CONVERSION GUIDE
Sage 50 Accounting to Accounting CS

Introduction

The Sage 50 Accounting to Accounting CS® conversion program and the **File > Import > General Conversion** command in Accounting CS enable you to convert your client data from Sage 50 Accounting 2019 version 26.x into Accounting CS. The conversion process involves the following five steps.

1. Perform the necessary changes for each client in Sage 50 Accounting before starting the conversion process.
2. Install the conversion program files.
3. Use the conversion program to generate specially-formatted files that can be imported into Accounting CS.
4. Import the converted files into Accounting CS.
5. Verify the conversion results in Accounting CS.

Please read this entire document before converting client data.

Note: If you process after-the-fact payroll in Sage 50 Accounting, the program will convert employee current-month, current-quarter, and year-to-date balances for W-2 processing. Therefore, you should convert the data **after** finishing the payroll processing for a quarter or at year-end. For more information on the conversion of payroll amounts, see “Items transferred during conversion” on page 5 of this guide. Also, see “Processing steps required for each client before running the conversion program” on page 2.

Conversion program overview

The overall objective of the conversion program is to provide a comprehensive conversion of your Sage 50 Accounting data to Accounting CS. However, due to software differences between Sage 50 Accounting and Accounting CS, some Sage 50 Accounting data cannot be converted. Therefore, you should not expect to exactly duplicate results from Sage 50 Accounting using the converted data without adding or modifying the appropriate data in Accounting CS. The specific items that cannot be converted are listed in the "Items not transferred during conversion" section of this guide on page 11, and conversion exceptions are listed in the **"**Conversion notes and exceptions**"** section on page 13.

Processing steps required for each client before running the conversion program

The conversion program cannot properly create export files for client data that is locked by Sage 50 Accounting. Be sure that the client data is not currently in use and exit the Sage 50 Accounting program before continuing.

Although the conversion program will not change any of your Sage 50 Accounting data, we strongly recommend that you make a backup copy of your data before completing the conversion process.

The conversion program assumes that you have finished the processing period for the client in Sage 50 Accounting and that you will be processing the next period's transactions in Accounting CS. If you have already begun a new processing period in Sage 50 Accounting, you should **not** run the conversion until you have posted all transactions.

For example, if you are processing November data for client 123, you should post the transactions in the November period in Sage 50 Accounting and then convert to Accounting CS before entering any December transactions.

Note: We recommend that you do **not** close the year before converting your Sage 50 Accounting data. Employee pay items and earnings are converted for the current year only. Therefore, closing the year will cause amounts for pay items and transactions to be zero and will prevent conversion of any of the year's transactions.

1. Open the client to be converted in Sage 50 Accounting.
2. From the Maintain menu, choose Users > Set Up Security, and click on the Data Access/Crystal Reports tab.
3. In the "Access From Outside Sage 50" section, select "With the following login information".
4. Click on **Change**
5. In the *New password* and *Confirm new password* fields, enter "Company1". Click **OK**.
6. Click **Close**.

Installing the conversion program

Download the Sage 50 Accounting to Accounting CS conversion program from our website at https://cs.thomsonreuters.com/support/downloads/acsconv/. Note that you must log into your web account on our website before you can download this program.

If you are unable to download from the link above, contact **CS Support** to request the Sage 50 Accounting to Accounting CS conversion program, and then install the file on your local computer by following the instructions that CS Support provides.

Converting the client data before importing into Accounting CS

Complete these steps to create the Sage 50 Accounting conversion files. These files are specially formatted files that Accounting CS uses to import your data.

1. To start the conversion program, right-click the CS Data Conversions icon on your desktop and choose **Run as Administrator**. If you did not install the shortcut, click Start on the Windows taskbar and then choose **All Programs > CS Professional Suite > CS Data Conversions**.

