

If you would like to view this email as a web page, please [click here](#).

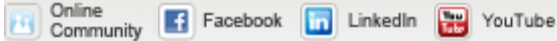
Sage BusinessVision Accounting

The Source | Improving Your Business Vision

Sage BusinessVision

Contact Us

January 2011 Newsletter PDF



[Forward to a friend](#)

Raising the Bar on Customer Support Plans

We have standardized and improved the quality of our customer support plans to raise the bar on the level of service you receive from Sage.

Preparing For Year-End

Make the routine tasks required for closing the fiscal year easier than ever with these handy tips that simplify the entire process.

Top Five Sage BusinessVision Year-End Questions

Have questions about year-end issues? The end of the fiscal and payroll years often coincide, so tying up all the loose ends to properly close your year can be a challenge. Turn to the Sage Knowledgebase for help with all your year-end challenges.

Your BViP Invitation is Coming Soon!

It's almost time for the upcoming 2011 BusinessVision Integration Partner (BViP) Conferences to be held in Edmonton and Vancouver.

Take Advantage of Monthly Training Sessions

Get smart with Sage University! Take advantage of convenient, online courses, designed to boost your technical savvy and improve your business productivity.

Sage Contacts

We want to hear from you! If you have any questions, concerns, or comments regarding Sage BusinessVision software, please let us know. Your feedback is valuable to us.

In this issue

- ▶ [Raising the Bar on Customer Support Plans](#)
- ▶ [Preparing For Year-End Processes](#)
- ▶ [Top Five Sage BusinessVision Year-End Questions](#)
- ▶ [Your BViP Invitation is Coming Soon!](#)
- ▶ [Take Advantage of Monthly Training Sessions](#)
- ▶ [Sage Contacts](#)

"I didn't know my software could do that!"



Learn more about Sage BusinessVision training options

©2011 Sage Software, Inc | All rights reserved | [Copyright/Trademarks](#)

Sage | 50 Burnhamthorpe Rd. Suite 700 | Mississauga, ON L5B 3C2

This email communication may contain an offer to purchase a product or service for your business.

You are subscribed at %%EMAIL%% to receive this Sage BusinessVision Accounting email communication.

[Email Preferences](#) | [Unsubscribe](#) | [Privacy Policy](#)



Raising the Bar on Customer Support Plans



Dear Sage BusinessVision Customer,

As you may be aware, we spent a significant amount of time over the past year developing or updating our product and service offerings for those of you on an annual customer support and service plan. Across Sage North America, we are standardizing these plans under the Sage

Business Care name, and what we now have to offer really raises the bar when it comes to customer support plans.

We first kicked off the project about eighteen months ago, when we began analyzing our various support offerings. We felt we did a good job responding to the requests that we receive on a daily basis, but knew we could serve our customers better if we were more proactive about providing more services. As we listened to what our valued customers were asking for, we analyzed that data. We also looked across all the products that Sage North America develops to determine “best practices” that could be used to deliver more to our customers.

As a result, we have rolled out Sage Business Care to the majority of our customers, with more to launch soon. The new plans give you even greater access to our professional, talented support representatives, providing you with opportunities for one-on-one training and support as never before. We also use these new touch points as a way to gain even greater feedback when it comes to building future products. If you aren't aware of the new Sage Business Care, please take a look on our [website](#) or [give us a call](#). Additionally, as we continue to evolve the business together with you, [let us know](#) how we're doing and how we can do better—we take every suggestion seriously.

Here's to continued success for all Sage BusinessVision customers in 2011!

Regards,

Sam Hunter
Senior Vice President and General Manager

In this issue

- ▶ [Raising the Bar on Customer Support Plans](#)
- ▶ [Preparing For Year-End Processes](#)
- ▶ [Top Five Sage BusinessVision Year-End Questions](#)
- ▶ [Your BViP Invitation is Coming Soon!](#)
- ▶ [Take Advantage of Monthly Training Sessions](#)
- ▶ [Sage Contacts](#)

“I didn't know my software could do that!”



Learn more about Sage BusinessVision training options

©2011 Sage Software, Inc | All rights reserved | [Copyright/Trademarks](#)

Sage | 50 Burnhamthorpe Rd., Suite 700 | Mississauga, Ontario L5B 3C2



++



Preparing For Year-End Processes

It's that time of year again, fiscal and payroll year-ends! Most people dread making backups and performing the payroll and fiscal year-end. This daunting task can be easier than you think. By following a few easy guidelines, this simple process can be done in minutes.

