

Sage 200 v2011 Issues Fixed

Service Pack 7

Table of Contents

Early Settlement Discount Legislation Update	4
Current functionality	4
New VAT rules for early settlement discount and UK VAT after 1 st April 2015	4
How to record sales transactions with settlement discounts	5
How to record purchase transactions with settlement discount.....	9
Other things to consider	10
VAT 3 Legislation Update (ITS 5396)	12
SEPA Legislation Update.....	13
Live Issues fixed	14

Early Settlement Discount Legislation Update

This service pack contains an update for the changes to the VAT legislation regarding invoices with settlement discount.

Installing this service pack will allow you to be compliant with the legislation changes and continue to process and print invoices with settlement discount from Sage 200.

A fuller solution for early settlement discount has been included with Sage 200 2015. We recommend that customers using early settlement discount upgrade to 2015.

Current functionality

In the UK, when an invoice contains settlement discount, VAT is only charged on the discounted invoice amount. The VAT is always discounted even if the invoice is not paid early enough to qualify for the discount.

In Sage 200, when an invoice contains settlement discount, the VAT amount is reduced by the settlement discount percentage by default.

New VAT rules for early settlement discount and UK VAT after 1st April 2015

The HMRC has introduced new rules around how VAT is calculated for settlement discounts. These rules come into effect on 1st April 2015.

Under the new rules, the VAT on the invoice is only discounted when it is paid within the settlement discount period. VAT must be calculated and shown on the invoice at the full rate. If the customer pays within the settlement discount period the VAT is discounted and a VAT adjustment must be processed.

The new rules require businesses to:

1. Notify their customers of the VAT discount available and the amounts the customer is due to pay. This can be done one of two ways:
2. Issue an invoice detailing the full net and VAT payable. If the invoice is paid within the discount period, issue a further VAT only credit note to account for the VAT discount.
3. Issue an invoice document which states the amount of discount (net and VAT) that can be claimed if the invoice is paid early, as well as the full amount (net and VAT) due after the settlement discount period. If the invoice is paid within the discount period, there is no need to issue an additional credit note. However, internal VAT adjustments will be required.
4. When an invoice is paid immediately, the settlement discount is automatically taken. The VAT is discounted on the invoice and no subsequent VAT adjustment is necessary.

Note: In Ireland, VAT is always charged at the full value of the invoice, regardless of any settlement discounts.

How to turn on the VAT changes applicable after 1st April 2015

Due to the changes to the way VAT is calculated for invoices with settlement discount, you must turn this on in Sage 200 when you need to start using the new VAT rules. To do this:

1. Open **Accounting System Manager > Settings > System Settings | Operational Settings**.
2. Select **Apply new VAT rules for early settlement discount**.

Once selected, this cannot be turned off. This is because changes are made to your database tables.

Do **not** select this, until the new VAT rules need to be applied.

Note: When you create a new company, the new VAT rules are applied by default and this can't be changed from within Sage 200.

Changes made to Sage 200

- VAT will be calculated at the full rate by default for all subsequent invoices with settlement discounts.
- The VAT will be recalculated on invoices that include settlement discount and haven't been printed.
- There are new default invoice and credit layouts that contain the additional text and fields required by HMRC to indicate the VAT discount due if the invoice is paid within the discount period. This means that there is no requirement to issue an additional VAT only credit note to you customers but internal VAT adjustments will be required.

How to record sales transactions with settlement discounts

For sales transactions, the VAT is now calculated at the full value of the invoice by default. When a customer pays within the settlement period, the net and VAT discounts will apply to the invoice. As the VAT has already been recorded at the full rate, you will need to enter adjustments to account for the VAT discount taken by the customer. These adjustments can be recorded in Sage 200 as VAT only credit notes. If you're printing your invoices from Sage 200, then the correct text is printed on the invoice so there's no need to print and send this credit note to your customers.

How you record these VAT adjustments depends on the business processes you want to use. You may want to process them per invoice or enter a number of adjustments as one transaction for a customer.

Invoices and Orders

Record sales invoices

When you record the details of an invoice in Sage 200 that has been produced elsewhere, the details you record must match the details printed on the invoice and sent to the customer.

If the invoice hasn't been paid, the VAT should be calculated at the full rate. For example, for an invoice with a net value of £100 with a 5% settlement discount, the VAT is calculated at £20 by default.

If the invoice was paid straight away, the settlement discount will have been taken, and the VAT on the invoice sent to the customer will already be discounted. When you record this in Sage 200, you must adjust the VAT amount to match the invoice. In this case there is no need to process an adjustment to account for the VAT discount. For example, for an invoice of £100 with a 5% settlement discount, you enter the VAT as £19.

SL - Enter Sales Invoice for Abbey

Customer details: A/C ref: ABBEY, Short name: Abbey, Postcode: []

Account balance: £ 0.00, Credit limit: £ 0.00

Invoice details: Invoice date: 10/02/2015, Due date: 12/03/2015

Transaction details: Goods value: £ 100.00, Discount percent: 5.00%, Discount days: 14, Discount value: £ 5.00

Tax value: £ 20.00, Invoice total: £ 120.00

Project Analysis: Nominal & Tax Analysis

Code	Name	Rate	Goods Value	Discount Value	Tax Value
1	Std Rate	20.00	100.00	5.00	20.00
Totals			100.00	5.00	20.00

A/C No.	CC	Dept	Name	Goods Value	Type	Narrative
31100			Sales Default	100.00	Posting	SI / ABBEY
Totals				100.00		

Buttons: Save, Clear, Save and Retain A/C ref, Close

VAT calculated at the full rate by default

Settlement discount details

Free text invoices, sales orders and project bills

When you print an invoice from Sage 200, the correct additional text is included on the default layout. This means that there is no need to print and send an additional VAT only credit note to the customer. However, internal VAT adjustments will be required.

