Tips & Tricks for
<u>Sage 300</u>

Desktop customization

You can personalize your Sage 300 desktop by adding custom folders and icons, renaming folders and icons, and changing the "view".

New folders and icons
Right-click on the Sage 300 desktop, choose New and choose Folder to add a new folder. You can name your folder what you wish, and you can have as many folders as you like (you can even have folders within folders). You can add objects to your folders by copying them from other Sage 300 folders, by dragging them from other Sage 300 folders, or by right-clicking and choosing "new". You can add Sage 300 program screens, macros, reports, and even external programs like Excel to your Sage 300 desktop.

It can be useful to create folders for daily activities, month end procedures or other special purposes.
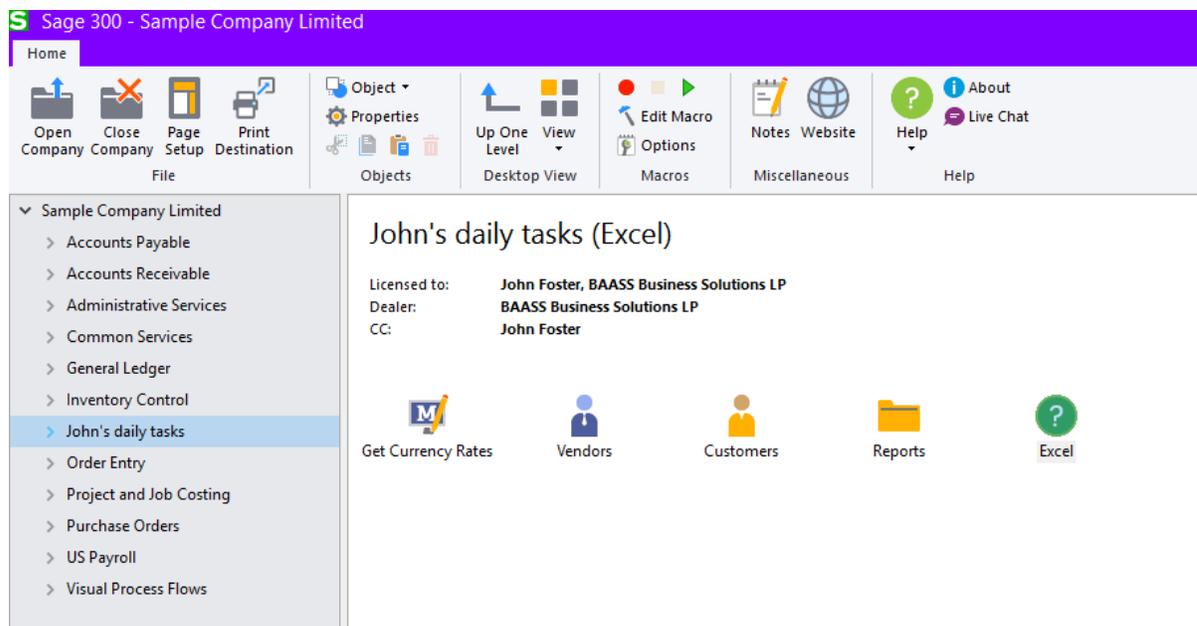
You can also rename existing Sage 300 folders and icons to your liking.

Add a Startup folder
Adding a folder called "Startup" will have Sage 300 automatically start any programs placed in the folder when Sage 300 is started.

Object properties
You can change the properties of individual Sage 300 icons by right-clicking and choosing Properties.

- To allow multiple instances of an Sage 300 screen to be open, choose "Start multiple copies".
- Change icons and descriptions

Print Destinations

Sage 300 allows printing to four destinations. To choose your print destination, double-click on the Print Destination status indicator on the lower-right corner of your Sage 300 screen (a little picture of a printer, or a magnifying glass, or an envelope), or choose File-Print Destination from the top of your Sage 300 screen. You can select Printer, Preview, File, or E-mail (or Schedule if you have Enterprise Edition and have Crystal Info configured for scheduling reports). The current print destination is indicated in the lower-right corner of the Sage 300 window with a small icon.
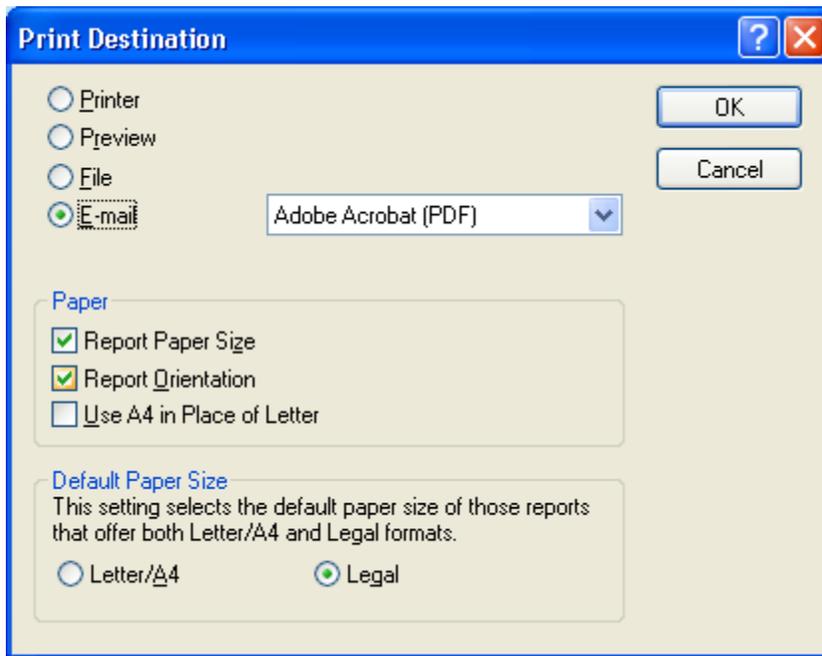
When your print destination is set to **Preview** you can:

- Click the arrow buttons to advance pages or to go to the end or beginning of a report.
- Search for specific information by typing text or dollar amounts into the search field and searching with the binoculars
- Navigate to a specific group in the report by selecting it from the tree on the left
- Print to a printer (and select a printer) from within the preview screen
- Export the report information to a file for analysis in another program like Excel
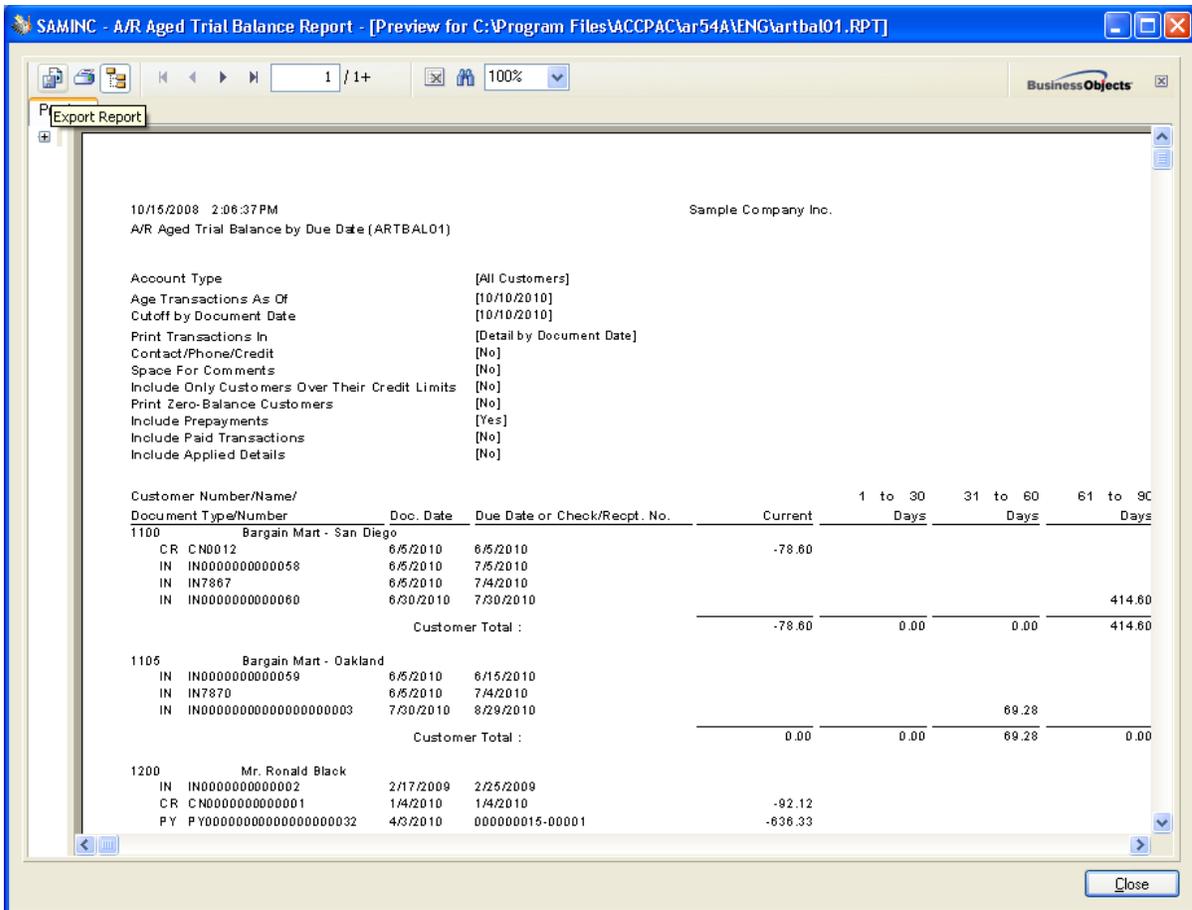
Printing to **E-mail** will allow you to specify an email recipient (or recipients) for this report. A standard Sage 300 report will be emailed as either a PDF (Adobe) or an RTF (Rich Text Format) attachment. A financial statement will be emailed as an Excel attachment.

