

# Clearing records.

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Sage



# Housekeeping

The image shows a presentation slide for 'Sage 50 Accounts Budgets' by Jacquie Wilson. The slide features a photo of a woman in a kitchen setting working on a laptop. To the right, a 'Questions' sidebar is open, containing a list of icons for presentation controls. Three green callout boxes with arrows point to the 'Muted' icon, the 'Question' icon, and the 'Download Handouts' icon. The sidebar also includes a 'Send' button at the bottom.

Automatically Muted

Submit your questions

Download Handouts

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# Poll

Have you attended our Webinar on Clear Audit trail?

Yes

No

# Why clear my records?



# Why clear your records.

## Please note

If you are experiencing speed issues please bear in mind there could be external environmental factors also impacting processing speeds

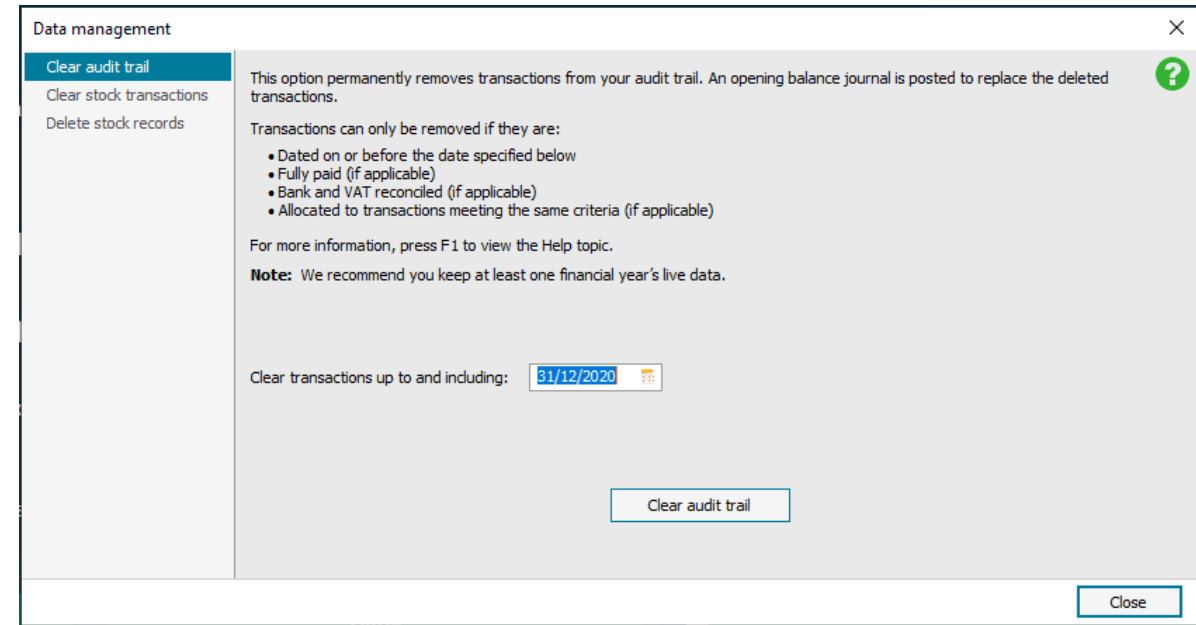
- Clearing is an optional task.
- Ensures the data you use day to day is up to date.
- Can make searches and filters work more effectively
- It can speed up general processing in the software in some cases

# Clear audit trail



# Clear audit trail - Recap.

- Clear Audit trail removes **TRANSACTIONS** from the transaction window providing they meet the following criteria
  - Dates on or before the date chosen
  - Are fully paid
  - Are Bank and VAT reconciled
  - Not allocated to a transaction that does not meet the above criteria.
- Clearing Audit trail will remove these transactions from customer /supplier activity
- Old customers with no activity can then be removed from the software



