

sage

Accounting



Release Notes

Sage Accounting
Release 4.1.8

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New Functionality

Accountant Edition: User Access Request

Historically Accountant access to a company had to be initiated by the Company Owner - a time consuming and sometimes tedious process. Sage Accounting has added functionality to allow the Accountant to initiate this process.

Accountant Edition: Revoking Accountant access to a client's company

Once an accountant had been invited to a client's company, there was no way to reverse the addition without the client's company owner revoking the Accountant's access. Sage Accounting has added the functionality to enable an Accountant to remove the access he/she has to their customers' companies.

Accountant Edition: User Listing Report

Historically Accountants had a challenge to reconcile the users allocated to their own and their clients' companies. Sage Accounting has added a report that will allow the Accountant to view which users have access to each company.

Notify the Accountant of User Access removal

Accountant access could historically be removed by the Company Owner without the Accountant being aware of this change, resulting in uncertainty when a client's company was suddenly amiss from the Accountant's Company Console. Sage Accounting has added functionality to notify the Accountant of this access change.

Perpetual Inventory

Historically Sage Accounting only made provision for a partially integrated inventory system (also known as the periodic system). From Release 4.1.8 Sage Accounting will enable you to convert your partially integrated inventory system to an integrated inventory system (also known as the perpetual inventory system).

Item Accounts

To make it easier to manage items, Sage Accounting has added Item Accounts to the system. Modifications enable businesses to better track items and to more easily reclassify items within the various accounts. It also allows users to calculate costs for items, including unit and average costs, which can vary depending upon any number of factors.

Debtors Manager

Once you grant credit to your customers, it is essential to your cash flow and ultimate profitability to collect all outstanding monies as soon as possible. The Debtors Manager module helps you to optimise your collections process.

Track reasons for non-payment, follow up on customer promises-to-pay, and hold them to their promises. Send communications to collect monies owed in a timelier manner.

1. Accountant Edition: User Access Request

Historically Accountant access to a company had to be initiated by the Company Owner, after which the Accountant will generally guide the client through the step-by-step process. This was a time consuming and sometimes tedious process to both users involved.

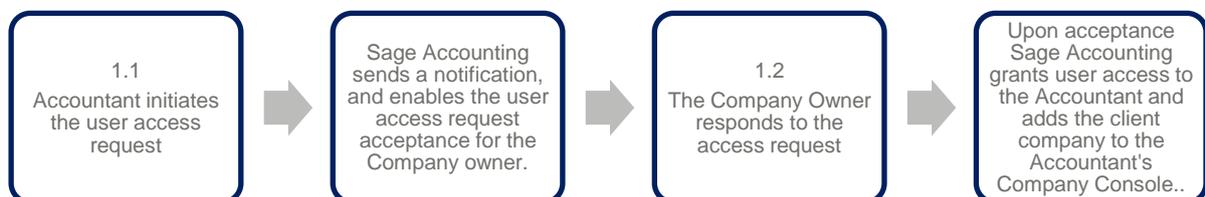
Sage Accounting has added functionality to allow the Accountant to initiate this process.

The following changes have been made:

1. A “Request Accountant Access” button has been added on the Accountant’s Company Console.
2. The Accountant will then need to submit the request by providing the potential new client’s name, username (email address) and the reason for the access request.
3. The Accountant can then monitor the pending access request from the Company Console.
4. The potential new client will receive a notification email to log into the Sage Accounting system to accept/reject the access request.
5. Once the potential new client has logged into the system the user can accept/reject the Accountant access request(s) at which stage Sage Accounting will allow the user to upgrade the user licenses if needed. If the request is rejected, a notification email is sent to the Accountant with the reason for rejection.
6. Once the new client has accepted the request, he/she will have the opportunity to add the Accountant to multiple companies via the Control User Access screen.
7. The System Audit Trail was updated to reflect the User access change.
8. A new Accountant Audit Trail report was created to reflect User access changes.

Setup: Initializing an Accountant user access request.

The following steps summarizes the Accountant user access request process:



1.1. Accountant Initiates the user access request

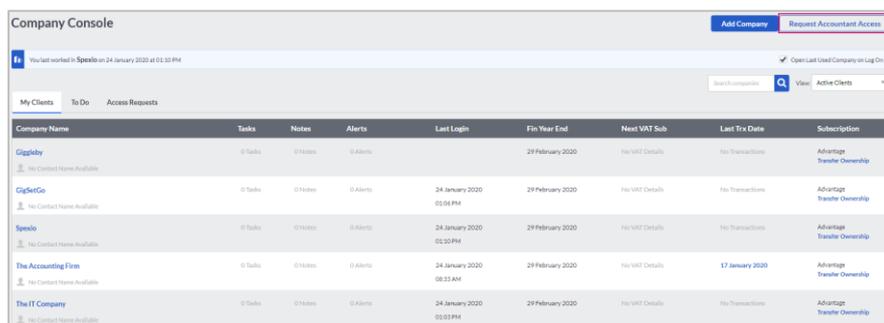
The **Accountant** needs to initiates the company access request from the Company Console.



The “Request Accountant Access” button will only be available to Accounting – Accounting Edition users.

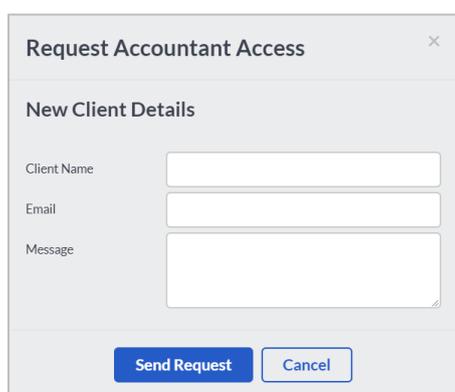
To initiate the request, follow these simple steps:

- On the **Company Console** find the “Request Accountant Access” button.



The screenshot shows the 'Company Console' interface. At the top right, there are two buttons: 'Add Company' and 'Request Accountant Access', with the latter being highlighted with a red box. Below the buttons, there is a search bar and a 'View Active Clients' dropdown. The main area contains a table with columns: Company Name, Tasks, Notes, Alerts, Last Login, Fin Year End, Next VAT Sub, Last Trx Date, and Subscription. The table lists several clients, including CligPlay, CligGo, Specio, The Accounting Firm, and The IT Company.

This will enable the Accountant to provide the potential new client’s name, username (email address), and a short message:



The dialog box is titled 'Request Accountant Access'. It has a close button (X) in the top right corner. Under the heading 'New Client Details', there are three input fields: 'Client Name', 'Email', and 'Message'. At the bottom, there are two buttons: 'Send Request' (in blue) and 'Cancel'.



