



Sage 50 Accounts Transaction Email



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Accounts Transaction Email

This guide explains the steps you need to follow in order to set up Transaction Email ready for use.

We'll then take you through the Transaction Email process, which you can use to send and receive paperless invoices and orders.

Note: You must have Microsoft® Outlook (v98 or later) installed on your computer to be able to use Transaction Email. This feature is not compatible with Outlook 97 or Outlook Express.

Transaction Email preparation checklist

Before you use Transaction Email, there are several steps you must complete in Accounts:

1. Make sure that every customer you are dealing with using Transaction Email has a nominal code in their Customer Record.

Note: By default, Accounts gives each customer record a default nominal code, so you do not need to check every one. If you assign nominal codes to your customer records manually, you should check each record. For more information about setting your default customer nominal code see the online help.

2. Check that all customers that you deal with using Transaction Email have an email address set up in their Customer Record.

3. Make sure that every supplier you are dealing with, using Transaction Email has a nominal code in their Supplier Record.

Note: By default, your software gives each supplier record a default nominal code, so you do not need to check every one. If you assign nominal codes to your supplier records manually, you should check each record. For more information about setting your default supplier nominal code see the online help.

4. Check that all suppliers that you deal with, using Transaction Email have an email address set up in their Supplier Record.

5. Check that all of your product records have a default nominal code.

Note: By default, your software gives each product record a default nominal code, so you do not need to check every one. If you assign nominal codes to your product records manually, you should check each record. For more information about viewing your product record details, see the online help.

6. Set up the default carriage nominal codes - that is, for the delivery or postage costs for your goods, for your invoices, sales orders and purchase orders, where applicable. For more information see the online help.

Configuring Transaction Email

Transaction Email uses information from your PC, detecting the settings from your Microsoft® Outlook software, and from Accounts so that you can use your Transaction Email system straight away. With this information you can:

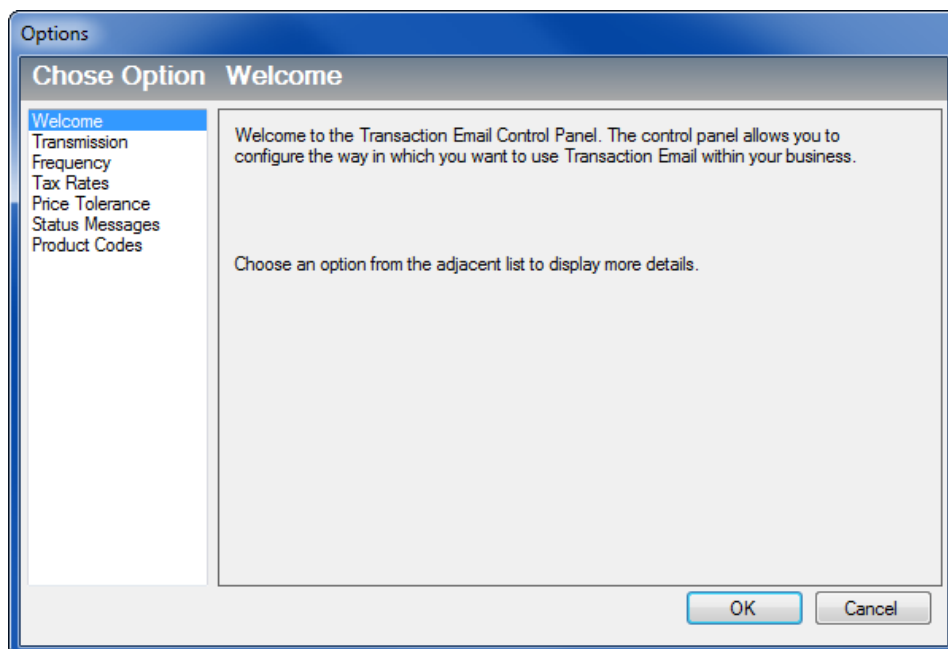
- Link with your Microsoft® Outlook software and configure the transmission settings for your transactions.
- Recognise the VAT rates that your software uses.
- Handle product price differences between your records and any invoices or orders you receive.
- Use status messages in your Transaction Email system.
- Recognise the product codes that your software uses.

While you should be able to use Transaction Email immediately, you can change these settings if necessary.

To configure Transaction Email

1. Select Options from the Transaction Email Tools menu.

The Transaction Email Control Panel appears.



The Transaction Email system attempts to set up as much of the system as possible by detecting the settings on your PC.

2. To change any of these settings, click the desired option on the left-hand pane to view that option in more detail.

Transmission methods

Sage Transaction Email can import messages downloaded from a web shop or online marketplace and export messages to a folder, ready to be uploaded to a web shop or online marketplace.

Provided your software is installed into the default directory, Accounts downloads online orders to:

