

Tilted Retail

Operator guide: sales orders, payments, returns, credit control, allocation, pricing and stock

Version 1.0 · October 2026 · Applies to the Retail addon for Sage 200, version 25.1.26.140

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1. What the Retail addon does

Retail adds the tools a busy sales office needs on top of Sage 200's own order processing. It changes Sage's sales order, return, customer, supplier, purchase order and stock screens, and adds screens of its own under the Sage 200 menus:

- **Faster order entry** – a rapid line entry grid, pasting lines from Excel, extra columns and buttons on the order, an account details panel, notes and attachments, customer and address searches, and customers' own item codes (section 4).
- **Payments on the order** – receipts, card receipts, refunds and payments on account taken from the sales order and matched to its invoice, and payment terms that set the invoice due date (section 5).
- **Returns, replacements and back orders** raised from the original order in a few clicks, with returns bins, a carriage deduction and an optional stock write-off on receipt (section 6).
- **Cancellation reasons** – the operator says why a line or order is cancelled, and the reason is kept with Sage's cancelled line (section 7).
- **Credit control** – reasons for every hold, automatic credit and payment-terms holds and releases, and the Credit Hold Review screen (section 8).
- **Allocation rules** – stock allocated, pre-allocated or left alone according to how soon each line is due, with customer groups and a best-warehouse check (section 9).
- **Customer and supplier records** – bank details, customer item codes, default order notes, a memo tab, and branches that invoice their head office (section 10).
- **Purchase orders** – part number and supplier code columns and pasting lines from Excel (section 11).
- **Pricing** – price promotions applied to sales orders automatically, and price bands that switch an account between tax-inclusive and tax-exclusive prices (section 12).

- **Analysis codes** – mandatory analysis codes, extra analysis code slots 21 to 99 and importing analysis code values (section 13).
- **Stock** – automatic references for stock adjustments, batch stock adjustments imported from a file, customer item codes on the stock item and stock history by supplier (section 14).

Almost everything is switched off until you turn it on in the Retail **Settings** screen (section 3), so you can introduce features one at a time. Section 15 lists the Retail functions that can run unattended from a Tilted job bag.

Important: Several Retail features change many records in one go – Regenerate Allocations, the Credit Hold Review **Action** button, batch stock posting, Delete Unposted on a batch. Read the confirmation question before answering **Yes**, and take a database backup before the first run of anything new.

2. Before you start

2.1 Installation and licence

- Retail needs the **Tilted Sage 200** addon, which provides Tilted Settings, licensing, logging and job bags. Install it first – it is described in its own operator guide.
- Install the **Retail** addon package through Sage 200 System Administration in the usual way. The package adds Retail's tables and fields to the company database and its screens to the menu. Each user then needs to log out of Sage 200 and back in.
- Your Tilted licence must include **Retail** (Tilted Settings ► System lists the addons it enables). If it does not, Retail's own screens show “Feature 'Retail' is not licensed” and close, and the changes to Sage's screens are not made.

Some features store their information in fields Retail adds to Sage's own records (for example cancellation reasons, write-off on receipt, the proforma customer flag and the customer's hold reason). They only work once the Retail package has been installed on the company.

2.2 Where things are

Task	Location
Retail Settings (every option in this guide)	Accounting System Manager ► Settings ► Tilted Settings ► Retail – also Tilted Settings ► System ► select Retail ► Setup
Credit Hold Review	Sales Order Processing ► Sales Orders ► Credit Hold Review – also the link on Settings ► SOP - Credit Control
Price promotions	Price Book ► Promotional Pricing
Batch stock adjustments	Stock Control ► Adjustments ► Batch Processing ► Add Stock / Transfer Stock / Write Off Stock
Stock history by supplier	Stock Control ► Enquiries ► View Stock Item History By Supplier
Retail user permissions	Sage's SOP User Permissions screen ► Retail Permissions button
Everything else	Added to Sage's own screens – sales orders, returns, quotations, pro formas, customers, suppliers, purchase orders and stock items – as described in each section

2.3 Who can do what

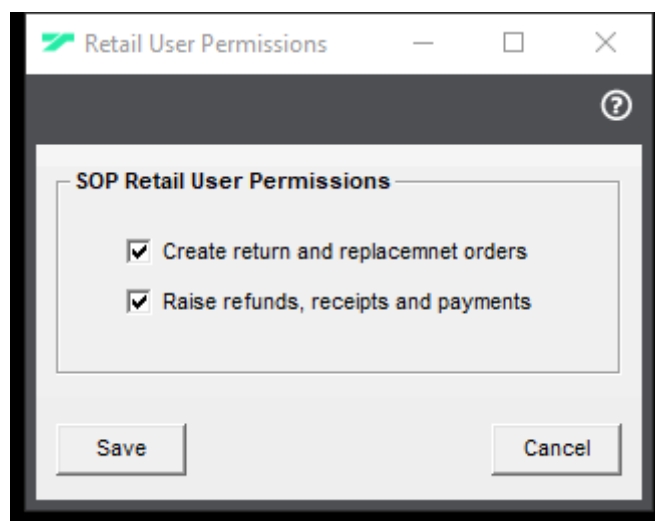
Sage 200 role permissions. The Retail package adds features under **Retail** in System Administration ► Role permissions. Give a role the features its users need:

Feature	Gives access to
Administration	Retail Settings

Feature	Gives access to
Batch Stock Adjustments	the three batch processing screens
Credit Control	Credit Hold Review
Pricing	Promotional Pricing
Stock Item History By Supplier	the enquiry of that name

Retail Settings can also be opened from Tilted Settings ► System ► **Setup**, which is controlled by the base add-on's Tilted Settings menu entry rather than the Administration feature – restrict Tilted Settings to administrators too.

Retail user permissions. Two Retail permissions are set per user. In Sage's SOP **User Permissions** screen, select the user and click **Retail Permissions**:



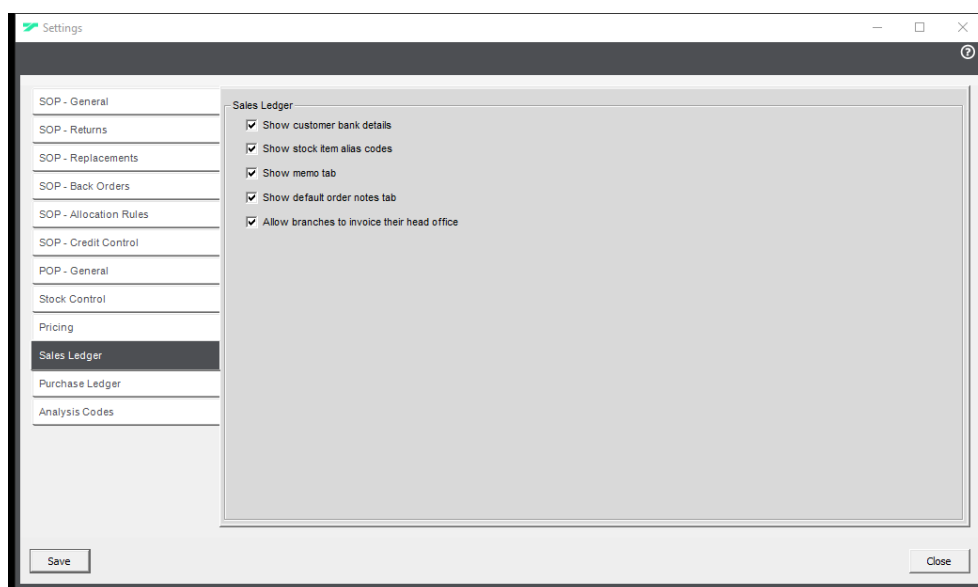
Retail User Permissions

- **Raise refunds, receipts and payments** – shows the receipt and refund buttons on the order's Payments & Returns tab (section 5).
- **Create return and replacement orders** – shows the Create Return, Create Replacement and Create Back Order buttons on that tab (section 6).

Both are off for every user until you tick them, so out of the box nobody sees those buttons. Click **Save** to keep the change.

3. The Retail Settings screen

Open Accounting System Manager ► Settings ► Tilted Settings ► **Retail**. The pages are listed down the left; click one to see its options.



Retail Settings (Sales Ledger page)

Page	Covers	Section
SOP - General	order entry options, payments, payment terms, cancellation reasons	4, 5, 7
SOP - Returns	returns raised from orders, returns bins, carriage deduction	6
SOP - Replacements	replacement orders	6
SOP - Back Orders	back orders	6
SOP - Allocation Rules	allocation rules, customer groups, warehouse priorities	9
SOP - Credit Control	hold reasons, credit holds, Credit Hold Review	8
POP - General	purchase order columns and copy & paste	11
Stock Control	automatic stock adjustment references, customer alias codes, stock item web link	14
Pricing	price promotions and tax inclusive/exclusive switching	12
Sales Ledger	extra tabs on the customer record, invoicing a head office	10
Purchase Ledger	memo tab on the supplier record	10
Analysis Codes	mandatory analysis codes, extra slots 21–99, importing values	13

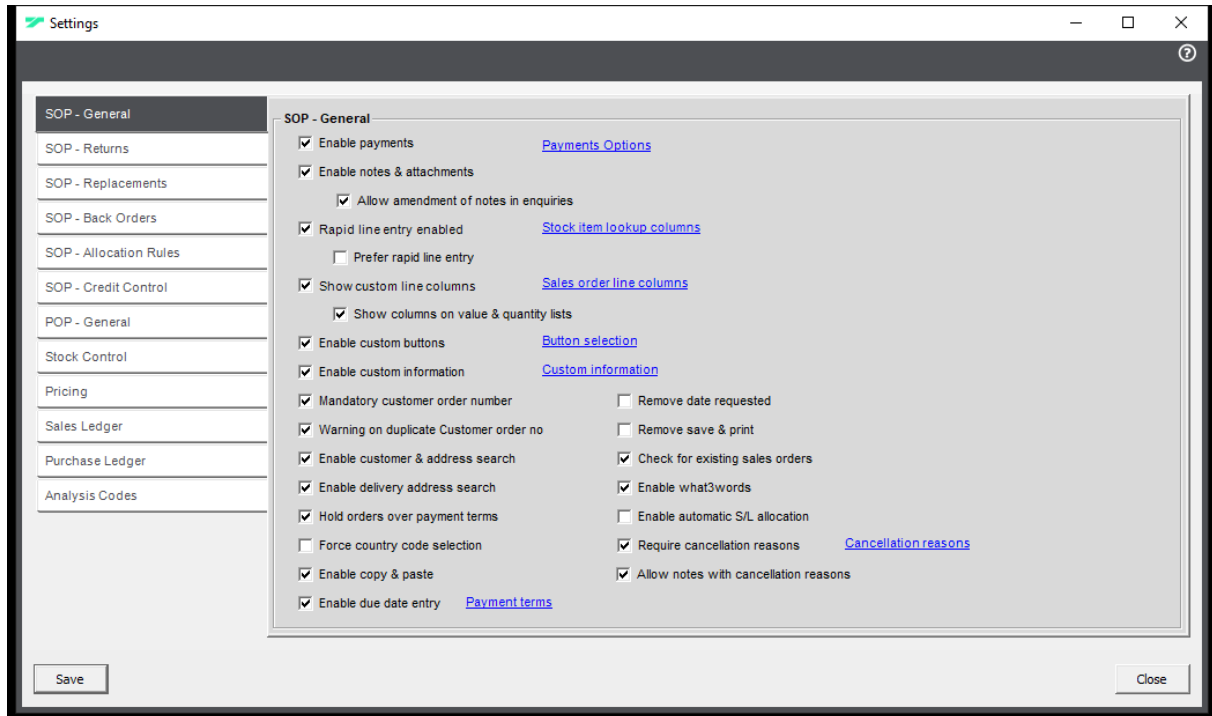
Tick boxes and other values on the pages are kept when you click **Save**, which saves every page and closes the screen. **Close** closes it without saving and without asking. Retail reads its settings each time one of Sage's screens opens, so anyone with an order, customer or stock item open sees a change the next time they open that screen.

Some links on the pages open a separate screen with its own **Save** button. That screen saves straight away, whether or not you then save the Settings screen:

- SOP - General: **Payments Options, Stock item lookup columns, Sales order line columns, Button selection, Custom information, Cancellation reasons, Payment terms.**
- SOP - Returns: **Shipping Charge Options, Available Returns Bins.**
- SOP - Allocation Rules: **Options**, the rule **Add/Edit/Delete** buttons, **Customer Group Setup, Warehouse Priorities, Regenerate Allocations** (which runs immediately).
- SOP - Credit Control: **On hold reasons, Credit hold review.**
- Pricing: **Configure Promotional Pricing** – clicking it also saves the **Enable promotional pricing** tick.
- Analysis Codes: **Apply** for the extra slots, and **Import analysis code values.**

4. Sales order entry

The **SOP - General** page of Retail Settings switches on the changes to Sage's sales order screens – **Enter New Order** (the full order screen), **Amend Order** and **View Order**. Quotations and pro formas only get what3words, tax switching (section 12) and the analysis code features (section 13); everything else in this section is for sales orders.



Settings – SOP - General

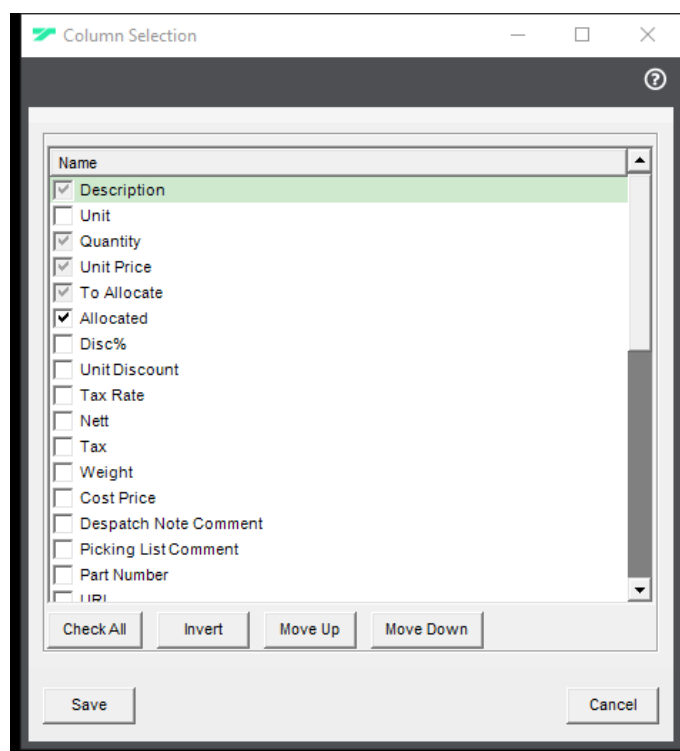
Option	Section
Enable payments, Payments Options	5
Enable notes & attachments, Allow amendment of notes in enquiries	4.5
Rapid line entry enabled, Prefer rapid line entry, Stock item lookup columns	4.1
Show custom line columns, Show columns on value & quantity lists, Sales order line columns	4.1, 4.10
Enable custom buttons, Button selection	4.4
Enable custom information, Custom information	4.3
Mandatory customer order number, Warning on duplicate Customer order no	4.6
Enable customer & address search, Enable delivery address search, Check for existing sales orders	4.7
Hold orders over payment terms	8.4
Force country code selection, Remove date requested, Remove save & print	4.9
Enable copy & paste	4.2
Keep line values consistent on save	4.3
Require cancellation reasons, Allow notes with cancellation reasons, Cancellation reasons	7
Enable due date entry, Payment terms	5.8
Enable what3words	4.8
Enable automatic S/L allocation	5.7

4.1 Rapid line entry

Rapid line entry replaces Sage's line list with a grid you can type straight into, one line after another, without opening Sage's line screen for each item.

Setting it up. Tick **Rapid line entry enabled**. Tick **Prefer rapid line entry** too if the order screen should open in rapid entry. Then choose the columns:

- **Sales order line columns** – the columns of the grid, after the Item column. Description, Quantity, Unit Price and To Allocate are always included. The others are Unit, Allocated, Disc%, Unit Discount, Tax Rate, Nett, Tax, Weight, Cost Price, Despatch Note Comment, Picking List Comment, Part Number, URL, Free Stock, Total Stock, Total Alloc, Promo, Promo Code, 3rd Party, Estimated Date, Warehouse, Customer Stock Code, and one column for each stock and sales order line analysis code. The link is only available while **Show custom line columns** is ticked.
- **Stock item lookup columns** – the columns of the pop-up list used to pick an item: Code and Name always, plus any of Free Stock, Total Stock, Allocated, Unit, Alternative Code, Alternative Name and the stock analysis codes.



Column Selection – Sales order line columns

Tick the columns you want and use **Move Up / Move Down** to order them; **Check All** and **Invert** change the ticks in one go. **Save** keeps the list straight away. Keep Description and Quantity as the first two columns after Item – the grid moves the cursor to them after an item is chosen.

Using it. On the order, **Rapid entry** appears beside Sage's **Show values / Show quantities** once the order has a customer and a default warehouse (**By default supply from**). Select it (it is selected for you with **Prefer rapid line entry**). Then:

1. Type an item code in **Item** – or the customer's own code for it (section 4.11) – or start typing its name in **Description**. A list of the warehouse's items opens; pick the item.
2. The line starts with a quantity of 1. Type the **Quantity**, and the **Picking List Comment** or **Despatch Note Comment** if needed. **To Allocate** is filled in when Sage allocates stock on order entry.
3. Move to the next line. The line you left is saved to the order there and then – allocation rules (section 9), the estimated date, price promotions (section 12) and the customer's item notes (section 10.3) are applied to it as it is saved.