1. Process as much work in that year as you can. Although you can work in the previous year if you need to, the more you can complete prior to the year-end, the better.
2. The most important task to do is to ensure that a proper backup of the data files is completed before a fiscal or payroll year-end close is performed. In this way, your data is protected even in the event of a hard drive crash, power failure, malware or virus threat, or even theft.
 - o Before starting the backup process, make sure that all users are logged off the targeted database. Use the Pervasive Monitor utility on the data server to check active users. If any are found, have them log out and verify again. Another useful consideration is the implementation of automated backups, which can be scheduled to run at a time late at night, when all users are logged off the data server.
 - o Ensure the "working directory" folder is backed up. This folder contains the Sage BusinessVision data files.
 - o Store your backup off-site and at a secure location. Using optical disks like CDs or DVDs has the advantages of being permanent and inexpensive, and it cannot be affected by high magnetic fields.
 - o Do not overwrite backups; instead, test the backup by periodically restoring the data to another location on the data server and logging into the dataset. Run various reports and check key figures to ensure integrity. Reports such as trial balance, balance sheet, income statement, payroll earnings and deductions, and timecard register are recommended.
3. Print financial, payroll, customer, vendor, and other reports you deem necessary. Correct any figures you feel are necessary before closing your fiscal year-end. Please note that you cannot correct payroll figures related to LAST year and that only THIS year earnings can be corrected even though you backdate paycheques into

In this issue

- [Raising the Bar on Customer Support Plans](#)
- [Preparing For Year-End Processes](#)
- [Top Five Sage BusinessVision Year-End Questions](#)
- [Your BViP Invitation is Coming Soon!](#)
- [Take Advantage of Monthly Training Sessions](#)
- [Sage Contacts](#)

"I didn't know my software could do that!"



Learn more about Sage BusinessVision training options

LAST year.

4. Once all users are logged off and a backup is completed and tested, the fiscal year-end close can be invoked by clicking under the Utilities Menu and selecting Year-End. The payroll year-end can be done by clicking under Utilities > Payroll Setup > Payroll Year-end. Make sure the process is done once and check your financial and payroll statements to verify accuracy and completion of the close.

We hope you have found this article helpful. And remember: You are not alone! There is no reason why you should struggle to figure everything out on your own. With all of the resources and support services available to you from Sage—both at year-end and year-round—we can help make your year-end closing a smooth, stress-free experience.

©2011 Sage Software, Inc | All rights reserved | [Copyright/Trademarks](#)

Sage | 50 Burnhamthorpe Rd., Suite 700 | Mississauga, Ontario L5B 3C2





Top Five Sage BusinessVision Year-End Questions

The fiscal and payroll year-ends often coincide, so tying up all the loose ends to properly close your year can be a challenge. This is where the Sage Knowledgebase can help. Here you'll find advice on all the steps necessary to close your year with confidence and much more. Here is just a brief example of the kind of information you can expect to find in the Sage Knowledgebase.

Click <https://Customers.SageNorthAmerica.com> to go to the new Sage BusinessVision Knowledgebase. If you need help accessing the Knowledgebase, please refer to the [Customer Portal](#) article in the September 2010 issue of The Source.

1. [How to perform a fiscal year-end](#)

Answer ID: 24610

- The fiscal year-end close procedure is simple to do but issues like backing up data and what reports to print could be cumbersome. This article will give you information on what should be done before performing the year-end close function.

2. [How to perform a payroll year-end](#)

Answer ID: 22609

- The payroll year-end is used to reset employee year-to-date values to zero and to update the employee Last Year information on the employee profile. This article will walk you through the payroll year-end process that must be done prior to producing paycheques for the new payroll year.

3. [What should be checked before printing T4?](#)

Answer ID: 24918

- Printing T4s is an important step after closing your payroll year-end. The T4 reports all earnings paid to an employee, including deductions like CPP, EI, and taxes, for the year. This article will show you what needs to be done before printing T4s.