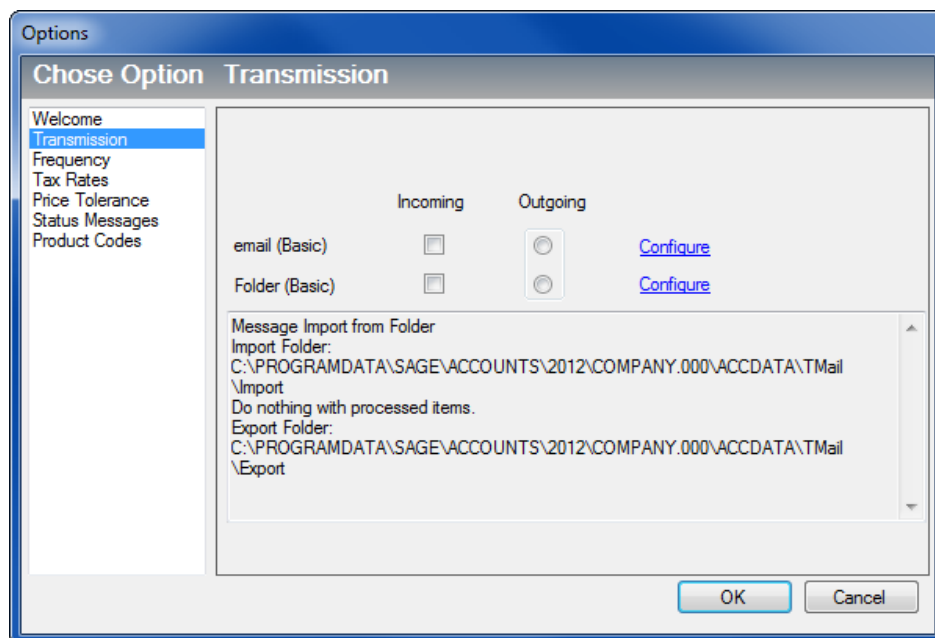
- **Windows XP:** C:\Documents and Settings\All Users\Application Data\Sage\Accounts\2013\Company.000\ACCDATA\TMail\Import, assuming your software is installed into the default directory.
- **Windows Vista and Windows 7:** C:\ProgramData\Sage\Accounts\2013

To configure Microsoft® Outlook for use with Transaction Email, or to change the Import, Export and Archive folders, or to specify how Transaction Email handles processed messages, click Transmission from the left-hand pane of the Options window. Follow the instructions in the Outlook Configuration Assistant or the Import/Export Configuration Assistant.

Transmission settings

1. From the Transaction Email Control Panel window, choose Transmission from the list in the left-hand pane.

The Transmission window appears, displaying the transmission methods currently in use for your incoming and outgoing messages.



2. Click Configure that appears alongside Email (Basic).

The Outlook Configuration Assistant appears.

Outlook setup

- i. Click Next.

The Microsoft® Outlook - Profile Selection screen appears. Transaction Email searches your PC for any email systems that you have installed. All email systems are listed on-window.

Note: To check what profiles are set up on your system, open the Control Panel from the Start menu and double-click on Mail. The Profile Properties window appears. Select Show Profiles. The email profile that you should select is listed in the box called -When starting Microsoft® Outlook, use this profile.

Make a note of the name of this profile, then close Profile Properties, close the Control Panel, and return to setting up Transaction Email.

- ii. Select the correct email profile in the list and click Next.
- iii. If you use a password in order to access your Outlook system, enter the password and click Next to continue. If you do not use a password, leave the box blank and click Next.
- iv. The next window allows you to specify how Outlook handles any Transaction Email messages. By default, your Transaction Email messages arrive in your Inbox folder. However, you can specify a folder so that all messages are sent to a special folder. To change the folder, click Change.
- v. **Note:** We recommend that if you receive a high number of emails during a working day, you should set up a folder in Outlook, specifically for Transaction Email transactions. You can then set up a rule in Outlook to move Transaction Email messages you receive into this folder. All Transaction Email messages are prefixed 'T-eMail:' to make it easy to recognise transactions, and to make it easier for you to create a rule in Outlook. This window also allows you to specify whether you want to receive a message every time that a non-XML message arrives in the specified Outlook folder. By default you not receive a message, but you can change this if necessary.

- vi. Click Next to continue.

When your Transaction Email system detects a Transaction Email message in your Outlook mailbox, the message is copied into your Transaction Email system. Use this window in the Outlook Configuration Assistant to decide what to do with your Transaction Email messages. Choose one of the following options.

- Do nothing leave the original email in the Outlook folder.

This option is selected by default. A copy of the email is created in your Transaction Email system, but nothing happens to the message in Outlook. It remains in the specified Outlook folder until you delete it yourself.

- Delete the original email from the Outlook folder.

Select this option to copy the message into your Transaction Email system and delete the email in your Outlook folder.

- Move the original email to another Outlook folder, as specified below.

Select this option to copy the message into your Transaction Email system and move the original message to another folder in Outlook. To specify the folder to use, click Change and locate the folder in your Outlook system.

- vii. Click Next to continue.

- viii. To save the Outlook settings and continue using Transaction Email, click Finish.

3. To change your Outlook settings, click Configure that appears alongside the Folder (Basic).

The Folder Setup Assistant appears.

Folder Setup

- i. To continue, click Next.

- ii. To select or amend the folder Transaction Email collects incoming messages from, click Change. Select the folder you want to use and click OK, then click Next to continue.

- iii. Specify what you want Transaction Email to do with messages after reading them. By default, Transaction Email moves the original message to the Archive folder after reading it. To change the folder, click Change and specify the folder you want to use.

- iv. Alternatively, if you want to delete the original message after processing, select the Delete the original message from the Import folder option.

- v. To continue, click Next.

- vi. To select or amend the folder Transaction Email sends outgoing messages to, click Change. Select the folder you want to use and click OK, then click Next to continue.

- vii. To complete the Import/Export Folder Configuration Assistant, click Finish.