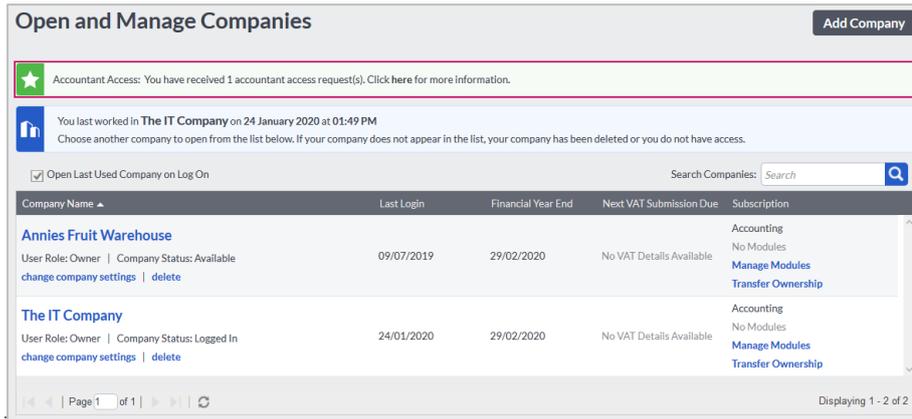
The “Email” will be validated when the access request is submitted.

1.2. Company owner responds to company access request

The potential new client will receive a notification email from Sage Accounting to continue with the access granting process. The company owner will need to respond to the access request within 10 calendar days before the request will expire.

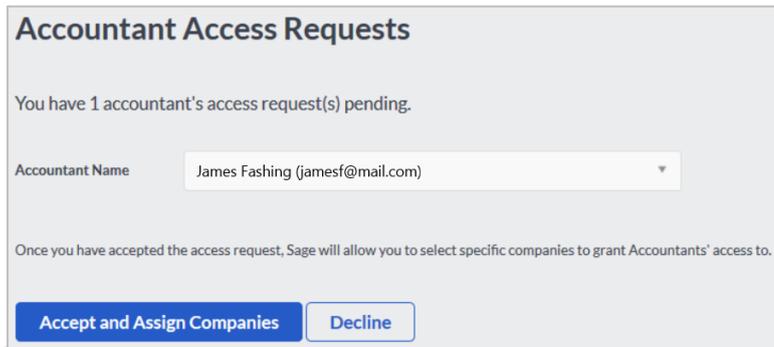
The company owner needs to **log into the Sage Accounting system** using their username and password. To accept/reject the access request, follow these simple steps:

- On the **Company Console** click on the “**Click here**” hyperlink in the Accountant Access banner.

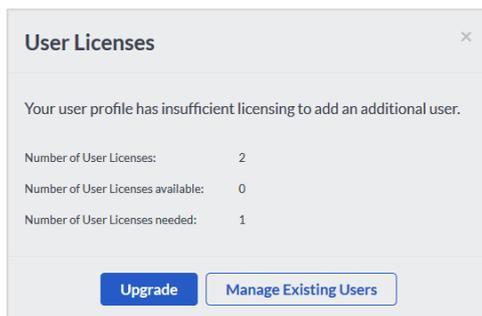


The same hyperlink will be available on each company's **My Workspace** and **Dashboard** page.

The company owner will then have the opportunity to review the Accountant access request, before accepting the request and Assigning specific Companies to that Accountant.



If the company owner does not have sufficient user licenses available, the user will be prompted to upgrade their licenses.



After the necessary licenses have been added, the Access request can be accepted, and the Accountant will be added to the company owner's User Access. The Company Owner can edit the permissions of the Accountant.

1.3. Monitoring the Accountant access request

The Accountant can review any pending or expired access request.



The expired requests will be visible for 2 days before clearing from the Access Request tab.

To do this, click on Company...Company Console... and follow these simple steps:

- On the **Company Console** click on the “**Access Requests**” tab on the customer table.

Email	Client	Date Requested	Expiry Date	Status
jenna@itcompany.co.za	Jenna Steward	24 January 2020 01:44 PM	03 February 2020 01:44 PM	Pending
stephani@frutley.com	Stephani Brits	16 January 2020 06:43 AM	26 January 2020 06:43 AM	Pending

1.4. System Audit Trail Report

The System Audit Trail Report will be updated to reflect the date, time and user who granted the Accountant access.

Click on Accountant's Area...Reports...Audit Reports...System Audit Trail:

- Where applicable, select a specific **Category**, **Date Range** and **User inclusion**.
- Click **View Report**.

System Audit Trail Report				
Annies Fruit Warehouse		From Date: 01/03/2018		
		To Date: 29/02/2020		
		Page: 1/1		
Category	Date	Time	User	Description
Users	24/01/2020	02:29 PM	owner@mail.com	Company Access was granted for User: 'myaccountant@mail.com' to Company: 'Annies Fruit Warehouse'.

1.5. Accountant Audit Trail Report

A new Accountant Audit Trail Report was created to reflect the date, time and user who granted the Accountant access.

Click on Accountant's Area...Reports...Audit Reports...Accountant Audit Trail:

- Where applicable, select a specific **Category**, **Date Range** and **User inclusion**.
- Click **View Report**.

Accountants' Audit Trail Report				
			From Date:	01/01/2018
			To Date:	31/12/2018
			Page:	1/1
Category	Date	Time	User	Description
Users	02/12/2018	06:46 AM	Accountant@mail.com	[Accountant Name] requested access to [Client Company Name]
Users	02/12/2018	06:46 AM	Owner@mail.com	[Accountant Name] granted access to [Client Company Name]
Users	09/12/2018	09:37 AM	Owner@mail.com	[Accountant Name] denied access to [Client Company Name]

2. Accountant Edition: Revoking User Access

Once an Accountant had been invited to a client's company, there was no way to reverse the addition without the client's company owner revoking the Accountant's access.

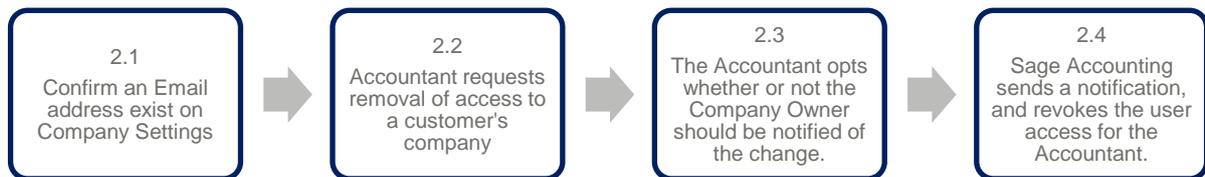
Sage Accounting has added functionality to allow the Accountant to remove the access he/she has to customers' companies.

