Sage 300 Construction and Real Estate

Estimating Product Release Notes

Version 12.1

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Release Overview

Read the Supporting Documentation Before You Install

Be sure to read the following supporting documentation before you install:

- The *Installation Guide* includes an overview of this release, installation instructions, system requirements, and contact information.

- The *Installation Checklist* contains a brief description of the steps involved in upgrading your software.

- The *Important* document contains critical late-breaking topics.

To learn the latest, log on to the Sage Customer Portal at https://customers.sagenorthamerica.com/irj/portal/anonymous/login and search the Knowledgebase.

About this document

This document contains information about the current release of Sage 300 Construction and Real Estate Estimating products. This document includes information about new features and enhancements for the release, resolved issues, and any known issues.

About this release

The 12.1 release of Sage 300 Construction and Real Estate Estimating products includes enhancements and software fixes. For detailed information about the enhancements and fixes in a specific module, refer to the highlights described below.

Software Changes, Resolved Issues, and Known Issues

New Features and Enhancements in 12.1

The 12.1 release of Sage 300 Construction and Real Estate does not contain any major updates for Estimating products.

Resolved Issues

Bill of Materials report does not combine like items

In the 9.7 release, the Bill of Materials report stopped combining like items if you selected a range of data to print in the report layout. This issue has been corrected; like items are now combined automatically on the printed report regardless of whether or not you print a range of data.

Auto/Copy Sum feature

The Auto/Copy Sum feature would not add totals for non-contiguous in the spreadsheet (items selected using CTRL-click). This feature has been restored.

On-Screen Takeoff (OST) Integrator displays incorrect variable default value

When integrating On-Screen Takeoff (OST) conditions with Estimating assemblies, the OST Integrator displayed the incorrect default value for some assembly variables. The correct value now displays for all assembly variables.

Support and Assistance

Online Help

Each Sage 300 Construction and Real Estate Estimating product includes Help, which provides answers to your questions about procedures as well as items in the windows.

To access Help in software:

In a window, click the Help button or icon, or press [F1] to display the help topic for that window.

In the Desktop, click **Help > Application Help**, and then choose the desired application.

To aid you in finding the information you need, Help for each application includes the following tabs:

- **Contents** contains links to the help topics.
- **Index** contains keywords that link to help topics related to that keyword.
- **Search** type text and click [**Search**] to locate that text in the help topics.

We would like your feedback about Help so we can make improvements. Each Help topic contains an area where you can indicate whether the topic was helpful and provide additional comments. To protect your privacy, all comments are anonymous.

Training and Workbooks

Sage University offers online training sessions in both live and recorded formats, with options for every budget, schedule, and experience level. To access Sage University, visit www.sageu.com.

You can also access Sage University from the **Help** menu > **Web Resources** > **Sage University**.

To order workbooks, visit the Sage University Marketplace, which is accessible from Sage University.

Technical Assistance

Depending on your Sage Service Plan, you may be able to take advantage of the following services:

Sage Customer Portal

You may log on to the Sage Customer Portal at
https://customers.sagenorthamerica.com/irj/portal/anonymous/login to access any of the following:

- **Knowledgebase** Find answers to your questions, access downloads, and subscribe to your favorite articles. This service is available online 24/7.
- **Live Chat** Chat online with a customer support analyst - a great option for quick questions. Chat hours are Monday through Friday from 6 a.m. to 3 p.m. Pacific time, with the same exceptions as telephone support (see below).
- **Online Support Request** Submit an online support ticket when you have a non-urgent question. One of our call center support analysts will assist you. Online support hours are the same as our customer support call center hours (see below).

Sage Customer Support Call Center

Telephone Support When you have a more urgent question or would prefer to speak to a customer support analyst directly, call us at 800-551-8307. Telephone support is available Monday through Friday from 6 a.m. to 5 p.m. Pacific time with the following exceptions:

- Every Thursday from 2 p.m. to 3 p.m. Pacific time (closed for customer support staff meetings)
- Standard United States holidays
- Quarterly company meetings

Upgrading Your Service Plan

If your service plan does not provide online or telephone customer support and you would like to add or upgrade a service plan, please call 800-858-7098.

Submitting Enhancement Requests

We want to hear your suggestions for improving the software. To send us your comments, select **Help > Sage 300 Construction and Real Estate on the Web > Submit Enhancement Requests**.