☐ Exclude Despatched ☒ Apply Price Promotions ☐ Show values ☐ Show quantities ☒ Rapid entry

Item	Description	Quantity	Unit Price	To Allocate	Allocated	Free Stock	Estimated Date	Customer Stock
ACS/BLENDER	Professional Blender 5 Speed	2.00000	256.50000	2.00000	2.00000	111.00000	05/10/2026	
ACS/MIXER	Professional Mixer 3 Speed	1.00000	135.00000	1.00000	1.00000	86.00000	05/10/2026	
ACS/TOASTER	Polished Steel 4 Slice Toaster	3.00000	24.99000	3.00000	3.00000	87.00000	05/10/2026	TB-TOAST4
TILE/GREY/10...	Tiles Grey 10cm x 10cm	6.00000	60.00000	0.00000	0.00000	0.00000		

Add Items... Edit Item... Delete Item Move Up Move Down Copy & Paste Subtotals To Values Weight Quantity

Amend Order in rapid entry

Unit Price and Disc% can only be changed by users with Sage's SOP permission to override prices and discounts, and Cost Price by users allowed to override cost prices. A line cannot be changed once any of it has been despatched or invoiced. Analysis code columns can be changed when Sage's SOP settings allow analysis codes to be amended.

- **Edit Item** (or double-click) opens Sage's own line screen for the selected line.
- **Delete Item** deletes the selected line. With cancellation reasons switched on (section 7) you are asked for a reason first.
- **Move Up** and **Move Down** are not available in rapid entry. Blank lines are removed when you leave the grid or save.
- On **Amend Order**, tick **Exclude Despatched** to hide lines that have been fully despatched; the Subtotals and Totals captions then read "(Undespatched)". It is cleared again before the order is saved.

4.2 Copy & Paste

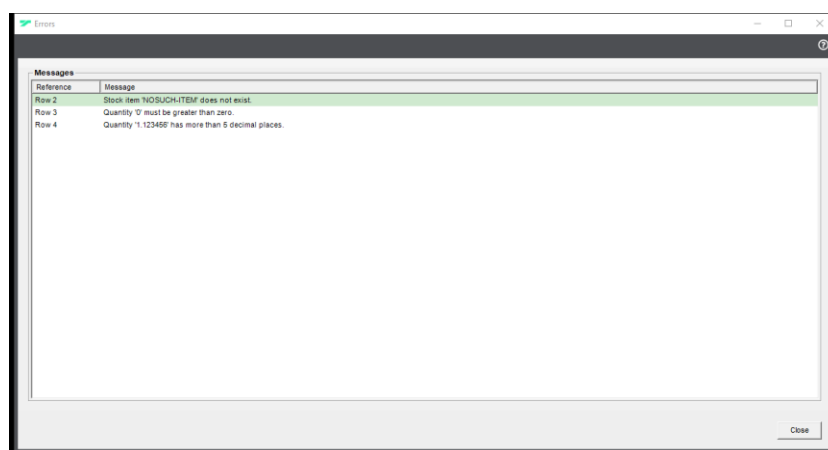
Copy & Paste adds lines to a sales order from a block of cells copied in Excel (or text copied from a CSV file). Tick **Enable copy & paste**; a **Copy & Paste** button then appears beside **Add Items / Edit Item** on Enter New Order and Amend Order once a customer has been chosen.

What to copy – two or three columns, in this order:

Column	Contents	Rules
1	Item code	A Sage stock code, or the customer's own code for the item (section 4.11). The item must be active and stocked in the order's default warehouse.
2	Quantity	Required. Greater than zero, at most 5 decimal places.
3	Unit selling price (optional)	Greater than zero, at most 5 decimal places. Leave the column out, or the cell blank, to use the price Sage works out.

A heading row is allowed – the first row is skipped when its quantity is not a number and its first cell is not a stock code. Blank rows are ignored. Numbers are read in the PC's regional format.

Pasting. Select and copy the cells, then click **Copy & Paste** on the order. Every row is checked first. If any row has a problem, nothing is added: you are told "n problem(s) were found on the clipboard - no lines have been added." and the problems are listed by row (row numbers count the heading row):



Copy & Paste problems

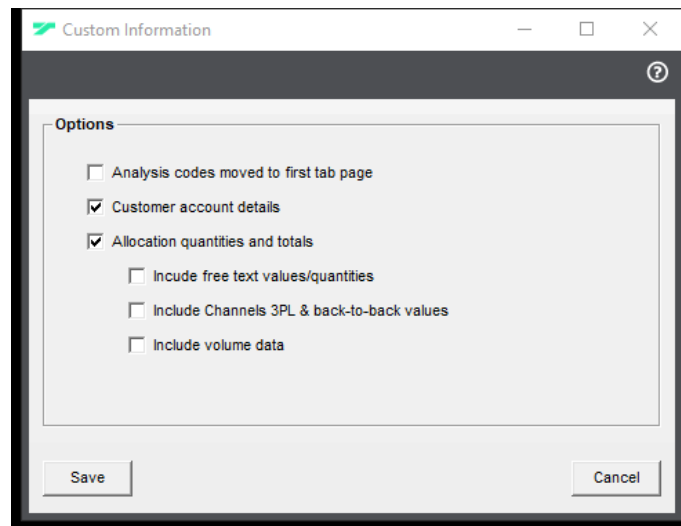
Message	Meaning
Stock item 'X' does not exist.	No stock item, or customer code, matches column 1.
Stock item 'X' is not active.	The item is marked inactive in Sage.
Stock item 'X' does not exist in the 'W' warehouse.	The item is not stocked in the order's default warehouse.
Quantity is required. / Quantity 'q' is not a valid number. / ... must be greater than zero. / ... has more than 5 decimal places.	Fix column 2. The same messages for column 3 say "Unit selling price".
The clipboard does not contain valid Excel or CSV data with 2 or 3 columns.	A row has fewer than two or more than three columns.
There is nothing on the clipboard to paste.	Copy the cells first.
You need to select a default warehouse first.	Choose the order's By default supply from warehouse.

When every row is valid the lines are added one by one behind a progress window, which you can cancel. Each row becomes a new line in the order's default warehouse, with the requested and promised dates from the order header and stock allocated if Sage allocates on order entry. Each line gets its allocation rules and the customer's item notes as it is added; when the last row is in, the estimated dates, the extra line columns and price promotions are worked out once across the order – the same result as for lines typed in by hand, without repeating that work for every row of a long paste. Finally you see “n of m line(s) were added.” (with a list of any lines Sage refused, or added but not fully finished) and the clipboard is cleared.

Lines are always added – pasting an item already on the order adds a second line rather than increasing the first.

4.3 Custom information

Tick **Enable custom information** and click **Custom information** to choose what Retail adds to the order screen. **Save** on that screen keeps the choice straight away.



Custom Information

- **Analysis codes moved to first tab page** – Sage's analysis code entry moves to the top of the order and the Analysis Codes tab is removed.
- **Customer account details** – an **Account Details** panel and a **Memo** at the top right: the customer's credit limit, balance and account terms, a red **Account Over Terms** warning when an invoice is overdue (allowing the grace days in section 8), the customer's memo (section 10.5) and, with due dates switched on, the order terms and due date (section 5.8). The credit limit, balance and warning are read from the Sales Ledger again each time you come back to the Order Details tab, so a receipt taken on the Payments & Returns tab shows in the balance straight away.

The Account Details panel and Memo

- **Allocation quantities and totals** – a panel at the bottom right showing allocated, unallocated and total value, weight and quantity for the order. The figures follow the lines as you work: they change as soon as a line is added, amended or deleted, whether through Sage's item line window, rapid line entry or Delete Item, not only when the order is saved. Sub-options add free text lines, Tilted Channels 3PL and back-to-back quantities (counted as allocated) and volume from Sicon Distribution.

		Values	Weight	Quantity
Allocated:	£	612.31	140.000	6.000
Unallocated:	£	240.01	7.200	6.000
Total:	£	852.32	147.200	12.000

The allocation totals panel

With custom information switched on, the order window opens maximised and needs a screen of at least 1408 × 768.

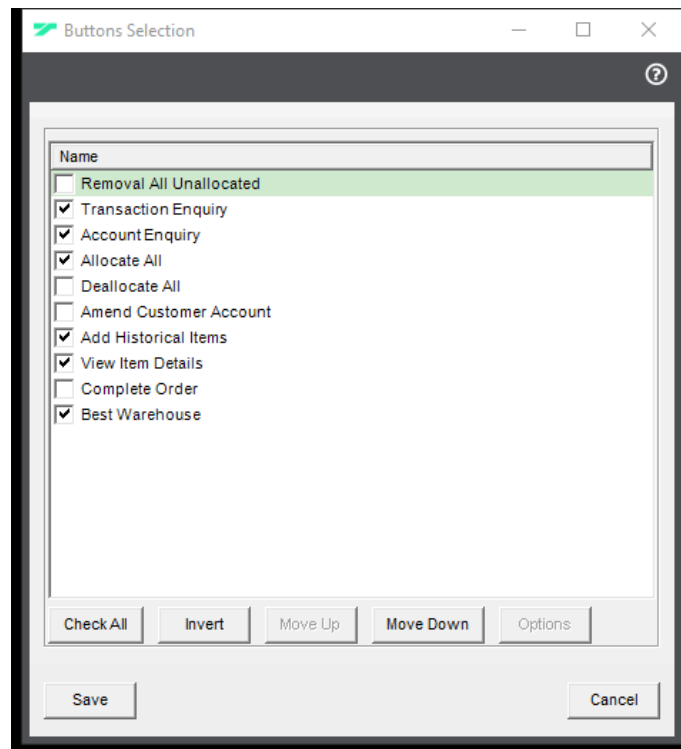
Keep line values consistent on save (SOP - General, on by default) is a safeguard for the order's Goods, Net and Gross figures. Sage works those out by adding up each line's stored value, so a line whose stored value

did not follow its quantity would put the Goods box out of step with the quantities and prices on the screen, and with the allocation totals panel, which works from quantity × price. With this ticked, every time an order or a line is saved Retail compares each stock item line's value with its quantity × price, puts right any line that is out of step using Sage's own recalculation (the line's price and discount are kept; nothing is re-priced) and adds the lines up again for the order's totals. Each correction is written to the Tilted log with the order and line. Untick it only if asked to by Tilted.

Amend Order with Retail's additions – account panel, extra columns, Copy & Paste, custom buttons and allocation totals

4.4 Custom buttons

Tick **Enable custom buttons** and click **Button selection**. Tick the buttons you want, put them in order with **Move Up / Move Down** and click **Save**. They appear in the button bar at the foot of Enter New Order and Amend Order (those that do not change the order also on View Order), and are available once a customer has been chosen.



Buttons Selection

Button	What it does
Remove Unalloc	Cuts every line back to its allocated quantity and cancels lines with nothing allocated – immediately, without asking.
Trans Enq	Opens Sage's Sales Ledger transaction enquiry for the customer.
Account Enq	Opens Sage's View Customer Account for the customer.
Alloc All	Sets every line to allocate its whole outstanding quantity.
Dealloc All	Removes the allocation from every line.
Amend Account	Opens Sage's Amend Customer Account.
Add Hist Items	Opens Add Historical Items (below).
View Item	Opens Sage's View Item Details for the selected line.
Complete Order	Asks "Are you sure you want to complete this order?"; Yes numbers a new order, despatches everything that can be despatched and creates the invoice (not printed or posted), then closes the order screen.
Best Warehouse	Only shown when allocation rules are on and warehouse priorities exist – see section 9.7.

Add Historical Items

Add Hist Items needs the order's default warehouse to be chosen ("You need to choose a warehouse first"). It opens a screen of things this customer is likely to want:

Add Historical Items

- **Historic Item Sales** (left) – the items the customer has bought between the **Date Range** dates (a year by default), filtered by **Item Filter**, after you click **Find**. Tick an item and type a **Quantity** – every ticked item needs one (“You need to enter a quantity for all lines in the historical item list”).
- **Past Sales Orders** (right) – the customer's **Current** or **Archived** orders; select an order to see its lines and tick the lines to add (quantity 1).
- **Top 100 Items Never Purchased** – the best-selling items this customer has never bought; tick any to add (quantity 1).

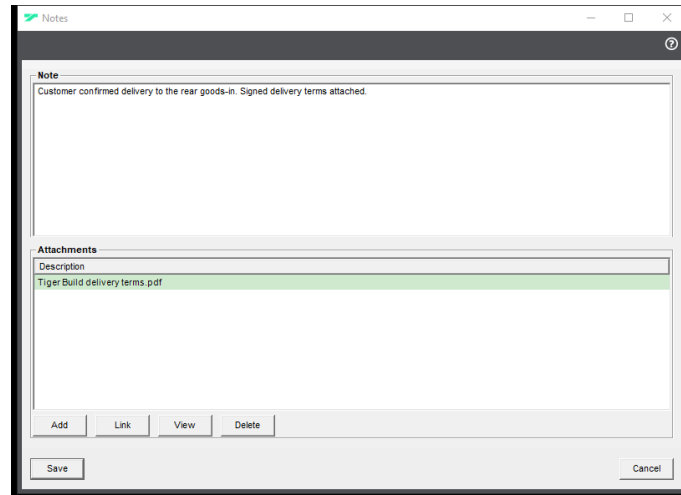
Click **OK** to add one line per ticked item to the order, in the order's default warehouse. Items that cannot be added are listed at the end. The columns of each list are chosen on **Historical Items Options** (the **Options** button on Buttons Selection, with Add Historical Items selected).

4.5 Notes & attachments

Tick **Enable notes & attachments** to add a **Notes & Attachments** tab to Enter New Order, Amend Order and View Order. Each note records who wrote it and when, and can carry files.

The Notes & Attachments tab

- **Add** opens the Notes screen: type the note, then add files with **Add** (the file is copied into the company's attachments folder, in **SOPORDERMEMO\<order number>**) or **Link** (only the file's location is kept, so the file must stay where it is). **View** opens a file; **Delete** removes it from the note.
- **View** opens the selected note; **Delete** asks “Are you sure you want to delete this note?” and hides it (it is kept, marked deleted).
- Notes are saved when the order is saved. On View Order the tab is read-only unless **Allow amendment of notes in enquiries** is ticked; then notes added there are saved when the screen is closed.



A note with a linked file

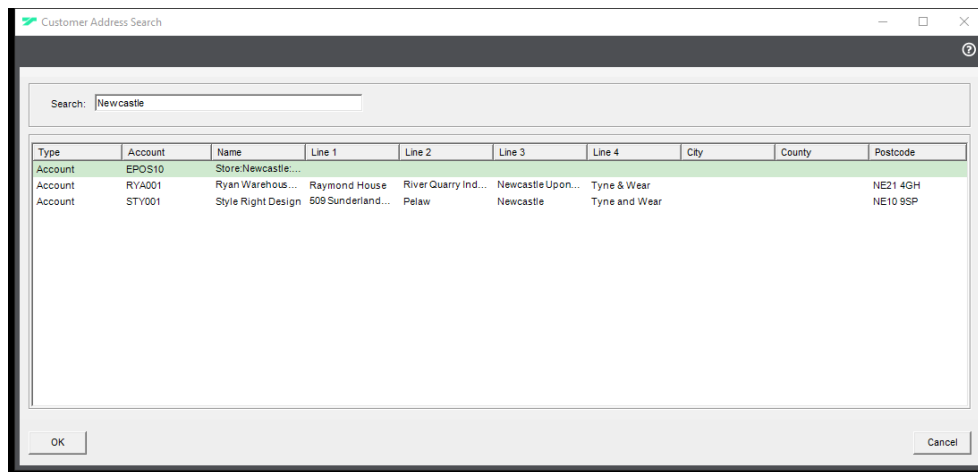
4.6 Customer order numbers

- **Mandatory customer order number** – the order screen shows the customer order number caption in red as a reminder, and Sage's sales order confirmation window (shown when a new order is saved) refuses to continue without one: “Customer Document No is mandatory”.
- **Warning on duplicate Customer order no** – when a new order is saved with a customer order number already used on another sales order for the same customer, the confirmation window asks “The provided Customer Document No has already been used on order 'n'. Are you sure you want to continue?”. **No** returns you to the confirmation window to change it.

Both checks are made in the confirmation window, so they apply to orders entered on Sage's order screens – not to orders created by imports or Tilted Channels.

4.7 Finding customers and addresses

Enable customer & address search adds a ... button beside the customer account box on Enter New Order. It opens Customer Address Search, which searches as you type across account number, name, address lines, city, county and postcode of every customer's account address and every delivery address:

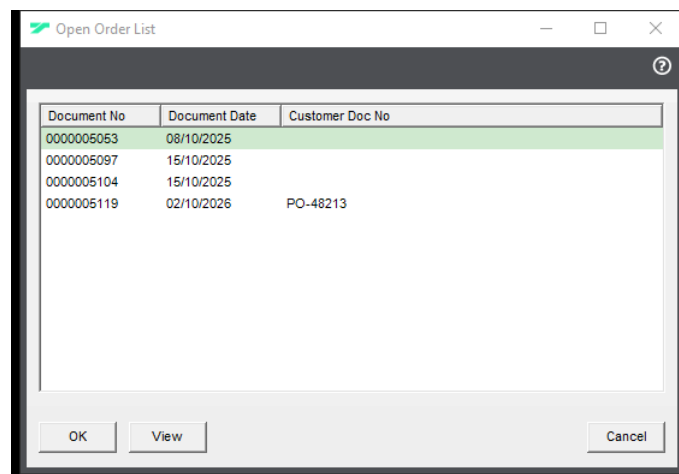


Customer Address Search

Select a row and click **OK**. An **Account** row chooses that customer; a **Delivery** row chooses the customer it belongs to and sets that delivery address on the order.

Enable delivery address search adds a **Search** box and full address columns to Sage's delivery address list (the **Change** button on the order's Delivery & Invoicing tab). The list narrows as you type.

Check for existing sales orders – when you choose a customer on a new order and that customer already has live sales orders, you are asked “The selected customer has open sales orders. Would you like to see a list of these and potentially amend rather than creating a new order?”. **Yes** lists them:



Open Order List

View shows the selected order. **OK** opens it in Amend Order and closes the new order without saving it – anything already typed on the new order is lost. **Cancel** carries on with the new order.

4.8 what3words

With **Enable what3words** on, a **What3words** box appears under the delivery address on the Delivery & Invoicing tab of sales orders, quotations and pro formas (and the Return & Credit tab of returns), and is saved with the order's delivery address – see the picture in section 10.4. Sage's customer delivery address screen always has a what3words box; choosing that address on an order with **Change** copies its what3words onto the order. Ticking **Use invoice address** clears it.