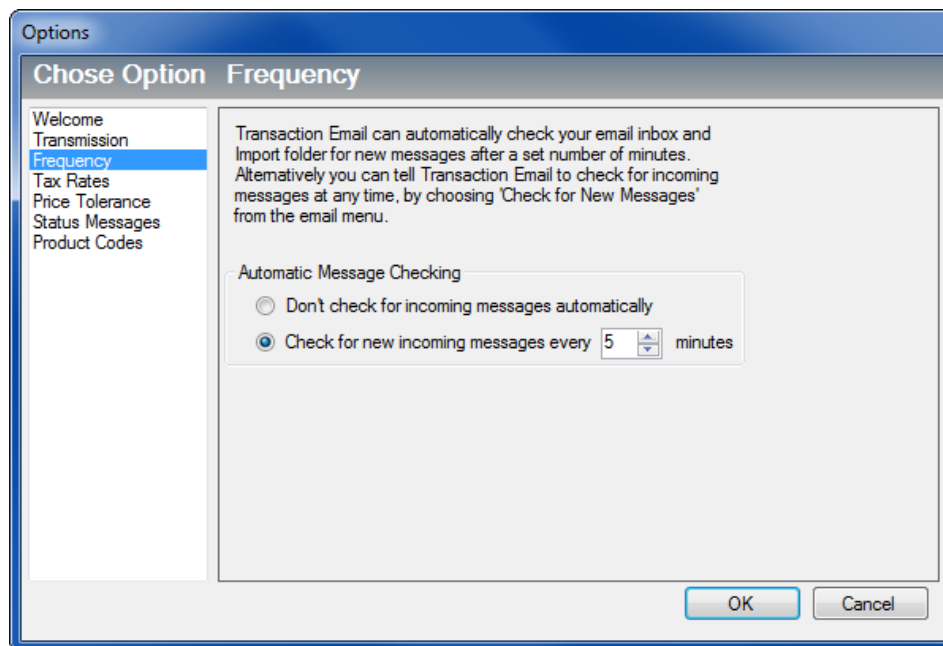
4. To save the changes click OK on the Options window.

Frequency settings

You can configure Transaction Email so that it checks your Microsoft® Outlook inbox and import folder periodically for new messages, or, if you prefer, you can set it so that it does not automatically check for new messages.

1. From the Transaction Email Control Panel window, click Frequency.

The Frequency window appears.



2. If you want Transaction Email to check your Inbox and import folder for new messages automatically, select the Check for new incoming messages every xx minutes option. Enter the time you want to leave between checks, in minutes, in the box provided.

Note: The minimum time between checks is five minutes.

Alternatively, if you do not want Transaction Email to check for new messages automatically, choose the Don't check for incoming messages automatically option.

3. Click OK to save the changes.

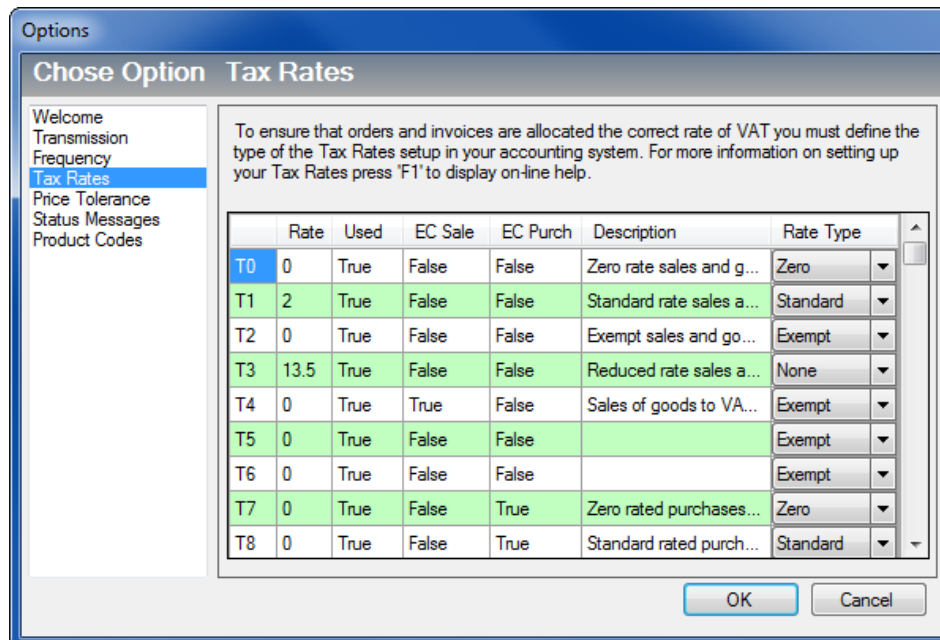
Tax rate settings

Transaction Email uses the default tax codes in AccountsTransaction Email. When you receive an invoice or order, your Transaction Email system attempts to match the tax codes on the transaction with those listed in the Transaction Email system.

If you receive a transaction with an unknown tax rate, you will be prompted to match this tax code to an existing tax code listed in the Transaction Email system.

If you choose to match the tax code when prompted, the Configure Tax Rate Types window appears. Select the appropriate tax code from the list to match to the tax code on the invoice or order.

1. Select Tax Rates from the Transaction Email Control Panel to display your Accounts tax codes.
The Tax Rates window appears.



2. Work your way down the list of tax codes (T0, T1 and so on) matching these codes to the appropriate tax rate, by using the Rate drop-down box.

We recommend that you assign at least one of each of the following tax codes in order to use your Transaction Email system:

- **Standard** - For the Accounts tax code that is assigned as the standard rate, select Standard from the Rate Type drop-down list. If you are using the default tax codes in your software, this is tax code T1.
- **Zero** - For the Accounts tax code that is assigned as zero-rated, select Zero from the Rate Type drop-down list. If you are using the default tax codes in your software, this is tax code T0.
- **Exempt** - If you have set up an exempt tax code in Accounts, select Exempt from the Rate Type drop-down list. By default, this is tax code T2
- **Lower** - If you have set up a special tax code for items that are charged at less than the standard rate of tax, select Lower from the Rate Type drop-down list.
For example, you may have a code for the 5% tax on fuel. If you do not have a lower tax rate set up, assign the lower tax rate to a tax code that you are not using. If you are using the default tax codes in Accounts, this is tax code T5.
- **Higher** - If you have set up a special tax code for items that are charged at more than the standard rate of tax, select Higher from the Rate Type drop-down list.

- **O/S Scope (outside of scope)** - This can be assigned to any tax rates that are not covered by the previous categories. In Accounts, tax code T9 is set to be the non-VATable tax code, that is, the code used for transactions that you do not want to show on the VAT Return such as journal entries and transfers. If you are using the default tax codes in your software, use T9 as the O/S Scope tax code.