Printer Selection

Sage 300 uses the same printers that are defined in Windows Control Panel. If you like, you can specify a default printer for all Sage 300 print jobs, which can be different from your Windows default printer (unless otherwise specified, your Windows default printer will be the default printer for all Sage 300 print jobs).

To establish a default printer for **all Sage 300 print functions** that is different from your Windows default printer, click the Page Setup button at the top of the Sage 300 window, or choose File-Page setup from the top of the Sage 300 window. Click "Printer" and choose the desired default printer.

To establish a default printer for **only a certain report** in Sage 300 (for example, checks or picking slips), open the print window for that report, and choose File-Print setup from the top of the window. The selection you make here will be the default printer each time you print this report.

To select a printer **at the time of printing** that is different from the default printer, click the print button on the print function, then click Setup.

The Print Setup window will appear, and you can then choose the printer for this particular instance of printing.

What settings are maintained for individual users?

Sage 300 remembers the following settings for each user ID:

Security access - Modules and functions assigned access for that user based on Security Groups

Desktop preferences - Custom groups, custom icons, icon "views" (large, small, list, details), preferences (auto clear, confirm on delete, etc.), column settings and arrangements within containers

Print destination - Current print destination (printer, preview, file, e-mail, schedule)

Printer setups - Default printer preference and report-specific printer settings

Finder settings - Finder criteria and sort preference

Form names - The last form name used for a particular print function (for example checks or invoices)

Report criteria - Ranges and selections from the last time the report was run

Customization Directories

With Sage 300, you can specify customization directories in Administrative Services that tell Sage 300 where to look first for reports and forms. This allows you to maintain a different set of reports and forms for different users or for different companies. This also lets you specify a single location on your network server for storage of customized forms and reports, so they do not need to be maintained separately on individual workstations.

Sage 300 normally looks for reports and forms in C:\Program files\Sage 300\XX55A\Eng (where XX is the module, for example, OE). You can set a customization directory in Administrative Services to point to a network directory (for example L:\Sage 300\Reports) so when a form or report is printed, Sage 300 will look first for the report file in L:\Sage 300\Reports\OE52A\Eng. If it finds the report name in this directory, it will use it. If it does not, Sage 300 defers back to the local drive.

You can set different customization directories for different users. For example, Beverly's reports may reside in L:\Sage 300\Reports\Beverly\OE55A\Eng, while Andy's reports reside in L:\Sage 300\Reports\Andy\OE55A\Eng. You would set up Customization Directories to look like this:
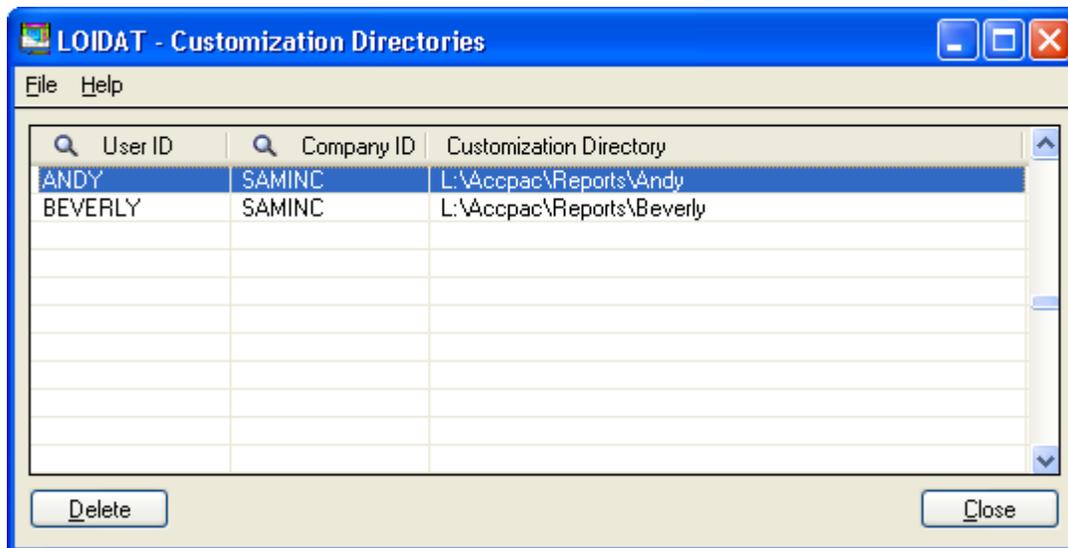
Using Security

Sage 300 security consists of three components, each defined in Administrative Services: Users, Security Groups and User Authorizations.

Users

You should have a User name and password for each user in the system. Users may be forced to change their passwords at various intervals.

Security Groups

Groups of security accesses are defined for each module (for example, Controller, Sales, Accounting Staff).

User Authorizations

Users are attached to groups for each company database. If you have more than one company database, you can assign a given user to a different security group in each company database, if you like.

Security is activated for the System database by checking the "Security" checkbox in Database Setup.

Who else is in Sage 300 right now?

It is sometimes useful to be able to find out what other users are in the system, for example, if you need to run a backup, or if you have run out of LanPak licenses. To do this, click the Help menu at the top of the Sage 300 window, then select Current users. The window will display all users in Sage 300, and which company database they are in. The maximum number of concurrent users, as well as the total number of current users is also displayed. In many cases, it may be useful to force certain users out of the system – you can accomplish this by check the appropriate user and clicking on Sign Out Selected Users.

What versions of Sage 300 programs are running, and is my system current?

To check the currently installed versions and service packs, click Help – System Information at the top of the Sage 300 window. This will list the versions installed and active, as well as the Product Update number that is installed.
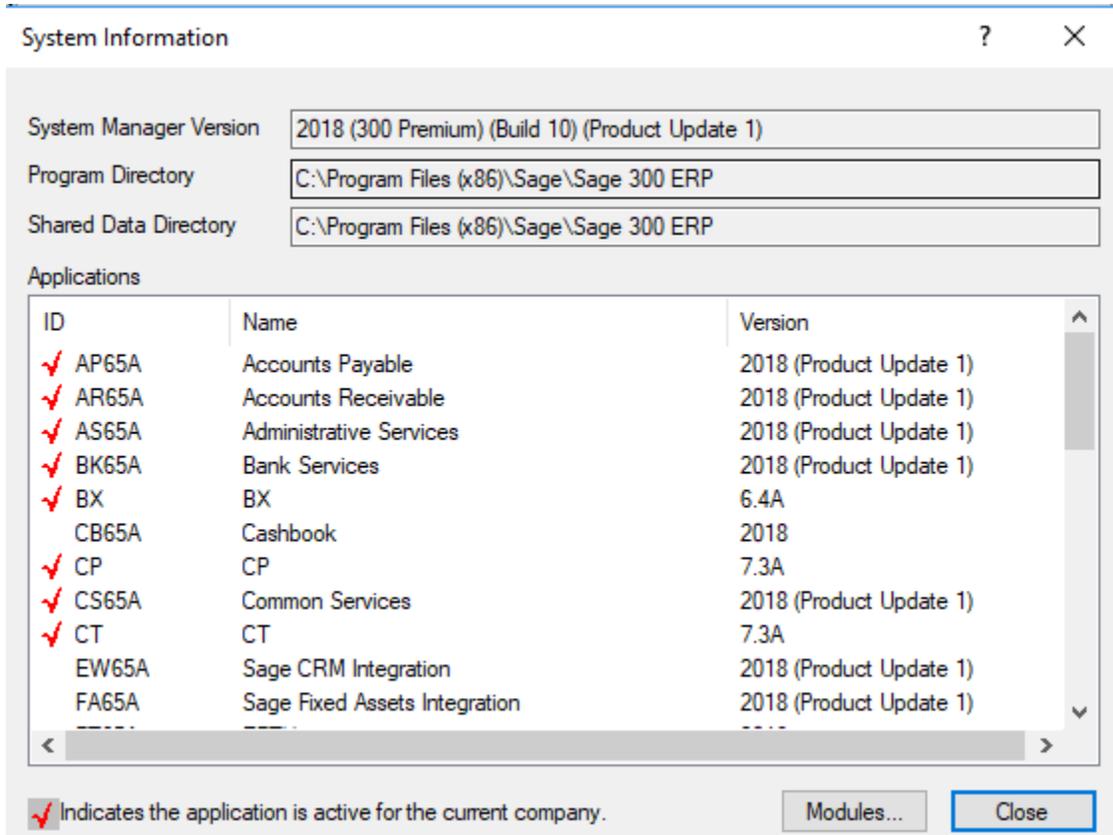
Sage 300 clients with current Support subscriptions may download and install their own Product Updates from www.Sage.com. This requires an ID number and password, which can be obtained by calling Sage's Client Care department (1-800-773-5445).