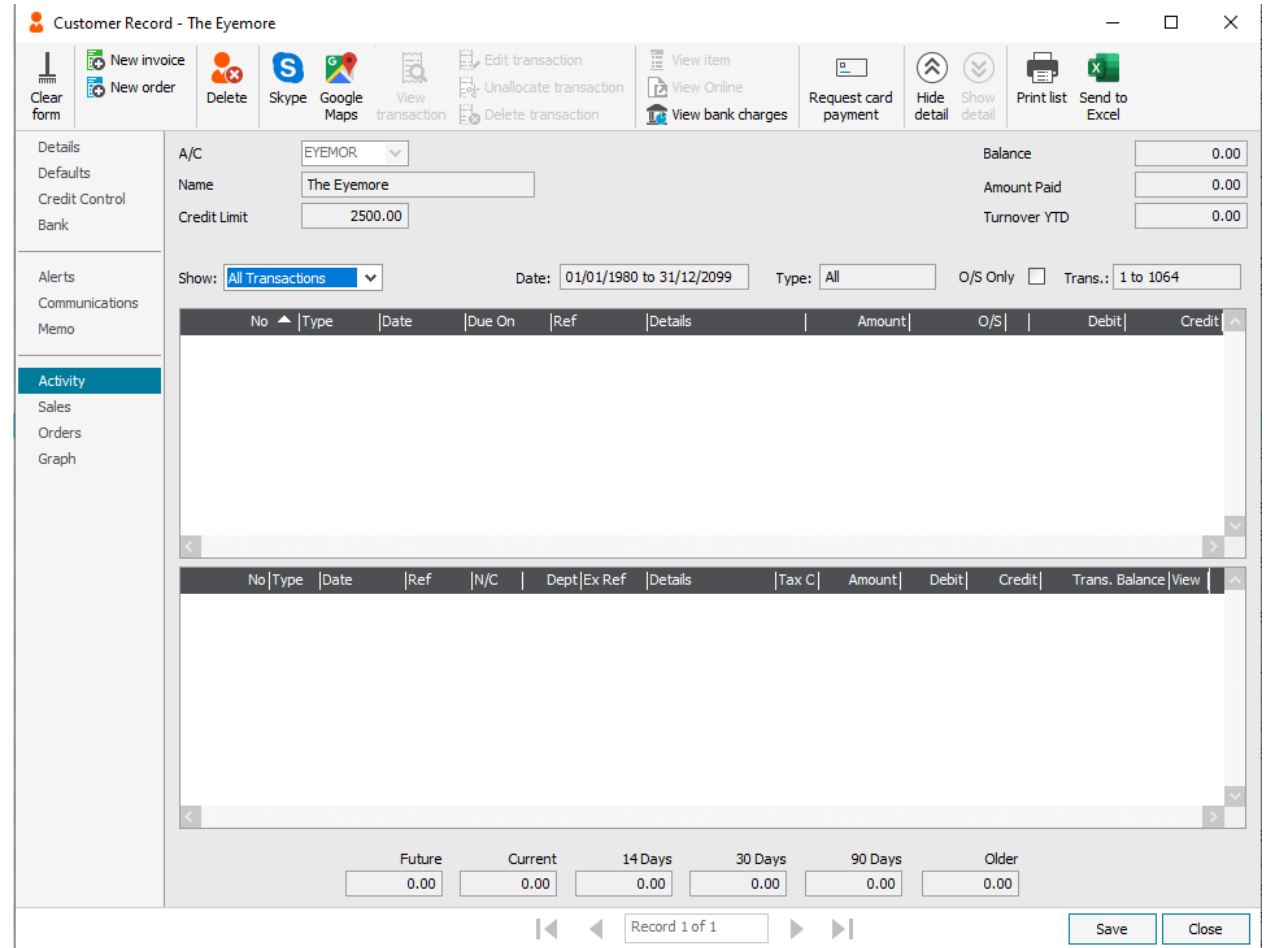


# Deleting customers and suppliers



# Deleting customers and suppliers.

- Once a clear audit trail has run you can then delete any records where the activity is clear.
- This can be done by highlighting the record in the list and opting to delete. You can do this for multiple items at the same time.



