



# Sage 500 ERP 2014

## Frequently asked questions

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With the 2014 release of Sage 500 ERP, Sage continues to deliver value to our customers with a variety of system enhancements, connected services, and Sage Inventory Advisor. Enhancements have been made to accounts receivables, payment processing, contact management, and sales orders management in Sage 500 ERP.

Sage 500 ERP 2014 simplifies the reversal of the erroneous application of memos, payments, or invoices; process ACH receivables through Sage Payment Solutions; improves your contact management; and brings additional visibility into the sales order process. These new features and enhancements have all been designed to increase productivity, simplify processes, and reduce your cost.

This document is answering the most frequently asked questions from customers and partners in regards to Sage 500 ERP 2014.

### What is new in Sage 500 ERP 2014?

Accounts receivables enhancements	Reverse payment application
	Reverse memo application
Payment processing enhancements	ACH processing
Contact management enhancements	Expanded email field size
Sales order enhancements	Shipment ID number in generate shipments
	Sales order number on invoices

### When is Sage 500 ERP 2014 going to be available?

Sage 500 ERP 2014 will be available for download on December 16, 2013 on the Sage Customer Portal. Please note that download is the only delivery option for this release.



### **What enhancements have been made to Accounts Receivables?**

Reversing the application of a memo, payment, or invoice typically is a time-consuming, multi-step process in which the accounting staff has to manually reverse account entries to rectify the effect of the incorrect entry previously made.

With Sage 500 ERP 2014, Sage introduces “Reverse Applications,” a new task which simplifies the process of reversing an incorrect application and reduces the steps used to undo the incorrect application of a memo, payment, or invoice. If an error is detected, your accounting staff can correct it as soon as it is discovered – without sacrificing productivity.

### **What enhancements have been made to Payment Processing?**

Sage 500 ERP 2014 now includes the ability to process ACH transactions through Sage Payment Solutions. Customers using Sage Payments can now electronically process credits, such as:

- direct receipt of sales outstanding (cash receipts)
- Business-to-business payments
- e-Commerce payments

### **What enhancements have been made to Contact Management?**

Prior to version 2014, Sage 500 ERP was able to process only 40 characters in the e-mail field, leading to challenges with managing contacts that have more characters in their address. In Sage 500 ERP 2014, the e-mail field has been expanded to the industry standard 255 character length to allow for better contact management. The expanded email address capability applies to vendors, customers, and all business contact records across the entire Sage 500 ERP 2014 release.

### **What enhancements have been made to Sales Order Management?**

Productivity in sales order processing is hindered if the user cannot easily access the information that he needs to process the order, or to answer the question of a customer. With the new display of the shipment number in “Generate Shipments,” the productivity of your fulfillment will increase immediately. If it is a single shipment, your team no longer has to track down which shipment they were working on. There are no additional reports to consult because the information is immediately available.

Also new in Sage 500 ERP 2014 is that the sales order number associated with the line item on an invoice is now printed on the invoice itself. The inclusion of the sales order number on the invoice line provides a quick cross reference for the customer receiving the order, and provides your customer service team with better information to cross reference sales orders and invoices.



### **What is Sage Inventory Advisor for Sage 500 ERP?**

Sage Inventory Advisor is our easy-to-use, cloud based inventory management solution that connects to your Sage 500 ERP data in real time to deliver inventory health checks, reduce the time spent on forecasts, and solve for the optimal investment required to achieve target fill rates. Sage Inventory Advisor integrates with Sage 500 ERP 2014 systems and analyzes inventory data to identify where the biggest improvements can be made, produce quality forecasts, and suggest optimal replenishment recommendations.

### **Is there a solution for my shipping needs in Sage 500 ERP 2014?**

The 2014 release remains compatible with Sage 500 ERP Shipping by SmartLinc, introduced in version 2013. This web-based shipping system offers easy and secure methods to use the best rates to deploy quickly, either on-premise or in the cloud, and manage your shipping processes all the way to the printed labels, and originate shipments from the USA or Canada.

### **Does Sage 500 ERP offer sales tax capabilities?**

Sage 500 ERP Sales Tax, powered by AvaTax, will remain compatible with the 2014 release, simplifying the sales tax payments process for any business. This hosted, web based solution automatically performs address validation, sales tax jurisdiction research, and rate calculation—all on the fly within your accounting application, with no change to your existing workflow.

### **Is Sage 500 ERP 2014 compatible with Sage HRMS and Sage Payroll?**

Sage 500 ERP 2014 remains compatible with the most recent release of Sage HRMS, version 10.1. Customers requiring a robust HRMS solution can continue to purchase any of the available Sage HRMS components including benefits management, employee self service, talent management, and more.

### **Is Sage 500 ERP 2014 compatible with Sage Intelligence Reporter?**

Sage 500 ERP is compatible with Intelligence Reporting helps companies to easily control, automate, and analyze their data to make better informed decisions, more quickly, across their business.

### **Is Sage 500 ERP 2014 compatible with Sage Budgeting and Planning?**

Sage Budgeting and Planning continues to be available for Sage 500 ERP 2014, providing the ability to transform a budgeting challenge into a collaborative budgeting and planning process.



### **Is Sage 500 ERP 2014 compatible with Sage Fixed Assets?**

Sage 500 ERP 2014 continues to support the integration to Sage Fixed Assets with no change to the integration points or features. From acquisition to disposal, Sage Fixed Assets provides powerful, easy-to-use fixed assets management solutions for businesses of all sizes

### **Is Sage 500 ERP 2014 compatible with Sage Time Sheets?**

Insperty, a leading provider of human resources and business performance, has acquired ownership of the Sage TimeSheet solution. For all TimeSheet-related inquiries, please contact Insperty directly at 800-814-9096. For more information, visit: <http://www.insperty.com>

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