3. Click OK to save the changes.

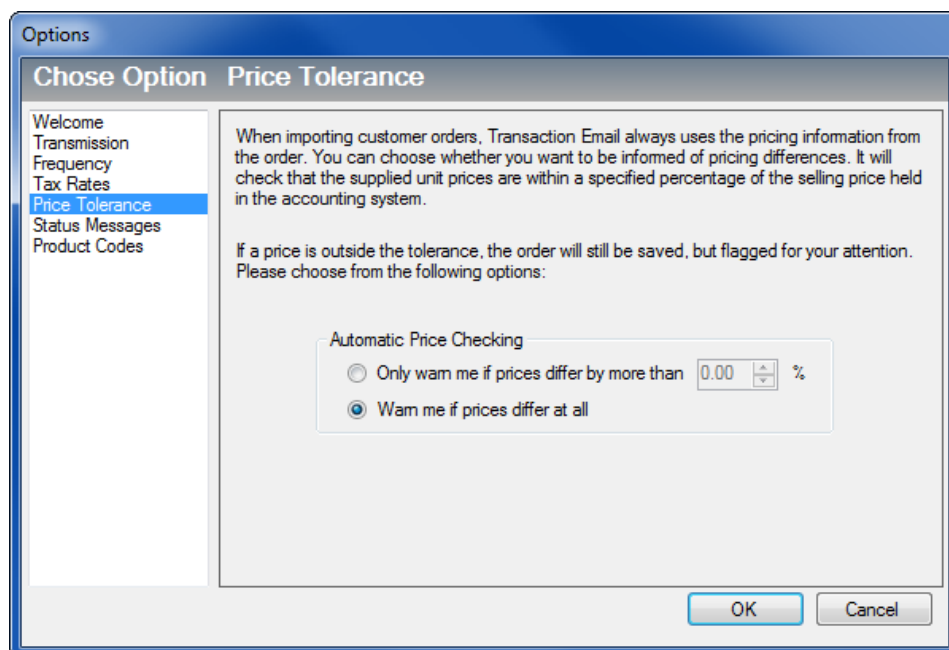
Pricing tolerance settings

If there is a discrepancy between the price on the customer order and the order price on the product record in Accounts, you receive a warning when you try to process the transaction. You are still able to complete the order but it has a status of Price Warning.

If you want to enable some leeway so that you do not get this status message for every transaction, the Pricing Tolerance window allows you to set a pricing tolerance level. You can set a percentage amount, by which the customer price can differ from your Accounts product record without receiving a warning message.

1. Open the Transaction Email Control Panel - Tools menu > Options.
2. Select Price Tolerance.

The Price Tolerance window appears.



3. Select one of the options on the Price Tolerance window.
 - If you select the first option, you can specify the percentage difference by entering a percentage amount in the box.
 - If you select the first option, you can specify the percentage difference by entering a percentage amount in the box.
4. To accept the pricing tolerance information, click OK.

Status messages settings

While incoming and outgoing orders and invoices are processed, a number of messages are generated by Transaction Email to send back to your customers and suppliers. These messages let your customers and suppliers keep track of their transactions. You can control how these messages are processed.

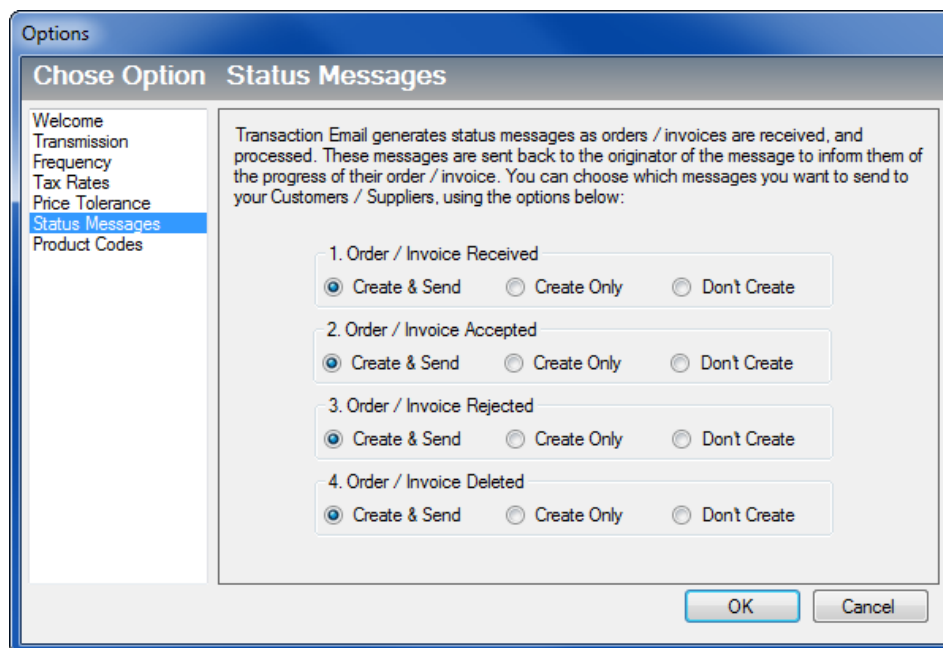
By default, you will receive an email confirmation message whenever a customer or supplier receives, accepts, rejects or deletes an order or invoice. To change these settings, open the Tools menu and then select Options.

Note: Transaction Email uses the email address from the original Outlook message to send a Status Message back to the customer or supplier. For messages downloaded from the Import folder, no original email address exists.

If a downloaded message contains the customer's email address for an order or the supplier's email address for an invoice, Transaction Email uses this to send the Status Message. If no email address exists on the downloaded message, Transaction Email does not send a Status Message. When you send an invoice generated from a downloaded order, the Status Message uses the customer's default email address as usual.