The screenshot displays the Sage Customer Record interface for 'The Eyemore'. The window title is 'Customer Record - The Eyemore'. The interface includes a top toolbar with various actions such as 'Clear form', 'New invoice', 'New order', 'Delete', 'Skype', 'Google Maps', 'View transaction', 'Edit transaction', 'Unallocate transaction', 'Delete transaction', 'View item', 'View Online', 'View bank charges', 'Request card payment', 'Hide detail', 'Show detail', 'Print list', and 'Send to Excel'. The main area shows customer details for 'The Eyemore' with an A/C of 'EYEMOR', a credit limit of '2500.00', and a balance of '0.00'. Below this, there are filters for 'Show: All Transactions', 'Date: 01/01/1980 to 31/12/2099', 'Type: All', and 'Trans.: 1 to 1064'. A table with columns 'No', 'Type', 'Date', 'Due On', 'Ref', 'Details', 'Amount', 'O/S', 'Debit', and 'Credit' is visible, but it is currently empty. At the bottom, there are summary boxes for 'Future', 'Current', '14 Days', '30 Days', '90 Days', and 'Older', all showing '0.00'. The status bar at the bottom indicates 'Record 1 of 1' and has 'Save' and 'Close' buttons.

# Deleting customers, suppliers and nominal codes.

- To clear out all Records which meet the criteria without selecting individually the Swap and clear options can be used.
- Deleting will remove those records which meet the criteria for deletion

The screenshot shows the Sage software interface with a list of records. The 'Swap' and 'Clear' buttons in the top right corner are highlighted with a green box. The table below shows the data for these records.

A/C.	Name	Inactive	Contact Name	Telephone	Overdue	Balance	Disputed	Payment Meth
A1D001	A1 Design Services		Ian Cairns	01742 876 234	0.00	0.00		Cheque
ABS001	ABS Garages Ltd		Mike Hall	0191 254 5909	0.00	2533.31		Cheque
BBS001	Bobs Building Supplies		Susan Livingstone	01983 567 123	0.00	4309.77	d	Cheque
BRI001	Fred Briant		Fred Briant	01908 78787878	0.00	0.00		BACS/SEPA
BRO001	Bronson Inc		Paul Guy	001 214 248 8924	0.00	0.00		Cheque
BUS001	Business Exhibitions		Stephen Kiszow	017684 30707	-100.00	2066.62		Cheque
CASH001	Cash and Credit Card Sa...				0.00	0.00		Cash
CGS001	County Golf Supplies		Keith Office	0191 385 6432	0.00	2028.03		BACS/SEPA
COM001	Compton Packaging		Sean Morris	0191 121 9876	0.00	2807.04		BACS/SEPA
DST001	Johnson Design & Build...		Peter Quigley	0191 234 567	0.00	0.00		Cheque
FGL001	F G Landscape & Design		David Bradford	01603 354564	0.00	11260.26		Cheque
GRA001	Graham Electronics		Clint Peddle	0141 373 2828	0.00	4149.09		BACS/SEPA
HAU001	Hausser GMBH		Alistair Leadbetter	00 49 531 3443334	0.00	1975.16		BACS/SEPA
JSS001	John Smith Studios		John Smith	01327 617 542	0.00	972.07		BACS/SEPA
KIN001	Kinghorn & French		John Bell	0191 676 5656	0.00	7398.35		Cheque
MAC001	Macolm Hall Associates		Siobhan Winter	01244 343433	0.00	6927.16	d	BACS/SEPA
MIB001	Mikes Insurance Services		Mike Bradford	01754 234 895	0.00	3597.16		Cheque
MIL001	Mile Road Health Centre		Tracy Smithson	01981 674 234	-1000.00	2307.84		BACS/SEPA
MOR001	Morley Solicitors		John Bampton	01789 656 556	-1375.00	392.67		BACS/SEPA
PAT001	Patterson & Graham Ga...		Simon Billington	0987 678 234	0.00	915.24		Cheque
PIC001	Picture Frame Ltd		Ahmed Roumani	01249 265 9874	-867.78	311.56		BACS/SEPA
ROB001	Robertson Joinery		Stephen Baker	0181 789 2323	0.00	4550.20		BACS/SEPA
SDE001	S D Enterprises		Jane Scott	0191 937 9836	0.00	15339.68		Cheque
SHO001	The Show Lodge		Lesley Walton	0121 383 0345	0.00	7148.07	d	Cash
STE001	Stevenson & Smith		Jonathon Sayers	01244 453 232	0.00	1562.75		BACS/SEPA
STE002	Steven Stephenson		Steven Young	0151 977 8876	0.00	0.00		Cheque
STU001	Edward Stuart		Edward Stuart	0191 839 3940	0.00	2341.25		BACS/SEPA
SWA001	Swan Leisure Centre		John Blair	0191 567 2345	-16.68	1598.83		Credit Card
VID001	The Video Rental Comp...		June Whitehouse	0678 234 5678	0.00	2041.66	d	BACS/SEPA
YOU001	Peter Young		Peter Young	08976 656 878	0.00	2106.84		Credit Card

# Inactive accounts



# Inactive accounts.

- There may be records which cannot be cleared due to remaining activity however the accounts are inactive.
- These accounts can be marked as inactive accounts and hidden from the main list.
- To make an account an inactive account it must meet certain criteria. For more details check out the article below.