2. In the *Conversion Type* field, select **Accounting CS** from the drop-down list.

3. In the *Competitor* field, select **Sage 50 Accounting**.

4. In the *Output Data Folder* field, enter the path to the folder that you want the converted files placed in. The path defaults to the current users Documents folder, C**:\Users\XXXXXX\Documents** where XXXXXX represents the current user ID. Click the Browse button to navigate to an alternative location of your choice. The conversion files will be created in this location in a subfolder using the Client ID.

5. Click **Start** to begin the conversion.

6. The conversion program lists all clients found in the specified data folder. Select a client, and then click the **Continue** button.

7. Adding Banks: Enter the Bank Name and routing number for which your checkbook and savings accounts are located. Click **Add Bank Accounts** to add all accounts associated to the bank and routing number entered.

8. Enter the bank account details in the fields provided. Account Description and Account Number must be unique for each account.

    a. Select the Account Type. If the account type is Checking enter the Next Check Number, 100 or greater, the associated GL Account Number, and select whether this item is a vendor checkbook, payroll checkbook, or both. You may select only one (1) payroll checkbook and\or one (1) vendor checkbook per client. Once the details are entered for a single account click **Add**.

    b. Complete step 8a for every account that is to be associated with the same Bank and Routing number.

    c. When all accounts have been added, click **Done**.

Note: A vendor checkbook **and** a payroll checkbook are both necessary for a detailed conversion. Failure to add either of the checkbooks will prevent the conversion of employee earnings, vendors, and\or GL transactions. (If you need to start over, you can click the **Clear** button to erase all information in the data entry fields, but retain the data that is already saved to the grid.)

9. Verify all bank information. Click **Done**.

Note: To remove a row in the grid, you can highlight a row by selecting in the far left column, and then click the **Remove** button. Double-click in a specific field to edit the detail for that field.

10. Continue steps 7 through 9 until all banks and checkbooks/savings accounts are added.

11. Click **Done.**

12. If local taxes are used for a client, select the tax name from the drop down list, and enter the two-character state ID, click **Add**. Repeat this step until all localities have been entered. Click **Done.**

13. When the conversion is complete, the program replaces the Conversion Status message with a message indicating the data is ready for import. Click **OK**.

14. To convert data for another client, repeat steps 5 through 13.

15. The Sage 50 Accounting to Accounting CS conversion generates a PDF conversion report and saves the report to the data location specified in step 4 above. The report contains notes and information on changes you may need to make to the client data in Accounting CS. You can view and print the report using Adobe® Reader® version 7.0 or higher. If Adobe Reader is not already installed on your computer, open Accounting CS and choose **Help > On The Web > Adobe Reader**; this takes you to the Adobe website from which you can download and install the Reader.

Importing the converted data into Accounting CS

Complete these steps to import the client's converted data from Sage 50 Accounting into Accounting CS.

1. Start Accounting CS by clicking the shortcut icon, and then choose **File > Import > General Conversion**.

2. Browse to the location of the data folder that you specified for the client in step 4 of the "Converting the client data before importing into Accounting CS" section of this guide and select the folder for the client that you want to import, and then click **OK**.

3. Accounting CS verifies the payroll location of the client and its employees. You must specify a location for each employee.

   Employees that have the same Tax State as the Company will default to *Business Location*.

   If you need to add a location, click the Add Location button. For best results, you should specify the full address for each location.

4. Accounting CS verifies employee addresses based on ZIP codes. If the ZIP code previously assigned to an employee can be found in multiple cities or counties, the employee will be listed in the Client and Employee Address Mapping screen. To display valid address options for that employee, place

your cursor in the *Lookup* field, press the TAB key, select the correct city / county, and then click the Update button. Repeat this step until all employees are marked Valid, and then click **Next**.

5. If a local tax is applicable for the client, the locality will appear in the Local Withholdings Mapping screen, and you will need to verify all information for each locality, including the type of tax and the city. Update all tax information, and then click the **Next** button.

6. Click **Finish** on the Payroll – Workers' Compensation Classifications screen.

7. If the program displays an Informational Messages list following the import process, you may need to complete some additional setup steps before processing any data for the client in Accounting CS. Click the **Print** button to print a copy of those messages, and then refer to the messages when completing the client setup.

