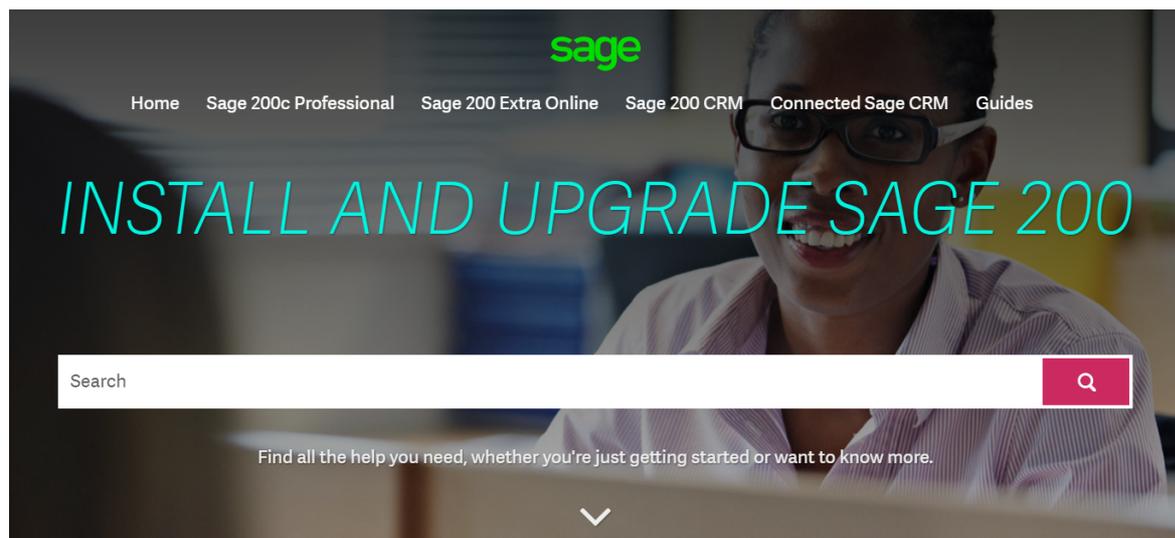
Bug fixes

Over 100 customer cases are addressed in this release (incorporating those from both Sage CRM 2017 R1 and Sage CRM 2017 R2).

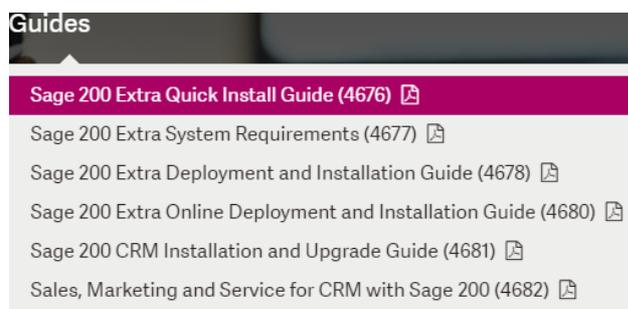
Session 13 – Online resources

New Help Centre for Sage 200

We've created a new Help Centre solely for Sage 200. It covers off not just the main software itself but also the other variants of the suite such as Sage 200 Extra Online, Sage 200 CRM and Sales, Marketing and Service (Connected CRM).



You can also access the latest guides such as the System Requirements and Deployment and Installation Guides...



You can access the Help Centre from the following address – we recommend you bookmark this where necessary...

<http://desktophelp.sage.co.uk/sage200/installation/Content/Home.htm>

Software downloads

The software will be available from release date at my.sage.co.uk. Simply access the link for the Resource Centre and download Sage 200c. Remember – you can access an extensive list of all Sage software downloads* from my.sage.co.uk/productdownloads.

*Software available for download is dependent on the product registrations against your account.

Ask Sage

We've created a new Ask Sage article that allows you to check, by version, which features of Sage 200 were introduced into each version. This will help you to quickly identify the features available to customers per the version you're upgrading from and to.

You can access the article by searching for article number **36701 – A guide to new features introduced in Sage 200**. This will be made available on release of Sage 200c.