The following changes have been made:

1. An "Uninvite me from this Company" button has been added on the company popup screen.
2. The Accountant can then opt to notify/not notify the company owner of this action.
3. Depending on the selection made, the company owner will then receive a notification email about the user access removal.
4. A new Accountant Audit Trail report was created to reflect the User access change.

Setup: Remove an Accountant's user access.

The following steps summarizes the Accountant user access removal process:



2.1. Confirm an Email address exist on Company Settings

The Accountant need to confirm that an email address exist on the client's company if a notification need to be distributed.

To do this, follow these simple steps:

Click on Company...Change Company Settings and follow these simple steps:

Company Settings

Company Details

Company Details

Additional Company Information

Customer Zone

Online Payment Gateways

Sage Pay

▶ General Settings

▶ VAT Settings

▶ Documents and Statements

▶ Branding

▶ User Defined Fields

▶ Email Signatures

▶ Multi-Currency

Company Details

Company Name

Telephone

Fax

Mobile

Contact Name

Email

Use this Email for Communication

Use stage-mail-service@accounting.sageone.co.za as From Address

CC

Always CC this Email Address

Postal Address

Postal Code

Physical Address or other Company Information

- Click on the **Company Details** tab.
- Confirm the **Email** to which the notification will be distributed.
- Click on **Cancel**.

2.2. Accountant Initializes the revoking of user access

The **Accountant** needs to request that his access to a customer company to be revoked.



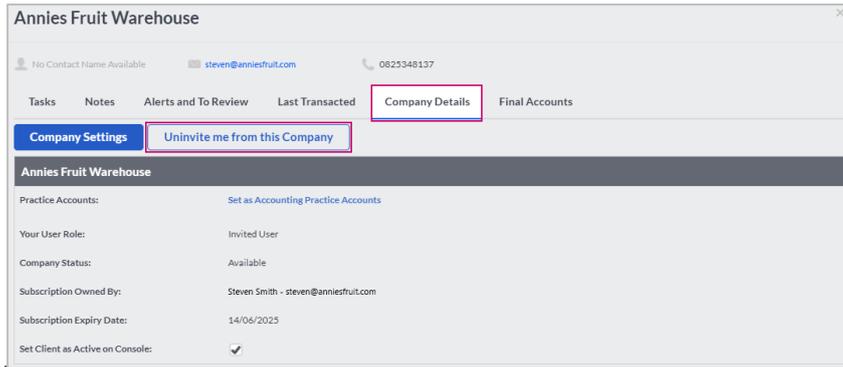
The “Uninvite me from this Company” button will only be available to Accounting – Accounting Edition users.

To remove the user access, follow these simple steps:

- On the **Company Console** click in the blank space next to the company you’d like to remove.

Company Name	Tasks	Notes	Alerts	Last Login	Fin Year End	Next VAT Sub	Last Trx Date	Subscription
Annie's Fruit Warehouse	0 Tasks	0 Notes	0 Alerts		29 February 2020	No VAT Details	05 July 2019	Accounting
Bellevino	0 Tasks	0 Notes	0 Alerts		29 February 2020	No VAT Details	22 January 2020	Advantage
Cigleby	0 Tasks	0 Notes	0 Alerts		29 February 2020	No VAT Details	No Transactions	Advantage Transfer Ownership

- On the **Company Details** tab of the **Company popup** screen find the “Uninvite me from this Company” button.



This will allow the Accountant to opt whether or not the Company Owner should be notified of this change:



Based upon this selection, and the Company Settings Email address being completed, Sage will send/not send a notification email to the company default email address.

2.3. Accountant Audit Trail Report



The "Accountant Audit Trail" report will only be available in the an Accountant's companies – not any of the invited companies.

The Accountant Audit Trail Report will be created to reflect the date, time and user (accountant) who requested the Accountant access removal.

In the Practice Company click on Accountant's Area...Reports...Audit Reports...Accountant Audit Trail:

- Where applicable, select a specific **Category**, **Date Range** and **User inclusion**.
- Click **View Report**.

Accountant Audit Trail Report				
The Accounting Firm		From Date: 01/01/2020		
		To Date: 31/01/2020		
		Page: 1/1		
Category	Date	Time	User	Description
Accountant Uninvite From Company	27/01/2020	02:51 PM	jfashing@accountant.com	Accountant: 'jfashing@accountant.com' uninvited themselves from Company: 'Annie's Fruit Warehouse'.

3. Accountant Edition: User Listing Report

Historically Accountants had a challenge to reconcile the users allocated to their own and their clients' companies.

Sage Accounting has added a report that will allow the Accountant to view which users have access to each company.



The "User Listing" report will only be available in companies of Accounting – Accounting Edition owners.

To generate the report, follow these simple steps:

Click on Accountant's Area...Reports...Audit Reports...User Listing:

- Where applicable, select a specific **Company**, **User** and **Role**, and select whether the report should be **grouped by** Company or by User.
- Click **View Report**.

User Listing Report				
The Accounting Firm			Page:	1/1
Company	User	Role	Status	Username
Annies Fruit Warehouse				
Annies Fruit Warehouse	James Fashing	Accountant	Active	james@mymail.com
Annies Fruit Warehouse	Ashley Simpson	Regular User	Active	ashley.simpson@mailier.com
Annies Fruit Warehouse	Jackie Kennedy	Regular User	Active	jackieo@themail.com
Bellevino				
Bellevino	James Fashing	Regular User	Active	james@mymail.com
Bellevino	Ashley Simpson	Accountant	Active	ashley.simpson@mailier.com
Bellevino	Brad Pitt	Accounting Edition User	Active	pittb@mymove.com
CookStash				
CookStash	James Fashing	Accountant	Active	james@mymail.com
CookStash	Kyle Jenner	Regular User	Pending	kyllej@mail.com

4. Notify the Accountant of User Access removal

Historically Accountant access could be removed by the Company Owner without the Accountant being aware of this change. This resulted in uncertainty when a client's company was suddenly amiss from the Company Console when the Accountant wanted to continue accounting processes on it.

Sage Accounting has added functionality to notify the Accountant of this access change.