The box is plain text – type the three words (for example **filled.count.soap**). Retail does not check them with what3words; they are kept so that they can be printed on despatch documents or passed to a carrier.

4.9 Other order screen options

- **Force country code selection** – an order or return cannot be saved until its delivery address has a country code: “You need to select a country code”.
- **Remove date requested** – hides the date requested on the order header.
- **Remove save & print** – hides Sage's **Save & Print** button.

4.10 Extra line information

Show custom line columns makes Retail keep extra information on each item line – free and total stock in the line's warehouse, the allocated quantity, the item's part number and stock analysis codes, the customer's own code for the item, the item's web link (section 14.4) and whether it is linked to a Tilted Channels 3PL warehouse. It is refreshed when an order is opened or viewed (a progress window “Applying line information” shows while it works) and as lines are saved; a line is only written back when one of its values has actually changed, so opening a large order does not save every line. It is used by the rapid entry columns and can be printed on your order documents.

Show columns on value & quantity lists also adds the chosen **Sales order line columns** to Sage's own line list on the order. The **Estimated Date** column is described in section 9.6.

4.11 Customers' own item codes

When a customer orders using their own codes for your items, set the codes up as alias codes on the customer (section 10.2) or the stock item (section 14.5). Operators can then type the customer's code instead of yours in Sage's line screen, rapid line entry and Copy & Paste on that customer's sales orders. Retail swaps it for your stock code and keeps the customer's code on the line (the **Customer Stock Code** column). A real stock code always wins if the same code is both.

5. Payments, receipts and refunds

With payments switched on, money taken against a sales order – a bank receipt, a card payment, a deposit already on the customer's account – is recorded from the order itself, and refunds are paid from the order or its return. Retail keeps a link between the order and each Sales Ledger transaction, shows the order's paid and outstanding amounts, and can match the money to the invoice when it is posted.

5.1 Switching payments on

1. On Settings ► SOP - General tick **Enable payments** and click **Save**. Sales orders get a **Payments & Returns** tab and sales returns a **Refunds** tab; Sage's own Payment with Order tab is removed.
2. Give each user who takes money the Retail permission **Raise refunds, receipts and payments** (section 2.3) – without it the tab shows the payments but none of the buttons.
3. Open Settings again and click **Payments Options** to set the options below.

Payments Options

☐ Default Payment Amount to Allocated Order Value

☐ Warn on No Order Payment Entered ☐ Warn on No Return Payment Entered

Payment / Refund Status Analysis Code:

Refund Exchange Rate Variance Nominal:

Default Receipt / Payment Cash Book Accounts

Currency	Cash Book Account
No items to display	

Save Create Transaction Links Cancel

Payments Options

- **Default Receipt / Payment Cash Book Accounts** – the bank account receipts and refunds go to, for each currency. Set every currency you trade in.
- **Payment / Refund Status Analysis Code** – a sales order analysis code that Retail fills in with the order's payment status (PAID, PART PAID, REFUNDED, PART REFUNDED – section 5.6), so it can be shown on order lists and reports.
- **Default Payment Amount to Allocated Order Value** – a receipt defaults to the value of the stock allocated to the order rather than the whole order.
- **Warn on No Order Payment Entered / Warn on No Return Payment Entered** – asks before an order with no receipt, or a return with no refund, is saved (section 5.9).
- **Refund Exchange Rate Variance Nominal** – the nominal account for the difference when a refund does not match its return (section 5.5).

Click **Save**.

Create Transaction Links looks through every sales order and return for Sales Ledger receipts and payments whose reference is the order number (and, with Tilted Channels, the web order's receipt), and links them to the order. Run it once when you switch payments on, so orders taken before then show what has been paid. It asks “This routine will attempt to discover all posted receipts and payments in order to link them back to the relevant Sales Order/Return... Do you want to continue?” first; it can be cancelled and run again, and a receipt is never linked twice.

5.2 The Payments & Returns tab

The Payments & Returns tab on an order

Payments & Refunds lists every receipt, refund and adjustment linked to the order, with its date, references, value, how much of it is allocated, whether it is queried, who entered it, its URN and whether it has been refunded. The totals on the right show **Order Total**, **Paid**, **Refunds**, **Adjustments** and **Outstanding**.

Button	Use it to
S/L Receipt	Take a payment by cheque, bank transfer or cash (section 5.3).
Online Card Receipt	Take a card payment through Sage 200's online card processing (section 5.3). Not on returns.
Link Payment on Account	Attach money the customer has already paid on account (section 5.4). Only with Link payments on account to sales orders ticked on SOP - Credit Control; not on returns.
S/L Manual Refund	Pay money back to the customer (section 5.5).
Receipt Refund	Refund a receipt – back to the card, or through the web channel it came from (section 5.5).

The buttons also work on View Order, so money can be taken on an order that has already been completed. **Linked Documents** lists the returns, replacements and back orders raised from the order, and the order it was raised from; click a document number to open it. Section 6 covers the **Create Return**, **Create Replacement** and **Create Back Order** buttons.

An order taken before payments were switched on (and not yet linked by Create Transaction Links) shows the receipts whose reference is the order number, but its buttons are unavailable and you are told “You will need to run the Create Linked Transactions routine from the Retail Settings Payments Options before you can post Payments or Receipts”.

5.3 Taking a receipt

1. On the order's Payments & Returns tab click **S/L Receipt** (or **Online Card Receipt**). A new order is given its order number and saved first.

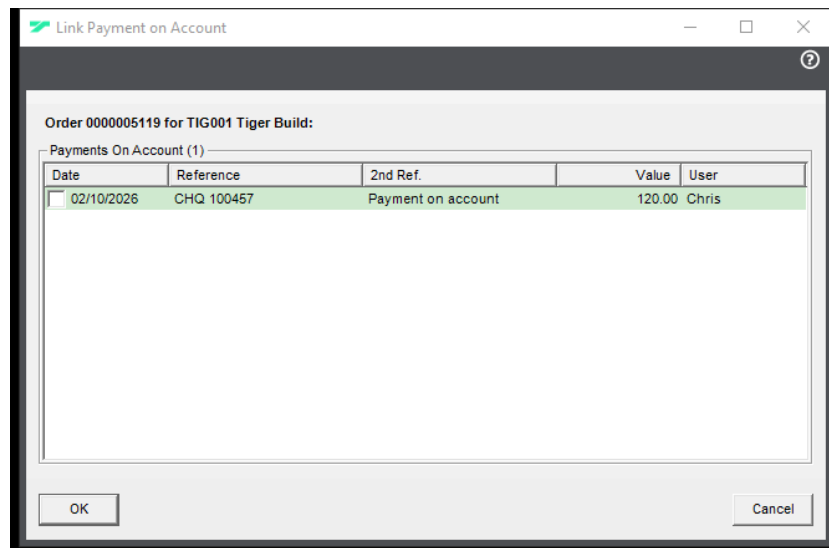
2. Sage's own receipt screen opens, filled in for this customer: the bank from Payments Options (**Change Bank** lets you pick another), the order number as both references, and the amount still outstanding on the order (or the allocated value, with that option). Change the amount if the customer is paying part.
3. Save the receipt. Sage posts it to the customer's account and the cash book as usual, unallocated, and Retail links it to the order – it appears in the list and the totals change.

If an order-level discount applies, Sage's best discount is applied to the order first and you are told "Order level discount of ... has been applied."

Card payments use Sage 200's own online card receipt screen and card processing, so they need Sage's card processing set up. Retail stores no card details – only the link between the order and the posted receipt.

5.4 Linking a payment on account

When a customer has paid before the order exists – a deposit, or a payment by bank transfer that was posted to their account – tick **Link payments on account to sales orders** (Settings ► SOP - Credit Control) and use **Link Payment on Account** on the order:



Link Payment on Account

The list shows the customer's posted receipts that have nothing allocated and are not linked to any order, newest first. Tick the receipt(s) and click **OK**. The whole receipt is linked to this order – nothing is posted; it is allocated to the invoice when the invoice is posted (section 5.7). A receipt that has been allocated or linked meanwhile is refused with "Not linked:" and the reason.

5.5 Refunds

- **S/L Manual Refund** opens Sage's customer refund (payment) screen for the order's customer, with the order's value and bank filled in. Change the amount as needed and save. Sage posts the refund to the account and cash book; Retail links it to the order as a **Payment**.
- **Receipt Refund** refunds a receipt. On an order, select the receipt in the list first. On a return raised with Retail's **Create Return** (section 6), it refunds the first receipt of the order the return came from that has not already been refunded.

What Receipt Refund does depends on how the money was taken:

- A **card receipt** taken through Sage – Sage's online card refund screen opens and Sage refunds the card.
- An order from a **Shopify** or **ChannelAdvisor** channel in Tilted Channels – the channel's own refund screen opens and the money is refunded on the web site. Retail then posts the matching refund on the customer's account in Sage. When refunding from a return and the amount refunded is different from the return's value, Retail also posts the difference, as an invoice or credit note to the **Refund Exchange Rate Variance Nominal**, so that the customer's account balances.

Either way the refund is added to the order's list as a **Payment**, so the **Refunds** and **Outstanding** totals and the payment status change, and the refunded receipt is marked in the **Refunded** column.

A receipt already marked as refunded is not refunded again by mistake: Receipt Refund asks "Receipt '...' has already been refunded. Do you want to refund it again?", and only **Yes** carries on – for example to refund the rest of a receipt that was part refunded.

5.6 Payment status

Outstanding is the order total plus refunds, less money paid, plus any adjustments. When it reaches nothing the order is **PAID**; with some money paid it is **PART PAID**. For a return the words are **REFUNDED** and **PART REFUNDED**.

With a **Payment / Refund Status Analysis Code** chosen in Payments Options, Retail writes the status into that analysis code on the order, so you can show it as a column on Sage's order lists.

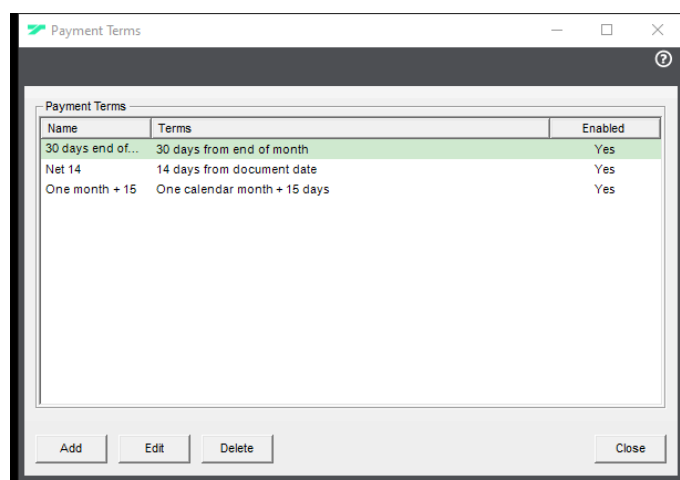
With **Do not hold orders paid in full for credit** ticked on SOP - Credit Control (section 8), an order on credit hold that becomes paid in full is taken off hold: "The order is paid in full and has been taken off credit hold."

5.7 Matching receipts to the invoice

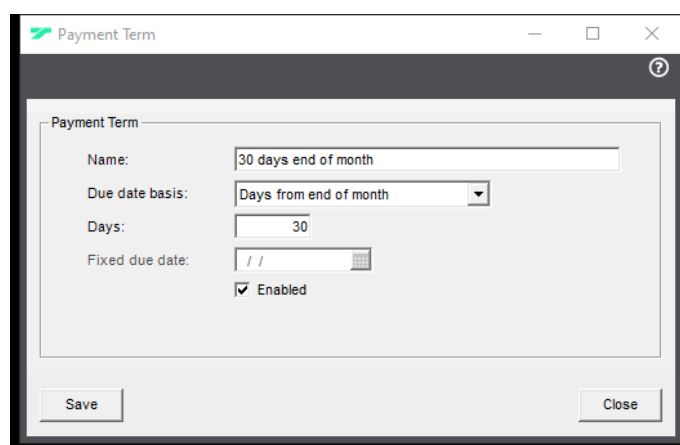
With **Enable automatic S/L allocation** on, each time sales invoices or credit notes are posted (Sage's Post Invoices and Credit Notes, or the scheduled function in section 15) Retail allocates, in the Sales Ledger, the receipts, refunds and adjustments linked to the orders on that invoice against it – up to the smaller of the two amounts, dated today. A part-invoiced order's later invoices take whatever is left of its receipts. Without the option, receipts stay on the customer's account until you allocate them in Sage.

5.8 Order terms and due dates

Tick **Enable due date entry** to give each sales order its own payment terms and due date, for example when a large order is agreed on longer terms than the account. Click **Payment terms** to set up the terms operators can choose from:



Payment Terms



A payment term

Due date basis	Due date
Days from document date	the order date plus Days
Days from end of month	the last day of the order's month plus Days
Days from start of month	the first day of the order's month plus Days
Calendar month (+ days)	one calendar month after the order date, plus Days
Fixed date	the Fixed due date (for example a seasonal dating)

Only **Enabled** terms are offered on orders. A term can be deleted (“Are you sure you want to delete the payment term '...'?”) – orders that used it keep their due date.

On the order – with the Account Details panel switched on (section 4.3) the order has **Order Terms** and **Due Date** boxes in that panel; otherwise they are added to Sage's order discount box (“... & Due Date”) once a customer is chosen. Choosing a term works out the due date from the order date and shows it greyed out – it cannot be changed while that term is chosen. With a **Fixed date** term, or no term, you can type a due date (which clears the term). Order terms are on sales orders only, not quotations, pro formas or returns.

A term chosen – the due date is worked out and greyed out

On the invoice – when the invoice is posted, its due date in the Sales Ledger is replaced by the order's due date.

The due date is worked out when the term is chosen, from the order date – it does not move if the order is invoiced later.

5.9 Warnings when saving

- With **Warn on No Order Payment Entered**, saving an order that has no receipt asks “No payments have been made against this order. Do you want to continue?” – **No** returns you to the order.
- With **Warn on No Return Payment Entered**, saving a return with no refund asks “No payments have been made against this return order. Do you want to continue?” (“No refunds have been made...” from the Save & Receive buttons in section 6).

6. Returns, replacements and back orders

Retail raises a sales return, a replacement order or a back order from the original sales order in a few clicks, copies the customer, address and lines across, and keeps the documents linked so each shows the other under **Linked Documents** (section 5.2).

6.1 Settings

Settings – SOP - Returns

Option (SOP - Returns)	What it does
Enable returns from sales order enquiries	Shows Create Return on the order (below). Also switches on the returns bin handling in Sage's Confirm Return (sections 6.4, 6.5).
Returns reason analysis code	A sales order analysis code used for the return reason. When chosen, Create Return shows a Reason Code column and every line must have a reason. Choose a code that is attached to the same slot number on sales order lines as on the order header – the reason is stored in that slot on each line, and on the header when every line has the same reason.
Returns warehouse	The warehouse returned stock goes back into. Required before any return or replacement can be raised.
Default returns bin	The bin returned stock is received into (created where needed).
Returns bin allocation priority	The priority given to a returns bin Retail creates.
Available Returns Bins	Opens Return Bins: a list of bin names. When the list has bins, receiving a return opens Sage's Confirm Return so the operator chooses the bin for each line (section 6.5).
Allow returns as free text lines	Offers Create as free text return (non-stock) – the return lines are created as free text lines instead of stock lines, so no stock comes back.
Additional text to add to customer doc no, Prefix / Suffix	Text added before (Prefix) or after the original customer order number on the return – for example -RET .
Show save & receive button / Show save, receive & credit button	Adds those buttons to Create Return and to Sage's return screens (section 6.4).
Reduce return value by shipping charge, Shipping Charge Options	Pre-ticks Include Handling Charge on Create Return, so a carriage or handling deduction is taken off the credit (section 6.2).

Return Charge Options

Shipping Charge Options sets the default deduction: **Shipping Charge** (the amount), **Charge Description** (the line text – “Shipping Charge” if blank) and **Nominal Code** (where the deduction is posted). Its **Save** writes the options straight away.

Return Bins

SOP - Replacements has **Enable replacements from sales order enquiries**, **Allow replacements as free text lines** (which offers **Create as free text replacement order (non-stock)** on Create Replacement), the customer order number text and Prefix/Suffix, and **Show save & despatch button / Show save, despatch & invoice button**. **SOP - Back Orders** has **Enable back orders from sales order enquiries** and its own customer order number text.

When neither Prefix nor Suffix is selected, the additional text is added as a suffix.

6.2 Creating a return or replacement from an order

Where the buttons are. With **Enable payments** off, Sage's **View Order** has **Create Return** and **Create Replacement** buttons. With payments on, they are on the order's **Payments & Returns** tab instead, alongside **Create Back Order**, and the user needs the Retail permission **Create return and replacement orders** (section 2.3).

1. Open the original order and click **Create Return** (or **Create Replacement**).
2. Tick the lines being returned or replaced – **Check all** and **Invert** help – and correct each **Quantity**. Only stock item lines are listed. Choose a **Reason Code** for every ticked line when the column is shown.

- Options: **Include Handling Charge** with the amount to deduct (returns only); **Include Shipping** to credit back the order's carriage (only for Tilted Channels orders that carry a shipping item); **Create as free text return (non-stock)**; **Write off stock on receipt** with a write-off category (section 6.6).
- Click **Save** – or **Save & Receive / Save, Receive & Credit** (returns), **Save & Despatch / Save, Despatch & Invoice** (replacements).