Items transferred during conversion

The following tables identify fields in Sage 50 Accounting that are converted to Accounting CS. The tables are organized by screens in Sage 50 Accounting and Accounting CS and denote the necessary Accounting CS screen navigation.

Client information

Sage 50 Accounting Company Information	**Accounting CS menu navigation and field name**	**Comments and additional information**
Maintain > Company Information	**Setup > Clients > Main tab**	
Client directory name	ID	
Fed Employer ID	EIN/SSN	
Company Name	Client name	
	Payroll name	
Address (lines 1 and 2)	Addresses (lines 1 and 2)	The Business address is converted
City	City	
ST	State	
ZIP	ZIP	
	County	Populated during import based on ZIP code
	Country	
Telephone	Phone Number 1	The following client phone number will be converted to this field: Business.
	Phone Number 1 Ext	The following client phone number extension converted to this field. Business

Sage 50 Accounting Company Information	Accounting CS menu navigation and field name	Comments and additional information
Fax	Phone Number 2	The following client phone number will be converted to this field: Fax.
	Phone Number 2 Ext	The following client phone number extension converted to this field. Fax
E-mail	Email	
	Setup > Clients > Accounting Information tab	
General Ledger Year-end	Current fiscal year end date	
Periods in Fiscal Year	Period frequency	
Current Accounting Period	Current period end date	
Form of Business	Entity	
	Undistributed account	Defaults to 999.
	Setup > Clients > Payroll Taxes tab	
State Unemployment ID	State: Unemployment ID Number	
State Employer ID	State: Withholding ID	

Chart of Accounts information

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Screen > Tab	**Setup > Chart of Accounts**	
Account ID	Account number	
Description	Description	
Account Type	Type	

GL transactions

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Tasks Menu	**Actions > Enter Transactions**	
Journal	Journal	See “Conversion notes and exceptions” on page 13.
	Actions > Enter Transactions > Type: Check	

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
	Bank account	The bank account chosen as the Vendor account will be used as the balancing entry account. If you did not set up or associate any bank accounts/checkbooks or savings account to the vendor checkbook in Sage 50 Accounting, no transactions are converted.
	Check #	
	Actions > Enter Transactions > Type: Deposit	
Reference	Reference	Only current-year transactions are converted.
Date	Date	
Amount	Amount	The amount field in Accounting CS displays the deposit total.
	Actions > Enter Transactions > Type: Deposit > Distributions tab	
Account Number	Account	

Journals

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
	Setup > Journals	
	Description	
	Report code	

Bank accounts

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Conversion Dialogs	**Firm Information > Setup > Banks**	
	Routing number	If Bank account information was not input on the ***Add your Bank(s)*** dialog during the conversion, this detail **will not** be present.
	Bank Name	
	Setup > Bank Accounts > Main tab	
	Description	

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
	Bank	
	Account type	
	Account number	
	Next Check Number	
	Account	

Departments

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Maintain Employees & Sales Reps > General Tab - Type	**Setup > Departments**	
	Description	The department list is generated from the Employee Type in Sage 50 Accounting

Vendor information

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Maintain Vendors > General	**Setup > Vendors > Main tab**	
Vendor ID	ID	
Federal ID#	EIN/SSN	
Name	Vendor name & DBA name	
Address	Addresses (line 1 and line 2)	Defaults to vendor’s business address.
City	City	
ST	State	
Zip	ZIP	
Telephone	Phone Number	Defaults to vendor’s business number.
	Setup > Vendors > 1099 Properties	
1099 Settings	Form Selection, Box	
1099 Type	Description	

