**Business Care Support:**
- Common Installation Assistance
- Basic Setup & Configuration
- Basic Guidance how to import/Export
- Standard Reporting Support
- How to Perform Product Task
- Troubleshooting Product Connectivity

**Advanced Support Services**
- Data Rebuilds
- Expedited Data Repair (24 hours)
- 3rd Party Conversions
- Custom Forms & Reports
- Custom Import/Export Templates
- Custom Financials (50 US ONLY)
- Intelligence Reporting Modifications

**Helpful KB Articles.**

**Support Services Info:**
- 88319: Sage 50 CA Advance Support Services

**Data Repair/Conversion Reference Guide:**
- 12555: INTERNAL Data Repair Policies and Procedures

**Download Articles**
- 85831: Download Sage 50 CA 2018 Full Product

**Year End Articles**
- 80000: Sage Year-End Resources

**Additional Information.**
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**Services Every Customer Can Use**

**Internal Use Only**
DATA SERVICES

Data Conversions
- Data conversion from previous versions of Sage 50 (Simply Accounting) to current supported version.

Data Corrections
- Foreign Currency
- Fiscal/Calendar Year Adjustments
  - Advance to next available year
  - Rollback year
  - Edit year-end

Expedited Services
- 24 hour turnaround service for data services.

COMING SOON...

Custom Forms
- Creation of custom forms within the limitations of Sage 50
Forms include:
1. PR Checks
2. AP Checks
3. AR Invoices
4. AR Purchase Orders
Examples of customization options include:
1. Adding logos
2. Adding/Relocating fields

Installation On-Boarding
Scheduled step by step assistance installing Sage 50 CA. Benefits include:
- Scheduled installations to limit down time.
- Experienced Sage resource to perform the complete install.

Benefits

With Data Services Customer can rest assured that:
1. Their data is in prime condition and error free.
2. Data 10 years old & older can be converted.
3. Minimum down time with 24 hour expedited service.

With custom forms customers will have:
1. More robust form options
2. Professional unique checks and forms.
3. Flexibility to see only the data they want to see.

With Install On-Boarding customer can count on:
1. Sage 50 is installed correctly.
2. Data being accessible from all workstations.
3. After hours assistance
4. 1 dedicated resource to perform the complete install.