Item Code	Description	Quantity	Unit Price	Line Total
☒ ABFSG/13/0/2	AB Freestanding Gas 3-Ring/300mm/White	1.00000	245.56000	245.56
☒ SUM/ICECRE...	Deluxe Icecream Maker	2.00000	0.00000	0.00
☐ WW/FRIGDE...	Fridge Freezer Retro 265 Litre	1.00000	449.70000	449.70
☐ ABRS/13/1/2	AB RangeStyle 3-Ring/600mm/White	1.00000	982.22000	982.22
☐ LNO/LINOLE...	Linoleum	1.00000	1420.00000	1420.00
☐ ABRS/14/20/2	AB RangeStyle 5-Ring/500mm/White	3.00000	982.22000	2946.66
☐ WW/DISHW...	Dishwasher full size	2.00000	198.00000	396.00

Options

☐ Include Shipping ☒ Include Handling Charge: 4.95 ☐ Write off stock on receipt: [dropdown]

Buttons: Save, Save & Receive, Save, Receive & Credit, Cancel

Create Return

Retail checks the choices: “You need to choose some lines”, “You need to choose a reason code for all lines”. If an item has already been returned, replaced or back-ordered from this order you are warned (“The items below have already had return or replacement orders raised ... Are you sure you want to continue?”) – **No** closes the screen without creating anything. Retail then creates the document:

- Same customer and delivery address; the customer order number is the original's with the additional text; dated today.
- A return goes into the **Returns warehouse** (each item is given a warehouse record and the default returns bin there if it has none). Return lines are priced at the original selling price with the original line discount; replacement lines at zero.
- The handling charge, if ticked, is a free text line of minus the amount, described as set in Shipping Charge Options and posted to its nominal code – so the credit is reduced by that amount.
- The quantity cannot be more than has been despatched: “You cannot return or replace more than have been despatched.”

What happens next depends on the button:

Button	Then
Save	Sage's Amend Return (or Amend Order for a replacement) opens on the new document, then Sage confirms its number.
Save & Receive	The return is received into stock (section 6.4) and Sage's View Return opens.
Save, Receive & Credit	Received, and the credit note created ready to print and post.
Save & Despatch	The replacement is despatched from stock and Sage's View Order opens.
Save, Despatch & Invoice	Despatched, and the invoice created ready to print and post.

Create Replacement shows the same screen, captioned for replacements, with prices of zero.

6.3 Create from Invoice

Sage's **Enter New Return** gets a **Create from Invoice** button. Choose the customer, click it, and find the invoice:

Find Invoice

Filter

Customer:

Stock Item:

Invoices

Invoice No	Second Reference	Invoice Date	Net Value
0000005050	0000004987	01/10/2025	6440.14
0000004880	0000004817	10/09/2025	5603.14
0000004755	0000004692	27/08/2025	6620.42
0000004706	0000004643	20/08/2025	5225.47
0000004559	0000004496	06/08/2025	104.00
0000004554	0000004491	06/08/2025	6913.49
0000004537	0000004474	06/08/2025	4843.59

Items

Item Code	Description	Quantity	Net Value
ABFSG/13/0/2	AB Freestanding Gas 3-Ring/300mm/White	1.00000	245.56
SUM/ICECREA...	Deluxe Icecream Maker	2.00000	0.00
WW/FRIGDE/2...	Fridge Freezer Retro 265 Litre	1.00000	449.70
ABRS/13/1/2	AB RangeStyle 3-Ring/600mm/White	1.00000	982.22
LNO/LINOLEUM	Linoleum	1.00000	1420.00
ABRS/14/20/2	AB RangeStyle 5-Ring/500mm/White	3.00000	2946.66
WW/DISHWAS...	Dishwasher full size	2.00000	396.00

Find Invoice

Filter by **Stock Item** if you know what is coming back, double-click an invoice to see its items, select the invoice (and the items) and click **OK**. The Create Return screen opens for the order the invoice came from (found from the invoice's second reference, so invoices raised without a sales order cannot be used), and the chosen lines are added to the return you are entering. The return's warehouse becomes the Returns warehouse and its customer order number the original's plus the additional text.

6.4 Save & Receive and Save, Receive & Credit

These buttons appear on Create Return and on Sage's own return screens (Enter New Return, Amend Return, View Return), as **Save & Receive** and **Save, Receive & Credit**, when the settings are ticked and the return is not yet fully received or credited. The return screens also gain **Received** and **Credited** columns.

1. A return still numbered "TBA" is given its number.
2. Every outstanding line is received back into stock – into the **Default returns bin** in the Returns warehouse. If **Available Returns Bins** has bins, Sage's **Confirm Return** opens instead, so you choose the bin for each line; it closes itself when saved.

3. With **Write off stock on receipt** ticked on the return, the stock received is written off straight away (section 6.6).
4. **Save, Receive & Credit** also creates the credit note for the return, dated today. It is not printed or posted – print and post it with Sage's normal credit note routines.

For a replacement, **Save & Despatch** despatches the replacement from stock in the same way and **Save, Despatch & Invoice** also creates the invoice. Despatching needs stock allocated to the lines (and, if your SOP settings require it, a printed despatch note) – lines that cannot be despatched are left outstanding.

6.5 Receiving into the returns bins (Confirm Return)

With **Enable returns from sales order enquiries** on, Sage's **Confirm Return** (Sales Order Processing ► Returns) is changed for lines in the Returns warehouse:

- each such line starts in the **Default returns bin**, and the bins on the **Available Returns Bins** list are made available for the item;
- clicking the bin on such a line offers only the returns bins; on a line in another warehouse the bin lookup gains a **New Bin** button;
- when you save (or abandon), returns bins left empty for those items are removed again.

On save, write-off on receipt is applied (section 6.6).

6.6 Writing stock off on receipt

Faulty goods coming back should not go back into saleable stock. Tick **Write off stock on receipt** and choose a write-off category on Create Return – or **Write off on receipt** on Sage's return screen (added beside the order discount, captioned "... & Write Off"). "Please choose the write off reason for the stock received on this return." if the category is missing.

Each time stock is received on such a return – by Save & Receive or by Confirm Return – the quantity received is written off with a Sage stock write-off in the Returns warehouse: reference the return number, second reference "Return line n received", category the one chosen. A return received in parts is written off part by part, and nothing is written off twice. If the write-off fails you are told "The return was received but the stock could not be written off : ..." – write it off by hand.

6.7 Back orders

A back order moves the part of an order that cannot be supplied now onto a new order, so the original can be completed with what is in stock. It needs **Enable payments** (the button is on the Payments & Returns tab), **Enable back orders from sales order enquiries** and the Retail permission **Create return and replacement orders**.

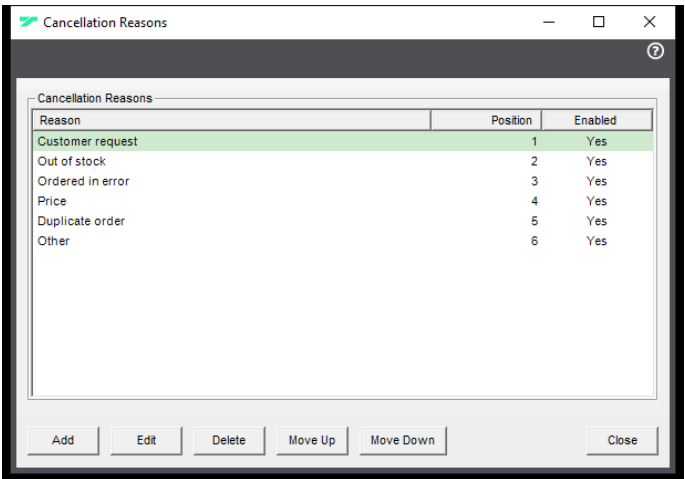
1. On the order's Payments & Returns tab click **Create Back Order**.
2. Retail counts the stock lines with an unallocated outstanding quantity and asks "Are you sure you want to create a back order for the outstanding n lines?" ("No lines available for backorder" if there are none).
3. **Yes** creates a new order for the same customer – customer order number plus the back order text, the same warehouse, priority, delivery dates, discounts, delivery address and analysis codes – with each line's unallocated outstanding quantity at the original price.
4. The original order's lines are reduced by those quantities (a line reduced to nothing is removed), and Sage's Amend Order opens on the back order.

7. Cancellation reasons

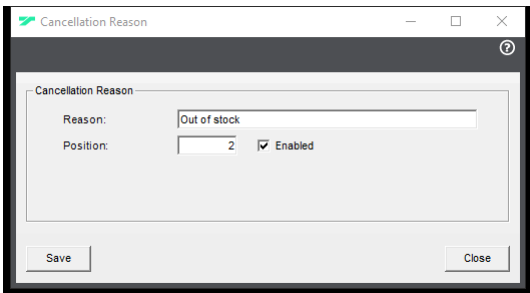
With **Require cancellation reasons** ticked (Settings ▶ SOP - General), the operator must say why whenever a saved sales order loses a line or some of a line, or is cancelled. The reason is kept with Sage's record of the cancelled line, so you can report on why orders are cancelled.

7.1 Setting up the reasons

Click **Cancellation reasons**. The first time, the list is filled with six reasons – Customer request, Out of stock, Ordered in error, Price, Duplicate order, Other – which you can change, add to or switch off.



Cancellation Reasons



A cancellation reason

Each reason has the **Reason** text (up to 60 characters), a **Position** (the order they are listed in) and **Enabled**. Only enabled reasons are offered. Deleting asks first. Tick **Allow notes with cancellation reasons** to let the operator add a note (up to 255 characters) as well.

To change the order, select a reason and click **Move Up** or **Move Down**. The change is kept straight away, and the positions are renumbered 1, 2, 3... down the list.

If every reason is deleted, the six starting reasons are added again.

7.2 When a reason is asked for

The operator...	Asked as
deletes a line on Amend Order (Delete Item, in the line list or rapid entry)	Delete line n: item x quantity on order number
lowers a line's quantity on Sage's line screen or in rapid entry	Reduce line n: item from old to new on order number
cancels an order on Amend Order Status (Cancel Order)	Cancel order number (account name)

Cancellation Reason

Choose a reason (and type a note if allowed) and click **OK**. **Cancel**, or closing the window, means the delete, reduction or cancellation does not happen. New orders that have not been saved yet, quotations, pro formas and returns are not asked.

7.3 Where reasons are kept

Sage records each cancelled line in its cancelled order lines (when Sage's SOP setting to record cancelled order lines is on). Retail adds the reason, the note and the kind of cancellation (line deleted, quantity reduced, order cancelled) to that record. When an operator gives a reason and Sage writes no record – a quantity reduction, or the Sage setting off – Retail writes the record itself, so with reasons switched on every cancellation an operator makes is recorded.

Lines cancelled without an operator being asked – by Tilted Channels, imports or bulk utilities – are given the reason **System**.

To see them, open the order on **View Order** and click **Cancelled Order Lines....** Sage's list of the order's cancelled lines has two extra columns, **Reason** and **Notes**.

Date	Code	Name	Selling Unit	Cancelled By	Qty Cancelled	Reason	Notes
11/10/2026	ACS/BLENDER	Professional Blender 5 Sp...		Chris	2.00000	Out of stock	harness
11/10/2026	ACS/MEAT-SLICER	Commercial Meat Slicer		Chris	2.00000	Customer request	harness

Cancelled Order Lines with the reason and notes

To report across orders, use Report Designer or Excel on Sage's cancelled order lines – the reason, note and type are fields Retail adds to the cancelled line.

8. Credit control

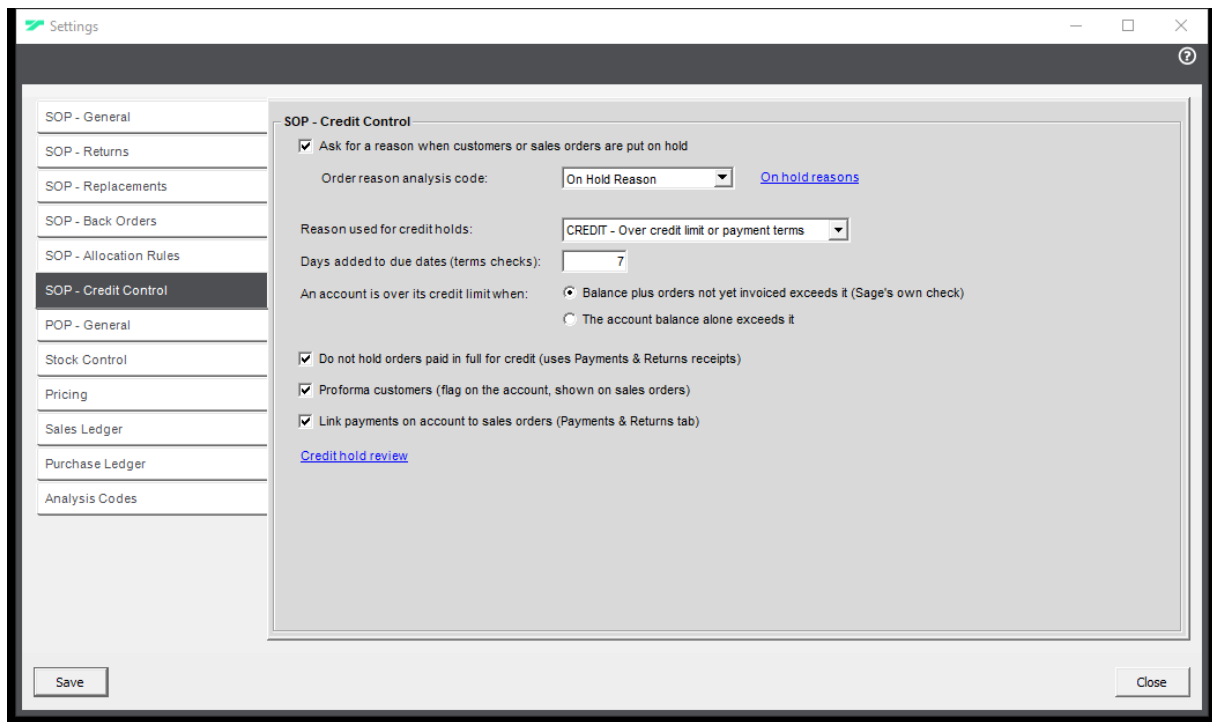
Sage 200 holds a sales order when the customer is over their credit limit, but it does not say why an order is on hold, has no payment terms check, and never takes an order off hold by itself. Retail adds:

- a **reason** for every hold, kept in a sales order analysis code you can see on the order and on order lists;
- credit holds applied **and released** automatically by rules – over the credit limit, or invoices overdue – when orders are saved, from the **Credit Hold Review** screen, and on a schedule;
- putting a customer on hold puts their live orders on hold, and taking them off releases them;
- a payment terms check when an order is entered, and **proforma customers**.

In Sage a held order cannot be put on a picking list, acknowledged or despatched – that is still what “on hold” means.

8.1 Setting up

1. In Accounting System Manager ► Settings ► **Maintain Analysis Codes**, attach an analysis code (for example “On Hold Reason”) to a free sales order header slot. Do not make it mandatory. If it is a list of values, Retail adds the reason codes to the list for you.
2. On Settings ► **SOP - Credit Control** choose it as **Order reason analysis code**.
3. Click **On hold reasons** once – the list starts with CREDIT (“Over credit limit or payment terms”), ACCOUNT (“Customer account on hold”) and OTHER – and add any of your own.
4. Choose the **Reason used for credit holds** (normally CREDIT). This switches on the automatic credit holds and releases.
5. Set **Days added to due dates (terms checks)** – the grace period: an invoice counts as overdue only when its due date plus these days has passed.
6. Choose when **An account is over its credit limit: Balance plus orders not yet invoiced exceeds it (Sage's own check)**, or **The account balance alone exceeds it**. A credit limit of zero means no limit.
7. Tick **Ask for a reason when customers or sales orders are put on hold** so operators give a reason for holds they make by hand (section 8.3). Click **Save**.
8. Give users who may let orders through Sage's SOP user permission to **override credit holds**.



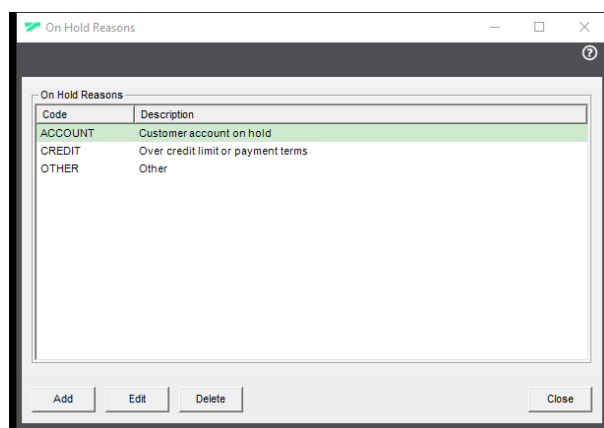
Settings – SOP - Credit Control

Save is refused with a message if the days are not a whole number of zero or more, if a reason is in use but no analysis code is chosen, or if the chosen slot has no analysis code attached.

The other options on the page:

- **Do not hold orders paid in full for credit (uses Payments & Returns receipts)** – an order whose linked receipts cover its value is never held for credit, and is released when it becomes paid (section 5.6). Needs **Enable payments**.
- **Proforma customers** – section 8.7.
- **Link payments on account to sales orders** – the Link Payment on Account button (section 5.4). Needs **Enable payments**.
- **Credit hold review** – opens Credit Hold Review (section 8.5).

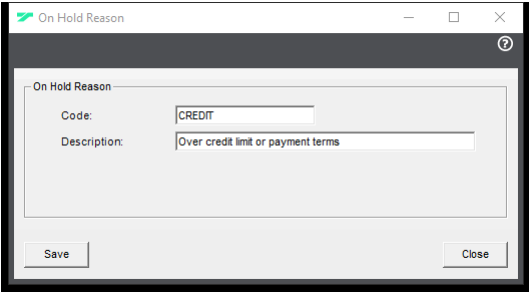
8.2 On hold reasons



On Hold Reasons

Add and **Edit** open the reason: a **Code** (up to 20 characters – this is what is written on the order) and a **Description**. The code of a reason that is in use cannot be changed – change the description, or add a new

reason. **Delete** is refused while the reason is the credit hold reason, or while a customer or held order carries it (up to five of each are listed).