4. [Why is the year unavailable when attempting to perform payroll year-end close?](#)

Answer ID: 22592

- The year displayed is for the removal of timecards

In this issue

- ▶ [Raising the Bar on Customer Support Plans](#)
- ▶ [Preparing For Year-End Processes](#)
- ▶ [Top Five Sage BusinessVision Year-End Questions](#)
- ▶ [Your BViP Invitation is Coming Soon!](#)
- ▶ [Take Advantage of Monthly Training Sessions](#)
- ▶ [Sage Contacts](#)

"I didn't know my software could do that!"



Learn more about Sage BusinessVision training options



from the system only. To remove timecards from the system, select Remove timecards, and then choose the year for which timecards are to be removed. If timecards are not to be removed from the system, then leave this box unchecked.

5. [The date you provided is beyond the ending date established for the current fiscal year. While you are permitted to forward-date your login, transaction posting will update future fiscal periods. Do you wish to proceed?](#)

Answer ID: 25898

- o This warning message will show upon each login where the date is past the last day of the fiscal year and the year-end process has not been performed. To prevent this warning message from appearing, a fiscal year-end must be done. For instructions on performing a fiscal year-end, please see Solution ID [24610](#).

Many Sage BusinessVision users know how to use the program, but performing a year-end close can be tricky. Knowledgebase articles advise users on backups, tips on what to check for in Sage BusinessVision, and the steps needed to ensure the year-end close is done correctly. This gives you greater control and improves productivity.

©2011 Sage Software, Inc | All rights reserved | [Copyright/Trademarks](#)

Sage | 50 Burnhamthorpe Rd., Suite 700 | Mississauga, Ontario L5B 3C2





Your BViP Invitation is Coming Soon!

Coming in the spring of 2011 are the BusinessVision Integration Partner (BViP) Conferences in Edmonton and Vancouver. BViP is hosted by a group of Sage BusinessVision partners* who have developed third-party add-on solutions that work seamlessly with Sage BusinessVision, bringing additional value to your business. You will receive details of the locations, schedule of activities, speakers, and of course registration deadlines as soon as they are finalized. If you have previously attended BViP, you know this is a must-attend event—your chance to participate in eye-opening demonstrations of add-on solutions developed by our community of integration partners. If you have never attended BViP, you are in for a treat! BViP is designed to broaden your technical expertise, expand your industry knowledge, and give you the opportunity to improve your business productivity across all departments. Look for your exclusive invitation in the weeks ahead.

**Integration Partners are third-party vendors. Sage and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors. Sage does not guarantee the quality of third-party services.*

In this issue

- ▶ [Raising the Bar on Customer Support Plans](#)
- ▶ [Preparing For Year-End Processes](#)
- ▶ [Top Five Sage BusinessVision Year-End Questions](#)
- ▶ [Your BViP Invitation is Coming Soon!](#)
- ▶ [Take Advantage of Monthly Training Sessions](#)
- ▶ [Sage Contacts](#)

"I didn't know my software could do that!"



Learn more about Sage BusinessVision training options



Take Advantage of Monthly Training Sessions

Keep up with the latest technology and services Sage has to offer through Online Learning courses. You'll meet and interact with speakers, consultants, and product experts who can help you provide your business with the tools needed to succeed. Courses are held in real time, so you can interact with your instructor and classmates just like you would in a classroom.

- Lunch and Learn sessions cover topics that impact your day-to-day business activities. You'll come away from each session with relevant skills and knowledge to help you work smarter and easier, boosting your efficiency.
- Business-Building webcasts are designed to provide insight into various functional areas across your business, like marketing, sales, and human resources.

You can view the calendar of events at [Sage University](#).

As a benefit of your Sage Business Care plan, you have access to these online learning courses at no charge. But even if you are not on Sage Business Care—you can still attend an online class for just \$99. To register online, please visit [Sage University](#). To learn more about our free training classes and other benefits of Sage Business Care, please click [here](#) or call us at 800-642-7693.

