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Sage Master Builder

January 4, 2012

Your Update! For Construction

## Time to Prepare for Year-End

It is officially the busiest time of year for Sage Customer Support—year-end! We're assisting customers like you who are working through the important tasks of closing the year. This week's articles focus on timing and some information to help keep you ahead of the curve.

Avoid waiting on the phone during high-volume times like year-end by entering support tickets online! If you have a support plan that includes support contact, log on to the [Sage Customer Portal](#), and click the Cases tab to create a new Support Ticket online. You can also review your previous support tickets and add notes to open tickets. All of this can be done at any time of day.

Try our online chat! Another way to avoid hold times on the phone is to take advantage of Sage Master Builder online chat support. If you have a support plan that includes support contact, log on to the [Sage Customer Portal](#) and click **Cases > Chat with a support analyst** to chat directly with a support analyst. Chat is available during Sage business hours only.

Are you ready to install the year-end update? Even if you're not quite ready to install it yet, review the articles below for tips on the best order in which to complete year-end tasks and where to find the year-end update.

### Timing of Year-End Tasks and Year-End Update

- KB503 **Where can I find out what order I should do things in?**  
Including: In what order do I close the year, make an archive, and install the year-end update?
- KB504 **What version of Sage Master Builder do I need to install for year-end, and where can I download the year-end update?**  
Find the answers to these questions and many more about the year-end update in this article.

### Accounts Payable

- KB4431 **What should I know about the 1099-MISC form?**
- KB7623 **How do I verify a Form 1099 balance?**
- KB8312 **Which report shows Form 1099 balances and vendor types?**

### Please Note

For year-end processing, Sage Master Builder will support versions 17.1 and later. This information is important because it means if you are not running 17.1 and later, you will need to upgrade before performing your year-end processing. Contact your Sage business partner for questions or year-end consulting help.

### Year-End Procedures Training Subscription (2011)

This set of pre-recorded, instructor-led lessons is designed to help you prepare for the year-end, and successfully complete your critical year-end accounting and reporting tasks. Learn how to audit your general ledger and payroll records, and correct errors. Find out what reports to print at the close of the fiscal year and calendar year, and how to produce required government reports including W-2s and 1099s. Get step-by-step instructions for the new Close Books wizard and the alternate Close Payroll Year task. To sign up, or to view additional details, [click here](#).

KB1066 **How do I adjust a vendor's 1099 balance that is higher than the total payments on the Vendor Payment Journal?**

### Payroll

KB13373 **What are the social security rates and limits?**  
 KB17098 **How do I update my taxes?**  
 KB7578 **How do I print January paychecks if I have not closed my general ledger for year-end?**  
 KB13693 **What are the upcoming PR tax changes?**  
 KB409 **How do I resolve payroll audit errors?**

### General Ledger

KB17891 **The 1-5 Bank Reconciliation window is blank or missing all prior year transactions**  
 KB3663 **How do I resolve general ledger audit errors?**

### Knowledgebase Articles to Help You Prepare for Year-End

The following knowledgebase topics provide general year-end information that will help you plan and complete year-end tasks over the next several weeks.

### General Year-End

KB2011 **Year-End 2011**  
 If you look up only one knowledgebase article for year-end, make it this one. In KB2011, we'll keep you posted on all of the latest year-end information.

KB2102 **How do I back up my data file?**

### Upgrading Your Software Version

The year-end update will be available only for version 16. If you are using an earlier version of Sage Master Builder, you will need to upgrade before installing year-end updates.

KB220 **Release Documentation**  
 Follow links to Release Notes and other release-specific documentation.

KB221 **Release Update**  
 Access a list of top issues, software alerts, and software notices specific to release versions.

### Year-End Video

**Year-end close preparation:** Watch this [5 minute video](#) for information about the year-end update.



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