Database Integrity

Just as we visit the dentist regularly to make sure no serious problems have developed with our teeth, your Sage 300 database should have regular checkups to catch potential problems at their earliest stages. Sage 300 has two built-in tools to help you find problems, and to clean up minor ones for you.

Data Integrity Check

To run Sage 300's data integrity checker, click the Data Integrity icon from the Administrative Services folder. You can choose to check some or all of the Sage 300 programs you have installed and activated for your company. Other users do not need to be entirely out of Sage 300, however they will need to be out of the module(s) you are checking and any associated modules.
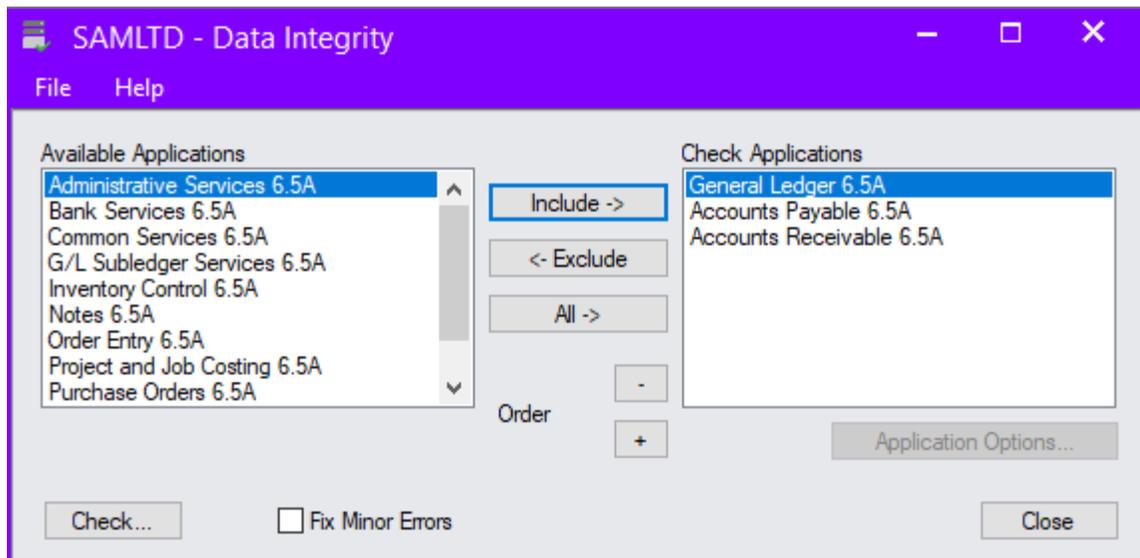
It is generally recommended that you select "Fix Minor Errors" so that Sage 300's internal controls will correct minor problems. Click the Check button in the Data Integrity window. The integrity checker will look for debits equaling credits, and will validate key fields referenced in records, like item numbers, customer numbers, units of measure and terms codes. Errors will be reported on screen and in a log file. If you are unable to determine the cause of an error or need assistance correcting errors, contact your Sage 300 Business Partner for assistance.

Database Verify

If you encounter a more serious error reported in the data integrity checker (Btrieve error or database error), you can run Database Verify to check for indexing problems. In order to run this process, all users need to be out of Sage 300.

Start the Database Setup program from the Sage 300 program group in Windows and sign on as ADMIN. Highlight the database ID in question, then click Verify. From the next window, you may select other databases if you wish, then click Verify. Sage 300 will proceed to check the integrity of database index files, and log any problems to the screen and a log file. If any problems are reported, contact your Sage 300 Business Partner immediately.

If you encounter regular problems with your Sage 300 database, you should evaluate your network environment, hardware, Pervasive.SQL database engine settings, workstation settings, and user practices to determine the cause.

Using the Finder

Sage 300's Finder, available anywhere you see the 🔍 button, is indispensable and immensely flexible. The finder will help you locate records quickly and accurately.

To activate the Finder in a field, click the finder button, or press the F5 key. A finder window specific to that field will appear and will allow you to search in a number of ways. For example you may search for a vendor by vendor number, although if you knew the number, you might not have to search for it. You can change the Finder to instead search by Vendor name, then type part or all of the vendor's name in the search field. You can narrow your search by typing more information, however if you type too much Sage 300 may not find the record you are looking for, as it will only find exact matches.
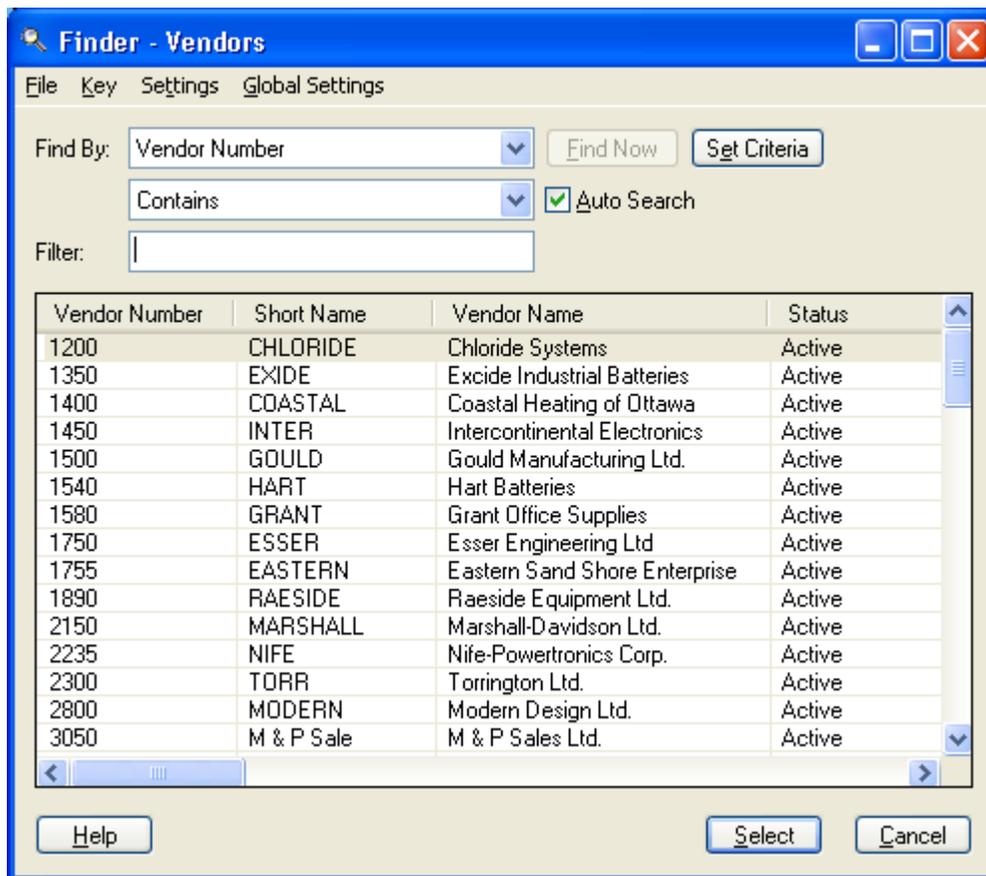
In addition to searching by a particular field, you can narrow your search through the use of Criteria. To do this, click the Set Criteria button on the Finder screen, choose the criteria and press the add button. You can choose any field available and search for particular values or matches (you can even choose multiple criteria, like "Status = Active AND On Hold = Not On Hold").
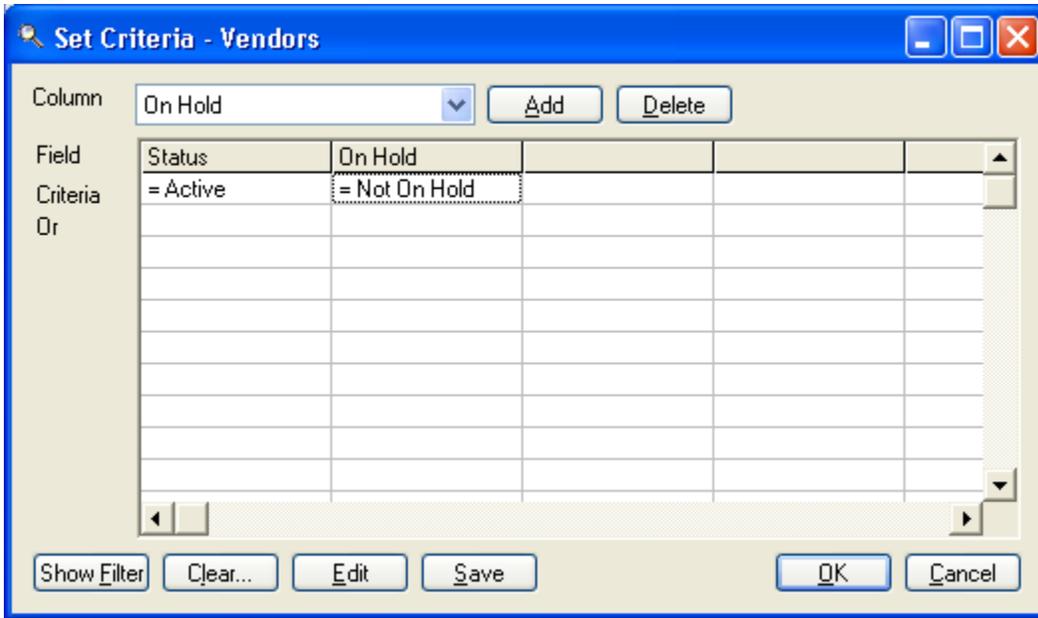
You can also clear previous criteria from this window. Sage 300 will remember the Finder settings from the previous search, including the fields you searched by and any Finder Criteria, for this particular field. This is helpful if you enter Accounts Payable invoices and need to search frequently for General Ledger accounts by account description. Sage 300 remembers these settings separately for each user, as well as separately for each company database.