1. Open the Transaction Email Control Panel - Tools menu > Options.
2. Select Status Message.

The Status Messages window appears.



From this window, you can specify if you want to send these messages automatically, if you want Transaction Email to hold these messages, so that you can send them yourself or if you do not want these message created at all.

3. For each type of message, select the Create & Send option to send the message automatically, choose Create Only to hold each generated message in Transaction Email until a time that you decide to send them, or choose Don't Create to stop the messages being produced.
4. Click OK to save the changes.

Product codes settings

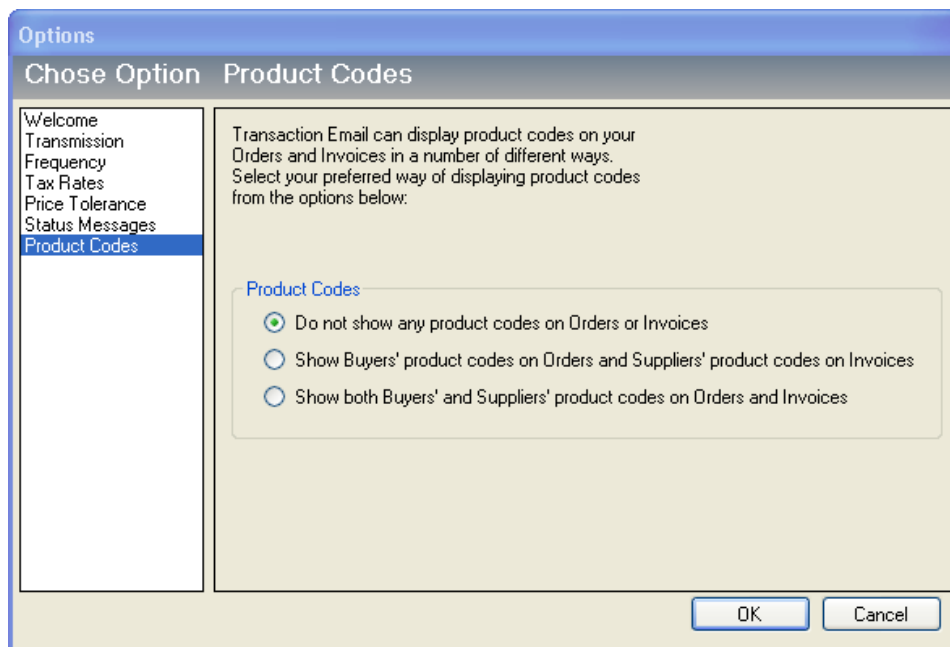
Product codes on your invoices (and orders) are displayed in your Transaction Email system depending on the option you select in the Product Codes area of the Transaction Email Control Panel.

The product codes on your invoices and orders can be displayed in three ways:

- Do not show any product codes on orders or invoices
- Show buyers' product codes on orders and suppliers' product codes on invoices
- Show both buyers' and suppliers' product codes on orders and invoices

1. Open the Transaction Email Control Panel - Tools menu > Options.
2. Select Product Codes.

The Product Codes window appears.

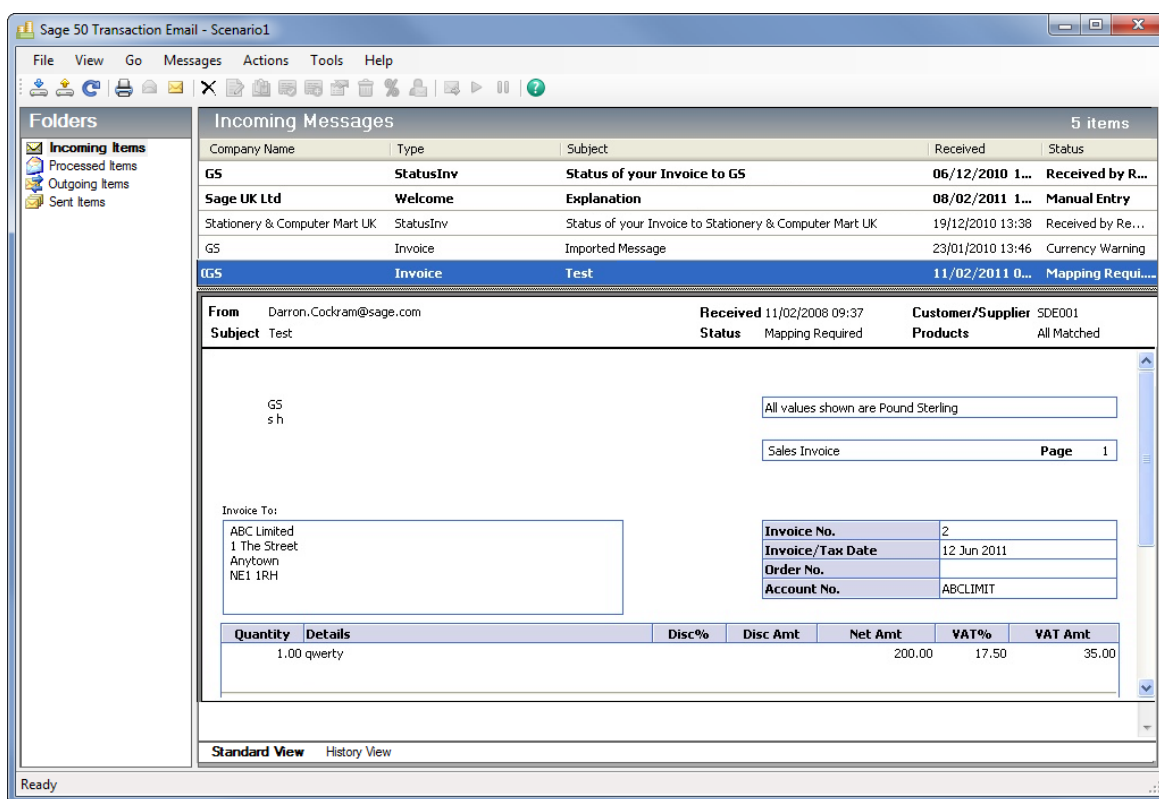


3. Select the way that you want to display your product codes and then click OK to confirm your choice.
4. Click OK to save the changes.

