

Sage 50cloud Accounting FAQ

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Sage 50cloud Accounting FAQ

1. Sage 50cloud License

1.1. Q: How long is the Grace Period?

A: 10 days after the due date

1.2 Q: After license has expired, what will happen to the product? Will the users be able to login still? Users might still want to view reports (read only).

A: After license expired, users will have a grace period of 10 days to continue working on the system. Thereafter, the user can only access the system under view mode.

1.3 Q: Is Office365 bundled in the license package?

A: There are few packages, you may either purchase Sage 50cloud bundled with Office365 account, or to purchase only Sage 50cloud without Office365 account.

1.4 Q: Only users with Office 365 Business Premium can use the cloud connect? What about personal SKU?

A: Yes, the integration only works with Office 365 Business Premium.

2 Reports

2.1 Q: Report: Invoice Item Description limit? How does it show in the report? Will it jump to 2nd page or cut the string?

A: Tested and working fine with 255 characters. The description column will perform the wrap as shown in the sample image below:

CycleX Evolution Enterprise Suite 1B-6, Level 6, Block 1B, Plaza Sentral, Jalan Stesen Sentral 5, Kuala Lumpur, Kuala Lumpur 50470 Malaysia		INVOICE Invoice No.: 2 Date: 11/29/2018 Ship Date: Page: 1 Re: Order No.						
Sold to: C001 STAR BEST SDN BHD MS. ESTHER NO.21, JALAN TELAWI 88 BANGSAR BARU KUALA LUMPUR, WILAYAH PERSEKUTUAN 59100 MALAYSIA		Ship to: C001 STAR BEST SDN BHD MS. ESTHER NO.21, JALAN TELAWI 88 BANGSAR BARU KUALA LUMPUR, WILAYAH PERSEKUTUAN 59100 MALAYSIA						
Business No.:								
Item No.	Unit	Quantity	Description	Tax	Base Price	Disc %	Unit Price	Amount
Bike-20-24-BTFLY-O	Each	1	Bike 20-22-24-BUTTERFLY Special Junior I would like to go testing on long description break break2 break 3 testing on long long description 1 testing on long description break break2 break 3 testing on long long description 1 Bike 20-22-24-BUTTERFLY Special		7,880.00		7,880.00	7,880

2.2 Q: Report: Report template can be customized by customer themselves or need to go through partner?

A: Yes. Customers may customize their own report template.

3 Transactions

3.1 Q: Can we insert a new item line between existing item lines?

A: Yes. In transaction window, focus on the transaction line that you wish to insert the new line. Go to Edit > Insert Line

3.2 Q: How do we import GL accounts and transaction history from other software?

- 3.2.1 Xero
- 3.2.2 Quickbooks
- 3.2.3 Financio (ABSS)
- 3.2.4 SQL
- 3.2.5 AutoCount
- 3.2.6 Million

A: The system support the following list of export/import functions:

