

Sage 300 2020 Release Notes

In this document:

Thank you for choosing a Sage business management solution.

These release notes contain important information about Sage 300, including information about product changes that are not in the documentation.

Depending on your purchase agreement, some features described here may not be available in your product.

What's new in Sage 300 2020

This section contains a summary of new features and changes in the 2020 release.

Sage 300cloud web screens improvements

This release includes the option to install Sage 300cloud web screens: modernized versions of Sage 300 screens that you can use in a web browser.

Web screens run in parallel with the classic Sage 300 desktop screens, so there's no need to choose between desktop or web. Everyone in your organization can use the interface that best suits their needs, while working seamlessly with a single shared set of company data.

Here's a quick overview of what's new in Sage 300cloud web screens:

- **New Payroll Employee Timecards web screen.** The Payroll Employee Timecards screen is now available in web screens, allowing you to enter and manage employee timecards.
- **Run Sage 300cloud in Multiple Browser Tabs.** You can now run Sage 300cloud in multiple browser tabs or windows at the same time.
- **Improved support for French and Spanish languages.** French and Spanish characters can now be entered in all fields in web screens. (Previously, some fields did not support this.)

To learn more about new web screens and features available in this release, see the following documentation and resources:

- [Sage 300cloud web screens online help](#)
- [Sage 300cloud web screens getting started guide](#)

Important! When using Sage 300cloud web screens over an external network or the internet, data must be protected with security measures such as Secure Socket Layer (SSL) or a Virtual Private Network (VPN). To determine appropriate security measures, consult with your information technology (IT) professional or Sage Business Partner.

If you use Sage Intelligence Reporting Cloud, we recommend that you configure Sage 300cloud web screens to run in a secured environment using digital certificates. If you do not, warnings will appear in your browser each time you start Sage Intelligence Reporting Cloud. For more information, see Knowledgebase article [84797](#).

Web screens are available in English, French, Spanish, and Chinese (Simplified and Traditional). Help and documentation for web screens is available in English and French.

Sage 300 classic screens improvements

This release includes the following new features and improvements in Sage 300 classic screens:

- **Improved help.** We've updated Sage 300 help to make it easier for you to find important information and instructions:
 - Search results are more relevant and include topic excerpts to help you find what you're looking for. Also, you can now use internet search engines to find information in the help.
 - Help topics are more readable, and the help has a fresh, modern look and feel.
 - You can view the new help in a browser on any device with internet access, even if you don't have Sage 300 open.

The new help is available only online, but you can download a copy from Knowledgebase article [99001](#).

- **See web screens users on the Current Users screen.** You can now see who is signed in to web screens.

CRM Integration improvements

When you create or change an order entry transaction that is linked to a CRM opportunity, a corresponding communication record is automatically created in Sage CRM. This feature works whether you create or change the transaction in Sage 300 or Sage CRM.

Note: If you do not want communication records to be automatically created as described above, you can turn off this feature by selecting the **Suspend O/E Communication Integration to Sage CRM** option on the Sage CRM Setup screen.