Using Transaction Email

You can use Transaction Email to send and receive invoices and orders using email. You can send purchase orders and product or service invoices to a customer or supplier, using your Microsoft® Outlook email system. You can also import messages from a web shop or online marketplace, and export messages to a folder ready to be uploaded to a web shop or online marketplace.

Transaction Email then automatically updates your Accounts Transaction Email records with the invoices and orders that you receive.



Note: Orders are only available to users with the Sage 50 Accounts Professional version.

Read the following sections for more information on how to set up and use the Transaction Email feature.

Processing incoming orders and invoices in Transaction Email

The way you accept and process your orders and invoices depends on the version of the Sage Accounts software that you and your customers and suppliers use. For more information about the Transaction Email process between different versions of Sage software, please refer to the help system that accompanies your Accounts Transaction Email software.

When you start Transaction Email, the system checks for any messages that are waiting to be sent.

If the person who sent you the transaction is also using Transaction Email, a confirmation email is sent confirming that you have received the email using the default Status Message settings.

If the order or invoice is automatically matched, it is placed in the Transaction Email Incoming Messages area with a status of Pending Acceptance. From here you can select the transaction and add it to your Accounts.

To add a sales order in Transaction Email to Accounts

1. Click Incoming Items in the top left pane in Transaction Email, then click Collect Incoming Messages.



Transaction Email automatically checks the details on the incoming order with the details on Sage 50 Accounts. This process is known as Matching. For more information about the Matching process see *Matching in Transaction Email on page 18*.

If the details on the order match the details in your accounts, Transaction Email sets its status to Pending Acceptance. Proceed to step 2.

If the details on the order do not match the details in your accounts, Transaction Email sets its status to Matching Required. You must match the transaction details before you can add the order to your accounts. When you have matched the order details correctly, Transaction Email sets the status to Pending Acceptance, and you can proceed to step 2.

2. From the Incoming Messages folder, select the matched transaction you want to add to your accounts.
3. From the toolbar, click Add to my Accounts.



The Sales Order is imported into your software.

The status message in Transaction Email for the selected order changes to Accepted.

The transaction is moved to the Processed Items folder.

From here you can print the order in Transaction Email, by selecting the Print option, or process the sales order in your software. For more information about processing sales orders, see the online help.

To add a purchase invoice in Transaction Email to Sage Accounts

1. Click Incoming Messages in the top left pane in Transaction Email, then click Collect Incoming Messages.



Transaction Email automatically checks the details of the incoming invoice with the details in Accounts. This process is known as Matching. For more information see *Matching in Transaction Email on page 18*.

- If the details on the invoice match the details in your accounts, the status is set to Pending Acceptance. Proceed to step 2 to continue adding the invoice to your accounts.

- If the details on the invoice do not match the details in your accounts, the status is set to Matching Required. You must match the transaction details before you can add the invoice to your accounts. When you have matched the invoice details correctly, Transaction Email sets the transaction status to Pending Acceptance and you can proceed to step 2.
2. From the Incoming Messages folder, select the matched transaction you want to add to your accounts.
 3. From the toolbar, click Add to my Accounts.



- **Accounts and Accounts Plus users:** Transaction Email adds the purchase invoice to your accounts. The status of the selected invoice changes to Accepted and the invoice moves to the Processed Items folder. This completes the process, steps 4 and 5 are not needed.
 - **Accounts Professional users:** If Transaction Email cannot find a match for the selected invoice, perhaps the original purchase order no longer exists in your software, a warning message appears. Proceed to steps 4 and 5 to continue adding the invoice to your accounts.
4. To accept the warning message, click OK.

The Choose Related Purchase Order window appears, listing all of the incomplete purchase orders in Sage 50 Accounts.
 5. From the Choose Related Purchase Order window, select the order that corresponds with the invoice and click Select.

- If the purchase order and invoice match exactly - that is, the prices are the same on the invoice and the order, and the products are listed in the same order on both, Transaction Email adds the invoice to your accounts.

The status of the selected invoice changes to Accepted and the invoice moves to the Processed Items folder.

- If the purchase order and invoice do not match, a warning message appears. If this happens, click OK to accept the message and re-match the invoice to the order with the correct details.

If this is not possible, perhaps the purchase order no longer exists in your accounts, or if you want to add the purchase invoice directly to a supplier account without linking it to a purchase order, click No Order on the Choose Related Purchase Order window.

Alternatively, to enter your own invoice number for the transaction and add it to your accounts, without linking it to a purchase order, click Cancel on the Choose Related Purchase Order window and select Enter by Hand, from the bottom left-hand pane.

In each case, the status of the selected invoice changes to Accepted and the invoice moves to the Processed Items folder.

Matching in Transaction Email

Matching is the process by which the details in your Transaction Email system are matched with the details in Accounts.

It is likely that the details for customers, suppliers and products do not match the equivalent details sent to you from your suppliers and customers.

For example, you may buy bolts from a supplier that have the code BOLT001 in your software, whereas the supplier that you buy the bolts from may have the same bolts listed on their system with a product code of BOLTS1.

Once your Transaction Email system receives an order or invoice, the details are automatically checked to see if they match the details in your software. If any of the details are not held in Accounts, the automatic matching procedure is not completed, and the transaction is listed in your Transaction Email system with a status of Matching Required. You must check through the transaction, manually matching any details that are not already mapped.