After setting your selection criteria, you may want to export your resulting vendors. Sometimes you may find it easier to export things like vendor listings through the finder screen rather than the vendor master to reduce the number of fields exported. This is done in the finder window by selecting File/Export.

You may also add fields to the finder list, arrange fields by order of importance, and highlight specific columns. These options are chosen through the finder window menu under Settings.

If you choose Columns, you will be prompted to add or remove columns as you see fit.
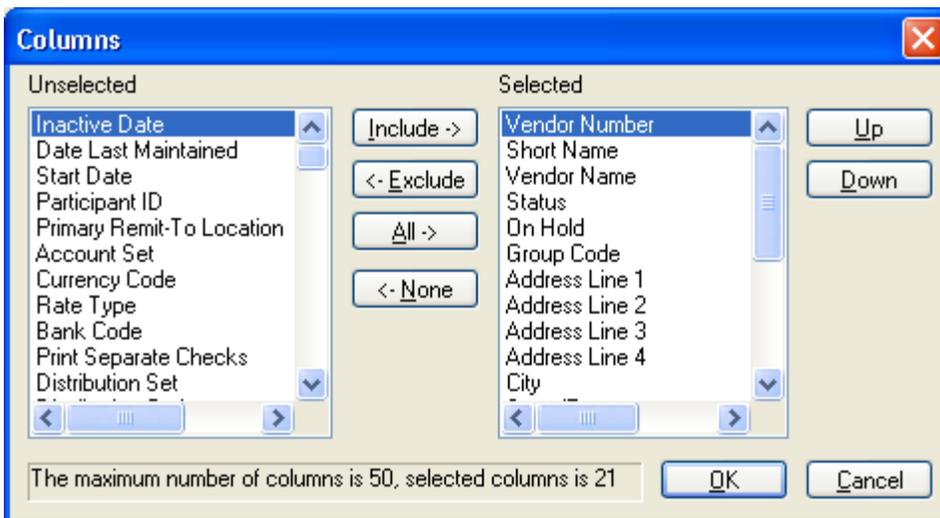
If you choose Color, you will be given the option to change the color of the text and/or the color of the backgrounds of any of the displayed columns.
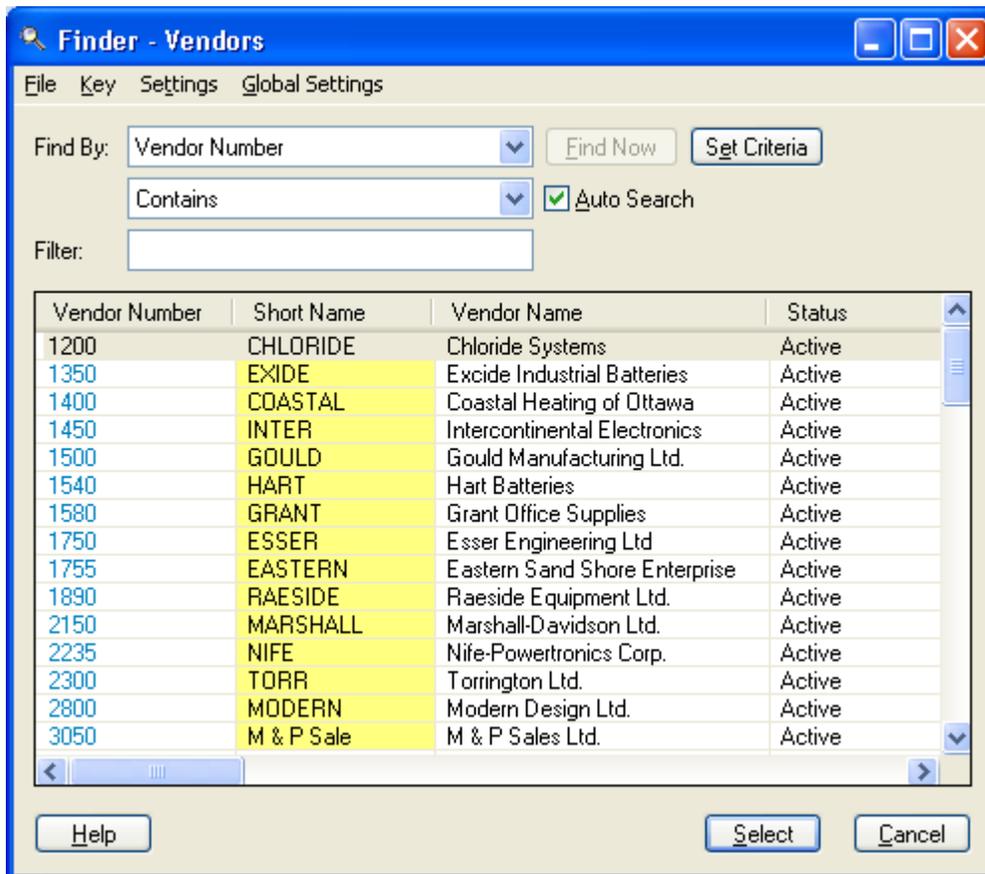
Keyboard shortcuts to make entry easier

While any windows application is designed to be used with a mouse, it is possible to navigate through Sage 300 screens using only keystrokes (although it is frequently easier to use the mouse to move quickly to desired fields and buttons). The following keystrokes may make navigation easier:

F1	Help
F5	Finder
F7	Go, activates the blue arrows (refresh) when making multiple selections
F9	Zoom in / out
Tab	moves to the next field on a form or within a container
Shift-Tab	moves to the previous fields on a form or within a container
Spacebar	"clicks" a button when the focus (dotted line) is on the button
	Also moves from a tab with the focus on it to the first field on the notebook page
Pg Up	Moves to the top record within a container
Pg Down	Moves to the bottom record within a container
Ins	Inserts a new entry within a container
Del	Deletes the highlighted entry within a container

Home   Moves to the first entry
End   Moves to the last entry

Alt + S   Use to save changes made to the displayed record.
Alt + D   Use to delete the displayed records.
Alt + E   Use to set criteria to specify records to display in the finder

Manipulating Columns to Suit Your Preferences

The layout of data "containers" in Sage 300 can be modified to show the information you need to view in a different arrangement from the default. This is most useful in data entry screens, where you can change the order and the width of the columns, hide columns or split the screen.

To change **column widths**, hover the mouse pointer on the column divider until it changes to a vertical bar with two horizontal arrows. Hold down your left mouse button and drag the mouse to the left or right to make the column wider or narrower.

To **move a column**, hover the mouse pointer over the column title and hold down the left mouse button. The cursor will change to a rectangle with two horizontal arrows. Drag the mouse to the left or right to move the column to the desired position.

To **hide a column**, point the mouse arrow to a column title and right-click your mouse. Click on the choice to "hide" that column. Note that right-clicking on any column title thereafter will give you the choice to "restore" any hidden columns. This will prevent you from forgetting which columns you have hidden. You may also restore all defaults the same way.

Note: All changes made to most screens are "by user"; changing the display layout on your screen will NOT affect the layouts of other users. Unique user names can greatly enhance this feature. Likewise, making these types of changes when everyone logs in as ADMIN can be very annoying.

Zoom In and Out

Some data entry in Sage 300 can be done in container view or in form view. Container view will allow you to use the enter key to progress from field to field, and will enable you to see more than one detail line at a time, but you generally cannot see all the fields together. Form view will show only one detail line, but will show all the fields for that line. Press F9 to toggle back and forth between container view and form view.