The following changes have been made:

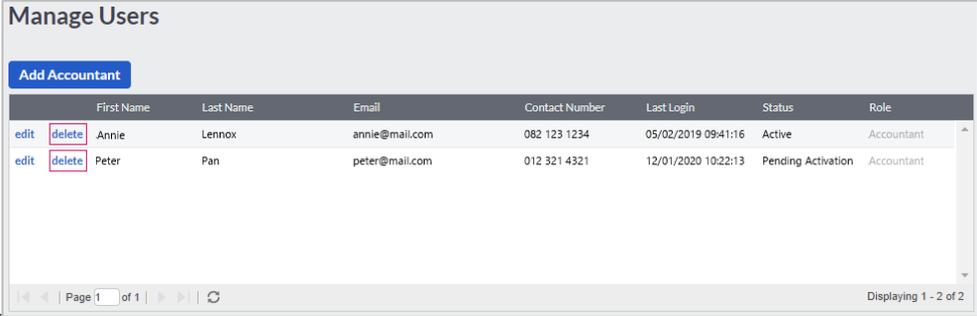
1. The Accountant will receive a notification email when his/her user access is removed on the Manage User screen.
2. The Accountant will receive a notification email when his/her access to a specific company is removed on the Control User Access screen.
3. A new Accountant Audit Trail report was created to reflect the User access change.

4.1. Company Owner removes user access for Accountant

When a **Company Owner** removes user access for an accountant, Sage Accounting will automatically notify the specific Accountant.

To initiate the notification, follow these simple steps:

- On the **Manage Users** screen click on the “delete” hyperlink next to the relevant Accountant.



The screenshot shows the 'Manage Users' interface. At the top left is a blue button labeled 'Add Accountant'. Below it is a table with the following columns: First Name, Last Name, Email, Contact Number, Last Login, Status, and Role. Two rows of accountants are listed. In the first row, the 'delete' link is highlighted with a red box. In the second row, the 'delete' link is also highlighted with a red box. The table footer shows 'Page 1 of 1' and 'Displaying 1 - 2 of 2'.

	First Name	Last Name	Email	Contact Number	Last Login	Status	Role
edit delete	Annie	Lennox	annie@mail.com	082 123 1234	05/02/2019 09:41:16	Active	Accountant
edit delete	Peter	Pan	peter@mail.com	012 321 4321	12/01/2020 10:22:13	Pending Activation	Accountant

4.2. Accountant Audit Trail Report



The “Accountant Audit Trail” report will only be available in the Accountant’s Practice company.

The Accountant Audit Trail Report will be created to reflect the date, time and user who added or removed the Accountant user access.

In the Practice Company click on Accountant's Area...Reports...Audit Reports...Accountant Audit Trail:

- Where applicable, select a specific **Category**, **Date Range** and **User inclusion**.
- Click **View Report**.

Accountant Audit Trail Report				
The Accounting Firm		From Date:		01/03/2018
		To Date:		29/02/2020
		Page:		1/1
Category	Date	Time	User	Description
Accountant Access	16/04/2016	12:56 PM	owner@mail.com	Accountant: 'accountant@mail.com' was Added to [Company Name].
Accountant Access	05/02/2020	01:45 PM	owner@mail.com	Accountant: 'accountant@mail.com' was Removed from [Company Name].

5. Perpetual Inventory

Inventory is one of the most important control systems a company has to have in place. This is important to ensure your inventory levels are maintained/secured. In bookkeeping there are two control methods available.

Historically Sage Accounting only made provision for a partially integrated inventory system. With this system you would need to manually calculate what the inventory levels are and the value of the inventory on hand, and do journal entries to correct values in your accounting system.

From Release 4.1.8 Sage Accounting will enable you to convert the current inventory system to a **perpetual inventory** system (also known as the integrated inventory system).

When a user is on Perpetual Inventory, inventory on hand is calculated automatically by the Sage Accounting system and the inventory system and item accounts updated without user intervention. With Periodic Inventory the user manually updated these accounts. This means that **the user will thus need to reverse the manually created (periodic) journal entries** when converting to the perpetual system **to ensure the inventory system accounts isn't overstated.**

The following changes have been made:

1. A new Use Perpetual Inventory checkbox has been added.
2. The System Audit Trail was updated to reflect the Inventory System change(s).
3. The Dashboards was updated to display widgets based upon the selected Inventory System.
4. The List of Accounts was updated to reflect Accounts based upon the selected Inventory System. Item Accounts, Item Adjustments, Inventory and Cost of Sales/Purchases accounts was added for Perpetual Inventory purposes.
5. The Sage Accounting reports (Profit and Loss Report, Balance Sheet Report, Trial Balance Report, Account Listing Report, Account Transaction Report and Trial Balance Export) was updated to reflect the selected Inventory System in both headings and content.
6. The Budget functionality was updated to calculate using the Inventory System that is set under Company Settings

5.1. Activate Perpetual Inventory



The “Use Perpetual Inventory System” checkbox will only be available once the user has purchased an Advanced Inventory license.

- Click on Company...Change Company Settings and follow these simple steps:

The screenshot shows the 'Company Details' tab with 'General Settings' selected. Under 'Item Settings', the 'Use Perpetual Inventory System' checkbox is checked. Below this, there is a 'Price Lists' table with two entries: 'Retail' and 'Wholesale'. The 'Retail' entry has a green plus icon, and the 'Wholesale' entry has a green plus icon and a red minus icon. A note at the bottom states: 'You are able to copy your selling prices from one price list to another by using the Adjust Item Selling Prices wizard on the Items menu.'

Click on the **Company Details** tab. Click on the **General Settings** Tab. Click on the **Item Settings** Tab. Add a checkmark to the **Use Perpetual Inventory System** checkbox.

- Click on **Save**.

5.2. System Audit Trail Report

The System Audit Trail Report will be updated to reflect the date, time and user who changed the Inventory System.

Click on Accountant's Area...Reports...Audit Reports...System Audit Trail:

- Where applicable, select a specific **Category**, **Date Range** and **User inclusion**.
- Click **View Report**.

System Audit Trail Report				
The Pharmacy		From Date: 01/03/2017		
		To Date: 28/02/2021		
		Page: 1/1		
Category	Date	Time	User	Description
Customers, Suppliers and Items	10/02/2020	03:35 PM	owner@mail.com	Use Perpetual Inventory System changed from 'Yes' to 'No'.
Customers, Suppliers and Items	11/02/2020	09:13 AM	owner@mail.com	Use Perpetual Inventory System changed from 'No' to 'Yes'.

6. Item Accounts

To make it easier to manage items, Sage Accounting has added Item Accounts to the system. Modifications enable businesses to better track items and to more easily reclassify items within the various accounts. It also allows users to calculate costs for items, including unit and average costs, which can vary depending upon any number of factors.



