

How to access the Sage 50 Help File

- You can press F1 at any stage and the online Help File will open.
- If you press F1 while you have a window or form open, the Help files will open on the page specific to the window or form you have open.
- You can access help by selecting Help >>” F1 - In product Help” from the Sage menu.

How to assess the effect that posting will have on your data?

Log into your Demo / Test Company and test the posting before applying it to your live data.

What to do when a nominal account is missing on your profit and loss or balance sheet report:

- Check that the account has a balance.
- Ensure that the account is included in your Chart of Accounts layout.

If there are irreconcilable differences between aged debtors / aged creditors and debtors / creditors control accounts? Check to see that:

- All transactions are posted and updated.
- All Manual Journals were posted to your control accounts (there should not be any manual postings to control accounts).
- All dates of transactions postings have been posted to correct periods.
- Were transactions back-dated or future-dated into a closed period?
- Were the ageing reports run at month end or are you ageing reports as of month?
- Were the reports run after new transactions were posted and allocations taken place?

What Keyboard Shortcuts and Function Keys are available?

- Press the ALT key while a particular window is open to view the relevant keyboard shortcuts.
- Some are highlighted on screen, such as F6 & F7 which insert rows and copy cells.

Did You Know: you can use email within Sage to send statements, invoices and remittances and save on postage!

What do you do if you cannot find a menu item or option in the accounts application?

Check with your administrator that your user or role status has access to that feature or function.

If you have a problem installing Client Version of software:

- Check permissions and user access control settings.
- Check specifications on your computer to ensure it meets the minimum system requirements.

How can you access reports quickly?

Mark them as **favourites**. When needed, then open and run the required report in *favourites*.

Odd call on failed SEPA file?

- This is generally due to incorrect or missing details, such as an incorrect BIC or IBAN, or an incorrect processing date.
- Ensure all fields are filled.

How to customise your screens list, such as adding columns for quick access:

This saves you having to scroll between different accounts or if you need to view information within a customer account or sales order.

>> **See it in action here** >>>> <https://youtu.be/V9Xogg12fyY>

If you do not find the answers you need [contact MCS](#) and speak to a Sage consultant. Note also, our software development team can customise Sage 50 to meet your functionality requirements.

Did You Know: Before processing, you can: re-print VAT returns and view figures for current period VAT return.