Use the Calculator to Assist with Numeric Entry

When in a numeric field, you can activate Sage 300's calculator by pressing the + key. Complete any calculations you need to, then click the Paste button to insert the resulting number into the field.
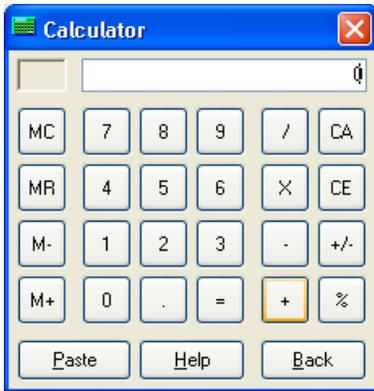
Make Use of the F1 Key

Sage 300's on-line help is your best resource for assistance on Sage 300 topics and functions. Pressing the F1 key from within anywhere in Sage 300 will bring up context-sensitive help. In addition, you can use the standard Windows help functions to search for topics and keywords. Undoubtedly the most useful part of Sage 300's help function is the **Field List** button. This button will display a list of all fields on the current screen along with comprehensive definitions of those fields and how they are used.

Order Type

Select the type of order you are entering:

- Active (for an order that you want to fill immediately)
- Future (order becomes active and is posted when you run Day End Processing on the specified order date. You can also change the order status to Active before the order date.)
- Standing (orders that are placed repeatedly)
- Quote (if you select Quote, enter the expiration date)

Lock Closed Periods in the Fiscal Calendar to Prevent Inadvertent Postings.

Sage 300's Fiscal Calendar in Common Services should be maintained on a regular basis to lock accounting periods and / or specific modules that have been closed. As soon as financial statements and supporting reports have been finalized, you should lock the corresponding period in the Fiscal Calendar to prevent inadvertent posting of General Ledger entries to that period. If you need to post an adjusting entry at any time, you can unlock the period, post the entry, and re-lock the period. In addition, you should make a fiscal year inactive as soon as posting for that year has been completed.
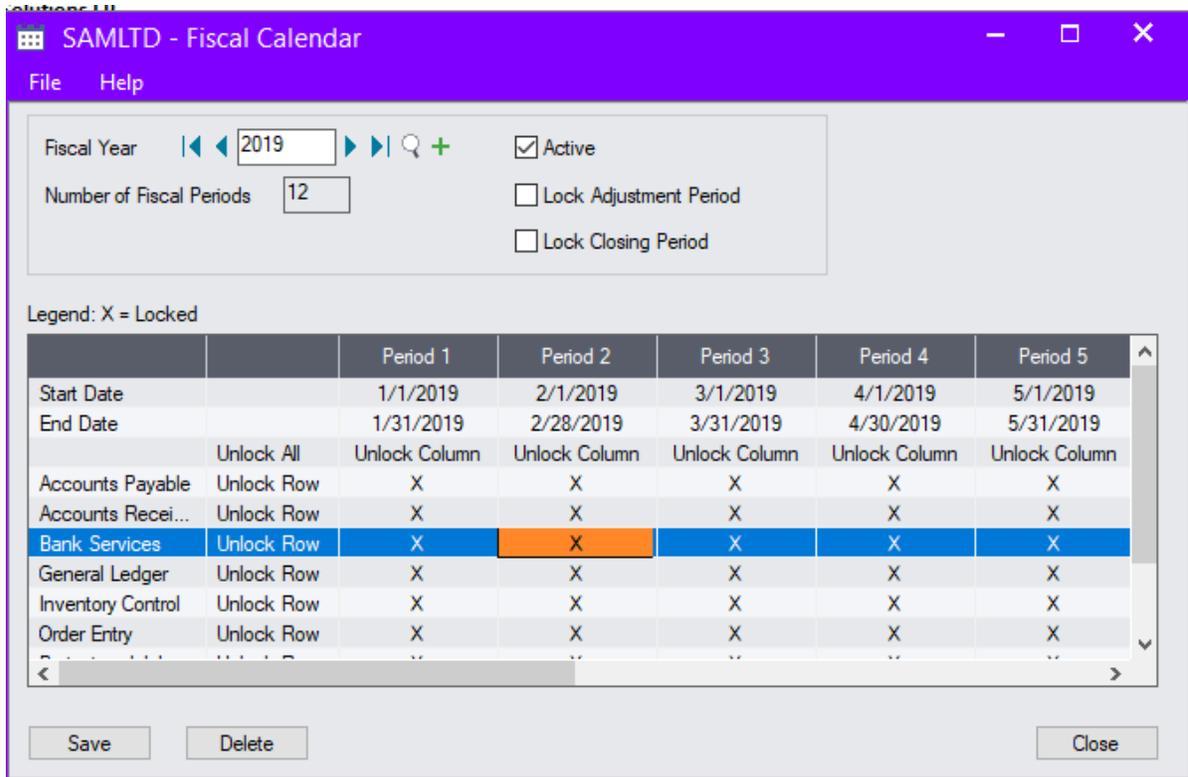
Use Macros to Enhance Reporting and Automate Tasks

Sage 300 Visual Basic as it's macro language. With (or without) assistance from your Sage 300 Business Partner, you can program macros to help automate tasks or to provide advanced reporting capabilities.

Sage 300 includes several sample macros you can use with little or no modification. These include a Cash Flow Projection macro, which calculates projected cash flow based on information in Sage 300 Accounts Payable, Accounts Receivable and Bank Services; and an Order Action Report macro, which provides additional selection criteria not available in the standard Order Action Report.

Request Program Enhancements via the Sage 300 Desktop!

Sage 300 has a formal channel to field program enhancement requests from Sage 300 Users. If you have changes or improvements you would like to see implemented for any Sage 300 programs, submit them on-line via the following screens:
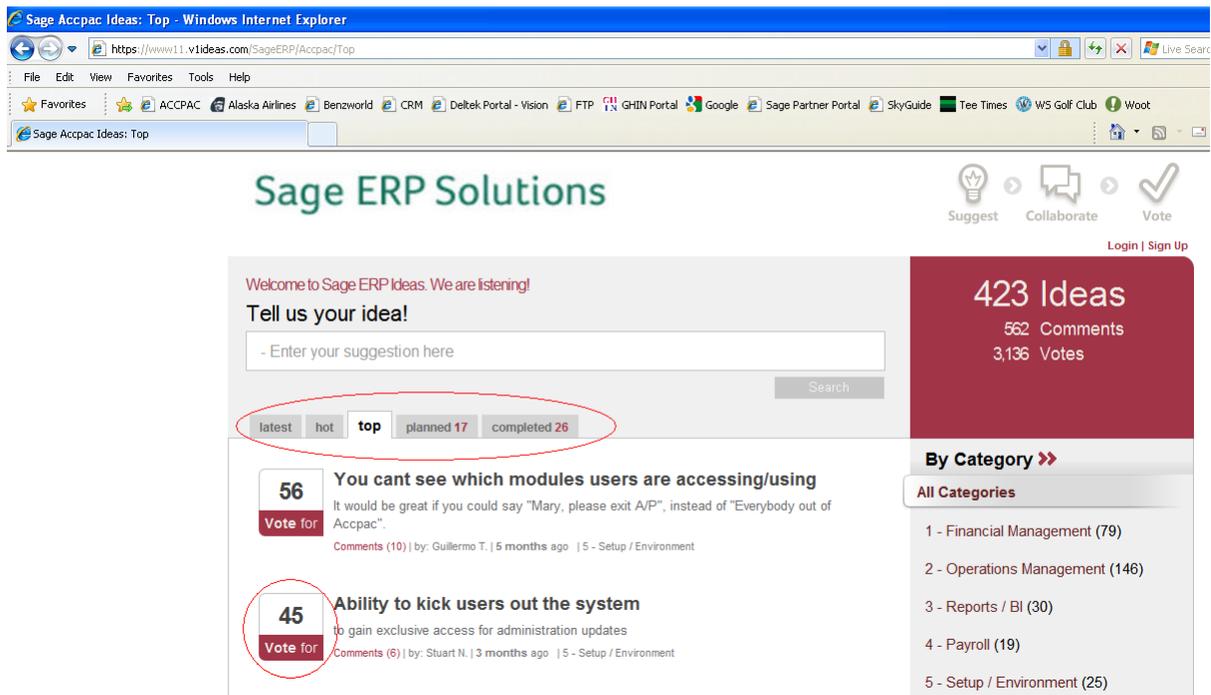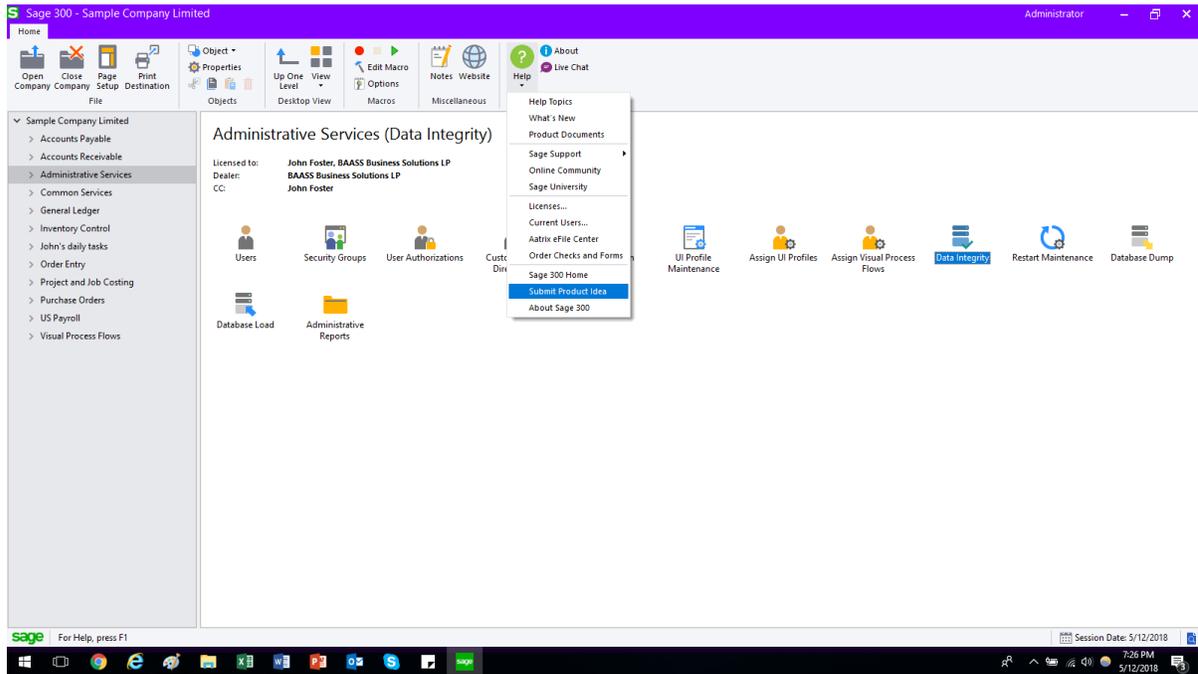
Use Source Journals to Print Transactions by Type