-----VAT Analysis-----						
Code %		Net	VAT	Disc VAT	GOODS TOTAL	100.00
1 20.00	Std Rate	100.00	20.00	19.00	VAT TOTAL	20.00
0		0.00	0.00	0.00	INVOICE TOTAL	120.00
0		0.00	0.00	0.00	Discount	
0		0.00	0.00	0.00	If paid within 14 days 5.00 %	6.00
0		0.00	0.00	0.00	TOTAL WITH DISCOUNT	114.00
Discount of 5.00 % If you paid within 14 days NET 95.00					VAT 19.00	GROSS 114.00
No credit note will be issued. Following payment, you must ensure you have recovered only the VAT actually paid.						

Invoice text

Sales Orders and free text invoices with immediate payment

When you enter a full payment with an invoice or order, the net and VAT discounts are used to calculate the payment amount. A receipt for the payment amount plus the net discount is posted and allocated to the invoice, leaving the VAT discount outstanding. You will need to enter a credit note to account for this.

For example, for an invoice for £100 with a 5% discount which is paid in full, the net discount is £5 and the VAT is discounted by £1, making the payment value £114 and the posted receipt value £119.

The screenshot shows the 'SL - Create Free Text Invoice for Abbey' window. It is divided into several sections:

- Customer details:** A/C ref: ABBEY, Short name: Abbey, Postcode: (empty), A/C balance: £ 361.00, Credit Limit: £ 0.00.
- Invoice header:** Their reference: (empty), Invoice date: 10/02/2015, Settlement: 5.00 %, Exchange rate: 1.000000, Triangulated: (unchecked).
- Invoice details:** A table with columns: Description, Quantity, Unit Price, Vat Code, Line Total. Row 1: a line, 1.00, 100.00, Std Rate, 100.00.
- Nominal account:** 31100, Sales Default.
- Receipt information:** Payment received: (checked), Cheque Number: (empty), Amount to pay: £ 114.00, Outstanding: 0.00, Bank account: 1, Main Bank Account, 10-23-17, 00894234.
- Invoice totals:** Goods: 100.00, Tax: 20.00, Inv Total: 120.00, Disc Total: 6.00, Due: 114.00.

A red arrow points from a callout box to the 'Amount to pay' field, which is set to £114.00.

Payment reduced by the net and VAT discount.

Receipts

Before you can process a receipt for a customer offered a settlement discount, we recommend that you establish whether the money you've received represents the full payment with no settlement discount, full payment with a discount or a part payment.

If the customer pays within the settlement discount period, they will pay the invoice value less the VAT and net discounts. You can enter the net discount amount when you record the receipt. This posts the net discount to the **Discounts Allowed** nominal account and adds it to the receipt total.

For example, for an invoice of £100 with a 5% settlement discount, the net discount is £5 and the VAT discount is £1, so the customer pays you £114. The receipt value shows as £119.

SL - Enter Customer Receipt for Abbey

Bank account details
 Bank account: 1 Main Bank Account 10-23-17 00894234

Customer details
 A/C ref: ABBEY Account balance: £ 362.00
 Short name: Abbey Credit limit: £ 0.00
 Postcode:

Transaction details
 Date: 10/02/2015
 Reference:
 Second Ref:

Receipt details
 Cheque currency: Pounds Sterling Cheque value: £ 114.00
 Settlement discount: £ 5.00

Save Clear Save and Allocate Close

↑

Net discount

Allocation

When you allocate the receipt to the invoice, the total receipt value will be less than the invoice value. The remaining amount is the VAT discount. You'll need to make sure that you reduce the allocated amount of the invoice to match the receipt.

SL - Customer Allocations for Abbey

Customer details
 A/C ref: ABBEY Account balance: £ 1.00
 Short name: Abbey Credit limit: £ 0.00
 Postcode:

Allocation details
 Allocation date: 10/02/2015
 Auto Allocate

Credits										
T...	Trans Date	Due Date	Reference	2nd Ref.	Value	Outstanding	Discount	Disc. Due	Allocate	Q. St...
R...	10/02/2015	10/02/2015			119.00	119.00	5.00	10/02/2015	119.00	
Totals									119.00	

Debits										
T...	Trans Date	Due Date	Reference	2nd Ref.	Value	Outstanding	Discount	Disc. Due	Allocate	Q. St...
I...	10/02/2015	12/03/2015			120.00	120.00	5.00	24/02/2015	119.00	
Totals									119.00	

Difference: 0.00

Save Allocate Reverse Receipt Close

← Change the allocated value to match the receipt

Tips:

- If you have a difference on the allocation screen, you can choose to write this off as discount. Make sure you don't do this for any outstanding VAT discounts, as this will incorrectly post the value to your **Discounts Allowed** nominal account.

- We recommend that you don't use **Auto Allocation** when allocating transactions with settlement discount. This is because the full invoice value is allocated by default when auto allocation is used. This will make it harder for you to work out the VAT adjustments required.

Record VAT adjustments

Once you've entered and allocated payments received from customers taking settlement discounts, the discounted VAT amount will remain outstanding on the customer's account and the full VAT amount will be recorded on your VAT return.

To make sure the VAT is recorded correctly on your VAT return and to clear the outstanding balance on your customer's account, you'll need to process a credit note for the remaining VAT discounts. How you record these VAT adjustments depends on the business processes you want to use. You may want to process them per invoice or enter a number of adjustments as one transaction for a customer.

We recommend that you process these adjustments before any credit control activities.