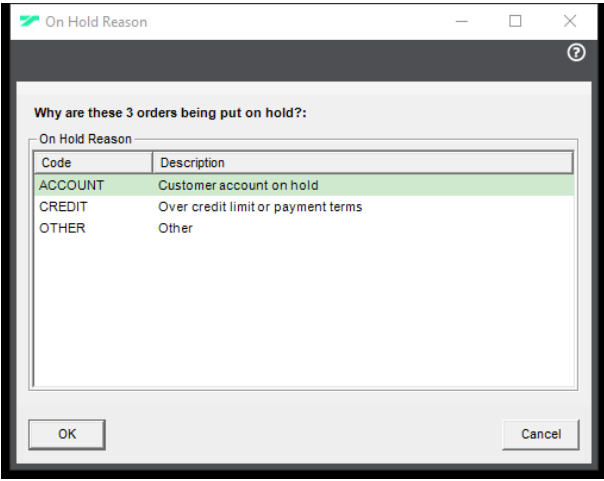


On Hold Reason

8.3 Holding orders and customers by hand

With **Ask for a reason when customers or sales orders are put on hold** ticked:

- **Sales order ► Amend Order Status ► On Hold** – before Sage holds the selected orders, Retail asks “Why is this order being put on hold?” (or “Why are these n orders being put on hold?”). Choose a reason and click **OK**; **Cancel** leaves the orders as they were. Each order put on hold is stamped with the reason.



Choosing the hold reason

- **Off Hold** – the reason is cleared from each order released. If it was a credit hold, the order is marked as released by hand, so the automatic credit rules will not hold it again.
- **Sales Ledger ► Amend Account Status** – a **Hold reason** drop-down appears under Sage's **On Hold** tick box, and a reason is required to put a customer on hold. When you save: putting the customer on hold puts **every live sales order** of theirs on hold with the same reason; taking them off hold releases the orders held with the customer's reason (orders held for any other reason stay held); changing the reason moves those orders to the new one. A summary says how many orders changed, and lists any that were open on someone's screen and so were skipped.

Customer Account Status with the Hold reason drop-down

8.4 Automatic credit holds

When a sales order is saved – from Sage's order screens, imports, Tilted Channels or anything else that saves through Sage – Retail adjusts Sage's own credit-limit decision. It never shows anything; problems are only logged.

- With **Do not hold orders paid in full for credit**, an order whose linked receipts cover its value is not held for credit (unless the customer is on hold).
- With **The account balance alone exceeds it**, a hold Sage is about to make because of open orders is lifted when the balance alone is within the limit.
- A held order is stamped with the credit reason (or, if the customer is on hold, the customer's reason); a live order still carrying a reason has it cleared.

When a new order is entered – with **Hold orders over payment terms** ticked on SOP - General, choosing a customer who has an invoice overdue (with the grace days) on Enter New Order gives "The selected customer is over their payment terms." A user without permission to override credit holds is told the order will be placed on hold; a user with it is asked "Do you want to override placing this order on hold?" – **No** holds the order with the credit reason, **Yes** lets it through and marks it so the credit rules will not hold it. This check is made on Sage's Enter New Order screen only.

Releasing – the automatic rules only ever release orders held with the credit hold reason. Orders held for any other reason, or held before Retail's reasons were in use, are never released automatically.

8.5 Credit Hold Review

Sales Order Processing ► Sales Orders ► **Credit Hold Review** checks every customer with live or held sales orders against the credit rules and recommends which orders to hold and which to release.

Credit Hold Review

Criteria

Days added to due dates: An account is over its credit limit when: ☒ Balance plus orders not yet invoiced exceeds it (Sage's own check) ☐ The account balance alone exceeds it

Find

Recommendations - 120 To Hold, 0 To Release (54 Customers Checked); Skipped: 1 Paid In Full

Action	Account	Name	Order No	Date	Gross	Outstanding	Balance	Limit	Open Orders
☒ Hold	SOM001	Sommerhill Ho...	0000004988	01/10/2025	1799.88	1799.88	8590.90	50000.00	2280.38
☒ Hold	SOM001	Sommerhill Ho...	0000005050	08/10/2025	529.02	529.02	8590.90	50000.00	2280.38
☒ Hold	SIN001	Sinead Smith In...	0000004989	01/10/2025	1007.04	1007.04	28019.09	20000.00	986.06
☒ Hold	KIT002	Kitsch Kitchens	0000004990	01/10/2025	2460.96	2460.96	8654.63	20000.00	6641.03
☒ Hold	KIT002	Kitsch Kitchens	0000005096	15/10/2025	5135.78	5135.78	8654.63	20000.00	6641.03
☒ Hold	MOL001	Molly Inc	0000004991	01/10/2025	3841.20	3841.20	16383.45	20000.00	3715.36
☒ Hold	MOL001	Molly Inc	0000004999	01/10/2025	190.80	190.80	16383.45	20000.00	3715.36
☒ Hold	KNO001	Knobs and Kno...	0000004992	01/10/2025	2821.32	2821.32	1531.03	20000.00	4887.84
☒ Hold	KNO001	Knobs and Kno...	0000004997	01/10/2025	2026.51	2026.51	1531.03	20000.00	4887.84
☒ Hold	KNO001	Knobs and Kno...	0000005000	01/10/2025	144.00	144.00	1531.03	20000.00	4887.84
☒ Hold	TOT005	Total Home Car...	0000004993	01/10/2025	4509.36	4509.36	26454.96	20000.00	4415.41
☒ Hold	TOT003	Total Home Car...	0000004994	01/10/2025	3737.45	3737.45	10133.58	20000.00	12611.65
☒ Hold	TOT003	Total Home Car...	0000005004	01/10/2025	7342.66	7342.66	10133.58	20000.00	12611.65
☒ Hold	TOT003	Total Home Car...	0000005006	01/10/2025	1799.88	1799.88	10133.58	20000.00	12611.65
☒ Hold	EPOS10	Store>Newcastl...	0000004995	01/10/2025	4068.96	4068.96	15994.56	0.00	7824.51
☒ Hold	EPOS10	Store>Newcastl...	0000005103	15/10/2025	3922.01	3922.01	15994.56	0.00	7824.51
☒ Hold	AB001	Abbey Retail Ltd	0000004996	01/10/2025	2445.51	2445.51	12617.35	10000.00	8748.51

Check all Invert

Action Close

Credit Hold Review

1. **Days added to due dates** and the credit limit basis start as in Settings; change them to try “what if” without changing Settings. Click **Find**.
2. The list shows one row per order, all ticked: **Action** (Hold or Release), the account, the order, its **Gross** and **Outstanding** (less linked receipts), the customer's **Balance**, **Limit**, **Open Orders**, **Overdue** invoices and **Oldest Due**, the order's **Status** and **Reason**, and **Why** – for example “over limit (12,345.00 > 10,000.00)”, “3 invoices overdue since 01/09/2026”, “back within limit and terms” or “paid in full”. The heading counts the holds and releases and the orders skipped – released by hand, paid in full, or exempt (Sage's cash account, trade counter and pay-with-order orders).
3. Untick any you do not want, then click **Action**. You are asked “Do you want to put n order(s) on hold and take n order(s) off hold?”; **Yes** changes them behind a progress window and reports “n order(s) updated.”. An order open on someone's screen is skipped and listed. The list is then refreshed.

A hold is recommended for each live order of a customer who is over their limit or has overdue invoices; a release for each order held with the credit reason whose customer is back within limit and terms (and not on hold), or that is paid in full. Before **Find** works, the credit hold reason and the reason analysis code must be chosen in Settings.

The same check can run unattended – see **CreditHoldCoordinator** in section 15.

8.6 Proforma customers

Tick **Proforma customers** on SOP - Credit Control to mark customers who must pay before goods are sent. A **Proforma customer** tick box appears on the customer's **Credit** tab (New, Amend and View Customer):

The Proforma customer tick box

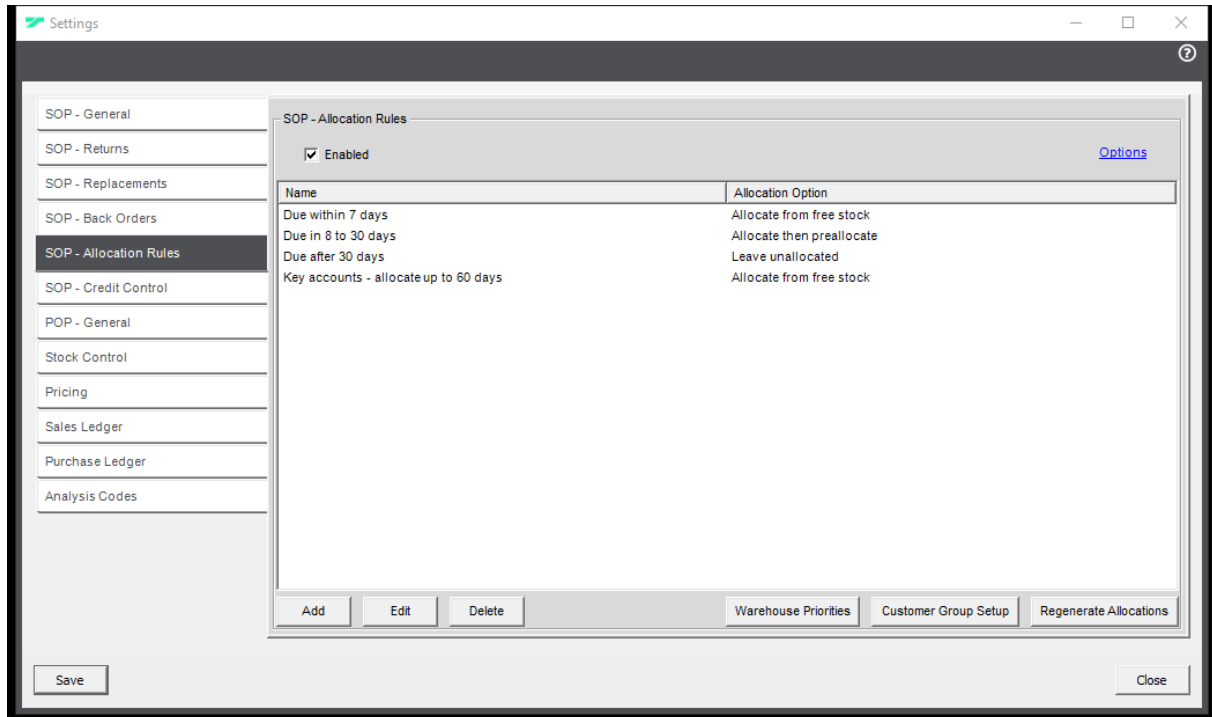
Sales orders for a proforma customer show **PROFORMA CUSTOMER** in red in the account section of Enter New Order, Amend Order and View Order. It is a reminder only – the order is not held or blocked; combine it with **Warn on No Order Payment Entered** (section 5.1) if you want a prompt.

9. Allocation rules and warehouse selection

Sage either allocates stock to every line as it is entered or leaves allocation to you. Allocation rules decide line by line instead, according to **how soon the line is due**: a line due this week is allocated from free stock, a line due next month is pre-allocated against a purchase order, a line due next year is left alone until it gets closer. The rules are applied as lines are entered and orders saved, and a regenerate run – by hand or scheduled every night – re-applies them as delivery dates come closer.

Rules decide allocations; they never remove an allocation. Pre-allocation uses **Sicon Distribution's** pre-allocations (section 9.3) – without Sicon, the rules allocate from free stock or leave lines unallocated.

9.1 Switching rules on



Settings – SOP - Allocation Rules

1. Switch off Sage's own SOP setting **Allocate stock on order entry** – the rules cannot be used with it (“You need to switch off the SOP setting 'Allocate stock on order entry' to use SOP allocation rules”).
2. Click **Options** and choose which date the rules use (section 9.3).
3. **Add** the rules (section 9.2), and any customer groups (section 9.4).
4. Tick **Enabled** and click **Save**.

The list shows each rule's **Name** and **Allocation Option**. **Edit** opens the selected rule; **Delete** asks “Are you sure you want to delete this rule?” first.

9.2 Allocation rules

Allocation Rule

Details

Rule name: Due in 8 to 30 days

☐ Allocate from customer reserve if available

Rule applies to orders where the delivery date is between the below minimum and maximum days from today

Minimum: 8 ☐ From current month end

Maximum: 30 ☐ From current month end

Rule action: Allocate then preallocate

Purchase orders available for pre-allocation must be due on or before the sales order delivery date minus the below number of days

Del. days: 7

Save Customer Groups Cancel

Allocation Rule

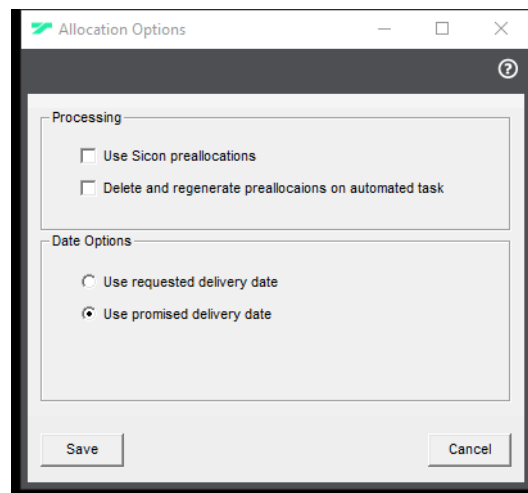
- **Rule name.**
- **Minimum** and **Maximum** – the window of days the rule covers, counted from **today** to the line's delivery date (both ends included). A delivery date of today or earlier counts as 1 day. **From current month end** adds the days left in the current month to that limit – for example Maximum 0 from current month end covers everything due by the end of this month.
- **Rule action** – what to do with a line in the window: **Allocate from free stock; Allocate then preallocate** (allocate what is free, pre-allocate the rest); **Preallocate or allocate from free stock; Preallocate or leave unallocated; Leave unallocated**. The pre-allocation actions need Sicon (section 9.3) – without it, they allocate from free stock or do nothing.
- **Allocate from customer reserve if available** – also counts stock reserved for this customer as available to them.
- **Del. days** – for pre-allocation, the purchase order must be due on or before the sales order's delivery date less this many days.
- **Customer Groups** – limits the rule to customers in the ticked groups (section 9.4).

Which rule applies. For each line, Retail works out the days to its delivery date and tries the rules in the order they were **created**, using the first whose window contains that number. There is no way to change the order other than deleting and re-creating rules, so avoid overlapping windows. A line that matches no rule is left as it is.

Example. Due within 7 days – allocate from free stock; 8 to 30 days – allocate then preallocate; after 30 days – leave unallocated. An order due in six weeks is left alone until the nightly run on the day it comes within 30 days, then pre-allocated, then allocated once it is due within a week.

What a rule does to a line. The quantity needed is the line quantity less what is allocated and despatched. Free stock is the warehouse's stock less what is allocated and reserved. Allocation gives the line as much of the needed quantity as is free – a line may be part allocated. Pre-allocation picks the latest purchase order line for the same item, still outstanding and due in time, that can cover the whole quantity on its own (any warehouse), and records a Sicon pre-allocation against it. Each action is written to the line's allocation log (section 9.6).

9.3 Allocation options



Allocation Options

- **Use promised delivery date / Use requested delivery date** – the line date the rules, the estimated date and Best Warehouse use (the order header's date when the line has none).
- **Use Sicon preallocations** – switches on pre-allocation, and treats lines that already have a live Sicon pre-allocation as dealt with.
- **Delete and regenerate preallocations on automated task** – the regenerate run first marks every existing pre-allocation as deleted and works them all out again. It applies to the **Regenerate Allocations** button as well as the scheduled run.

9.4 Customer groups

Click **Customer Group Setup** to make groups of customers – for example key accounts who should have stock allocated further ahead.

Reference	Name
TIG001	Tiger Build
BET001	Better Kitchens
ABB001	Abbey Retail Ltd

A customer group

Give the group a **Name**, pick each **Customer** and click **Add**. A customer can be in more than one group. Then tie rules to groups with the **Customer Groups** button on the rule:

Allocation Rule Customer Groups

For a customer in a group, the rules tied to their groups **replace** the general rules (those tied to no group) completely – if none of their rules covers a line's days, nothing happens to that line. Customers in no group use the general rules. A rule tied only to other customers' groups never applies.

9.5 When the rules run

When	Lines
A line is saved on Sage's line screen	that line
A line is left in rapid line entry, or added by Copy & Paste	that line
Enter New Order or Amend Order is saved (progress window "Running allocation rules")	every line of the order
Tilted Channels raises an order	each line, after Best Warehouse if the channel uses it (section 9.7)

When	Lines
Regenerate Allocations on the Settings page, or the scheduled SOPAllocationRulesCoordinator (section 15)	every outstanding line of every live, numbered sales order

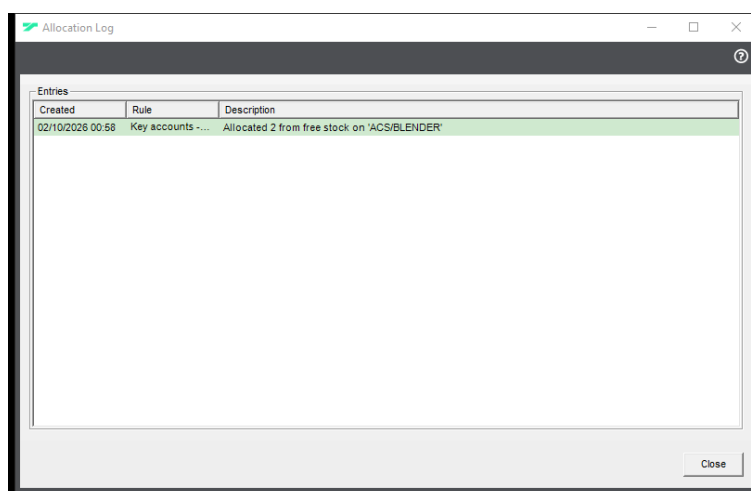
The rules only run while **Enabled** is ticked, and only on sales orders.

