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Sage Timberline Office

January 4, 2012

Your Update! For Construction and Real Estate

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.

You can also try our online chat! Another way to avoid hold times on the phone is to take advantage of Sage Timberline Office 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.

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

- KB504 **Year-End Software Update**
Get information about preparing for, installing, and confirming your year-end software update. Remember that you need to install this update before you process government forms that have changed since last year.
- KB503 **Where can I find out what order I should do things in?**
Including: In what order do I close the year, install tax file updates, and install the year-end software update?

Payroll

- KB9680 **Set up W-2 formats**
- KB63374 **What is W-3 and how to print it**
- KB211997 **How do I install a payroll tax update using the Download Taxes tool?**

Please Note

For year-end processing, Sage Timberline Office will support versions 9.7 and later only. This information is important because it means if you are not using 9.7 or 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 Training

Tackle those year-end tasks with confidence. Visit [Sage University](#) to sign up for an Anytime Learning Year-End Procedures subscription. These pre-recorded sessions cover specific year-end tasks for Payroll, Accounts Payable, and General Ledger, and general tasks for other core applications. Learn how to print and e-file W2s and 1099s, how to enter year-end adjustments, and how to perform recommended maintenance procedures. There's even a complimentary sample subscription you can try to experience Anytime Learning on a trial basis.

KB61526 **How do I install a payroll tax update if my computer is not connected to the Internet?**

Accounts Payable

KB9228 **How do I verify whether my 1099 year is correct?**

KB83282 **How do I close the year or 1099 year in Accounts Payable?**

KB59933 **How do I verify my 1099 amount paid for a vendor?**

KB58336 **How do I fix incorrect 1099 totals?**

KB115958 **How do I edit 1099 amounts for Accounts Payable vendors?**

KB152262 **How do I print 1099 forms?**

Knowledgebase Articles to Help You Through Year-End

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.

KB93713 **Year-End Procedures Guide**
Download this comprehensive guide for step-by-step guidance through year-end processes.

KB2050 **Which forms should I order for year-end?**

Year-End Updates

Subscribe to these articles to receive automatic email notification when they are updated with 2012 tax updates. The updates sent at the end of the year include revisions to government forms and taxes.

KB231 **Updates and Patches**
Review all of the most recent software updates and hot fixes, including the year-end software update when it is available in December.

KB230 **Tax Updates**
Read payroll tax release notes and access the latest tax downloads.

Upgrading Your Software Version

The year-end software update is available only for versions 9.7 and 9.8. If you are using an earlier version of Sage Timberline Office, you will need to upgrade before installing year-end updates.

KB980 **9.8 Release Information**
Everything you need to know about our newest release.

KB241 **Migration Information**
See links to articles describing how to move Sage Timberline Office software from one server to another.

KB242 **System Requirements and Recommendations**
Examine a list of workstation and operating system requirements and recommendations.

This may be the best time to revise your Sage Timberline Office data structure for the New Year!

- Have you outgrown your job ids?
- Would you like to get aligned with new CSI codes?

- Are there changes you'd like to make to your chart of accounts?
- Are vendors or customers hard to locate—or could a new numbering convention help?

As your business has evolved over the years, you may have realized that there are changes you'd like to make to your data structure. The Sage Construction and Real Estate Professional Services team can help!

Based on mappings or criteria that you provide, we can make database changes while maintaining all of your historical data. It's as if you initially structured your data this way—all along.

For more information and to receive a quote, please e-mail Professional.Services@Sage.com.



800-551-8307



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Suggestions and Feedback

We welcome your suggestions and feedback regarding *Your Sage Timberline Office Update! for Construction and Real Estate*.

Please submit your comments, article ideas, compelling statistics, and success stories to vantagepoint.na@sage.com.

If you have a customer support question, please call 800-551-8307.

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