The screenshot shows a software window titled "SL - Enter Sales Credit Note for Abbey". It contains several sections:

- Customer details:** A/C ref: ABBEY, Short name: Abbey, Postcode: (empty). Account balance: £ 626.00, Credit limit: £ 0.00.
- Credit note details:** Credit note date: 10/02/2015, Reference: (empty), Second ref: (empty).
- Transaction details:** Goods value: £ 0.00, Discount days: 14, Tax value: £ 1.00. Discount percent: 0.00%, Discount value: £ 0.00, Credit note total: £ 1.00. There is a checkbox for "Triangulated".
- Project Analysis:** Nominal & Tax Analysis.
- Tax analysis table:**

Code	Name	Rate	Goods Value	Discount Value	Tax Value
1	Std Rate	20.00	0.00	0.00	1.00

A red arrow points to the "Tax value" field in the transaction details section, which is labeled "VAT discount".

How to record purchase transactions with settlement discount

For purchase transactions, the process you follow will depend on how your supplier deals with any settlement discounts they offer you. The wording on the invoice you receive should indicate whether your supplier will send you a credit note for the VAT discount. You may receive invoices in the following scenarios:

- The supplier sends you an invoice with the VAT calculated at the full value of the invoice. This invoice also includes details of any settlement discounts due. When you pay the invoice, you take the discount and pay the reduced amount.
When you record the invoice, VAT is calculated at the full rate by default. To make sure the VAT discount is recorded correctly on your VAT return and to clear the outstanding balance on your supplier's account, you'll need to process a credit note for the remaining VAT discounts. How you record these VAT adjustments depends on the business process you want to use. You may want to process them per invoice or enter a number of adjustments as one transaction for a supplier.
- The supplier sends you an invoice with the VAT calculated at the full value of the invoice. When you pay the invoice, you take the discount and pay the reduced amount. The supplier sends you a VAT only credit note for the VAT discount.
When you record the invoice, VAT is calculated at the full rate by default. You'll also need to record the details of the VAT only credit note when you receive it.
- You've already paid the invoice, so the VAT on the invoice has already been discounted.

Balance forward type accounts

We recommend that you don't use these for customers or suppliers with settlement discount. This is because the discount details are lost when individual transactions are replaced with the brought forward balance.

Custom invoice and credit note layouts

Before installing this service pack, we recommend that you back up all your layouts. This is because new invoice and credit note layouts are included with the service pack and these will overwrite any custom layouts you are currently using.

The new invoice and credit note layouts installed with SP7 contain the additional text required by HMRC for invoices that contain settlement discount. We recommend that you add this text to your custom layouts.

VAT 3 Legislation Update (ITS 5396)

VAT3 is the form filed by VAT-registered businesses in the Republic of Ireland.

Recent changes to legislation have led us to make a number of changes to the way that VAT is calculated and reported for customers operating in the Republic of Ireland.

These values are calculated using EC properties on the VAT codes for Sales Non-Related Services and Purchases Non-Related Purchases.

Once the service pack is installed, the Vat Return will change if the Country Code is set to IE and the base currency is the euro.

Item	Code	Value
VAT on Sales	T1	0.00
VAT on Purchases	T2	0.00
Excess of T1 over T2 (Payable)	T3	0.00
Excess of T2 over T1 (Repayable)	T4	0.00
Value of Goods Sent to other EU Countries	E1	100
Value of Goods Received from other EU Countries	E2	100
Value of Services Sent to other EU Countries	ES1	100
Value of Services Received from other EU Countries	ES2	100

The new VAT Return is calculated as follows:

- Income (such as sales invoices), using 'Sales Goods & Related Services' affects E1.
- Income using 'Sales Non-Related Services' affects ES1.
- Expenditure (such as purchase invoices), using 'Purchase Goods & Related Services' affects E2.
- Expenditure using 'Purchase Non-Related Services' affects ES2.

We have also updated the printed VAT Return and the Vat Transactions report to reflect the changes in VAT3 legislation.

SEPA Legislation Update

The Single Euro Payments Area (SEPA) was created to simplify cross-border payments between any countries that use the euro currency.

These payments use the International Bank Account Number (IBAN) and the Bank Identifier Code (BIC) within Sage 200.

PL - Amend Account Details for Donaldsons Extrusions

Company | Bank | Contacts | Trading | Payment | Credit | Attachments | Memo

Bank details

Sort code: --

Account number: []

Account name: []

Bank payment reference: []

Additional bank details

IBAN: []

BIC/Swift number: []

Roll number: []

BACS reference: []

Additional reference: []

Non UK sort code: []

Save Clear Delete Close

In order to use SEPA functionality in Sage 200:

- Set up the IBAN and BIC/Swift number in your Cash Book Accounts.
- Set up the IBAN and BIC/Swift number in the Bank Details on your Supplier Accounts.
- Download the relevant e-Banking component for your bank.

When you next use e-Banking, you can select the new file from the drop-down list. A new file will be listed with the suffix 'SEPA', for example, Allied Irish (SEPA).

Live Issues fixed

The list below contains a list of the 'live' issues reported to us; by our business partners, customers and within Sage. It is organised by module.

Module	Issue Tracking System No. (where applicable)	Description
Core 200		
POP	5600	We have fixed an issue where over invoicing a partially received purchase order causes traceable stock discrepancies.
PA	5945	Suggested Billing – We have fixed an issue where items are incorrectly flagged as Billed if project items have a Status that is not the same as the overall Project.
POP		We have fixed an issue where text copied and pasted from a different source (i.e. Microsoft Word) onto a POP Order line may stop the POP Authorisation Notifications process if text contains non-unicode characters. These are now filtered out.
CRM		
RTDV	6381	We have fixed an issue where incorrect results are shown when filters are applied to Real Time Data Views.