The manual matching process allows you to link these records together, so the next time you receive an invoice from the supplier for your order of bolts, Transaction Email knows that the code on the invoice relates to the code on your system, even though they are different.

When you first use your Transaction Email system, you may have to manually create these associations. However, once you have been running Transaction Email for a few months, the matching process for the majority of times is automatic.

If you are setting up your accounting system for the first time, the matching process is made easier if you contact the customers and suppliers who also use the Transaction Email system and agree to use the same reference codes.

To manually match orders

Where possible, the order details are matched to details in Accounts. However, where a match cannot be found, the transaction is listed in the Incoming Messages folder with a status of Matching Required.

In this situation, you must select each product from the list and select the equivalent product from your Accounts data to complete the matching process. Follow the steps below to match the order details.

1. From the Incoming Messages folder, highlight the required Order.
2. From the toolbar, click Match Message.

The Match Customer Order Details window appears. This window displays all of the transaction details, split into two sections: Choose Customer and Choose Products.

The Choose Customer section displays the customer details from the order. If there is no match in place, you must select the correct details manually from your Accounts system.

3. To match the customer code on the order, select an account in the A/C box, in the Choose

Customer section of the window, by using the finder button. Alternatively, you can manually enter the code if you know that code exists in your software.

The Choose Products section displays all of the products on the order line by line. Each product record that does not have a match in Accounts have the text Choose Product alongside it. If there is an existing match in your software, the text Check Product appears alongside it. You must choose a match between the products on the order and the products in your Accounts system to complete the order process.

4. Click Choose Product in the bottom half of the window, for every product that is not mapped.

The Match Order Line window appears.

Each individual product highlighted in the Choose Products area of the window must have a link to an equivalent product in your software.

5. Select the product code that you want to map to the product in your Transaction Email system, by selecting a code in the Product Code box.
6. To match the details for the next product on the invoice, click Next Line.
7. Once you have matched all of the products on the invoice, to save the matches and return to the previous window, click OK.
8. Once all of the customer / supplier and product details have been matched, to confirm the matching, click Save.

Note: If after the matching process, Transaction Email detects that the prices on the transaction are outside of the pricing tolerance level that was set, when you first configured your Transaction Email system the price of that product becomes highlighted.

If the order price is *LESS* than the sales price, the warning is highlighted in **red**.

If the order price is *MORE* than the sales price, the warning is highlighted in **green**.

Select the unit price of the product to see more information about the price difference.

For more information about setting your Price Tolerance level, *Pricing tolerance settings on page 12*.

9. To confirm the new matchings and return to the Incoming Messages folder, click Close.

To manually match invoices

Where possible, the product invoice details are matched to details in Accounts. However, where a match cannot be found the transaction is listed in the Incoming Messages folder with a status of Matching Required.

In this situation, you must select each product from the list and select the equivalent product from your data to complete the matching process. Follow the steps below to match the invoice details.

1. From the Incoming Messages folder, highlight the required Invoice.
2. From the toolbar, click Match Message.

The Match Supplier Invoice Details window appears. This window displays all of the transaction details, split into three sections; Choose Supplier, Choose Matching Option and Match Invoice Lines.

The Choose Supplier section displays the supplier details from the invoice. If there is no match in place, you must select the correct details manually from your Accounts system.

3. To match the supplier code on the invoice, select an account in the A/C box, in the Choose Supplier section of the window, by using the finder button. Alternatively, you can manually enter the code if you know that code exists in Accounts.
4. In the Choose Matching Option area of the window, select the option that you require.

The Choose Matching Option section is where you select the way that you use the matching option for this invoice. You have three choices:

- Choose the first option to match all invoices from the supplier to a single nominal account. In the future, all invoices from this supplier are posted to this nominal account.
- Choose the second option to match this invoice to a specific nominal account. After selecting the option, use the drop-down list to select the nominal account where the invoice is to be posted.
- By default, the third option is selected. This option allows you to select a separate nominal account for each product on the invoice. You can change the nominal account details in the Match Invoice window - see below.

Finally, you must match the product details on the invoice with the product details in your Accounts data. You can do this in the Match Invoice Lines area of the window.

The Match Invoice Lines section displays all of the products on the order line by line. Each product record that does not have a match in Accounts has the text Match Line alongside it. If there is an existing match, there is no text in the left side of the Choose Products area. You must choose a match between the products on the order and the products in Accounts to complete the order process.

5. Click Match Line in the bottom half of the window, for every product that is not mapped.

The Match Invoice Line window appears.

Each individual product listed in the Choose Products area of the window must have a nominal code to which the invoice can be posted.

6. Select the product code that you want to map to the product details displayed in this window. To do this, choose a code in the Product Code box.
7. Select the nominal code that you want to post the invoice to, by selecting a code in the Nominal Code box.

If there is more than one product that needs to be matched, click Next Line to match the details for the next product on the invoice.

8. Once you have matched all of the products on the invoice, to save the matches and return to the previous window, click OK.

9. From the Match Supplier Invoice Details window, and once all of the supplier details, product details and nominal codes have been matched, to confirm the matched details, click Save.

Note: If after the matching process, Transaction Email detects that the prices on the transaction are outside of the pricing tolerance level that was set, when you first configured your Transaction Email system the price of that product becomes highlighted.

If the order price is *LESS* than the sales price, the warning is highlighted in **red**.

If the order price is *MORE* than the sales price, the warning is highlighted in **green**.

Select the unit price of the product to see more information about the price difference.

For more information about setting your Price Tolerance level, *Pricing tolerance settings on page 12*.

10. Click Close to confirm the new matchings and return to the Incoming Messages folder.

Processing outgoing orders and invoices in Transaction Email

Details are provided in the Accounts online Help.