The “Item Accounts” functionality will only be available once the user has purchased an Advanced Inventory license.

The following changes have been made:

1. The “Purchases Account” references in the system has been renamed to “Cost of Sales/Purchases Account” on each Physical Item.
2. An “Inventory Account” has been added on the Item Masterfiles of each Physical Item.
3. A “Service Item Recovery Account” has been added on the Item Masterfiles of each **Service** Item with the purpose of indicating whether the cost is a Cost of Sale or an Expense.
4. Bulk functionality has been modified to include Item Account updates.
5. The option to create an Item Account has been replaced with the Sales Item and Purchases Item Accounts on the List of Accounts.
6. A category has been added to the Item Accounts to allow further classification of accounts.
7. The different Item Accounts have been added for all Physical Items when a new budget is created.
8. The Sage Accounting reports (Item Import/Export, Profit and Loss Report, Balance Sheet Report, Trail Balance Report, Account Listing Report, Account Transaction Report, Budget Report, Cost of Sales / Purchases Report and Trail Balance Export) were updated to reflect the Item Accounts in both headings and content.

6.1. Link each Physical Item to Item Accounts

The Sage Accounting **User** needs to set up the Item Accounts for each Item.

Click on Items...Lists...List of Items and follow these simple steps:

Edit Item - FR001

Record Navigation: (◀ ◁ ▶ ▷)

Code: FR001
Description: Apples
Category: Fruit
Item Type: Physical Service

Active:
Opening Cost: R 1.15
Opening Quantity: 100.00
Opening Quantity as At: 18/03/2020

Details | Price Lists | Activity | Notes | User Defined Fields | Purchases Graph | Sales Graph | Sales vs Purchases Graph | Picture

Item Details

Price List: Retail
Exclusive Selling Price: R 5.00
Inclusive Selling Price: R 5.75
Unit: each

Item Accounts

Sales Account: Sales
Cost of Sales / Purchases Account: Cost of Sales / Purchases
Inventory Account: Inventory
Item Adjustments Account: Item Adjustments

GP %: 77.00%
GP Amount: R 3.85
VAT On Sales: Standard Rate (15.00%)
VAT On Purchases: Standard Rate (15.00%)

- Click on the Item **Code** which need to be updated.
- Select the accounts for each Item:
 - **Cost of Sales / Purchases Account**
 - **Inventory Account**
 - **Item Adjustments Account**
- Click on **Save**.



The “Inventory Account” and “Item Adjustments Account” will only be available on **Physical** Item Types.

6.2. Link each Service Item to Item Accounts

The Sage Accounting **User** needs to set up the Item Accounts for each Item.

Click on Items...Lists...List of Items and follow these simple steps:

Edit Item - CS001

Record Navigation: ◀ ◀ ▶ ▶

Code: CS001 Active:

Description: Consulting Service Opening Cost: R 100.00

Category: (None) ▼

Item Type: Physical Service

Details | Price Lists | Activity | Notes | User Defined Fields | Purchases Graph | Sales Graph | Sales vs Purchases Graph | Picture

Item Details

Price List: Retail

Exclusive Selling Price: R 500.00 GP %: 80.00 %

Inclusive Selling Price: R 575.00 GP Amount: R 400.00

Unit: hour VAT On Sales: Standard Rate (15.00%) ▼

VAT On Purchases: Standard Rate (15.00%) ▼

Item Accounts

Sales Account: Sales ▼

Cost of Sales / Purchases Account: Cost of Sales / Purchases ▼

Service Item Recovery Account: Cost of Sales / Purchases - Services ▼

- Click on the **Item Code** which need to be updated.
- Select the accounts for each Item:
 - **Cost of Sales / Purchases Account**
 - **Service Item Recovery Account**
- Click on **Save**.

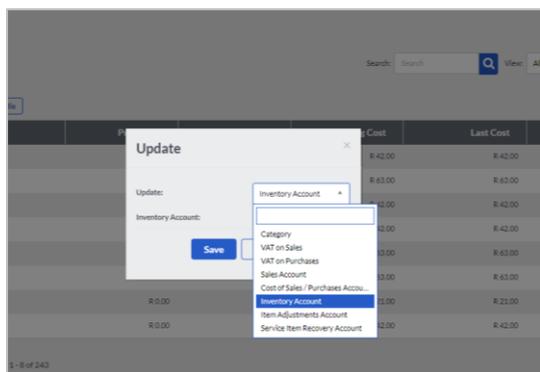


The “Service Item Recovery Account” will only be available on **Service** Item Types.

6.3. Update Item Account(s) in bulk

To update multiple Items simultaneously, bulk functionality has been updated.

Click on Items...Lists...List of Items and follow these simple steps:



- Select multiple Items which need to be updated.
- Click on **Update**.
- Select the Account to be updated:
 - **Cost of Sales / Purchases Account**
 - **Inventory Account**
 - **Item Adjustments Account**

- Select the **Account** to be used.
- Click on **Save**.

7. Debtors Manager

Once you grant credit to your customers, it is essential to a business's cash flow and ultimate profitability to collect all outstanding monies as soon as possible. The Debtors Manager module helps to optimise the collections process.



The “Debtors Manager” functionality will only be available once the user has purchased a Debtors Manager license.

From a management point of view, Debtors Manager provides clear visibility of all aspects of the collections process. You can easily keep track of the reasons for overdue invoices, and monitor the activities of your collections department. Debtors Manager quantifies the outcome of all collection activities. Debtors Manager delivers results – it will boost your cash flow, reduce the number of days sales outstanding, and reduce the risk of write-offs.

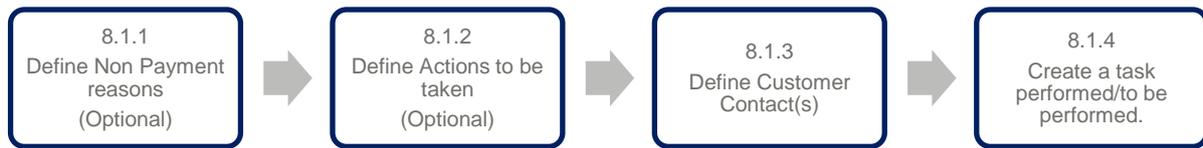
The following changes have been made:

1. A new Non Payment Reasons screen has been added.
2. A new Action Code screen has been added.
3. The Anticipated Payment screen has been enhanced to allow the user to create more detailed notes and reminders on an outstanding invoice.
4. The Customer Masterfiles have been updated to allow the user to select the Contact that was/should be contacted with regards to an Invoice.
5. The Customer Masterfiles have been updated to allow the user to select the Contact that should receive payment reminders for Outstanding or for Overdue Invoices.
6. A new Outstanding Invoices Workflow screen has been added.
7. Functionality has been added for the user to define different communication templates for various stages of the Invoice workflow.
8. A new Outstanding Invoices Communication Run screen has been added.
9. A new Invoices Manager screen has been added.