You can use Sage 300's Source Journal capability to generate reports that list posted transaction details by entry type, for example for all General Ledger journal entries or for transactions generated by Bank Services. Source Journals use transaction Source Codes to select entry types. Source Journals are defined in "Source Journal Profiles" in G/L Setup.

Set G/L Integration Options for Optimal Tracking

You can specify when you want General Ledger batches created from Subledger postings by selecting to Create G/L Transactions "During Posting" or "On Request Using Create G/L Batch Icon" in the Options screen. The During Posting option will send AP transactions to the GL each time you post an AP batch. The On Request option will send transactions to the GL only when you run the "Create G/L Batch" function in Periodic Processing. You can also append the current set of transactions to an existing (same type) batch by checking the "Append GL transaction to existing batch" box on the same screen.

You can also specify which fields are sent to the General Ledger Entry Description, Detail Reference and Description, and Comments from Subledger transactions.

Make Adjustments from Within Receipt Entry

If you have the option selected to "Allow Adjustments in Receipt Batches" you can easily adjust off unpaid amounts (such as when a customer short pays or does not pay interest accrued) while you are entering a receipt against their account. This becomes part of the receipt batch and does not have to be entered and posted separately in the adjustment function. To include an adjustment to an entry, apply the receipt to the invoice being paid, then click Add. This will activate the Adjust button.

Select the invoice you would like to adjust, then, click the Adjust button. The subsequent window will allow you to enter the adjustment amount and the General Ledger account to which the difference should be written.

Reverse invoices using Macros

You can use a macro included with the Sage 300 program to reverse OE invoices with a credit note..
Start the macro names reverseinvoice.avb located in C:\Program Files\Sage 300\Macros. When y ou
run the macro, the following screen \is presented:

You can use the finder to locate the invoice you wish to reverse. Once you click the proceed button, the macro creates a credit note for the entire invoice. You will need to run Day End Processing and post the resulting AR invoice batch to complete the process. A shipment is created to account for the inventory items originally invoiced – you will need to reverse this shipment or complete with another invoice as appropriate.

Take Advantage of Sage 300's Automated Price Update Feature

If your organization uses wholesale price changes (increasing prices by a standard dollar amount or percentage across a number of items in your inventory) you can update these prices automatically by Item Number, Category, Item Segment, Vendor Number, or Optional fields. Prices can still be changed for individual item numbers, but this function can be useful if you can base your price changes on previous base price, markup factor or margin.

Turning off Splash Screen

By turning off your Sage 300 splash screen, you can reduce the time it takes for Sage 300 to load.

- Click Start in Windows, then Run. Type "regedit" and click OK to open up the Registry Editor

- Expand HKEY_CURRENT_USER\SOFTWARE\ACCPAC International, Inc.\ACCPAC\DESKTOP.

- If Splash Screen exists already on the right hand pane of the window, change its value from "Yes" to "No". If it does not, right click the right hand pane of the window. Select New, then String Value. Name it "SplashScreen" and set its value to "No".
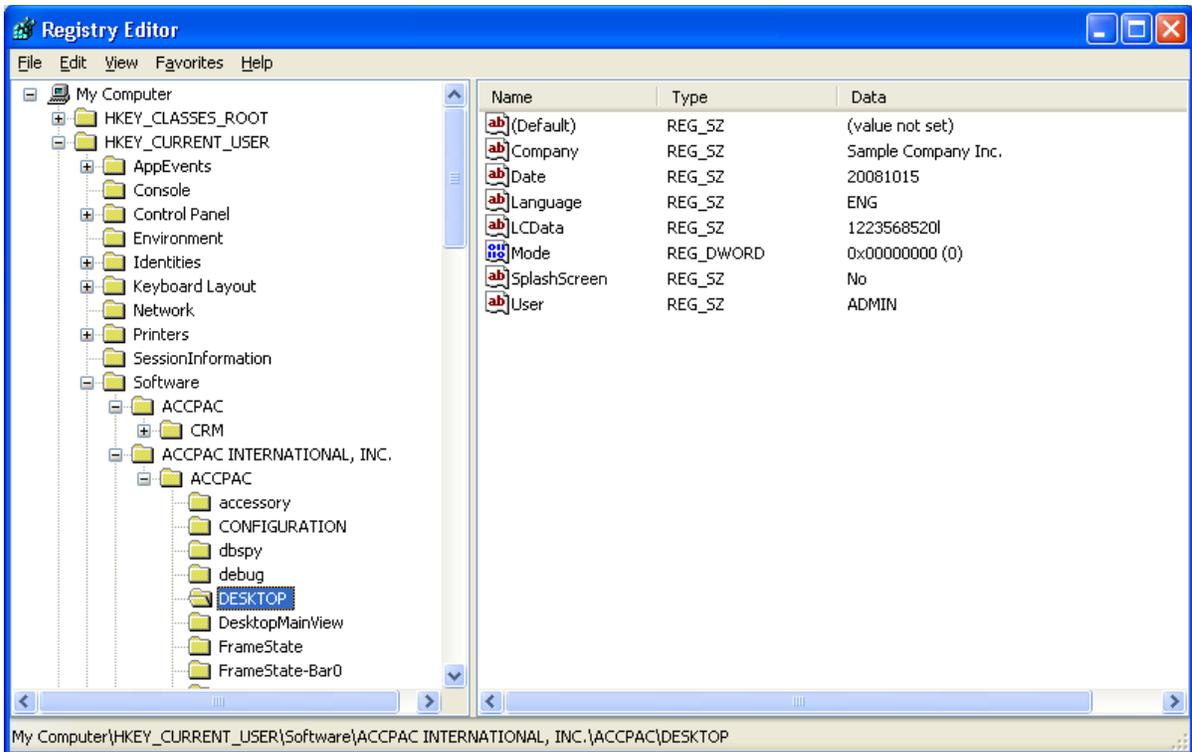
How to print two copies of a check and eliminate the need to photocopy:

In Common Services/ Bank Services / Banks select the bank code, click on the Check Stocks tab and press insert to create a new check stock code; in the example below we named the new code AP2CHK and the description is two copies of check