Regenerate Allocations asks “This routine will generate all allocations based on order entry time and SOP/POP delivery dates. Do you want to continue?”. It works through every outstanding line on live orders – oldest line first, so the earliest orders get free stock first – applying the rules and refreshing estimated dates, then saves each order. It can be cancelled: lines already done stay done and the next run finishes the rest. Problems are listed at the end; a clean run shows no message.

On a large order book a run takes several minutes; schedule it out of hours.

9.6 The allocation log and estimated date

With rules enabled, Sage's sales order line screen (add, amend and view) gets an **Allocation Log** button listing every rule action on that line, newest first:



Allocation Log

The **estimated date** is when the line can be supplied: its own delivery date if it is fully allocated or pre-allocated, otherwise the date of the purchase order(s) due after the delivery date that would cover it, or blank. Show it by ticking **Estimated Date** in **Sales order line columns** (section 4.1): it appears on the rapid entry grid and Sage's line list, and as **Estimated:** on Sage's line screen – **green** when on or before the line's delivery date, **red** when later or unknown.

9.7 Warehouse priorities and Best Warehouse

If you hold stock in several warehouses, Best Warehouse suggests which one each line should be supplied from. Click **Warehouse Priorities**, add your warehouses and put them in order of preference with **Move Up** / **Move Down** (only the top ten are used). With Tilted Channels, supplier 3PL modules can be added as virtual warehouses.

Name	Type	Priority
WAREHOUSE	Warehouse	1
HOME	Warehouse	2
SHOWROOM	Warehouse	3

Warehouse Priorities

Then add the **Best Warehouse** button to the order screen (Button selection, section 4.4). It shows, for each unallocated stock line, which warehouse could supply it in time:

Line	Item Code	Description	Quantity	Current	WAREHOUSE	HOME	SHOWROOM	Chosen
1	PM/TAP/DUAL...	Dual Control Mixer Tap Chrome	4	SHOWROOM	22/10/2026		22/10/2026	SHOWROOM
2	PM/TAP/SINGL...	Single Lever Mixer Tap White	6	SHOWROOM			22/10/2026	SHOWROOM
3	ACS/BLENDER	Professional Blender 5 Speed	2	SHOWROOM	22/10/2026		22/10/2026	WAREHOUSE
4	ACS/ESPRESSO	Espresso Machine	1	SHOWROOM	22/10/2026		22/10/2026	WAREHOUSE

Best Warehouse

For each line the rule that would apply is found; for each warehouse in priority order Retail checks whether free stock, or a purchase order for that warehouse due in time, could cover the line. A warehouse that can is **green**, one that cannot is **red**. **Chosen** is the highest-priority green warehouse – or, when none is green, the highest-priority warehouse that stocks the item, shown red. Lines already allocated or pre-allocated are shown as such and left alone.

Apply moves each line to its chosen warehouse straight away (the lines are saved, even if you then close the order without saving); **Cancel** changes nothing. The moved lines are allocated by the rules when the order is next saved. Tilted Channels orders can use the same check automatically – tick **Use Retail best warehouse determination** on the channel's options.

10. Customer and supplier records

The **Sales Ledger** and **Purchase Ledger** pages of Retail Settings add tabs and options to Sage's customer and supplier screens:

Option	Adds
Sales Ledger ▶ Show customer bank details	a Banking tab on Amend and View Customer (section 10.1)
Sales Ledger ▶ Show stock item alias codes	a Stock Alias tab on Amend and View Customer (section 10.2)
Sales Ledger ▶ Show default order notes tab	an Order Notes tab on Amend and View Customer, and the automatic notes on that customer's orders (section 10.3)
Sales Ledger ▶ Show memo tab	a Retail Memo tab on Amend Customer; the memo also shows in the order's Account Details panel (section 4.3)

Option	Adds
Sales Ledger ▶ Allow branches to invoice their head office	an Invoice to head office tick box on the customer, and the redirected invoices (section 10.4)
Purchase Ledger ▶ Show memo tab	a Retail Memo tab on Amend Supplier

The new tabs are on Amend and View, not on Enter New Customer – save a new customer, then amend it. On View Customer they are read-only.

10.1 Bank details

Amend Customer Details for Tiger Build

Contacts | Trading | Payment | Credit | Communications | Documents | Attachments | Pricing | Memo | Alerts | **Banking** | Stock / ▶

Bank Details

Sort Code:

Account Number:

Account Name:

Bank Payment Reference:

Transaction Code:

BACS Ref:

IBAN:

BIC/Swift:

Roll Number:

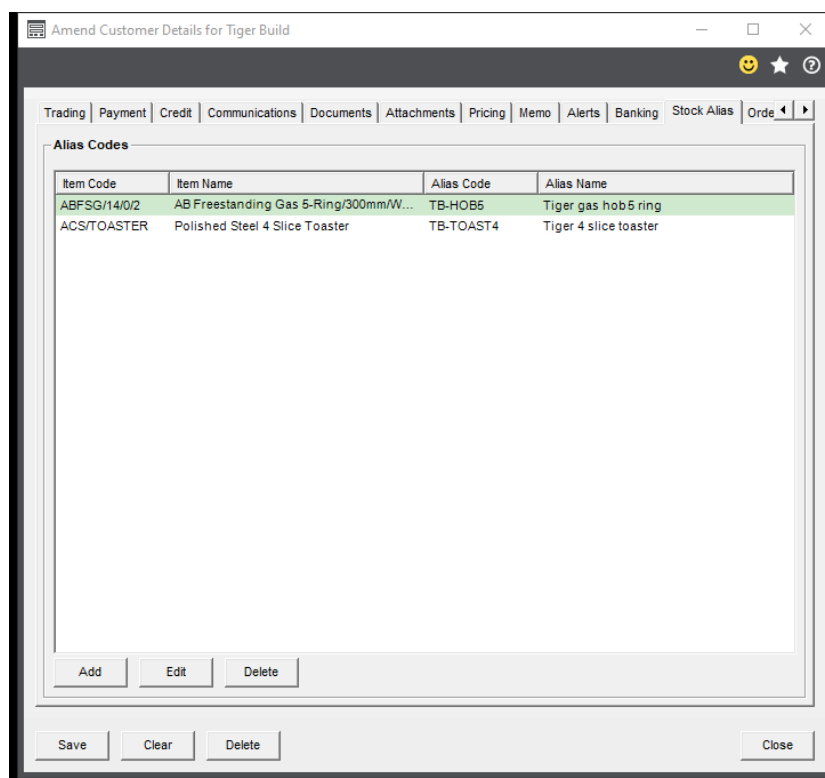
Additional Ref:

Save Clear Delete Close

The Banking tab

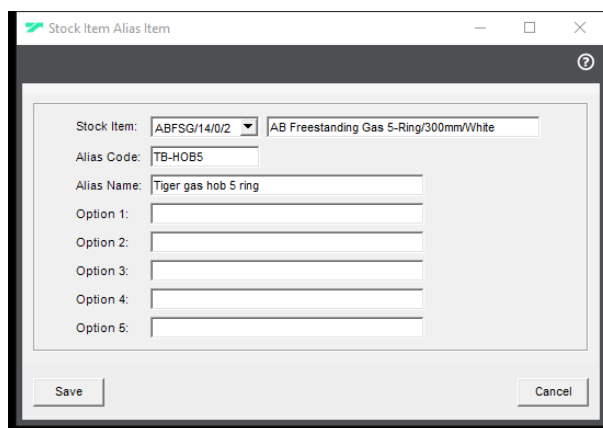
Sort code, account number and name, payment reference, transaction code, BACS reference, IBAN, BIC/Swift, roll number and an additional reference, saved with the customer. They are for information and for your own reports and documents – Retail's payment screens do not use them.

10.2 Customer alias codes



The Stock Alias tab

The customer's own codes for your items (section 4.11). **Add** opens Stock Item Alias Item: choose the **Stock Item**, type the customer's **Alias Code** and, if you like, an **Alias Name** and up to five option values. The first alias added for a customer creates an alias group named after the account number. Changes are saved as soon as you click **Save** on the dialog – not by saving the customer – and **Delete** removes an alias without asking.



Stock Item Alias Item

Aliases can also be added from the stock item (section 14.5). They are the same alias groups Tilted Channels uses for marketplace and EDI codes, so one set of codes serves both.

10.3 Default order notes

Notes that should appear on every order for a customer – a delivery instruction, or a packing note for one item – are set up once on the customer's **Order Notes** tab and added to their sales orders automatically.

Amend Customer Details for Tiger Build

Payment | Credit | Communications | Documents | Attachments | Pricing | Memo | Alerts | Banking | Stock Alias | Order Notes

Default Order Notes

Type	Stock Item	Condition	Note	Enabled
Order line comment (order)			Deliver to goods-in at the rear - call on arrival.	Yes
Picking note	ACS/BLENDER		Pack blenders in double-wall boxes.	Yes

Add Edit Delete

Save Clear Delete Close

The Order Notes tab

Customer Order Note

Order Note

Note: Deliver to goods-in at the rear - call on arrival.

Add as: ☒ Order line comment ☐ Picking note (picking lists only)

☒ Show on customer documents ☒ Show on picking lists

Linked to stock item: [dropdown] [text] Clear

Only when order: [dropdown] =: [dropdown]

☒ Enabled

Save Close

Customer Order Note

- **Note** – the text, up to 1,000 characters.
- **Add as** – **Order line comment** (a comment line on the order, shown on customer documents and/or picking lists as ticked) or **Picking note (picking lists only)**.
- **Linked to stock item** – leave blank for an order-level note, or choose an item: the note is then added straight after each new line for that item.
- **Only when order** – optionally, only add the note when one of the order's analysis codes has a certain value (for example Order Type = Trade).
- **Enabled** – untick to stop using a note without deleting it.

An order-level note is added when a new order is saved on Enter New Order (or when Tilted Channels raises the order). An item note is added after each new line for that item from Sage's line screen, rapid entry, Copy & Paste or Tilted Channels. A note is never added twice.

10.4 Branches that invoice their head office

Where a branch orders goods but its head office pays, tick **Allow branches to invoice their head office**. On the branch customer's **Documents** tab, in Sage's Head Office group (shown when head office accounts are in use), tick **Invoice to head office** – it can only be ticked while the customer's status is **Branch** and it has an associated head office in the same currency; otherwise saving is refused with a message saying which.

Invoice to head office on the customer's Documents tab

On the branch's sales orders the Delivery & Invoicing tab then shows Sage's invoice address as **Account Address** and, beside it, the head office's name and address as **Invoice Address – head office account**:

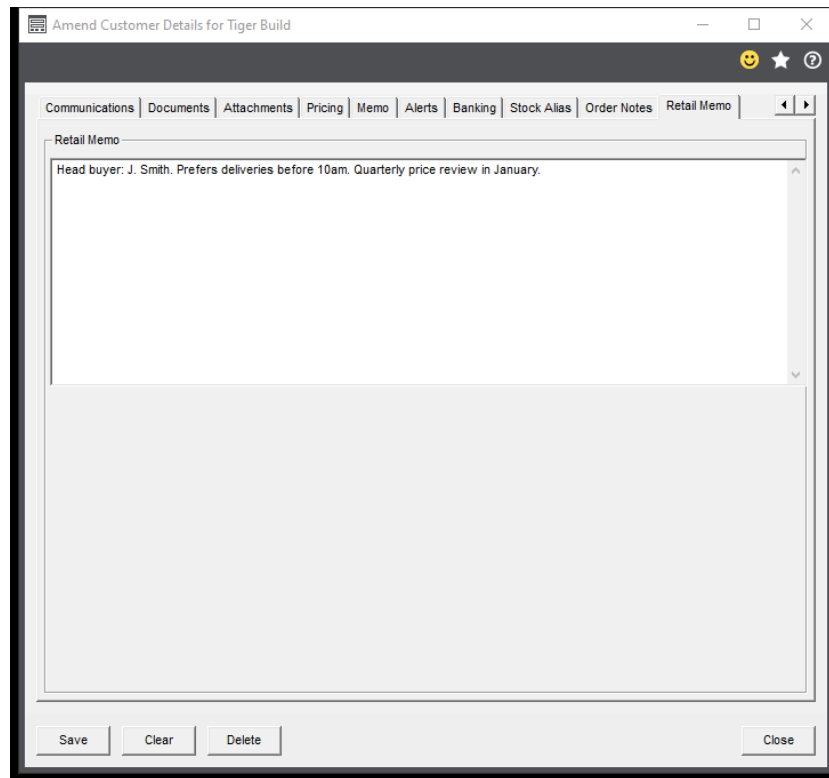
A branch order (also showing the What3words box)

When the invoice (or credit note) is created from the order, Retail moves it to the head office account and replaces its invoice address with the head office's – so it posts to the head office's Sales Ledger account.

The order, despatch and stock history stay with the branch, and prices and discounts are the branch's. Invoices created before the tick was set are not changed.

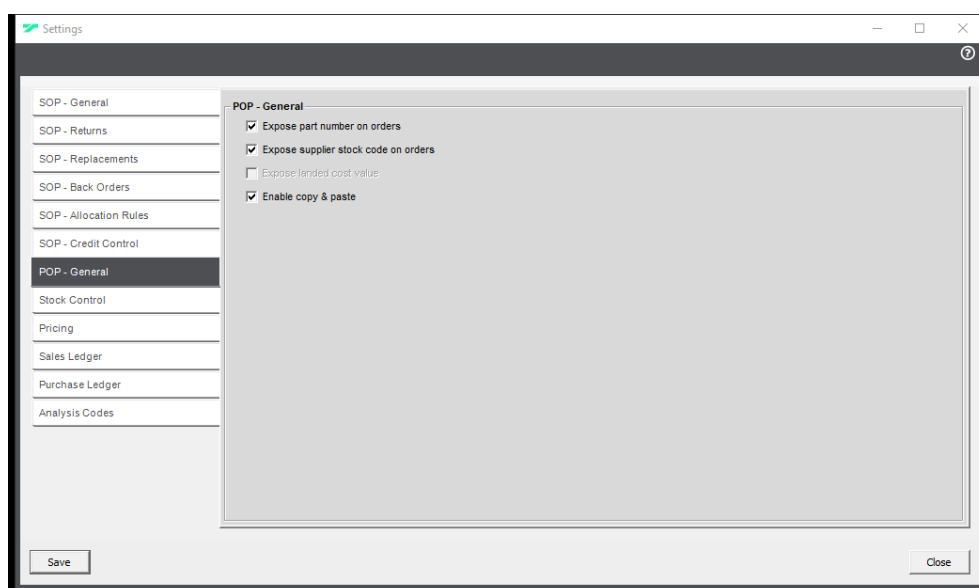
10.5 Memo tabs

Retail Memo is a free-text memo on Amend Customer (and Amend Supplier), saved with the account. With **Show memo tab** on, it is also the memo shown in the order's Account Details panel instead of Sage's credit memo.



The Retail Memo tab

11. Purchase orders



Settings – POP - General

- **Expose part number on orders** – a **Part Number** column (the stock item's part number) on the line list of Enter New, Amend and View Purchase Order.
- **Expose supplier stock code on orders** – a **Supplier Code** column showing the supplier's part reference on each line.
- **Enable copy & paste** – a **Copy & Paste** button on Enter New and Amend Purchase Order, once a supplier is chosen.

Landed costs on received purchase order lines are covered by the Tilted Sage 200 add-on's Purchase Order Processing options.

The screenshot shows the 'Amend Purchase Order' window. The 'Order Details' tab is active. The 'Account Selection' section includes fields for Code (ABC001), Short name (ABCooker), Postcode (BL1 1FT), Name (AB Cookers), and By default supply to. The 'Order Detail' section includes fields for Order no (0000003284), Order status (Live), Document date (08/10/2025), Delivery requested (//), Supplier reference no, and Authorisation status (Authorised). Below these is a table of items with columns: Item, Description, Net, Part Number, Supplier Code, Alerts, Quantity, Unit Price, Disc. %, and VAT Rate. The table lists several items, including AB Built-In Cookers, AB Cooker Hoods, AB Freestanding Electric, AB Freestanding Gas 2-Ring, AB Freestanding Gas 5-Ring, AB RangeStyle 2-Ring/60, and AB RangeStyle 3-Ring/30. Below the table are buttons for Add Items..., Edit Item..., Delete Item, Move Up, Move Down, and Copy & Paste. The 'Exchange Rate' section shows a Rate of 1.000000 and Currency of Pounds Sterling. The 'Subtotals' section shows Goods (€ 32639.76), Charges (€ 0.00), Order disc (€ 0.00), and Lnd csts (€ 0.00). The 'Totals' section shows Net (€ 32639.76), VAT (€ 6527.95), and Gross (€ 39167.71). At the bottom are buttons for Save, Notifications..., and Close.

Amend Purchase Order with the Part Number and Supplier Code columns and Copy & Paste

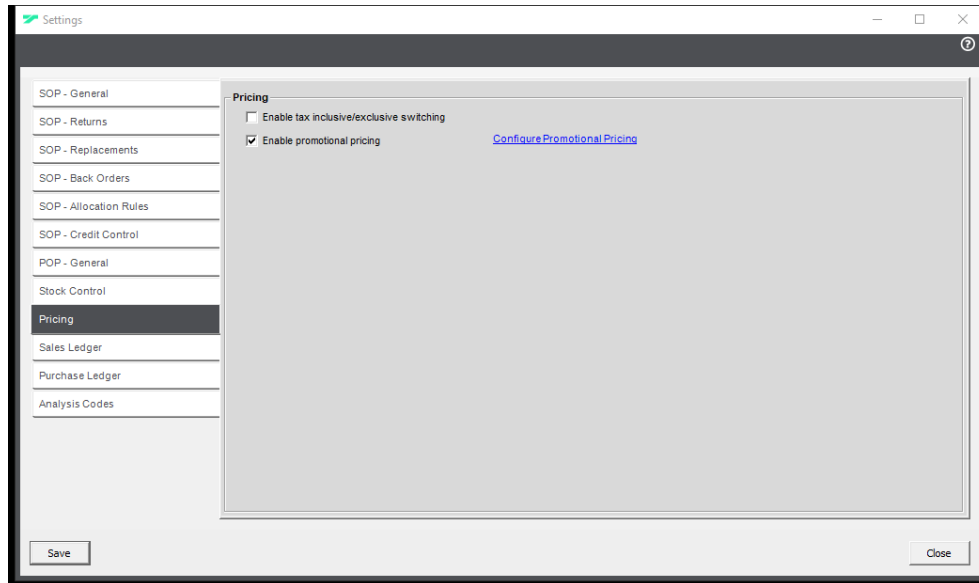
11.1 Copy & Paste on purchase orders

Works as on sales orders (section 4.2), with these differences: the third column is the **unit buying price** (Sage's buying price for the supplier is used when it is left out); the items must exist in the order's warehouse ("You need to select a default warehouse first." if none is chosen) but need not be set up for the supplier; and the lines get the order's requested delivery date. The row messages say "Unit buying price" for column 3.