7.1. Create Notes/Reminders on a specific Outstanding Invoice

Setup: Track debt collection process for individual customer invoices

The following steps summarize the process a user would follow to track any individual customer contact relating to debt collection:



7.1.1. Define Non Payment Reasons

By default **Sage Accounting** defines a list of possible Non Payment reasons that each user could utilize.

The user could instead opt to update these Non Payment Reasons with their own definitions on the Non Payment Reasons screen.

Click on Customers...Debtors Manager...Customer Non Payment Reasons and follow these simple steps:

Code	Description	Active	Default	Actions
<input checked="" type="checkbox"/>	CH	Credit Note Requested	<input type="checkbox"/>	Actions -
<input checked="" type="checkbox"/>	CFP	Customer Has Cash Flow Problems	<input type="checkbox"/>	Actions -
<input type="checkbox"/>	IR	Invoice Requested	<input type="checkbox"/>	Actions -
<input type="checkbox"/>	NT	Notes	<input type="checkbox"/>	Actions -
<input type="checkbox"/>	POD	POD Requested	<input type="checkbox"/>	Actions -
<input type="checkbox"/>	PDC	Post Dated Cheque Received	<input type="checkbox"/>	Actions -
<input type="checkbox"/>	Price	Price Disputed	<input type="checkbox"/>	Actions -
<input type="checkbox"/>	PFP	Promise to Pay	<input checked="" type="checkbox"/>	Actions -
<input type="checkbox"/>	Qty	Quantity Disputed	<input type="checkbox"/>	Actions -

- Click on the **Add Non Payment Reasons** button.
- Complete the **Code** and **Description** of the new Non Payment Reason.
- Click on **Save**.

7.1.2. Define Actions to be taken on outstanding invoices

You can attach Action Codes to any invoice for follow up. For example, you can remind yourself to pass a credit note, or to update a customer's credit profile. Action codes are customizable – you can create action codes to suit your business.

By default **Sage Accounting** defines a list of possible Actions that each user could utilize.

The user could instead opt to update these Actions with their own on the Outstanding Invoice Action Codes screen.



Using the ID – In Dispute Action Code on any of the unpaid invoices will automatically exclude that specific invoice from all customer communications.

Click on Customers...Debtors Manager... Outstanding Invoice Action Codes and follow these simple steps:

Code	Description	Active	Default	Actions
<input type="checkbox"/> APN	Anticipated Payment Note	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> CCA	Call Customer Again	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> INV	Copy Invoice Requested	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> CN	Credit Note To Be Processed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> CSR	Credit Review Required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> HO	Hand Over	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> ID	In Dispute - exclude from communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> INT	Interest To Be Charged	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> FAXPOD	POD Requested	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> SEM	Send Email	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> SMS	Send SMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -
<input type="checkbox"/> WL	Warning Letter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Actions -

- Click on the **Add Action Code** button.
- Complete the **Code** and **Description** of the new Action.
- Click on **Save**.

7.1.3. Define Customer Contacts

Sage Accounting currently allows users to capture various contacts on any Customer record. The user should consider updating these contact details to ensure any communication can be captured thoroughly and correctly.

Click on Customers...Lists...List of Customers and follow these simple steps:

- Open the Customer of whom the contact details need to be updated by clicking on the **Name**.
- On the Details Tab, update the **Contact Name, Email and Mobile**.

Edit Customer - Bellevino

Record Navigation: |◀◀▶▶|

Customer Name: Active:

Category: Credit Limit:

Cash Sale Customer: Customer VAT Number:

Balance: Sales Rep:

Auto Allocate Receipts to Oldest Invoice: Accepts Electronic Invoices:

Exclude from Debtors Manager: New Invoices On Hold:

Navigation: Details | Activity | Additional Contacts | Notes | User Defined Fields | Personal Information | Sales Graph | Quotes

Postal Address

P O Box 39478
Sandton
Postal Code:

Delivery Address

Delivery Address:
Morningside
Sandton
South Africa
Postal Code:

[Copy from Postal Address](#) [Map](#)

Contact Details

Contact Name:

Email:

Telephone:

Mobile:

Fax:

Web Address:

Invoices can be viewed online:

Send Outstanding Invoice Reminders:

Send Overdue Invoice Reminders:

Default Settings

Statement Distribution:

Default Discount:

Default Price List:

Default VAT Type:

Due Date for Payment:

Currency:

- On the Additional Contacts Tab, update the **Contact Name, Email and Mobile.**

Edit Customer - Bellevino

Record Navigation: |◀◀▶▶|

Customer Name: Active:

Category: Credit Limit:

Cash Sale Customer: Customer VAT Number:

Balance: Sales Rep:

Auto Allocate Receipts to Oldest Invoice: Accepts Electronic Invoices:

Exclude from Debtors Manager: New Invoices On Hold:

Navigation: Details | Activity | **Additional Contacts** | Notes | User Defined Fields | Personal Information | Sales Graph | Quotes

Contact Name...	Designation	Telephone	Fax	Mobile	Email	O/S Invoices
Jackie Kennedy	HR Manager	0124207000	0864207000	0824207000	jackie@mail.com	<input type="checkbox"/>
Jamie Oliver	Fin Manager	0124207001	0864207001	0824207001	jamie@mail.com	<input checked="" type="checkbox"/>

- Click on **Save.**

7.1.4. Create an Invoice specific task for follow-up.

Add a note or reminder on an invoice so that you can record when your customer will actually pay you - together with any information or notes to assist you in keeping on top of the customers who owe you money.

Click on Customers...Transactions...Customer Tax Invoices and follow these simple steps:

Customer Tax Invoices

Search: View:

Customer Name	Doc. No.	Cust. Ref.	Date	Due Date	Total	Amount Due	Printed	Status	Actions
Giggleby	INV0000004		11/11/2019	30/11/2019	R 40,999.90	R 0.00	<input type="checkbox"/>	<input type="button" value="Paid"/>	<input type="button" value="Actions"/>
InCrown	INV0000003		17/12/2019	27/12/2019	R 6,020.25	R 3,020.25	<input type="checkbox"/>	<input type="button" value="Partially Paid"/>	<input type="button" value="Actions"/>
Edensoft	INV0000002		09/01/2020	11/01/2020	R 36,974.80	R 36,974.80	<input type="checkbox"/>	<input type="button" value="Overdue"/>	<input type="button" value="Actions"/>
CoakStark	INV0000001		22/01/2020	31/01/2020	R 11,800.00	R 11,800.00	<input type="checkbox"/>	<input type="button" value="Unpaid"/>	<input type="button" value="Actions"/>

- Click on Add Anticipated Payment Date on the specific **Invoice**. The new Manual Actions Summary will include any historic Anticipated Payment details.
- On the Manual Actions screen, click on the **Add** button.