Under the Check Form and Advice Form select the specification for your check
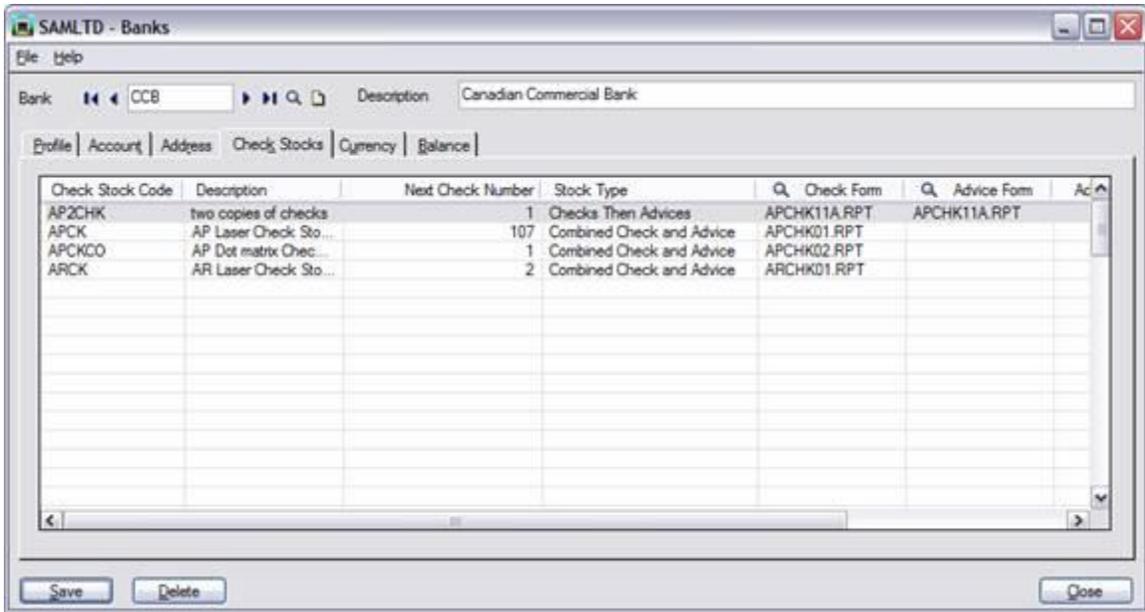
Printing the checks:

Before printing the checks select the check stock you created (AP2CHK) and verify that next check number, and check form are correct to use for printing.
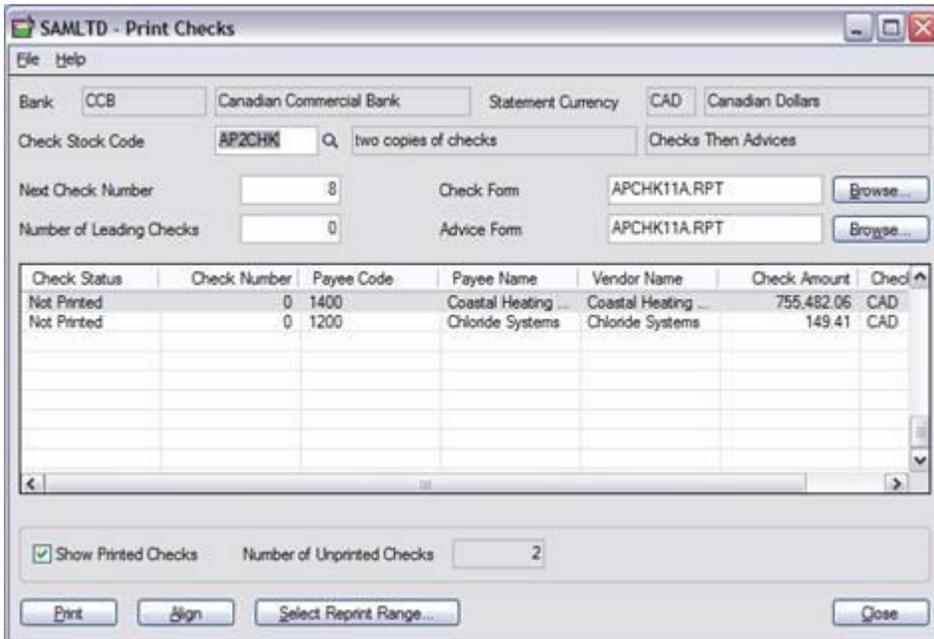
After printing you will get a message box inquiring if the checks were printed correctly. If you choose Yes you are reminded to insert the advice stock in the printer. Remove any remaining check paper from the printer and insert white paper to print the checks copies on.

After printing has finished, you are asked if the advices were printed correctly. If you choose yes, the check information is immediately posted to Bank Services and the Print Checks dialog box closes. If you choose No you can changes the status of the checks and reprint only advices or both the checks and advices.

Customize the desktop background

There are three html files that are located in the \Sage 300\AS65\ENG directory, each file controlling different information.

- The default.htm file controls the Sage 300 sign-on screen information
- The as55a.htm file controls the System Manager background images
- The appdef.htm file controls all other background images.

Modifying the Sage 300 sign-on screen background
  Open the default.htm file in notepad
- Modify the company name such that it reflects the name of your own company
- Change the hyperlink from www.Sage 300.com to a value more closely related to your business
- Insert a slogan under the hyperlink that you've modified above
- Change the default background image. The image that is being referenced is image1.jpg
- If you are familiar with HTML coding, try modifying the contents of the default.htm file, and see it changes the Sage 300 sign-on screen information.
- Modifying the System Manager background images
- Create a file called as65a.htm file in notepad. This file should be saved in the Sage 300\as65a\eng folder. Note that modifications will be reflected in the Administrative Services and Common Services icon only.
- Insert a new background image or logo in the file.
- Insert a text description that will accurately reflect the information that is displayed on the Administrative Services and Common Services icon.
- Start Sage 300, open the Sample Company Inc. database, and click on the Administrative Services icon. Note how modifications to the as55a.htm file changes the background and look of the upper portion of the Administrative Services group. Note that the contents of this file also affects the appearance of the Common Services group. Also note that it does not alter the appearance of other groups such as Accounts Payable or Accounts Receivable.

  Modifying the AP, AR, GL, IC, OE, PO, and other background images

- The procedure to change the background and appearance of these groups is very similar to the procedure to changing the appearance of Administrative and Common Services as outlined in the previous step. The file to modify is called appdef.htm. This file already exists, and does not have to be created, unlike the as65a.htm file.

Financial reporter and Drilldown feature

Using the FRTRN, FRTRNA, FRTRNCR, FRTRNDR financial reporter commands you can create spreadsheets in which you can drill down to the underlying transactions.

Open the Financial Statement designer and run FR View. Only results cells with a red mark in the upper-right corner can be used for drilldown.

Using Manufacturers Item Numbers

Manufacturer's Item Number can have many uses. At a minimum, it can be used to show the manufacturer's item number on the customer order or invoice.

Alternately, it can be used as "shortcut" to an often-used (or clumsy) item number – type the shortcut and the system will insert the true inventory item number.

In addition to assigning a Manufacturers' Item Number to one inventory item, you can assign a single Manufacturers' Item Number to multiple inventory items. In this scenario, you will receive a finder box when the Manufacturers' Item Number is entered on an order entry detail grid.

In the following example, the Manufacturers' Item Number "2300" has been entered for three separate item numbers. When entered on the order entry detail screen, you receive the following popup.
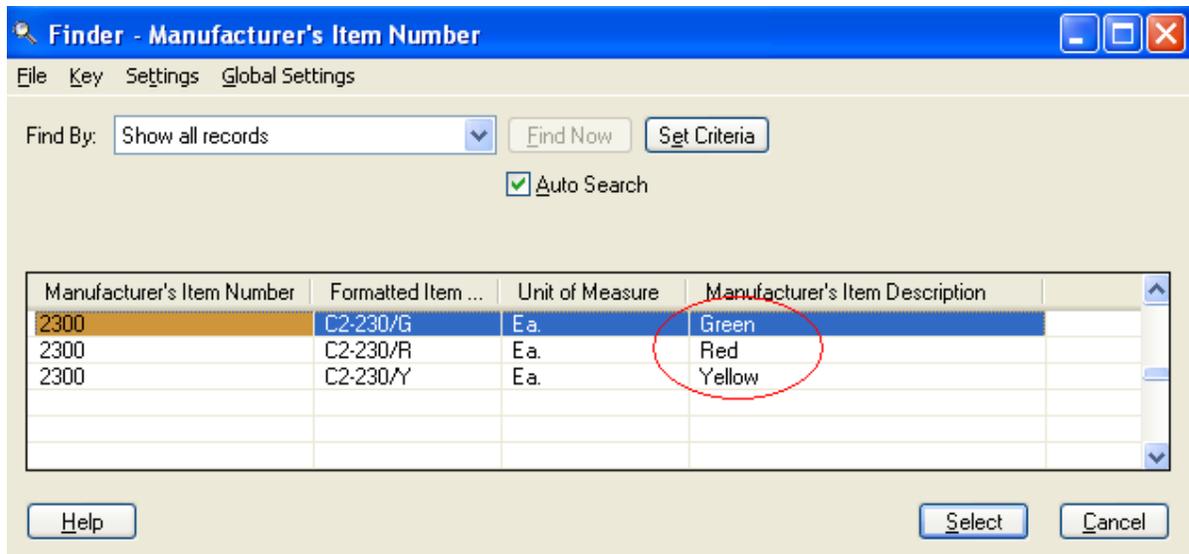
Using Customer List / Customer Inquiry as a Collection Tool