[Reasons why you can't flag records as inactive](#)

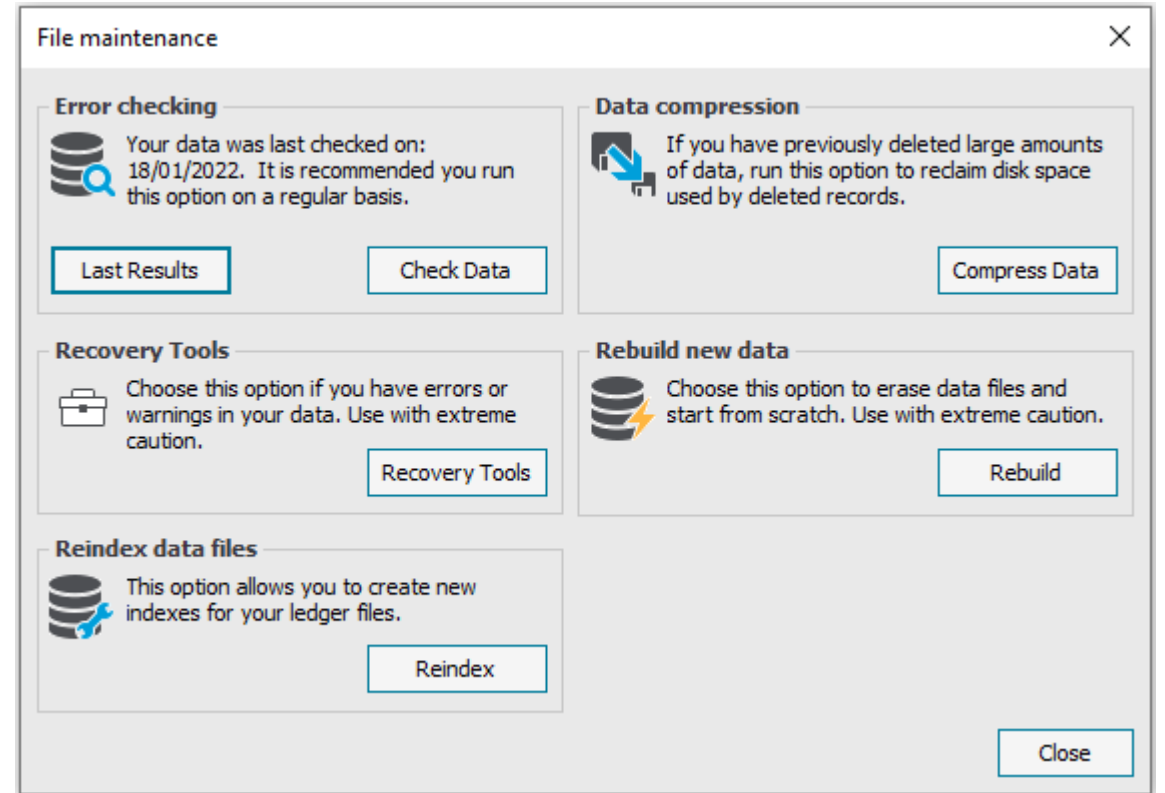
The screenshot shows a Sage CRM interface for a customer record titled 'Customer Record - A1 Catering'. The interface includes a top toolbar with icons for 'Clear form', 'New invoice', 'New order', 'Delete', 'Skype', and 'Google Maps'. A left-hand navigation menu lists options such as 'Details', 'Defaults', 'Credit Control', 'Bank', 'Alerts', 'Communications', 'Memo', 'Activity', 'Sales', 'Orders', and 'Graph'. The main content area is divided into several sections: 'Account Details' (with fields for A/C#, Company name, Balance, and Inactive checkbox), 'Registered Address' (with fields for Street, District, Town, County, Post Code, Country, VAT Number, and EORI Number), 'Direct Debit Manager' (with a 'Set up GoCardless' button), 'Contact Information' (with fields for Contact name, Trade contact, Telephone, Telephone 2, Fax, and Website), 'Social Media' (with fields for Twitter, LinkedIn, and Facebook), and 'Email Settings & Addresses' (with fields for Email 1, Email 2, and Email 3, and a checkbox for sending letters/statements via email). The bottom of the window features navigation arrows, a 'Record 1 of 1' indicator, and 'Save' and 'Close' buttons.