Service Pack 6 Issues Fixed

Module	Issue Tracking System No. (where applicable)	Description
System Administration		
	5128	We have fixed an issue where a new user might be created with a User ID that is considerably jump numerically from the previous number after a server reboot, where the server has SQL 2012 installed.
Core 200		
NL	1274	An intermittent issue preventing users from running the consolidation for a second company has been fixed.
NL	5095	Nominal analysis values are calculated correctly when using Purchase Ledger authorisation across multiple nominal codes.
ST	2287	Allocation selection for projects now works correctly on the Issue Allocation form.

ST	3338	Memory errors, which were seen when saving changes to an existing Product Group, have been resolved.
ST	5210	We have fixed performance issues on data upgrades where there are a large number of stock items.
ST	5424	Memory errors when trying to remove large amounts of stock history records via Archive Stock History, has been resolved.
PA	5444	Previously, the Suggested Bills routine checked every project on the system, regardless of status. After installing Service Pack 6, Suggested Payments will only check relevant bills
PB	3961 & 4126	The memory errors that occurred when trying to import large price lists has been resolved.
SOP	3228	We have fixed an issue where the user may receive the following error message, ' <i>Error converting data type varchar to bigint</i> ', when using the Credit button on the SOP List View toolbar.
SOP	5645	This fixes an issue with the counter table, when it gets larger than int32 (2147483647). The issue prevented certain processes from operating; for example, when processing SOP orders to completion.
SagePay	5398	We have fixed an issue where, under certain circumstances, duplicate payments can be posted both within Sage200 and SagePay. This previously occurred when processing payments via SOP or the Sales Ledger, through to SagePay, when swapping between settings for 'Use New Card Details' and 'Use Existing Card Details'.
MFG		
EST	4802	Amended cost prices on an estimate stage can now be saved.
EST	5020	An issue where you could not match invoices to Sales Orders when they are created from an estimate has been fixed. Users had previously found that they were unable to post an invoice with a negative free text line when the estimate was created with more than one stage.
EST	5054	The exception error that appeared when opening Estimate Settings or View Estimate Settings has been fixed.
WOP	1674	Multi-level back-flushing now works for partially completed works orders.
WOP	4181	Previous versions of WOP did not update the memo field from the manual works order. In order to update memos on works orders, users had to use MRP. Service pack 6 fixes this issue.
WOP	4253	Nominal Posting Cost of Sales Adjustment calculations now use the specified transaction date rather than the system date. This ensures consistency with the cost of sales postings.

WOP	4863	<p>You can now issue multiple works orders when using the Bulk Issue Components.</p> <p>In previous versions of Sage 200, works orders were part issued even though there was enough stock recorded on the system.</p>
WOP / ST	5093	<p>You can now amend stock item product groups when there are still outstanding works order issues on the system.</p> <p>Previously the system would appear to freeze or return an out of memory error.</p>
Planning	4922	<p>We have fixed an issue where stock recommendations are inflated when there is also a ROL demand. This ensures consistency between MTS and warehouse demand.</p>
Planning	5027	<p>Sales orders created from quotes now link to MRP when you have selected the 'Flag sales orders as linked' option.</p>
Planning	5055	<p>You can now run MRP and get a recommendation for both the sales order and the estimate.</p> <p>Previously, opening an estimate after raising the sales order lost the link to the record and duplicated the demand in MRP.</p>
Planning	5614	<p>There was an issue when aggregating demand MRP when warehouses had a similar name (for example, 'Shed' and 'Shed Main'). This has now been corrected.</p>
BOM	5118	<p>You can now reverse builds in BOM when the built item is in negative stock and you have selected the 'Allow negative stock' option.</p> <p>Previously, a 'The Build Session is not eligible' error message would appear, preventing you from continuing and requiring you to perform manual stock adjustments to reverse the BOM build.</p>
CRM		
	4935	<p>Apostrophes in the company name or address no longer prevent you from using the form-launching functionality.</p>
	5237	<p>We have fixed an issue where sites have experienced random Catastrophic Failure errors in the Integration Service, due to orders and quotes being linked to deleted opportunities.</p>
	5624	<p>We have fixed an issue where errors occur when adding free text items and comment lines to web orders.</p>
	5643	<p>It was previously possible to delete a contact in Sage 200 ERP when that contact has live notes and communications in Sage 200 CRM. When the deletion was synced to Sage 200 CRM, the CRM person was deleted along with all the links to the notes and communications. Active notes disappeared from CRM when the person was deleted.</p> <p>Following this update, delete person messages made during the sync process will start a new process to check if that person has any outstanding notes, cases or communications.</p> <p>If any of the following records / statuses exist on the person, or if a</p>

	<p>connection to CRM cannot be made to check the status, then the delete is cancelled:</p> <ul style="list-style-type: none"> • Pending communications • In Progress Opportunities • In Progress Cases
5644	You can no longer synchronise blank contacts to Sage 200 CRM when using the merge person functionality.
5468	Previously, users may have seen errors in the sync logs relating to an Invalid column name 'ParentEntity'. While not affecting the functionality of Sage 200 CRM, it created large sized exchange sync logs on the users PC. This has now been fixed.
CRM Hotfix 12 CRM Patch I Support Hotfix	<p>This hotfix is for Sage 200 CRM customers who wish to install Sage 200 CRM 7.1i.</p> <p>Sage 200 CRM 7.1i synchronises people records differently to previous versions of Sage 200 CRM. Installing this patch ensures that a default person record is always created for a company in Sage 200 CRM, even when the default contact for a customer or supplier account in Sage 200 is blank.</p>