Add New Action for: INV0000004

Status: Not Started In Progress Complete

Note:

Non Payment Reason:

Anticipated Payment Date: Expected Amount:

Contact Name:

Next Action:

Remind me on

Automatically change to in progress on reminder date

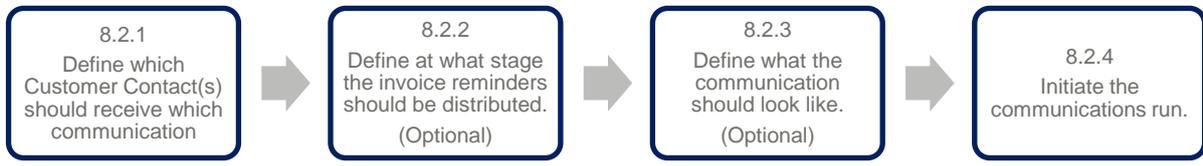
- Complete the **Status** of the task, **Note**, **Anticipated Payment Date**, and **Expected Amount**.
- The **Non Payment Reason**, **Next Action** and **Contact Name** will be available for selection as defined in the steps above.



The Non Payment Reason and Action Code on this screen will default based upon the record that is set as the Default record to allow you to capture these details quicker.

7.2. Distribute payment reminders to customers with unpaid invoices

The following steps summarize the process a user would follow to distribute payment reminders on outstanding or overdue customer invoices:



7.2.1. Set the Customer contact that should receive notifications

By default **Sage Accounting** would set the Main Contact of each Customer Masterfile to receive payment reminders for Outstanding and Overdue Invoices.



Checking the “Exclude from Debtors Manager” box will automatically exclude all unpaid invoices of that specific customer from all customer communications.

The user can opt to update these selections to in- or exclude any number of individuals.

Click on Customers...Lists...List of Customers and follow these simple steps:

- Open the Customer of whom the contact details need to be updated by clicking on the **Name**.
- On the **Details** Tab, the user can update the Main contacts' **communication options**.

The screenshot shows the 'Edit Customer - Bellevino' interface. At the top, there are navigation arrows and a 'Record Navigation' section. The main form is divided into several sections:

- Customer Information:** Customer Name (Bellevino), Category (Retail), Cash Sale Customer (checkbox), Balance (R 11,775.00), Active (checkbox), Credit Limit (R 0.00), Customer VAT Number (VAT-039485-99), Sales Rep (John Smit), Accepts Electronic Invoices (checkbox), Exclude from Debtors Manager (checkbox), New Invoices On Hold (checkbox).
- Auto Allocate Receipts to Oldest Invoice:** checkbox.
- Tabs:** Details (selected), Activity, Additional Contacts, Notes, User Defined Fields, Personal Information, Sales Graph, Quotes.
- Postal Address:** P O Box 39478, Sandton, Postal Code: 2039.
- Delivery Address:** Delivery Address dropdown, 187 Rivonia Road, Morningside, Sandton, South Africa, Postal Code: 2092. Includes 'Copy from Postal Address' and 'Map' links.
- Contact Details:** Contact Name (John Smith), Email (johnsmith@morningview.co.za), Telephone (+27 11 555-3039), Mobile (+27 83-555-0098), Fax (+27 11 555-3098), Web Address (www.morningview.co.za).
- Communication Options:** Invoices can be viewed online (checkbox), Send Outstanding Invoice Reminders (checkbox), Send Overdue Invoice Reminders (checkbox).
- Default Settings:** Statement Distribution (Print), Default Discount (0.00%), Default Price List (Retail), Default VAT Type (No Default), Due Date for Payment (0 End of the current Month), Currency (South African Rand).

- On the **Additional Contacts** Tab, the user can update any additional contacts' **communication options**.

Edit Customer - Bellevino

Record Navigation: |◀◀▶▶|

Customer Name: Active:

Category: Credit Limit:

Cash Sale Customer: Customer VAT Number:

Balance: Sales Rep:

Auto Allocate Receipts to Oldest Invoice: Accepts Electronic Invoices:

Exclude from Debtors Manager: New Invoices On Hold:

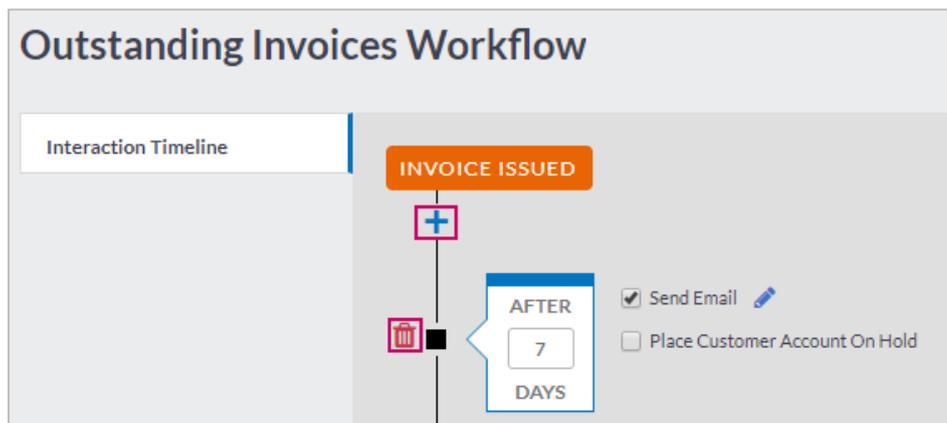
	Fax	Mobile	Email	O/S Invoices	Overdue Invoices		
25	0862325658	0825853321	jackie@bellevino.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
54	0865253354	0828891454	jamie@bellevino.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

7.2.2. Define at what stage of an Outstanding Invoice you'd like to distribute which communications.

By default **Sage Accounting** would create a Workflow to determine what communications will be distribute at what stage of a Customer Invoice being outstanding/overdue.

The user can opt to update this setup to distribute communications more/less frequently.