# Compress your data



# Compress your data.

- After Deleting records, in order to reduce the size of your data files you must compress the data.
- If you delete a record from your customer list the size of the data file does not reduce until the sales ledger is compressed.
- Always ensure you have an error free back up prior to running this routine.
- The option can be found within File> maintenance.



# Summary.

- Clearing your records is an optional task, You are under no obligation to complete these.
- Clearing older data may allow you to work more efficiently in your dataset.
- Always ensure to take a full back and ensure you have an archive prior to clearing records.
- Records will only clear if they meet certain criteria.
- If you cannot remove an item an alternative may be for you to mark the records as inactive.
- Compressing the data allows you to reclaim disk space.

## Useful links

[Tidy up your data after year end](#)

[The Clear Stock option](#)

[Removing unwanted quotations, invoices, credits or orders](#)

[The Clear Audit Trail option](#)

[Why has Clear Audit Trail not removed some transactions?](#)

[The Compress Data option](#)



# Upcoming Webinars.

## Upcoming

VAT Return

Projects - Part 2

Invoicing

Report Designer  
Edit your invoice layout

Recurring items

Tips and Tricks in  
Sage 50cloud Accounts

## Key Topics

### **Clearing records- Invoices orders and quotations.**

**Wed Jan 25 2pm**

Join us to see how to remove older invoices orders and Quotations

### **What's new in v29.**

**Thu Jan 19 2pm**

Join these sessions to see some of the great new features introduced in our new version, Including many based on your feedback and sage city requests.

# Upcoming Webinars.

## Upcoming

VAT Return

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Edit your invoice layout

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Sage 50cloud Accounts

## Key Topics

### **Making tax digital – New Penalties in 2023.** **Wed Jan 25 11am**

Join us for an update on UK MTD for VAT legislation including the new penalties introduced in January. The session includes guest speakers from our Compliance team.

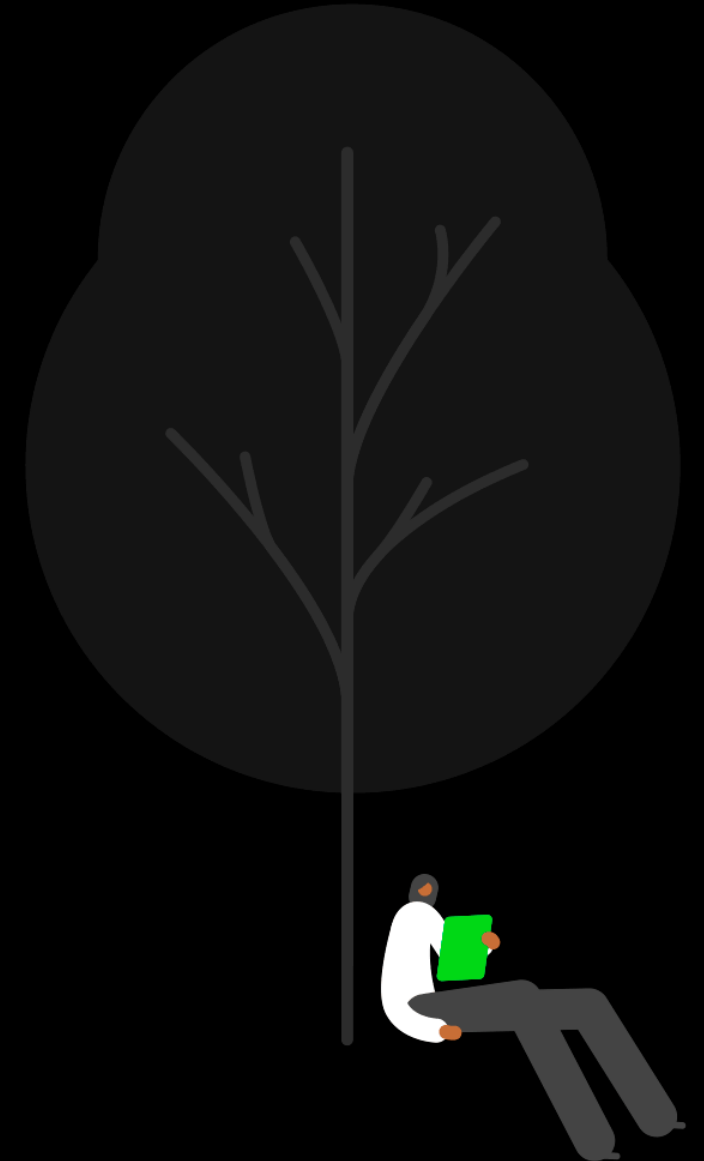
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*As a valued Sage customer and member of the Sage community, you'll enjoy benefits that help you and your business by connecting with brilliant experts and industry peers.*