Here's how easy it is for Sage Business Care customers to register online:

1. If you've already created a profile in Sage University, log on to your [profile](#) and then sign up for the [Lunch and Learns](#). (Note: You must be logged into your profile to see the course at no cost.)
2. If you have a work email address that includes your company name, such as `samplename@companyname.com`, please create a [profile](#) in Sage University to get your free class.
3. If you use a personal email address for work, such as `samplename@gmail.com`, please send an email to bvtraining@sage.com with your:
 - Name
 - Email address
 - Company name
 - Sage account number
 - Phone number

In this issue

- ▶ [Raising the Bar on Customer Support Plans](#)
- ▶ [Preparing For Year-End Processes](#)
- ▶ [Top Five Sage BusinessVision Year-End Questions](#)
- ▶ [Your BViP Invitation is Coming Soon!](#)
- ▶ [Take Advantage of Monthly Training Sessions](#)
- ▶ [Sage Contacts](#)

"I didn't know my software could do that!"



Learn more about Sage BusinessVision training options



4. Once you receive your confirmation email, start with bullet #1 above.

These convenient and affordable courses will help you learn practical ways to boost your productivity while you discover tips and tricks to maximize the value of your Sage software solution.

©2011 Sage Software, Inc | All rights reserved | [Copyright/Trademarks](#)

Sage | 50 Burnhamthorpe Rd., Suite 700 | Mississauga, Ontario L5B 3C2





Sage Contacts

We want to hear from you! If you have any questions, concerns or comments regarding Sage BusinessVision Accounting software, please let us know. Your feedback is valuable to us.

Sales

1-800-945-8007
Fax: 1-604-207-3363
Info.BV@Sage.com

Customer Care

1-800-642-7693
CustomerCare.BusinessVision@Sage.com
www.SageBusinessVision.com/ClientCare

Support

1-905-629-1406—Greater Toronto Area
1-800-215-5395—Canada/USA
Fax: 1-905-629-8854

Cheques and Forms

1-888-893-7423
<http://www.SageBusinessVision.com/Cheques>

Learning Services

1-877-920-9600 (Option 2)
www.SageU.com

Sage Webcast Center

The Sage Webcast Center has been redesigned with easier-to-navigate product drop-down menus and a simpler interface. The new design makes it even easier for you view webcasts about Sage's products and solutions. As always, all webcasts are free to attend!

Visit the new [Sage Webcast Center](#)

Customer Community

A valuable resource is available for all Sage BusinessVision software customers. This customer community is designed to enable you to engage and interact with Sage BusinessVision professionals and other users through a variety of different communication forums and tools.

Visit Community.SageBusinessVision.com today!

Product Updates

Downloadable files containing patches, latest service releases, and other updates for your Sage BusinessVision software.

In this issue

- ▶ [Raising the Bar on Customer Support Plans](#)
- ▶ [Preparing For Year-End Processes](#)
- ▶ [Top Five Sage BusinessVision Year-End Questions](#)
- ▶ [Your BViP Invitation is Coming Soon!](#)
- ▶ [Take Advantage of Monthly Training Sessions](#)
- ▶ [Sage Contacts](#)

"I didn't know my software could do that!"



Learn more about Sage BusinessVision training options

Review the available product [updates](#)

Mail

USA
2550 Warren Dr.
Rocklin, CA 95677

Canada and International
50 Burnhamthorpe Road
Suite 700
Mississauga, ON L5B 3C2

Website

www.SageBusinessVision.com

Check out the newly updated website for Sage BusinessVision. It is easier to navigate and read and has updated content!

New! Newsletter Archive

We create these newsletters to be as informative as possible, including articles and product tips designed to help you in your day-to-day business. But if you've deleted an old newsletter you now want to refer to, or if you simply wish to peruse our archives, you may now do so through the [Sage BusinessVision Newsletter Archive](#). Enjoy!

Product Feedback

Receiving feedback from customers who use the product on a day-in, day-out basis can help us identify features that can make your tasks easier. If you have an idea or suggestion for something you would like to see on our website or within Sage BusinessVision software, please email us at:

Enhancements.BV@Sage.com

Customer Loyalty

We hope you find the newsletter of Sage BusinessVision **The Source**, both helpful and informative, as your business success is important to us. With this said, we want to make **The Source** Newsletter the best resource for you. Please feel free to provide us with your feedback, ideas, or anything else you would like to share, so we can keep providing you with outstanding products, services, and information to help your business succeed. Your success and satisfaction are our top priorities. Please contact us at Customer.Loyalty@Sage.com any time we can help you receive the extraordinary service you deserve from either Sage or your Sage Business Partner.