11.2 Recording purchase invoices

Sage's **Record Purchase Invoices** screen gets a **Supp Part Ref** column and a **Deselect All / Select All** button. **Select All** ticks the lines whose received quantity has reached the ordered quantity and unticks every other line; **Deselect All** unticks everything. This is always on with Retail.

12. Pricing



Settings – Pricing

12.1 Tax inclusive and exclusive price bands

Some customers buy on tax-inclusive prices and others tax-exclusive, but Sage sets prices tax inclusive or not for all sales documents. Tick **Enable tax inclusive/exclusive switching**: Sage's Maintain Price Bands, Add Price Band and Edit Price Band then have a **Tax Inclusive** tick box (or **Tax Exclusive**, if your SOP prices are normally tax inclusive). Tick it on the bands that should work the other way.

Sales orders, returns, quotations and pro formas for customers on such a band are switched to the opposite basis, and the order screen says “Customer account ... is configured for Tax Inclusive (or Exclusive) Pricing on ...”. This happens when the customer is chosen. Returns raised by Retail's Create Return are switched as they are created.

12.2 Price promotions – setting up

1. Tick **Enable promotional pricing**. No promotion is applied while it is off.
2. Click **Configure Promotional Pricing** (this also saves the tick) and enter the **Funding Mechanics** you use to describe who pays for a promotion – for information only. **Price Promotion List** saves and opens the list.
3. Open Price Book ▶ **Promotional Pricing** and click **Add**.

Price Promotions

Filters

Code / Name: ☐ Customer Specific

Type: Customer:

Includes Date: Product Group:

☒ Enabled

Promotions

Code	Name	Type	Start Date	End Date	Enabled	Customer Speci...
KEYACC	Key account pricing	Customer Discount			Yes	Yes
TILES3	Tiles - buy 3 boxes, 3rd free	Buy N Get Nth Free			Yes	
SUMMER10	Summer kitchen event - 10%...	Stock Item Percentage Disco...	01/06/2026	31/08/2026	Yes	

Price Promotions

The list can be filtered by **Code / Name**, **Type**, a date the promotion **Includes**, **Enabled**, **Customer Specific**, **Customer**, **Product Group** and the items' **Analysis Codes** – then **Find**. The Enabled filter is always applied: untick it to see only disabled promotions. **Delete** asks first and removes the promotion with its items and customers; orders already discounted keep their discount.

Price Promotion

Details

Code: ☒ Enabled

Name:

Type:

Mechanic:

☒ Include Customer Line Discount Percent

☐ Date Restricted

From: To:

☐ Supplier Funded

Funded %:

Specifics

☒ Customer Specific [Customers \(2\)](#)

Search Items

Filter:

Items

Code	Name	Type	Value
☐ ACS/BLEND...	Professional Blender 5 S...	Percentage Discount	5.00000
☐ ACS/ESPR...	Espresso Machine	Fixed Value Discount	10.00000
☐ ACS/MIXER	Professional Mixer 3 Spe...	Fixed Unit Price by Disc...	49.99000
☐ ACS/TOAST...	Polished Steel 4 Slice To...	Fixed Unit Price	24.99000

A Customer Discount promotion

- **Code** and **Name** (required). The Code and **Type** cannot be changed once the promotion is saved.
- **Type** – **Stock Item Percentage Discount**, **Buy N Get Nth Free** or **Customer Discount** (below), with its own **Specifics**.
- **Enabled**; **Mechanic** and **Supplier Funded / Funded %** – recorded on the order lines for your reports; nothing is claimed or posted.
- **Date Restricted** with **From / To** – the promotion only applies to orders on those dates.

- **Include Customer Line Discount Percent** – add the customer's own line discount on top of the promotion; otherwise the promotion replaces it.
- **Items – Add** opens Add Items: filter by code or name (starting with), product group or analysis codes, click **Find**, tick the items and **OK**. **Delete** removes the ticked items. **Import** reads items from a file (section 12.4). **Search Items** narrows the list on the screen.

Click **Save** (“You need to enter a Code”, “You need to enter a Name”, “You need to enter some promotions specifics” if something is missing). Closing a new promotion without saving deletes it, including any items already added.

12.3 The three kinds of promotion

Type	Specifics	Effect on each matching line
Stock Item Percentage Discount	Discount %	line discount = the promotion % (plus the customer's line discount %, if included)
Buy N Get Nth Free	Quantity (N)	for every N units of the promotion's items on the order, one is free – given as a line discount, starting from the last such line on the order
Customer Discount	Customer Specific, Customers (n); a Type and Value for each item	Percentage Discount – Value % off; Fixed Value Discount – Value off the unit price; Fixed Unit Price by Discount – a discount bringing the net price down to Value; Fixed Unit Price – the unit price is replaced by Value

A Customer Discount promotion applies to everyone unless **Customer Specific** is ticked; then click **Customers (n)** and add the customers it is for.

The screenshot shows the 'Price Promotion' window. On the left, the 'Details' section includes fields for Code (TILES3), Name (Tiles - buy 3 boxes, 3rd free), Type (Buy N Get Nth Free), and Mechanic. There are checkboxes for 'Include Customer Line Discount Percent', 'Date Restricted' (with From/To date pickers), and 'Supplier Funded' (with a Funded % field set to 0.00). The 'Specifics' section has a Quantity field set to 3.00000. On the right, the 'Search Items' section has a filter field and a list of items. One item is listed: 'TILE/GREV/...' with the description 'Tiles Grey 10cm x 10cm'. At the bottom are buttons for 'Add', 'Delete', 'Import', 'Save', and 'Close'.

A Buy N Get Nth Free promotion

12.4 Importing promotion items

Import on the promotion reads a CSV file with a heading row. Each following line is: stock code, then (for Customer Discount items) the type – **PercentageDiscount**, **FixedValueDiscount**, **FixedUnitPriceByDiscount** or **FixedUnitPrice**, spelt exactly – and the value. Lines that cannot be used are listed (“Failed to locate stock item using '...'”, “Failed to parse '...' as decimal”, “Item already exists”); the rest are added – “n items imported”.

```
Stock Code,Type,Value
ACS/BLENDER,PercentageDiscount,5
ACS/TOASTER,FixedUnitPrice,24.99
```

12.5 How promotions are applied

A promotion is applied to a sales order when all of these are true: promotional pricing is on; the order's **Apply Price Promotions** box is ticked (it is, by default); nothing on the order has been despatched; the customer is not excluded (section 12.6); the promotion is enabled and within its dates; and the order contains at least one of its items. Only stock-type items on item lines are discounted.

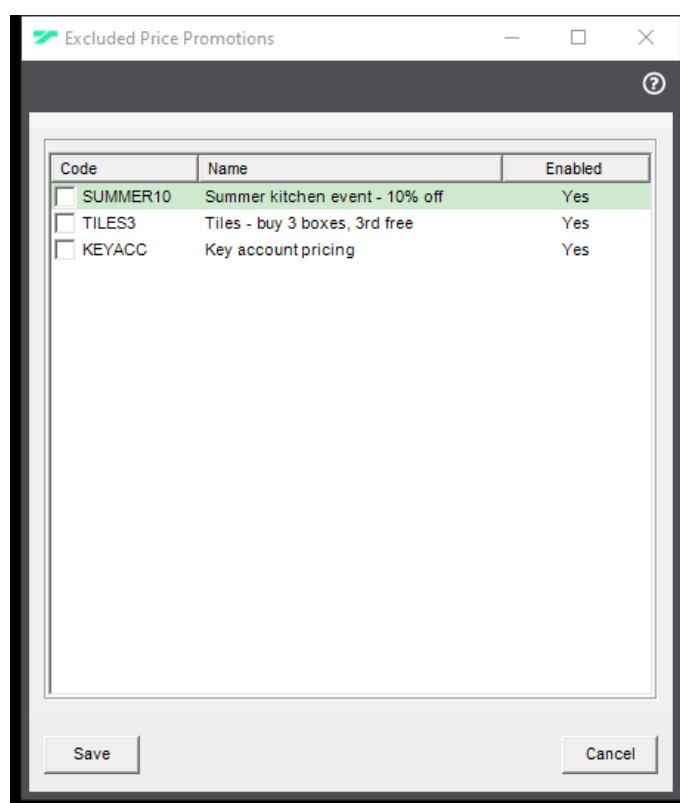
Promotions are applied when a line is saved or deleted – on Sage's line screen (leaving the quantity or price), in rapid entry, by Copy & Paste and by Add Historical Items.

All the promotions that apply are applied in turn; a line in two promotions ends with the later one. The promotion's code and the discount it gave are recorded on the line (the **Promo** and **Promo Code** line columns, section 4.1).

Apply Price Promotions on Enter New Order and Amend Order controls this per order: untick it on an order whose prices must not change, and promotions are taken off that order's lines and no longer applied to it.

12.6 Excluding customers

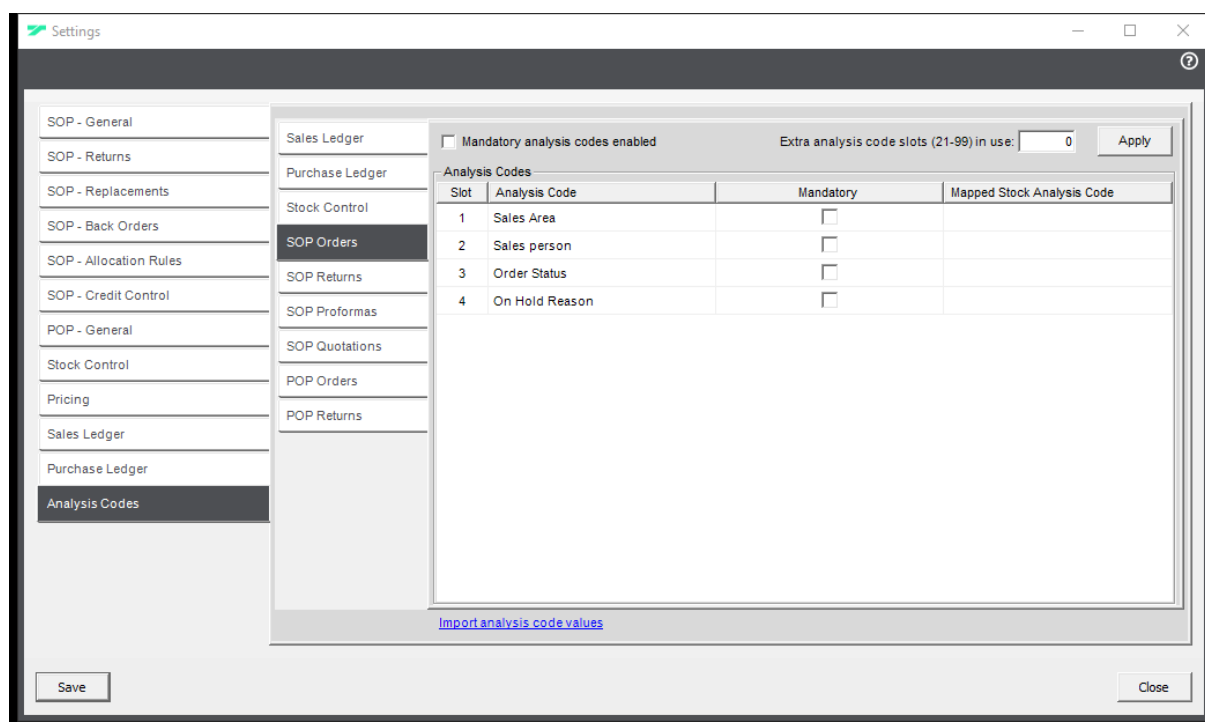
With promotional pricing on, the **Pricing** tab of Amend Customer gains **Exclude from all Price Promotions** and **Specific Price Promotion Exclusions**, which lists every promotion so you can tick the ones this customer should not get (its **Save** writes them straight away).



Excluded Price Promotions

13. Analysis codes

The **Analysis Codes** page of Retail Settings has a tab for each area – Sales Ledger, Purchase Ledger, Stock Control, SOP Orders, SOP Returns, SOP Proformas, SOP Quotations, POP Orders and POP Returns – listing the analysis codes attached to that area's slots.



Settings – Analysis Codes (SOP Orders)

13.1 Mandatory analysis codes

Tick **Mandatory analysis codes enabled** for the area and tick **Mandatory** against the codes that must be filled in, then **Save**. On that area's screens – customer, supplier, stock item, sales order, return, quotation, pro forma, purchase order, purchase return – the mandatory codes are shown in red, and on the new and amend screens the record cannot be saved until they are filled in: “The analysis code '...' is mandatory” (or a list of them). View screens only show the colour. Only header analysis codes are checked, not line codes.

13.2 Copying stock analysis codes onto orders

On the SOP and POP tabs, **Mapped Stock Analysis Code** links an order analysis code to a stock item analysis code. When an item is picked on Sage's line screen (sales order line, purchase order or purchase return line), the item's value for that stock code is copied into the same-named code on the line **and** on the order header (a blank value is skipped). It applies to lines entered on Sage's line screen, not to lines added by rapid entry, Copy & Paste or Tilted Channels.

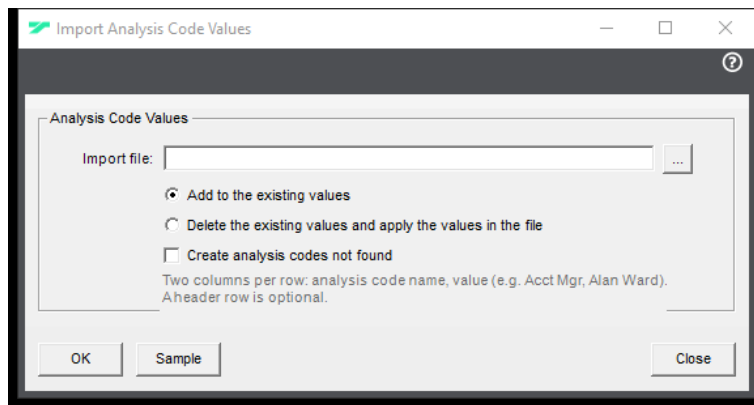
13.3 Extra analysis code slots (21 to 99)

Sage gives each area 20 analysis code slots. On the Sales Ledger, Purchase Ledger, Stock Control, SOP Orders (all four SOP documents) and POP Orders (orders and returns) tabs, set **Extra analysis code slots (21-99) in use** and click **Apply**. This acts straight away: the slots are created (named “Analysis Code 21” and so on) and a summary lists what changed. Lowering the number removes unused slots; a slot with a code attached is kept until you detach it in Maintain Analysis Codes.

Then, in Accounting System Manager ► Settings ► **Maintain Analysis Codes**, attach codes to the new slots as you would to slots 1–20. A slot appears on Sage's analysis code entry for that area once it has a code, and works like slots 1–20 – including on the line analysis code screens of sales and purchase orders.

13.4 Importing analysis code values

Several codes at once – the **Import analysis code values** link at the foot of the page:



Import Analysis Code Values

- The file is a CSV with two columns: analysis code name, value – for example **Acct Mgr, Alan Ward**. A heading row is allowed (first cell “Analysis Code Name”, “Analysis Code”, “Code” or “Name”). Put a value containing a comma in double quotes. Codes and values can be up to 60 characters. **Sample** writes an example file.
- **Add to the existing values** adds the values a code does not have. **Delete the existing values and apply the values in the file** also deletes each listed code's values that are not in the file, after asking you to confirm.
- **Create analysis codes not found** creates any code named in the file that does not exist (as a list of values, not attached to any slot).
- Click **OK**. The whole file is checked first – if there is any problem, nothing is imported and the problems are listed. Otherwise a summary says how many codes were created and values added, deleted or already present.

One code at a time – Sage's **Maintain Analysis Codes** screen has an **Import** button under the values list. Select the code in the top list, click **Import** and choose a file with one value per row (a heading row “Value”, “Values” or the code's name is allowed). The values are added to the screen; click **Save** on Maintain Analysis Codes to keep them, or **Close** to discard them.

Both imports are part of Tilted Sage 200, so they are available without Retail too: the several-codes import is also on Tilted Settings ► General Utilities ► System ► **Import Analysis Code Values** (see the Tilted Sage 200 Operator Guide).

14. Stock

Settings

SOP - General
SOP - Returns
SOP - Replacements
SOP - Back Orders
SOP - Allocation Rules
SOP - Credit Control
POP - General
Stock Control
Pricing
Sales Ledger
Purchase Ledger
Analysis Codes

Stock Control

☒ Show customer alias codes

☒ Automatically assign next reference for add stock
Prefix: Next reference: Pad length:

☒ Automatically assign next reference for write off
Prefix: Next reference: Pad length:

☒ Automatically assign next reference for stock transfer
Prefix: Next reference: Pad length:

URL:

Save Close

Settings – Stock Control

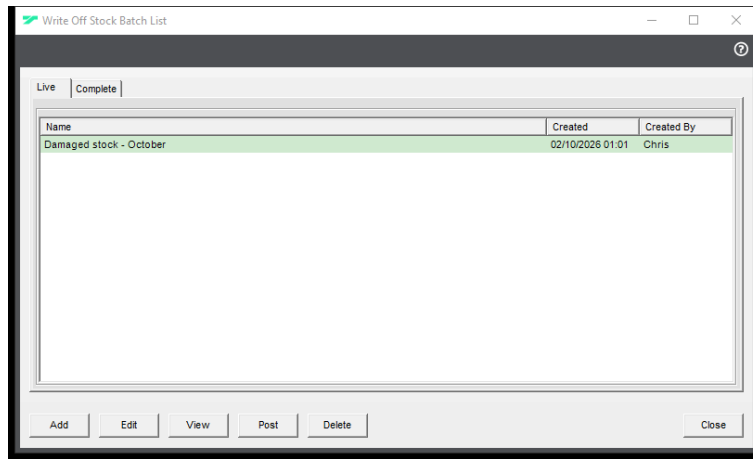
14.1 Automatic stock adjustment references

Tick **Automatically assign next reference for add stock**, ... **for write off** and/or ... **for stock transfer**, and give each a **Prefix**, the **Next reference** number and a **Pad length**. Sage's **Add Stock**, **Write Off Stock** and **Transfer Stock** screens then show **TBA** in the Reference box (which cannot be changed) once an item is chosen, and the next reference is filled in when the movement is saved. Batch stock adjustments (section 14.2) use the same numbering.