Service Pack 5 Issues Fixed

Module	Issue Tracking System Reference (where appropriate)	Description
Core 200		
	824	Improved Customer and Supplier Import Account facility. Can now import the email address and website address for the preferred contact for customer and supplier accounts.
	3058	When a purchase order is raised for a foreign currency supplier, and an additional charge added, the value of the additional charge is now converted to the correct value in the foreign currency.
	3993	The calculation of nominal values in invoice authorisation is now consistent with values calculated at invoice entry for foreign currency accounts.
	4259	To conform to POP authorisation rules, it is no longer possible to post an invoice from the POP – Record Purchase Invoice window. The Post Invoice button is greyed out.
	4270	Project accounting invoices can be printed, even if the title is greater than 60 characters.
	4563	Memory errors, which were seen when allocating a large list of orders, have been resolved.
	4827	Memory errors, which were seen when allocating stock for a large number of SOP allocations, have been resolved.
	4901	Manually adding an Intrastat maintenance entry resets the Tax Month.
	4924	Sales order processing invoices can be printed, even when the customer account name is greater than 50 characters.
	4936	Purchase order direct delivery addresses can be saved, even when the supplier contact name is 60 characters.
	4938	Memory errors, which were seen when running Year End with over 500,000 customers, have been resolved.
UI updates in core		Various inconsistencies in the user interface, such as misaligned text or boxes and inconsistent capitalisation of field names, have been fixed.
Manufacturing		
	2781	Memory errors, which were seen when running some traceability enquiries, have been resolved.
	4438	BOM components, used on a BOM and attached to an operation, can now be replaced using the Replace Component options.

4620	It is now possible to edit operations on BOMs and estimate records, when the number of items on the BOM or estimate runs into more than one page of information.
4676	Subassemblies that have a negative quantity in stock are now issued as well as built, during the BOM build process.
4819	A duplicate operation in a BOM record now holds its own components only, when a works order is created. Previously, the components of all duplicate operations were aggregated and held against each duplicate operation.
4832	An error regarding too many parameters, which was seen when adding a new entry in the Make to Stock planning module, if the company has more than 3000 product groups, has been resolved.
CRM	
	Consolidated Communications now works consistently on IE8 and IE9.
	Improved error messaging when creating integrations and synchronising data to make it easier to troubleshoot synchronisation issues.
	There is a new tab on integration which shows the synchronisation status of all companies. Companies with a synchronisation status of 'error' can be re-linked to Sage 200 Accounts by selecting company hyperlink and choosing the re-link from the Financials tab.
	Synchronisation issues seen when using the batch merge person utility, have been resolved.
	The shipping address is now always updated when the data is synchronised.
	When setting up a new integration, the customisation version is now correctly set on the first synchronisation.
4891	Sales orders containing SOP order items now synchronise correctly.
4972	Orders entered in CRM where the comment line number has been changed, now synchronise correctly.
4977	Information entered on the Financials tab for linked CRM companies can now be edited.
Support Tool: CRM Data Integrity Module	
	A new Sage 200 test has been added to check for invalid database views.

	False positives have been removed from the Support Tool
	New check added to make sure Suppress Account is set to 'Y'.
	New check added to make sure Use Account is set to 'Y'.
	The 'MergeByForeignID' script has been replaced with individual scripts for Address, Email, and Phone.
Migration	
3439	All versions of the migration tool, used for migrating BOM data, now work consistently, so it is now possible to use a newer version of the migration tool, even if an older one has been used before.
4143	Slow performance, seen when migrating Financials-only data, has been resolved.

Service Pack 4 Issues Rolled into Service Pack 5

Module	Issue Tracking System Reference (where appropriate)	Description
Core 200		
NL	4545	'Out of Memory' error when consolidating companies with large numbers of nominal accounts (more than 50,000).
SL / PL	4548	'Out of Memory' error when amending allocations for a customer account with large numbers of allocated transactions.
SOP / POP	460 / 4666	Cannot sort order lines by column when amending multi line sales and purchase orders. The following error message is shown; "Invalid Column Name is Incomplete".
MRP		
	4618	'Out of Memory' error when expanding MRP tags. This occurs when the parent tag has multiple recommendations.
	4675	MRP not considering the demand quantity when tagging multiple replenishments.
	4713	Time out errors when refreshing the MRP Recommendations View on large datasets (over 100,000 Recommendations).
BOM		
	4576	Stock not allocated to the parent works order when a sub assembly BOM is completed and the 'Allocate Parent Works Orders' setting is selected.
EST		
	4526	Cannot convert a one off estimate to a BOM when: <ul style="list-style-type: none"> The estimate had been created using the Rapid Estimate Entry form, and There is one resource on an operation.
	4646	Components on an existing stage are duplicated when the estimate is amended.
	4662	Stock item lines which have a UOM with a stock/base ratio other than 1 are being recalculated incorrectly on estimates when the stage is closed.
WOP		
	2899	The 'Qty Outstanding' is displayed incorrectly on the Order Enquiry

	screen.
4591	Incorrect cost is posted to the WIP nominal account when a cost of sales variance is posted for the purchase order.
4690	The unit of measure is not displayed on the One-Off Works Order screen.
4695	Time out error or slow response when selecting a works order from the desktop list.
Business Intelligence	
N/A	Errors updating or creating a data warehouse using SQL 2012.
CRM	
	Sales Order Line RTDV also shows lines from quotes and pro formas.
	When the website details on a company or person are cleared in CRM, they are not cleared in Sage 200 Accounts when the data is synchronised.
N/A	Billing and Shipping addresses are not updating correctly in Sage 200 Accounts when the billing and shipping address flags are changed in CRM.
N/A	Companies not merging correctly when using the 'Merge Retain Target' option.
N/A	Cannot link a CRM company to Sage 200 Accounts when the company has a prospect quote in a different currency.
N/A	The customisation version has been updated to version 16.0.15.0.