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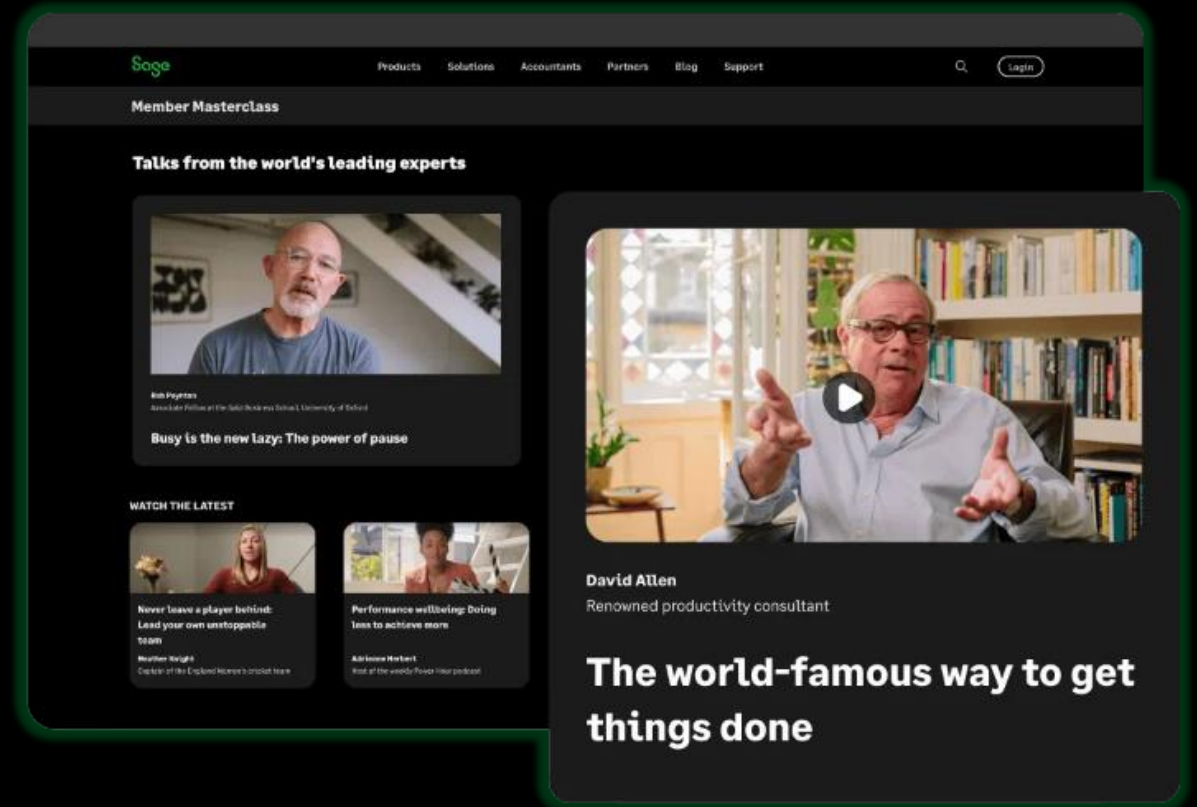
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# Thank you!