Pad length is the length of the whole reference, prefix included: prefix **ADD**, next reference 1 and pad length 9 give **ADD000001**, then **ADD000002**. Set it long enough for the prefix and all the numbers you will need – for example prefix length + 6.

14.2 Batch stock adjustments

Batch processing lets you key or import a whole batch of stock adjustments – stock found at a count, damaged stock written off, stock moved between warehouses – check it, and post it in one go. Stock Control ► Adjustments ► Batch Processing has a screen for each kind: **Add Stock**, **Transfer Stock** and **Write Off Stock**.



Write Off Stock Batch List

The **Live** tab lists batches still being worked on; **Complete** lists batches whose every line has been posted.

- **Add** creates a batch (named "... batch created by user at time on date") and opens it.
- **Edit** (or double-click) opens a live batch; **View** opens a completed one read-only.
- **Delete** asks first; a batch with any posted line cannot be deleted.
- **Post** asks "Are you sure you want to post this batch?" and posts the batch selected on the **Live** tab.

A batch

Stock Item	Warehouse	Bin	Quantity	Write Off Categ...	Second Ref	Date	Posted	Analysis 1	Analysis 2	Analysis
ACS/BLENDER	WAREHOUSE	Unspecified	1.00000	Stock Write Offs	Damaged in ha...	02/10/2026 00:00				
ACS/ESPRESSO	WAREHOUSE	Unspecified	2.00000	Stock Write Offs	Water damage	02/10/2026 00:00				

Batch Items – a write-off batch

The header holds the batch **Description** (the batch's name) and default values – **Reference**, **Second ref**, **Date** and, for write-offs, **Write off category**. Clicking into an empty Reference, Second ref or Date cell on a line copies the header value in; **Apply** copies every filled-in header value onto every line not yet posted – a blank header **Write off category** leaves each line's category as it is. With automatic references switched on, the Reference column is hidden and the reference is given when the batch is posted.

The lines' columns depend on the kind of batch:

Batch	Columns
Add Stock	Stock Item, Warehouse, Bin, Quantity, Unit Cost, (Reference), Second Ref, Date, Posted, Analysis 1–5 – and an Issues account nominal below the lines
Write Off Stock	Stock Item, Warehouse, Bin, Quantity, Write Off Category, (Reference), Second Ref, Date, Posted, Analysis 1–5
Transfer Stock	Stock Item, Source WH, Source Bin, Quantity, Dest WH, Dest Bin, (Reference), Second Ref, Date, Posted, Analysis 1–5

Stock Item	Source WH	Source Bin	Quantity	Dest WH	Dest Bin	Second Ref	Date	Posted	Analysis 1	Analysis
ACS/BLENDER	WAREHOUSE	Unspecified	1.00000	SHOWROOM	Bin 1	Display	02/10/2026 00:00			
ACS/ESPRESSO	WAREHOUSE	Unspecified	1.00000	SHOWROOM	Unspecified	Display	02/10/2026 00:00			

Batch Items – a transfer batch

- **Delete** removes the selected line straight away; **Delete Unposted** removes every line not yet posted, after asking. Posted lines cannot be changed or deleted.
- **Save** saves the batch and its lines. **Cancel** closes without saving the changes you typed – lines imported, deleted or posted stay as they are.
- **Post** saves, then posts (an Add Stock batch with no Issues account asks “Do you want to continue without specifying an issues nominal account?” first).
- **Import** adds lines from a file (below).

Importing lines

Import Items

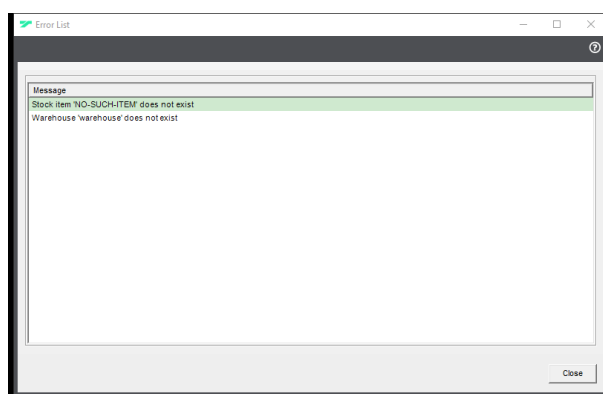
Click **Import**, choose the file and click **OK**. **Sample** saves a file with the right column headings for this kind of batch to start from. The file is a CSV with a heading row; the columns can be in any order, but the heading names must be exactly as below, including capitals:

Batch	Columns
Add Stock	StockItemCode, WarehouseName, Bin, Quantity, UnitCost, Reference, SecondReference, TransactionDate, AnalysisValue1 ... AnalysisValue5
Write Off Stock	StockItemCode, WarehouseName, Bin, Quantity, WriteOffCategory, Reference, SecondReference, TransactionDate, AnalysisValue1 ... AnalysisValue5
Transfer Stock	StockItemCode, WarehouseName, Bin, Quantity, TargetWarehouseName, TargetBin, Reference, SecondReference, TransactionDate, AnalysisValue1 ... AnalysisValue5

- Every column must be present (Reference and SecondReference may be empty; the AnalysisValue columns are optional).
- Stock codes, warehouse **names** and write-off category **names** must match Sage exactly – capitals and spaces included.
- Quantity and UnitCost are numbers; TransactionDate is a UK date such as 02/10/2026 (2026-10-02 and 2 Oct 2026 also work).
- For transfers, the source bin must already hold the item.

```
StockItemCode,WarehouseName,Bin,Quantity,WriteOffCategory,Reference,SecondReference,TransactionDate,AnalysisValue1,AnalysisValue2,AnalysisValue3,AnalysisValue4,AnalysisValue5
ACS/BLENDER,WAREHOUSE,Unspecified,1,Stock Write Offs,,Damaged in handling,02/10/2026,,,,,
ACS/ESPRESSO,WAREHOUSE,Unspecified,2,Stock Write Offs,,Water damage,02/10/2026,,,,,
```

The whole file is checked before anything is added. If any line has a problem, **nothing** is imported and the problems are listed – one per line, without the line number:



Error List

Message	Meaning
Stock item 'X' does not exist	No stock item has that code (check capitals and spaces).
Warehouse 'X' does not exist	No warehouse has that name – names are matched exactly, so warehouse is not WAREHOUSE .
Write off category 'X' does not exist	No write-off category has that name.
Item, warehouse, bin combination does not exist.	A transfer's source bin does not hold the item.

A file that cannot be read at all gives a message box instead: “Header with name '...' was not found” when a column is missing or its heading is spelt differently, or “The conversion cannot be performed” when a quantity, cost or date cannot be read. Nothing is imported.

Posting

Only lines not yet posted are posted, one at a time, behind a progress window that can be cancelled between lines. Each line becomes an ordinary Sage stock movement – add stock (at the line's unit cost), write off (to the line's category) or a bin transfer – with the batch reference (or the line's), second

reference, date and analysis values. Each line's **Posted** date and time are filled in when it posts; a line that fails is left unposted and the reason is listed at the end. When every line has posted, the batch moves to **Complete**.

You are told “All transactions posted successfully”, “Some transactions posted successfully” or “None of the transactions posted successfully”, with the batch reference when references are automatic, and can then view the errors. Fix the failed lines and post again – they are given a new reference.

Batch Items

Description: Stock found at October count

Stock Item	Warehouse	Bin	Quantity	Unit Cost	Second Ref	Date	Posted	Analysis 1	Analysis 2	Analysis
ACS/FILTER-C...	WAREHOUSE	Unspecified	2.00000	45.00000	Stock count	02/10/2026 00:00	02/10/2026 01:01			
ACS/MEAT-SLI...	WAREHOUSE	Unspecified	1.00000	310.00000	Stock count	02/10/2026 00:00	02/10/2026 01:01			

Cancel

A posted Add Stock batch – both lines posted under one reference

Check quantities, warehouses and bins before you post. A posted line can only be undone with another stock movement.

14.3 Stock item history by supplier

Stock Control ► Enquiries ► **View Stock Item History By Supplier** shows, for the items on a supplier's list, how many were sold (or received) in each of the last twelve months and this month.

Stock History by Supplier

Criteria

☒ Sales ☐ Purchases

Supplier: ABC001 Product Group:

Stock Code	Stock Name	October 26	September 26	August 26	July 26	June 26	May 26	April 26	M
ABBuiltIn/15/0/2	AB Built-In Coo...	0.00	4.00	0.00	0.00	0.00	0.00	0.00	
ABBuiltIn/15/1/2	AB Built-In Coo...	0.00	1.00	0.00	0.00	0.00	0.00	0.00	
ABBuiltIn/15/20/2	AB Built-In Coo...	0.00	1.00	0.00	0.00	0.00	0.00	0.00	
ABBuiltIn/16/0/2	AB Built-In Coo...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABBuiltIn/16/1/2	AB Built-In Coo...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABBuiltIn/16/21/2	AB Built-In Coo...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABCookHoods/...	AB Cooker Hoo...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABCookHoods/...	AB Cooker Hoo...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/12/0/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/12/1/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/12/20/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/13/1/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/13/20/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/13/21/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/14/0/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/14/20/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSE/14/21/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ABFSG/12/1/2	AB Freestandin...	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Close

Stock History by Supplier

Choose a **Supplier** and/or **Product Group** and **Sales** (despatched on sales orders) or **Purchases** (goods received); the list fills when you change one of them. It lists the items that have the supplier on their suppliers list, with **all** of each item's movements – not only those bought from that supplier. Returns are not taken off. With no supplier chosen, an item appears once for each supplier it has.

14.4 Stock item web link

URL on the Stock Control page is a web address with `[[ItemCode]]` where the stock code goes – for example [https://www.example.co.uk/products/\[\[ItemCode\]\]](https://www.example.co.uk/products/[[ItemCode]]). Each sales order line then carries a link to its item's page, shown as the **URL** column in rapid entry and Add Historical Items; click it to open the page. The address is used in lower case, and must fit in 128 characters with the code in it.

14.5 Customer alias codes on the stock item

With **Show customer alias codes** ticked, Sage's stock item screens (Enter New, Amend and View Stock Item Details) get a **Customer Alias** tab listing each customer's code for the item. On Amend Stock Item Details, **Add** and **Edit** open Stock Item Alias Item, where you choose the **Customer** and type their **Alias Code** and **Alias Name**:

The screenshot shows a window titled 'Stock Item Alias Item'. Inside, there's a form with the following fields:

- Customer: A dropdown menu showing 'TIG001' and a text field with 'Tiger Build'.
- Alias Code: A text field containing 'TB-TOAST4'.
- Alias Name: A text field containing 'Tiger 4 slice toaster'.
- Option 1: An empty text field.
- Option 2: An empty text field.
- Option 3: An empty text field.
- Option 4: An empty text field.
- Option 5: An empty text field.

 At the bottom of the dialog are 'Save' and 'Cancel' buttons.

Stock Item Alias Item (from the stock item)

They are the same aliases as on the customer's Stock Alias tab (section 10.2) and are saved as soon as you click Save on the dialog.

15. Scheduled functions

Three Retail functions can run unattended from a Tilted **job bag** (Tilted Settings ► Job Bags – see the Tilted Sage 200 operator guide for job bags, the automation user and Regenerate Automation). They appear in the job bag's Add Jobs list once the Retail files are in the automation folder – run **Regenerate Automation** after installing or upgrading Retail.

Function	What it does	Parameters
CreditHoldCoordinator	Runs the Credit Hold Review (section 8.5) and applies every recommendation – holds and releases. It logs each order it would change, and a summary. If the credit hold reason or reason analysis code is not set it logs “Credit hold routine not run : ...” as an error.	--days n grace days instead of the Settings value; --basis orders or --basis balance; --preview to log the recommendations without changing anything
SOPAllocationRulesCoordinator	The same run as Regenerate Allocations (section 9.5) – every outstanding line of every live sales order.	none
PostInvoicesCoordinator	Posts the invoice or credit note of every live sales order and return that has been fully invoiced or credited – that is, every invoice printed but not yet posted, company-wide – one at a time, logging each. With Enable automatic S/L allocation on, receipts are then allocated (section 5.7); orders' due dates are copied to their invoices (section 5.8).	none

For example, a nightly bag could run **CreditHoldCoordinator --preview** for a week to check what it would do, then **CreditHoldCoordinator** itself, followed by **SOPAllocationRulesCoordinator**.

Important: PostInvoicesCoordinator posts **everything** that is waiting to be posted, with no filter and no preview. Only schedule it if every printed invoice should be posted automatically – and never on a copy company you are testing with, unless you mean it to post there too.

16. Recommended practice

- **Switch features on one at a time**, with a few users first, and check the order screens look as expected before rolling out.

- **Set up before you go live** – the returns warehouse, the credit hold reason and its analysis code, payment cash book accounts and status code (sections 5.1, 6.1, 8.1).
- **Give Retail permissions deliberately** – the payment and return buttons are hidden until each user is given them (section 2.3).
- **Keep allocation rule windows from overlapping** – the first-created rule wins and rules cannot be reordered (section 9.2).
- **Preview first** – run CreditHoldCoordinator with **--preview** and read the log before letting it change orders; try Regenerate Allocations on a test copy of your company before scheduling it.
- **Check batch files before posting** – a posted line can only be undone with another stock movement (section 14.2).
- **Leave room in stock references** – a pad length of the prefix length plus six (section 14.1).
- **Review promotions regularly** – disable them, or give them an end date, when they end (section 12.2).
- **Take a database backup** before the first run of any bulk action: Regenerate Allocations, Credit Hold Review **Action**, a large batch post, Create Transaction Links, importing analysis code values with Delete.

File formats at a glance

Where	File	Heading row	Columns
Copy & Paste (sales and purchase orders)	copied cells or CSV text	optional	item code, quantity, [unit price]
Batch stock adjustments – Import	CSV	required, exact names	see section 14.2
Promotion items – Import	CSV	required	stock code, [type, value]
Import analysis code values (Settings)	CSV	optional	analysis code name, value
Import on Maintain Analysis Codes	CSV / text	optional	one value per row

17. Troubleshooting

Symptom or message	Cause and remedy
“Feature 'Retail' is not licensed” and the screen closes; Retail's changes are missing from Sage's screens	Your Tilted licence does not include Retail. Click Refresh License on Tilted Settings ► System; if it remains, contact Tilted or your Sage Business Partner.
A Retail tick box is on but nothing changes on the order screen	Close the order screen and open it again. For the payment, return and back order buttons, check the user's Retail permissions (section 2.3).
No receipt or refund buttons on the Payments & Returns tab	The user does not have Raise refunds, receipts and payments (section 2.3).
“You will need to run the Create Linked Transactions routine...”	The order was taken before payments were switched on. Run Create Transaction Links from Payments Options (section 5.1).
“Receipt '...' has already been refunded. Do you want to refund it again?”	The receipt is already marked in the Refunded column. Answer No unless you mean to refund more of it – for example the rest of a part refund (section 5.5).
Receipts are not allocated to invoices	Enable automatic S/L allocation is off (section 5.7), or the receipt is not linked to the order. Allocate in Sage's Sales Ledger.
“You need to setup your returns warehouse in the Retail addon”	Set Returns warehouse on Settings ► SOP - Returns (section 6.1).
“You cannot return or replace more than have been despatched.”	Lower the quantity on Create Return to no more than was despatched.

Symptom or message	Cause and remedy
No Create Back Order button	Back orders need Enable payments, Enable back orders from sales order enquiries and the user's Create return and replacement orders permission (section 6.7).
Stock received on a return was not written off	Check that Write off stock on receipt and a write-off category are set on the return (section 6.6). If the write-off failed you were told why when the return was received – write the stock off with Sage's Write Off Stock, quoting the return number.
“No cancellation reasons are set up - add them under Retail Settings, SOP General.”	Enable at least one reason (section 7.1).
Credit Hold Review: “Choose the reason used for credit holds...” / “Choose the sales order analysis code the on hold reason is stored in...”	Complete the setup on SOP - Credit Control (section 8.1).
Orders held for credit are never released automatically	Only orders stamped with the Reason used for credit holds are released. Holds made before the setup, or for other reasons, must be released by hand.
“You need to switch off the SOP setting 'Allocate stock on order entry' to use SOP allocation rules”	Switch Sage's SOP setting off first (section 9.1).
Allocation rules do nothing for a line	No rule covers the line's days (counted from today), or the customer is in a group whose rules do not cover it (section 9.4), or the line is already allocated or pre-allocated. The line's Allocation Log shows what happened.
Copy & Paste: “n problem(s) were found on the clipboard - no lines have been added.”	Correct the rows listed and copy again (section 4.2).
A promotion does not apply	Check promotional pricing is on, the promotion is enabled and in date, the order's Apply Price Promotions is ticked, nothing on the order is despatched, the customer is not excluded and the item is a stock item (section 12.5).
“The analysis code '...' is mandatory”	Fill in the analysis code, or untick Mandatory for it (section 13.1).
Batch import: nothing imported and an Error List shown	Every line is checked first – correct the lines listed and import again (section 14.2).