Service Pack 3 Issues Rolled into Service Pack 4

Module	Issue Tracking System Reference (where appropriate)	Description
Core 200		
NL	1274	Error when running a consolidation for a second company. This occurs when a consolidation is run for one company. The 'Change Company' option is used to select a second company and a second consolidation is run.

	4478	Out of memory error when updating a large number of waiting postings.
NL / CB	4350	<p>Currently users can post different sides of a transaction to different periods. This means that the trial balance will not balance for a single period.</p> <p>Note: This current process was included to retain functionality that was present in Line 100.</p> <p>New Functionality:</p> <p>An 'Accounting Period Date Validation' option has been added to the Accounting System Manager ('ASM > Settings> System Settings Transactions settings'). This allows you to specify whether to allow the posting of different sides of a transaction to different accounting periods.</p>
SL / PL	2626	Cannot import Sales and Purchase Accounts with 'Contact Names' longer than 20 characters.
	N/A	<p>Cannot validate the second reference on the invoice/credit note entry screens for SL and PL.</p> <p>New Functionality:</p> <p>Validation check added to the 'Invoice' and 'Credit Note' entry screens.</p>
SOP	4335	Cannot print / reprint SOP Credit Notes when a customer's credit note layout has been deleted.

	4511	Out of memory or time out errors when processing a large number of returned traceable items using 'Confirm Goods Received'.
SOP / POP	N/A	Incorrect entries created in the SOP Settings and POP Settings tables when archiving orders.
POP	3589	The 'Posting order line' message does not clear when the POP order entry form is closed without saving.
SC	N/A	<p>For third party developers:</p> <p>The stock activity has been made available through the bound objects collection on the following forms:</p> <ul style="list-style-type: none"> Write Off Stock Transfer Stock Return To Supplier Return From Supplier Internal Return Internal Issue Internal Allocation Customer FOC Issue Customer Allocation Add Stock
PA	4289	The nominal accounts assigned to project items are not retained when a project is amended.

Manufacturing		
1634	New Functionality:	New workspaces created for the Manufacturing modules. For more information see the Installation and Release notes.
N/A		Upgrading to a new version of Sage 200 Manufacturing takes a significant length of time.
N/A		Errors when updating a database in Sage 200 System Administration.
N/A		Comment lines, document lines and component references are not migrated when upgrading from MMS BOM to Sage 200 BOM or Sage 200 Manufacturing.
BOM		
4100		Where BOM allocations include multiple BOMs, the 'Undo Allocation' option incorrectly removes the whole allocation.
4244		Cannot make built BOM items inactive or available for deletion.
	New Functionality:	'Retired' BOM records can be changed to 'Obsolete' and can then be deleted.
4510		Cannot re-allocate stock when BOM allocation pre-receipts are received to a different bin.
N/A		Checks are made for in-active subassemblies and phantoms when BOM records are made active.
N/A		Long running performance issue with the BOM Costing report.
N/A		Issue with migrating BOM from MMS BOM

EST		
	4432	The 'Total Selling Price' column on the Estimating list is not being refreshed if the total selling price in the quantity breaks section is manually changed.
	N/A	The unit cost is not calculated correctly for inactive quantity breaks, when a BOM has been entered for an Estimate and the BOM has sub-assemblies.
WOP		
POP/WOP	1018	The 'Show Works Order' button on a purchase order created from sub-contracting produces a blank screen.
	4245	The Work in Progress reports do not display the correct 'Issue Quantity' when a works order is part complete.
	4250	The Costs of Sales from works orders are posted using the 'Nominal Adjs' period rather than the 'Stock' period.
	4326	Cost and time details from previous operations are retained when a new stage is created whilst entering a one off works order.
	4373	Cannot delete a Make to Stock item on a part complete works order.
	4410	Quantities can be incorrect in WOP when different units of measure are used for stock and base units.
	4483	The works order issue quantity is not updated when a 'Substitute Traceable Component' is added to a complete works order. This makes the total cost of the works order incorrect.
	4506	<p>Labour resources assigned to the setup phase of a BOM record are not automatically included when a works order is created for the BOM.</p> <p>New Functionality:</p> <p>An 'Include Labour Requirements' check box has been added.</p>

Graphical Planner	
N/A	Cannot launch Graphical Planner from Sage 200 when the Network License Manager is installed on the server.
CRM	
3433	Cannot print a prospect quote entered via form launching for a prospect company in CRM.
3716	The 'Company Type' must be re-selected when changes are made to the company summary screen if the 'Company Type' has been made a mandatory field.
3765	The 'Shipping Postal Name' does not display when entering web orders.
4005	When amending a web quote with no order lines, the following error is incorrectly displayed, "There are no products for this pricing list...". The line that has been automatically generated has to be cancelled before a line can be added to the web quote.
4260	Amendments to comment lines are not synchronised to CRM from Sage 200 when the order only contains free text and comment lines.
4347	Error entering a second free text line on a web quote when using the 'Save and New' option.
N/A	Error when selecting 'Continue' on a web order that has no items.
N/A	Cannot add a 'Business Phone' number or a 'Business Email' address to a merged person record.
N/A	Price bands and discounts that are deleted in Sage 200 are not deleted in CRM. This causes an error when synchronising.
N/A	Locations that are deleted in Sage 200 Accounts are not deleted in CRM.
N/A	No records are displayed on the Back to Back RTDV when selecting to view the linked purchase order from a sales order.
N/A	The 'Default for Accounting' option is either not set or is set for the wrong record when person records are merged.
N/A	The Default address option is not selected when person records are merged.
N/A	Cannot merge a company or person record when the company or person name includes an apostrophe.
N/A	An opportunity can be incorrectly entered for a company with a type of 'Supplier' when the 'New Company' option is selected from the Opportunity screen.
N/A	Cannot enter a 'Shipping Email' address on a web order.