The maintain matchings option

The Maintain Matchings option allows you to edit or remove any matches that you had set up when you processed previous orders and invoices.

You can access the Maintain Matchings options from the Tools menu on the main Transaction Email window.

For more information about the Maintain Matchings option, please refer to the Accounts online Help.

Statistics

The Statistics option, accessed from the Tools menu, uses default values for the average cost of processing a single invoice or order, and calculates the savings Transaction Email brings to your business. The Statistics window displays a breakdown of the savings in the form of a table:

The screenshot shows a window titled "Saving Statistics" with a "Chose Option" dropdown set to "Current Financial Year". On the left, there are links for "Current Financial Year", "Previous Financial Year", and "Settings". The main area contains a table with the following data:

	Quantity	Value	Direct Savings	Indirect Savings	Total Savings
Purchase Orders Out	0	0.00	0.00	0.00	0.00
Sales Orders In	0	0.00	N/A	0.00	0.00
Sales Invoices Out	0	0.00	0.00	0.00	0.00
Purchase Invoices In	0	0.00	N/A	0.00	0.00
Savings	NaN	NaN	NaN	NaN	NaN

Below the table, there is a text box that says: "Choose 'Settings' for an explanation of how these values have been calculated and to make changes to the defaults". At the bottom of the window are buttons for "Print", "OK", and "Cancel".

The table shows the number of invoices or orders processed in Transaction Email for the financial year to date, together with their total value and the associated direct and indirect savings.

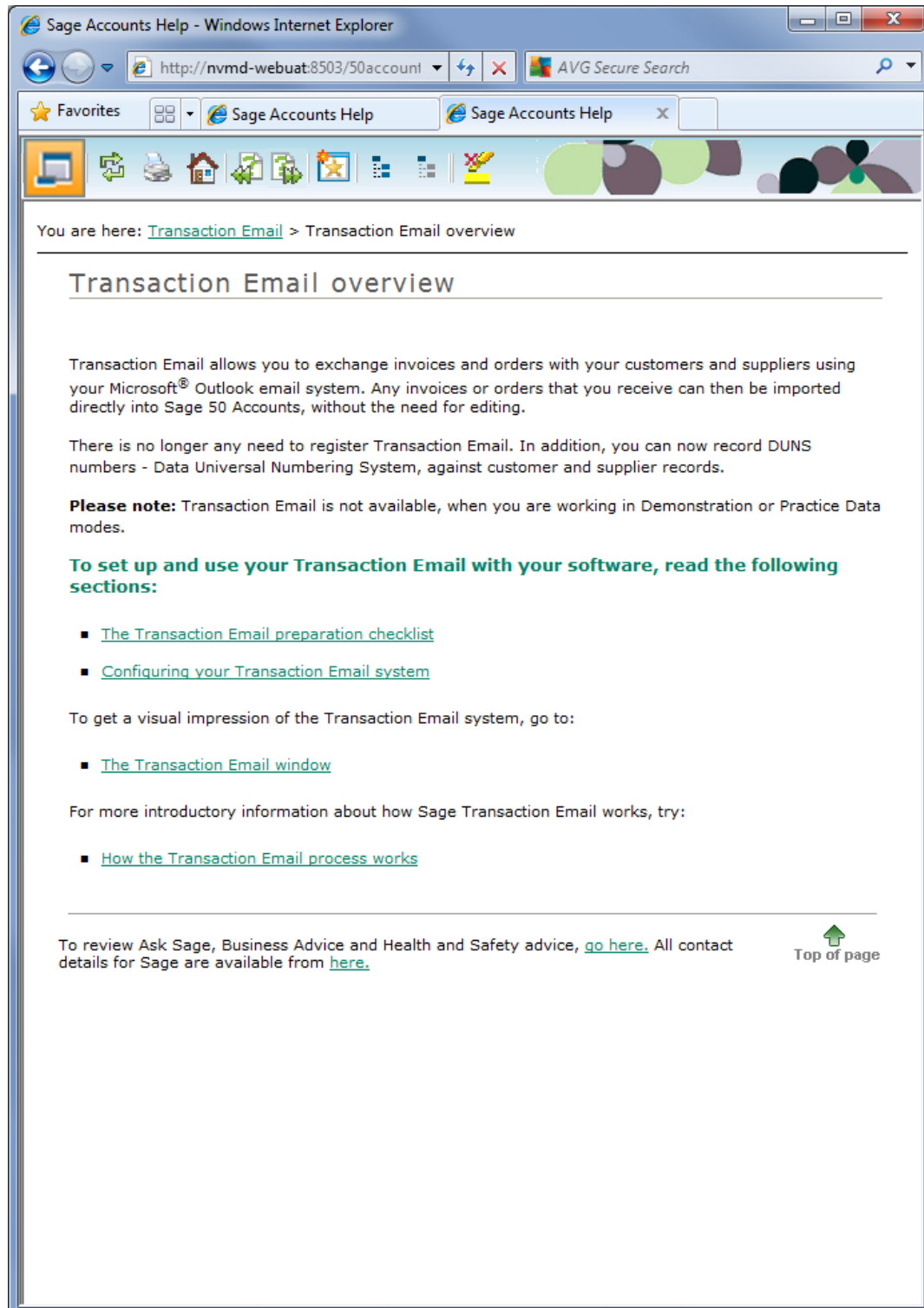
To view or change the individual direct and indirect cost values used in these calculations, click Settings.

To view the savings you made last year, click Previous Financial Year.

When you run your Year End you can transfer the Current Financial Year values into the Previous Financial Year table using the Year End button.

Help with Transaction Email

If at any point you need help with Transaction Email, you should consult the Accounts Transaction Email Help system. Press F1 to open the help file. The Help system has a comprehensive list of topics and also contains a large section of Frequently Asked Questions.



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