Click on Customers...Debtors Manager...Outstanding Invoices Workflow and follow these simple steps:



- Click on the **Plus** button to add an additional Action.
- Click on the **Bin** button to remove an existing Action.
- Click on a **checkbox** to add a communication option to an action, or limit the creation of new Invoices of a customer.
- Click on the **Place Customer Account On Hold** to stop the creation of new Customer Invoices for the defaulting Customer.
- Click on **Save**.



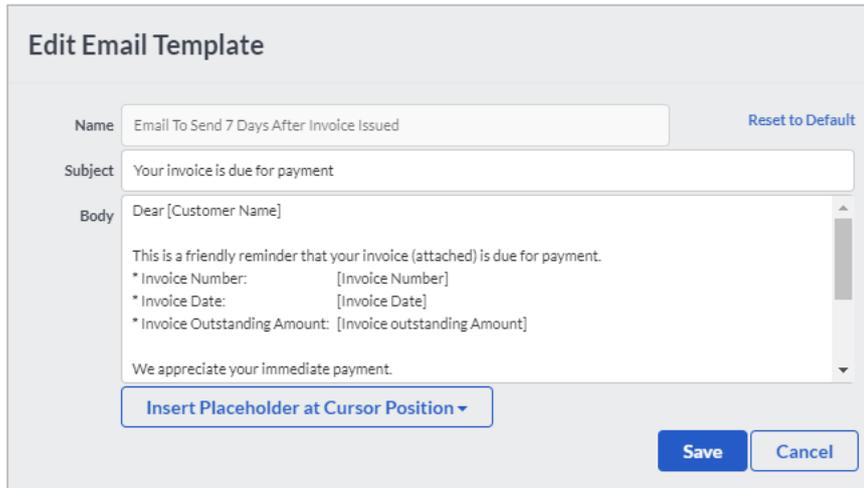
Sage Accounting will be able to distribute SMS and WhatsApp messages soon and also allow you to provide your customers with a Payment link!

7.2.3. Define what the Outstanding Invoice communications will look like.

By default **Sage Accounting** will define default communication templates to be used at each stage of an outstanding/overdue Invoice

The user can opt to update these templates at any time.

Click on Customers...Debtors Manager...Outstanding Invoices Workflow and follow these simple steps:



Sage Accounting allow you to customize the email of each additional Action you add to the Outstanding Invoices Workflow, thus allowing you to increase the forcefulness of your Email in the workflow.

- Click on the **Pencil** button to edit the communication template used to generate customer communication(s).
- Update the **Subject** and/or **Body** of the Email.
- Click on **Save**.

7.2.4. Initiate the communications run.

The **Sage Accounting Debtors Manager** communication execution will be a task that the user can manually initiate whenever their transactions has been updated.



Sage Accounting will be able to distribute these communications automatically in an upcoming release, even allowing the user to prescribe the distribution times per day!

Click on Customers...Debtors Manager...Outstanding Invoices Communication Run and follow these simple steps:

Outstanding Invoices Communication Run

Workflow Actions reached since  

[Rerun with new Date](#)

INVOICE ISSUED

Point In Time	Qualifying Invoices	Total Outstanding	Unique Customers	Actions
After 7 Days	1	9,775.00	1	<input type="text" value="Send Only Email"/>

INVOICE BECOMES OVERDUE

Point In Time	Qualifying Invoices	Total Outstanding	Unique Customers	Actions
After 7 Days	6	82,811.98	6	<input type="text" value="Send Only Email"/>
After 30 Days	6	79,500.00	5	<input type="text" value="Send Only Email"/>
After 60 Days	1	11,000.00	1	<input type="text" value="Send Only Email"/>
After 90 Days	7	61,000.00	6	<input type="text" value="Send Only Email"/>

PAYMENT RECEIVED

Payments Received	Total Received	Actions
1	11,500.00	<input type="text" value="Send Only Email"/>

[Send All Communications](#)

- Select a **Workflow Actions reached since** date.
- Click on **Preview Communication**.
If any of the predefined Outstanding Invoices Workflow action(s) fall between the selected date and your current system date, Sage Accounting will include that invoice in the latest of these communications and display those affected Invoices in the Status grids on this screen.
- Click on the **Send All Communications** button for Sage Accounting to distribute the summarized communications to the customers.

 Debt
Recovery
Service PTY LTD

Your invoice is overdue

from Debt Recovery Service

Dear Innovura

This is a friendly reminder that your invoice is now 90 days overdue.

* Invoice Number:
--INV0000020--

* Invoice Date:
--2019/12/01--

* Invoice Outstanding Amount:
--R3000--

We appreciate your immediate payment.

Please be in touch with ingeza.acc.live001@gmail.com if you need to discuss your account.

Thank you in advance,
Jennifer Anniston

[View Invoice](#)

Generated by [Accounting](#)



If multiple of these Workflow Actions were reached in the selected date range, Sage Accounting will always distribute only the last communication(s) on the Outstanding Invoices Workflow.

8. Defects and Enhancements

8.1. Item Maintenance Grid Decimals

The number of decimals that displayed on Customer/Supplier documents used to default to 2. This was updated to use the number of defaults set on the Company Settings.

8.2. Credit Note Duplication

When the user tried to duplicate an existing Customer Credit Note, the system didn't allow the duplication. This was fixed to allow the duplication and editing of the document.

8.3. Customer Default Price List/ Recurring Invoices error

Updating the Default Price List of an Item linked to a Recurring Invoice resulted in an error. This has been resolved.

8.4. Item Selling Price adjustments resulted in errors on the Recurring Invoices

Updating the Item Selling Price of an Item linked to a Recurring Invoice resulted in an error. This has been resolved.

8.5. Combine Add and Copy Invoices User Access

Sage Accounting used to distinguish between User Access to Add an Invoice and User Access to Copy an Invoice. This functionality has been merged into one User Access option.

8.6. Purchase Order User Access

Linking a Sales/Purchase Order to a Customer/Supplier Invoice was limited by the User Access to Copy a Customer/Supplier Invoice. This was fixed.

8.7. Sales Order User Access

Linking a Sales/Purchase Order to a Customer/Supplier Invoice was limited by the User Access to Copy a Customer/Supplier Invoice. This was fixed.

8.8. API updated to use actual registration storage amount

The Attachment Service was updated to use actual registration storage amount bytes instead of hard coded 10GB.

8.9. Multi-Currency: Customer Transactions Report

When viewing the Customer Transactions Report in Home Currency for All Customers the opening and closing balances were incorrect for the Foreign Currency Customers. This was fixed.



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Waterfall 5-Ir
Midrand
2066

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