N/A	<p>The order value discount is still applied to a web order after an amendment has been made that takes the order below the discount threshold.</p> <p>New Functionality:</p> <p>The order value discount can now be manually changed on a saved order.</p>
N/A	<p>The synchronisation fails if an account that cannot be deleted from Sage 200 is deleted from CRM and this account is subsequently amended in Sage 200.</p>
N/A	<p>When creating a new company and then a new person from the web orders or quotes screen, the new person is not linked to the new company created.</p> <p>New Functionality:</p> <p>The 'New Company' option has been removed from the Web orders and quotes screens.</p>
N/A	<p>Cannot open an order from a notification screen. When you select 'Continue' the following error is received: 'File does not exist C:\Program files\Sage\CRM\CRM <i>Installation Name</i>\Custom.'</p>
New Functionality	<p>A version number has been added to each customisation xml file held in the Sage 200 Web Services.</p> <p>For more information see the Installation and Release notes.</p>
New Functionality	<p>A 'Progress' tab has been added to the integration: 'Administration > Integration > <i>Integration Name</i> Progress'. The progress tab displays the number of records remaining to be synchronised.</p>

Service Pack 2 Issues Rolled Into Service Pack 3

Module	Issue Tracking System Reference (where appropriate)	Description
Core 200		
	3640	Reconciled and un reconciled reports show both payment and receipt values for every transaction.
	1377	Report is picking up details from Credit Notes when it should not.
	4045	No Email Remittance Generated For Suppliers with Factor House.
	4205	Stock take takes far longer in 2011 than 5.1.
	1020	Over allocation if reverse invoice, or manually allocate to invoice, after generating suggested payments.
	2239	Nominal Journal Entry: Credit and Debit columns swap after

	Changing Company.
4254	Program stops responding when running Prove Ledger routine on Manufacturing system.
4285	Transfer Stock can update TraceableItem ReceiptDate incorrectly which means oldest stock can become newest stock just by transferring from one warehouse to another.
BOM	
4246	Description used in the BOM component is not updated when the component is changed in Stock Item Details.
4199	Incorrect description being used in the BOM explosion screen.
4161	Error on View Cost Breakdown screen-cannot set the value of the field (markup percentage) to -0.000.
3985	Cannot add Stock Items to BOM if the 'StockItem' table has been extended.
3797	BOM comment lines don't migrate to v2010.
4287	Can't import manufacturing extension details.
4288	Manufacturing CSV converter tool needs updating to convert stock extension data.
N/A	Adding BOM Group on Trial Kitting doesn't display correct quantity if BOM is outside of the effective date range
85943	Exploding subassemblies in non-stock units not functioning correctly.
N/A	Ability to set markup % to top level BOM.
New Feature	BOM now has the ability to update the weight stored against the Built Item Stock Record.
EST	
New feature	New setting added into Estimating to allow control over how Estimating retrieves cost prices for built items.
4249	Estimates are not referenced when deleting stock code – results with errors in MRP.
N/A	Ability to convert multiple estimates to a single sales order. Improvements to the user interface to allow this to take place.
WOP	
4256	WOP - list description is different to WO updated description.
4286	Entering timesheets does not record times against machines.

4182	Amend non stock costs against one off works orders
4281	Manually selecting BOM reference on a WO can cause issues with Movement balance and stock quantities.
N/A	Reverse stock issue miscellaneous items does not recalculate the Cost Variance correctly on the Estimate/Actual tab correctly.
N/A	Incorrect Material Actuals for miscellaneous stock items.
Planning	
3997	Action a cancel recommendation for a single PO line out of many, the total is not updated
4158	MRP Not Recommending Cancellation of Un-necessary Purchase Orders.
Graphical Planner	
	SP2 will ship Graphical Planner 11.1. In addition to the host of bug fixes, this introduces a brand new licensing mechanism which means that it will work on 64 bit operating systems.
CRM	
3805	Use Tax Code as SOP Default not set for new Customers created within CRM.
3435	Populate Order Delivery address from CRM delivery address (if it exists) or at least populate postcode field correctly.
N/A	Further improvements to CRM error logging information.
N/A	Delete an account in ERP (and unlinked in CRM) can result in phone, fax and person data been deleted from CRM after synchronisation. Also results in a new blank billing address being inserted into CRM.
	Fix to issue observed when deleting delivery addresses.
N/A	Improvements to MergeCompany for CRM 7.1 SP1. Now includes 'Merge with latest'.

N/A	<p>2009 – 2010 Upgrade Script</p> <p>Now updated to version 8 with the following changes:</p> <ul style="list-style-type: none"> • Removed check for duplicate foreign id as these are not a prerequisite of this script and can prevent a user from upgrading to a version where there are scripts available to fix the duplicates. • Added deleted checks on person when setting primary addresses as the changes to deleted records resulted in issues in the 2010 synchronisation. • Ensured that no non-deleted company has a deleted account as its primary account. • When linking people to accounts do not include deleted people. • Ensure any shipping addresses on integrated accounts that are not already synchronised are queued for inclusion in the next sync. • Don't process primary and billing addresses for deleted companies and accounts. • Create missing business phone and email records as this will result in a loss of data in the future upgrade to CRM 7.1. Note that this problem could also occur for users of who are on 2010. We need to include this as one of the checks in the support tool and provide a script that can fix this for 2010 users prior to upgrade to 2011.
N/A	<p>2010 – 2011 Upgrade Script</p> <p>Fix to improve the consistency of address records, ensure that records which are not integrated have a null intforeignid.</p>
N/A	<p>Merge Person for 7.1 and Higher / Merge Remove Duplicates</p> <p>Both of these scripts have also been updated to call a core CRM stored procedure at the end which rebuilds a lookup table for phones and emails. I believe this stored procedure and table were added to CRM in 7.1SP1 to improve the performance of phone and email lookups ref. the communications performance problems.</p>

N/A

Change to the creation of vConsolidated list view

This view is created during the first sync with Sage 200 to support the consolidated lists. A bug was discovered in the definition of this view which would result in the view not being created if the customer had extended fields on the company table of type NText. This resulted in an error when viewing the consolidated lists screen.

N/A

Change to all consolidated views

All views we add for consolidated lists have been updated to be territory aware. Previously these views would show information to a user that was not designated permissions due to the territory security in CRM.

Service Pack 1 Issues Rolled Into Service Pack 3

Module	Issue Tracking System Reference (where appropriate)	Description
Core 200		
	539	Stock valuation report doubling after amending goods received.
	2806	Stock valuation report discrepancies after amending traceable goods received.
	(2804) 3071	Cannot amend allocation session containing over 2100 items. Allocation session hanging due to high volume of transactions.
	4009	Stock item VAT code ignored for UK customers if segmented addresses are used.
	4038	Cannot print SOP invoice after applying the 20% VAT inclusive fix, when applying discount and invoicing immediately.
	4065	After upgrading Sage 200, accessing financials only data generates errors.
	4072	Comment lines are not printing out on draft bills.
	(3226) 4179	Timeout errors when running year end.
		Update current postings is timing out.

BOM		
4029		Not able to use Enter key in multi-line notes text box on operation resource.
4107		The summary section of BOM cost breakdown ignores Fixed Length flag against setup time on subassemblies.
4109		Cost breakdown does not calculate setup time correctly where using: <ul style="list-style-type: none"> • Roll Up cost. • Default Cost Quantity costing method. • Setup time on subassembly operations. • Fixed length for setup time.
4110		Cost breakdown is not calculated correctly when using fixed quantity components on subassemblies.
4169		Record built items calculates the wrong component quantity in a multi-level BOM.
4196		Missing heading labels on BOM costing.
4206		Subassembly change from built to phantom does not update Bill of Materials record correctly.
		Component line status and the legacy BomHeaders table are not updated if the stock item built type is changed.
N/A		Can have an active built stock item without a BOM.
N/A		Text used for history reference when updating Operation Details on BOM records not correct.
N/A		Unhandled exception when selecting many BOMs if a BOM record is outside its effective date range.
N/A		Update Operations not creating new BOM versions.
N/A		Improvements required for operation component entry.
N/A		Update operation rates does not use version control.
N/A		Fixed an exception when viewing cost breakdown due to rounding issues when calculating the mark-up percentage.
EST		
619		An extra blank line is created when entering a product code for fast entry estimates.

623	After selecting the product code on a fast entry estimate, it is not possible to change the selling price, even if cost + markup is selected.
N/A	Enhancements required in the module, include: <ul style="list-style-type: none"> • Colour coding of changed columns in the estimate totals tab when quantity breaks are manually amended. • Rearrangement of columns on the Cost Headings window.
WOP	
885	Timesheet entry total hours not displayed correctly at the top of the screen.
3390	Operation components are not referenced correctly if the component exists more than once on the works order.
3566	Phantom Operation Costs not exploded by quantity required onto WOs.
3674	Adding an operation to a works order during timesheet entry causes the following problems: <ul style="list-style-type: none"> • Costs are recorded against the works order but are not posted to the Nominal Ledger. • Time fields are not accessible subsequently for the works order.
3916	Barcode expressions are not configured correctly on one off documents.
3917	Not possible to log on to one off jobs manually using Operation Times.
3919	One off works order tracking tab is not updated correctly by Operation Times when the operation is completed in stages.
3920	Scanning one-off jobs for operation times works differently from scanning batch jobs for operation times.
3933	Unable to close works orders because of differences between the movement balance and the issued cost.
4073	Incorrect nominal codes used when closing sub-assembly.
4215	Incorrect allocations after amending allocations on a works order.
N/A	Reports showing all components and not just those components that have an outstanding requirement.
N/A	The works order number entered for a one off order is not correctly reflected on the Select Works Order/Stage window.
N/A	Works orders and jobs are not included when determining stock item usage levels.
MSM	

N/A	It is not possible to enter negative monetary values when using Autogenerate quantity breaks.
N/A	Default width of operation costing results window is too narrow and does not show all costing results without the need to scroll.
N/A	The Type column is too far away from Name column in the Cost Headings window.
Planning	
2545	MRP does not explode demand for works order subassemblies if the subassemblies do not exist on the BOM.
3029	Copying a sales forecast from 2009 to 2010 gives an exception.
3303	Sales order demand is shown as negative, following despatch, until the order is invoiced and related invoice is posted, resulting in reduced demand for stock items with unposted sales invoices.
4082	Dates are not correct on recommendations on the level below a recommendation that is affected by max batch size.
4129	When a top level works order has a number that is also used with an alpha suffix on the works order subassemblies, exploding MRP tags gives an exception.
CRM	
2840	Sync fails if the supplier is of payment type 'Electronic payment'.
3694	Company phone and email details not available on New Company window after sync.
4004	Web orders don't appear in SOP list unless automatic order and return number setting is enabled.
4005	When amending web quotes with no lines, an error is generated. Line items cannot be added to the quote without cancelling the automatically generated line first.
4006	Cannot launch Sage 200 forms for different integrations more than once, without exiting the task launcher and restarting.
4128	Sync hangs if a delivery address is deleted and another address is added with the same name.
4030	Upgrading from CRM 6.1 causes an error in linking to ERP.
4148	Cannot change financials details after selecting ERP system with multiple integrations.
N/A	Need more detailed information in the Sage 200 Web Services log file when errors occur during synchronisation.