Use the "Customer List" icon to generate a list of customers that you want to work with based on your own criteria. For example, generate a list of past due accounts for the purpose of making collection calls. To do this, go in to the Customer List icon and choose your criteria:
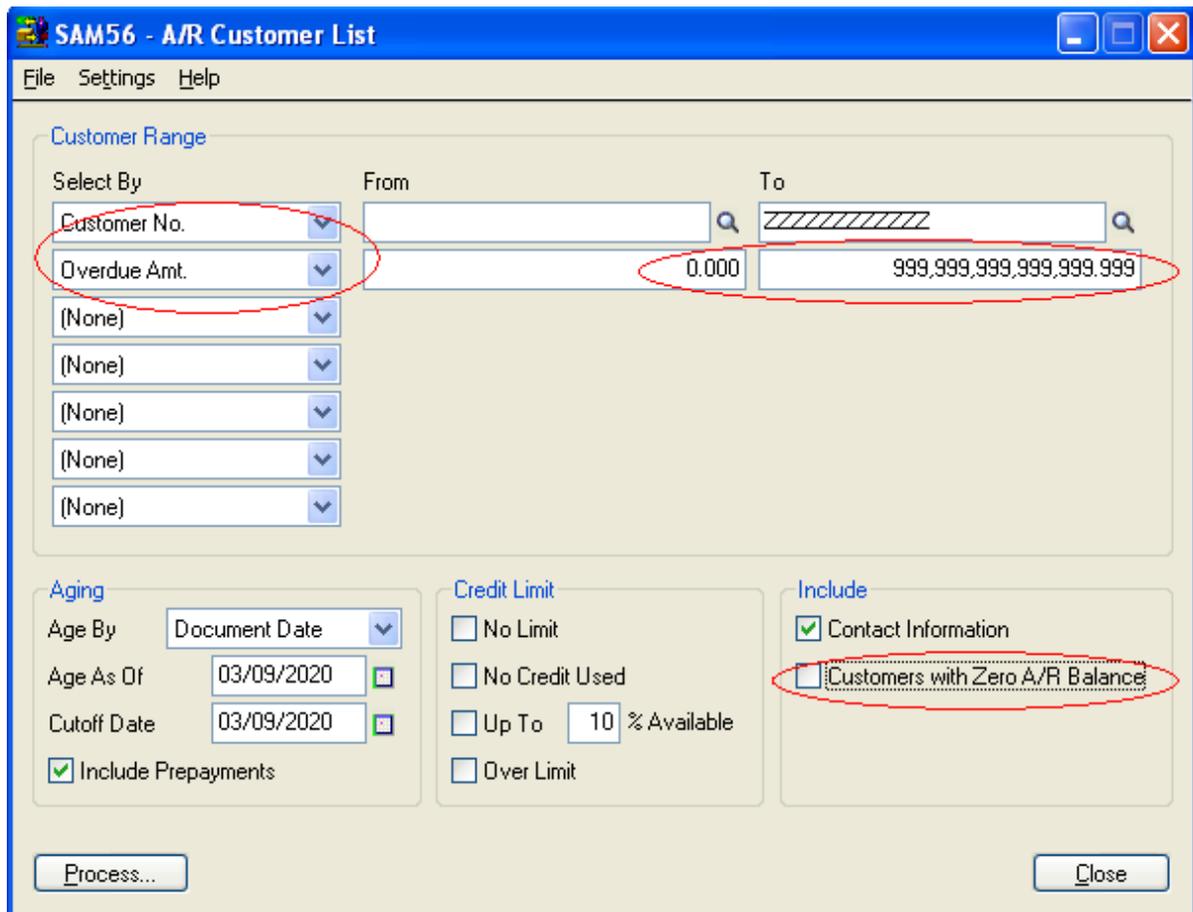
As with many Sage 300 screens, you can save these criteria so that you do not have to repeat these steps – shown on the following screen:
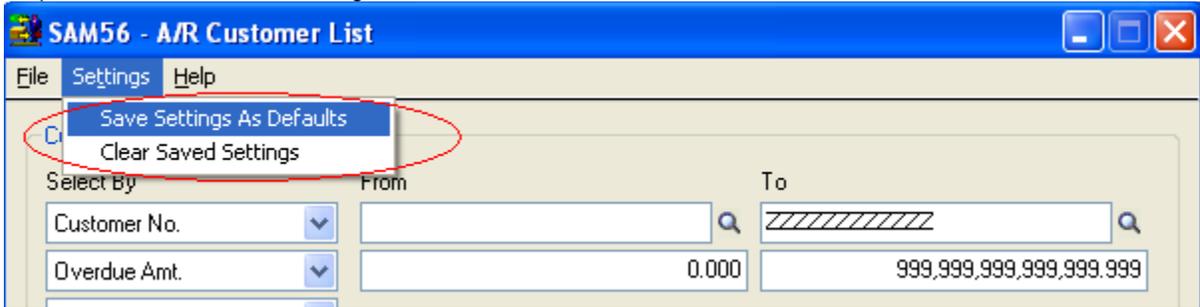
Once the list is generated, you can double-click on any entry to bring up the "Customer Inquiry" screen to use while making calls. You can enter notes about each conversation on the comments tab – these notes are the same notes that appear in the Customer Master File.
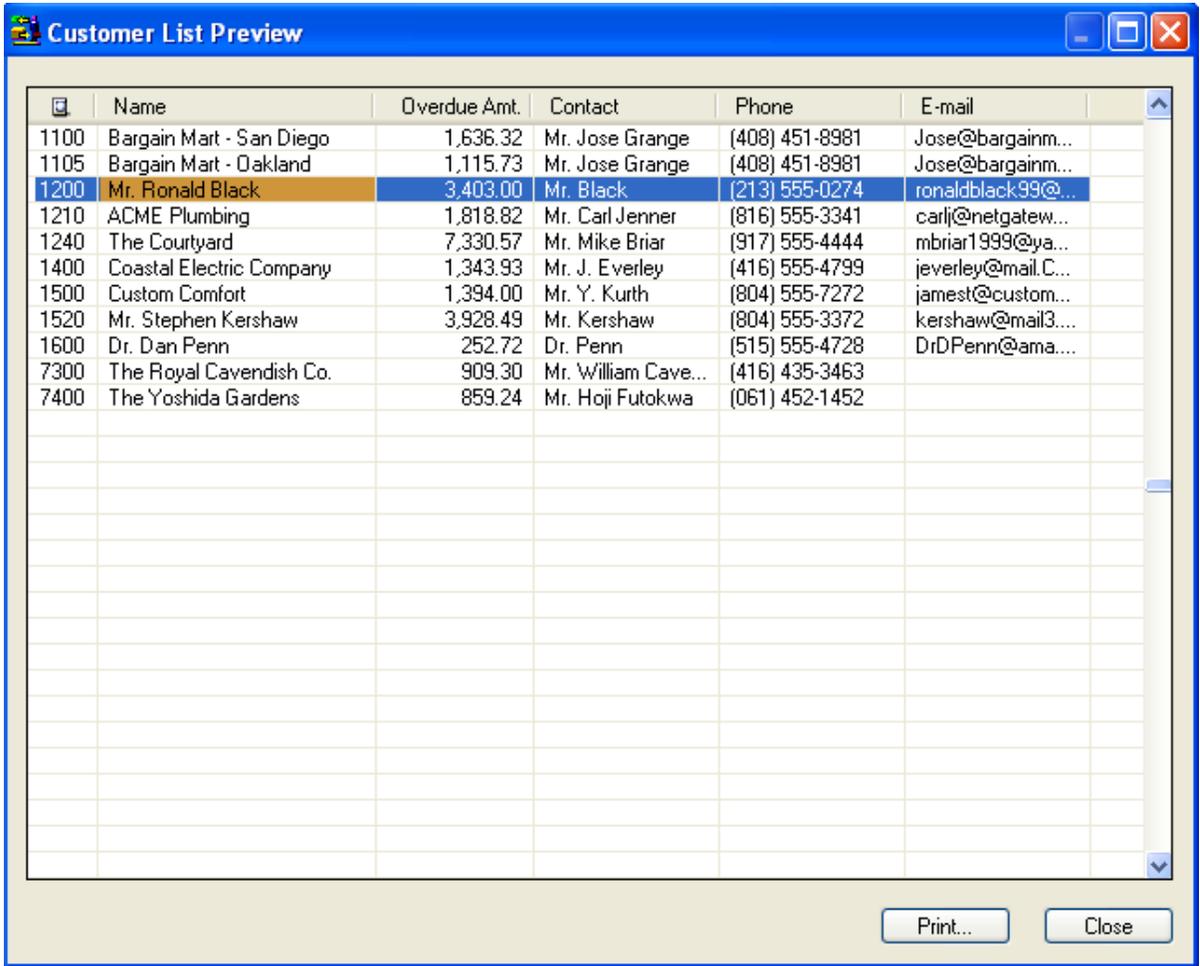
Double-click an entry to bring up the Customer Inquiry Screen: