

# The Score

Volume 17 Issue 1

## Cloud Questions Answered

**We are fielding many questions lately regarding Adagio Cloud, Softrak's "software as a service" subscription-based version of Adagio Accounting. Here are some of those most frequent questions and answers.**

### **Q: Why should I move to Adagio Cloud?**

A: Does your local network infrastructure require upgrading? Do you need convenient access to your accounting from remote locations, 24/7? These are two of the main reasons why our clients are considering moving to Adagio Cloud.

### **Q: Who are the datacenters that will securely host my data?**

A: Softrak's hosting partners are Hostway Services, Inc. and SX Cloud Services, Inc., giving them datacenters in Canada and the US. Both companies are leaders in cloud hosting, where they service over hundreds of thousands of businesses. Founded in 1989, Hostway Services employs over 400 employees delivering reliable and secure cloud solutions to over 500,000 customers worldwide. Sexqeltkemc Cloud Services is a Canadian First Nation owned business committed to safe and secure cloud practice.

You can be rest assured that any form of natural or human-related disaster involving your business data is recoverable through either company.

### **Q: What happens if I lose internet access?**

A: In addition to frequent backups in the cloud, Adagio Cloud's DataCare utility allows you to back up your data to a local storage device. The "offsite backup" for your cloud accounting can be in your own office! If there was ever a protracted interruption to internet connectivity, we could install the required accounting modules to a local server and quickly get your accounting department back in business. As far as we know, Adagio is the only cloud accounting product that offers this capability.

### **Q: Which is better for me, cloud or on-premise?**

A: Adagio Cloud lets you avoid costly computer hardware-related upgrades and hassles. It also gives you the peace of mind in knowing that a team of IT professionals are managing your secure company data. Plus, you get the advantage of having remote 24/7 access to your accounting data.

However, should you feel more comfortable in having your data stored on your network, then on-premise implementation is for you. Also, if your internet access is unreliable, then traditional on-premise may be preferable.

### **Q: Can I move from Adagio on-premise to the cloud easily?**

A: Absolutely. We can assist you with this relatively simple data migration process.

### **Q: Will Adagio Cloud updates and upgrades interfere with my work schedule?**

A: No. One of the biggest advantages to Adagio Cloud is that we can schedule the installation of updates and upgrades at a time that makes sense for your business. This way, we don't introduce changes to the software in the midst of a tax audit, or while you are trying to close your year-end. You can get the upgrades installed when there is minimal impact to your business. As far as we know, Adagio is the only cloud accounting product that offers this capability.

### **Q: Does Adagio Cloud look different from my on-premise Adagio Accounting?**

A: While Adagio Cloud runs in the cloud as a hosted solution, it maintains the same look and feel as an on-premise (or LAN-based) implementation. Click on the Adagio icon on your desktop and Adagio Cloud looks the same as its on-premise counterpart.

**Do you have more questions? Get in touch with us and we can explore whether Adagio Cloud makes sense for your business.**

### **AOC 2018**

Softrak's Adagio Opportunity Conference returns to Vancouver this year, at the Sheraton Wall Centre. The end user conference runs from May 8 – 10, 2018, with pre-conference training sessions on May 7th.

Details and registration are available on the Softrak website at <https://softrak.com/aoc-2018/client-conference>.

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## Check Voiding vs Reversing

**Question:** We have an issue with a voided check. Before, when a check was voided, the check amount went back to the vendor's account automatically. But recently, when we voided the check (same procedure as before), the Check Reconciliation window shows V, but the amount didn't go back to vendor's account. What is happening?

**Answer:** In Adagio Payables you should never "void" a check, you should "reverse" it. Voiding a check has the same effect as clearing a check, which is to say none, other than removing it from the list of outstanding checks. Reversing a check is what puts the invoice back onto the vendor's account. Reversing a check debits the bank and re-instates any invoices the payment was applied to. You were most likely reversing checks before, not voiding them.

We recommend you disable the Void option in Edit | Company Profile | System Options.

If you have posted the Void check, there is no way for you to "unVoid" the check. You will need to make a journal entry to add the cash back to the GL (credit to the expense), and then re-enter the invoice using a slightly different invoice number.

## Posting To A Prior Year

**Question:** We are mid way through the year and I have discovered that there is an entry that should have been done in the prior year. Can I go back and input it into the previous year, and if so, can I re-close the year with any changes updated in retained earnings?

**Answer:** It is possible in Adagio Ledger to post a transaction directly to the Prior Year, without the need to re-open the year. If any accounts are Income/Expense accounts, the Retained Earnings will be updated accordingly, automatically.

Softrak has a number of short videos on their website or from YouTube about running particular processes in Adagio. Here is a link to a short four minute video for closing the year in Ledger, and how to handle entries that need to be posted to the prior year.

- <https://www.youtube.com/watch?v=TjjZgx1FNO0>

You can also browse the complete list of videos if you are logged into the Client Portal of the Softrak website, here:

- <https://portal.softrak.com/resources/adagiotips.php>

## Alert for On Hold Vendors

**Question:** Is there a place to turn the sound off when selecting Vendors that are on hold? I understand the usefulness, but I use a lot of hold vendors and every time I select one of them I get the alert sound and then again when I go to enter anything. It's driving me insane!

**I use the Hold feature to stop payments from being generated to vendors that I pay by EFT etc. Maybe there's a better way?**

**Answer:** Yes, there is a better way. To prevent inadvertently paying the EFT Vendors in a System Check run, assign one of 2 Report Groups to each Vendor: "CHQ" or "EFT". Then, on the System Check run screen, use "CHQ" for the Report Group starting and ending values.

Also, Report Groups can be easily imported from Excel. Here's a fast way to set all your "On Hold" vendors to the Report Group "EFT":

- On the Vendor Grid, Press F6 to bring up the SmartFinder.
- Adjust the Grid Columns to show Vendor number, Vendor Name, Vendor Status (On Hold) and Report Group.
- Set the SmartFinder Rule to select all vendors where Vendor Status = 1.
- Send the resulting list to Excel and save the file in amongst your Adagio Data, turning off the Total Row.
- Create an import template to import this Excel Sheet using File | Import | Vendors.
- Choose the Vendor Code Field and four Fillers (You don't actually need to import anything other than the Vendor Code).
- Set the default Values for Vendor Status to "0" and Report Group to "EFT".
- Don't allow the addition of New Vendors.
- Say the First Row contains Headings.
- **Make a backup.**
- Process the import.
- Check the changes have been made as you expect.

You can find more tips like this in the Softrak Technical Support Forum at [www.softrak.com](http://www.softrak.com) through the Client Portal.