Payroll items

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Payroll Settings > Benefits –Vacation, Sick time, Insurance Plans, Retirement Plans and Flexible Spending Accounts	**Setup > Payroll Items**	
Pay Items	Main tab > Description & Report description	The description for each pay, deduction, and withholding item must be unique. Only the “Gross” pay item will convert as seen on Sage 50 Earnings Report. Due to limitations we are not able to convert any separate item used as overtime pay or their default amounts and descriptions. Please verify taxability for all pay items after conversion is complete.
Deductions and withholdings	Main tab > Description & Report description	Deduction and withholding items descriptions convert as seen on Sage 50 Earnings Report. Due to limitations we are not able to convert the individual item default amounts and formulas. All deduction items available for the client will be converted to each employee. Please verify taxability for all deduction items after conversion is complete.
	Main tab > W-2 Additional Boxes	Set for Retirement Plan deduction items only. Verify the boxes after importing.

Employee information

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Maintain Employees & Sales Reps > General	**Setup > Employees > Main tab**	
Employee ID	ID	
Social Security No.	EIN/SSN	
First Name	First	
MI	MI	
Last	Last	

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
Suffix	Suffix	
Address	Address (line 1 and line 2)	Defaults to home address.
City	City	
State	State	
ZIP Code	Zip	
Department	Department	
Country	Country	
Home phone	Home	
E-mail	Email	
	Setup > Employees > Personal tab	
Hired	Hire date	
Terminated	Inactive date	
Birth date	Birth date	
Gender	Gender	
Maintain Employees & Sales Reps > Withholding Info – Filing Status		
Marital Status	Marital Status	
Ethnic Origin	Race	

Employee earnings balances

See “Conversion notes and exceptions” on page 13 for information on the conversion of employee earnings and withholding balances for the current period, current quarter, and year-to-date.

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
	Setup > Employees > Payroll Items tab	
	Gross	See “Conversion notes and exceptions” on page 13 for more information on the conversion of Pay Type.
	Reported Tips	

Sage 50 Accounting menu navigation and field name	Accounting CS menu navigation and field name	Comments and additional information
	401K Deduction	See “Conversion notes and exceptions” on page 13 for information on Payroll Items / Deductions.
	Medical Deduction	Names of pay and deduction items are based on the names shown on the Current Earnings report within Sage 50 Accounting
	Setup > Employees > Payroll Taxes tab	
	FICA-SS	FICA amounts are converted automatically. No special translation is required.
	FICA-Med	Medicare amounts are converted automatically. No special translation is required.
	FIT	Federal Withheld amounts are converted automatically. No special translation is required.
	State SIT	
	Local	See “Conversion notes and exceptions” on page 13 for more information on the conversion of the Local W/H.

Items not transferred during conversion

Although most data from Sage 50 Accounting is converted, some data cannot be converted due to differences in program features and data structures between Sage 50 Accounting and Accounting CS. The following items cannot be converted.

Payroll checks	W-4 withholding details	
Custom Pay Items and Rates		

General client information

Activity description, and client password cannot be converted. You should enter or set up this information after converting the client to Accounting CS.

Also, system parameters are not converted to Accounting CS.

Accounts payable

Information entered in Sage 50 Accounting Accounts Payable (including purchases, credits, due dates, discounts, and amounts due) is not converted.

Accounts receivable

Information entered in Sage 50 Accounting Accounts Receivable is not converted.

Beginning balance amounts

Current-year beginning balances are not converted. After completing the conversion and importing data for a client, enter the beginning balance amounts in Accounting CS. For information, see "Entering beginning balances for a client's Chart of Accounts" in our Help & How-To Center.

Budget amounts

Prior-year budget amounts are not converted.

Company reports

Reports, report options, payroll forms, financial statements, statement layouts, details, notes, and documents are not converted.

Employee information

Exemption details, Workers' Compensation state, EIC credit marker, training wage, pay rates besides Regular for standard hourly wages or salary, default normal hours, accruable benefit information, and direct deposit information are not converted.

Payroll setup, transactions, and employee earnings balances

After-the-fact payroll setup information, such as general payroll options, check entry defaults, state / locality information, rates and report options cannot be converted. You will need to set up these items in Accounting CS.

Although payroll transactions are converted to each period's GL transactions screen, these transactions are not converted to the payroll checkbook in Accounting CS. However, current-month, current-quarter, and year-to-date earnings are converted to enable you to process W-2s and current-quarter payroll reports.

Employee earnings from prior years cannot be converted.

Note: Only the after-the-fact payroll information in Sage 50 Accounting converts to Accounting CS. If the client had a corresponding Sage 50 Accounting Payroll client, the employee and vendor information not previously transferred to the Sage 50 Accounting is not converted for Accounting CS.

General ledger

Tax page, schedule, tax line grouping codes cannot be converted.

Account balances are not converted.

Journal entry information

Journal codes; detailed formats; and automatic adjusting entry information, such as payroll adjustments information, employer payroll adjustment information, gross profit adjustments information, inventory adjustments, and all other setup information for automatic adjusting entries are not converted.

Other information

Bank account reconciliation, financial / loan amortization schedules, electronic funds transfer information, and credit card processing information are not converted.

Security

User information, such as password, user rights, user name, authorizations, etc., is not converted. You will need to set up this information for the client in Accounting CS.

Vendor information

Remit-to information, fax number, terms, description, EFT marker, and prior-year payments are not converted. Year-to-date check amounts are converted only from amounts entered as transactions in Sage 50 Accounting. The amount on the Distributions tab in the Vendors screen is the Standard amount; to update the amount on Form 1099, see Editing 1099 form data in our Help & How to Center. Amounts from the A/P Payments screen are not converted.

The following 1099 types are not available in Accounting CS and, therefore, are not converted: 1098-E, 1098-T, 1099-C, 1099-L, and 1099-Q.

Conversion notes and exceptions

The following section details all known conversion exceptions between data from Sage 50 Accounting and the converted data in Accounting CS. Conversion exceptions may include differences in field lengths between Sage 50 Accounting and Accounting CS, required parsing of information from one field in Sage 50 Accounting to multiple fields in Accounting CS, manipulation of Sage 50 Accounting data to conform with Accounting CS requirements, and so on.

Account codes and types

The conversion program assigns the account code and an account type in Accounting CS based on the account code and type in Sage 50 Accounting.

Bank accounts

The program does not convert bank accounts for after the fact payroll and accounting, because bank accounts are set up as cash accounts in the chart of accounts. Each bank account will need a valid routing number to import successfully. The Bank account detail will need to be entered during the conversion process.

Bank reconciliation

We recommend that you reconcile accounts through the most current month. All transactions are converted into Accounting CS as cleared for the bank reconciliation. Therefore, if any transactions are outstanding at the time of the conversion, you will need to enter the transactions in the Edit > Initial Open Items dialog that is accessible from the Actions > Reconcile Bank Accounts screen.

Customers

Customers may be imported via spreadsheet after the client has been imported into Accounting CS.

Chart of Accounts mask

For information about setting up the Chart of Accounts mask, see Setting up a client's Chart of Accounts mask in our Help & How-To Center.

Important! Sage 50 Accounting allows all zeros in the core accounts in the Chart of Accounts; Accounting CS does not allow all zeros. If the conversion program encounters an account with all zeros, the program does not convert that accounts information. You must replace the all-zero account with a different account number in Sage 50 Accounting before running the conversion program.

Employee data

If the Informational Messages list includes any diagnostic messages about employee address information, you need to review and update the address information for the employees listed to complete the proper setup for relevant taxes.

Hourly\Salary Pay Rate is only converted for the first Pay Type item on each employee in Sage 50 Accounting. We create a Gross pay item, assign this rate, and total pay items under this Gross pay item.

Exemption details, Workers' Comp state, EIC credit marker, training wage, , default normal hours, accruable benefit information, and direct deposit information are not converted.

Notes

- The conversion program does not convert earnings information for employees with addresses that Accounting CS considers incomplete or invalid. Choose File > Print Reports, print the Employee Earnings report, and compare the report information to the earnings report from Sage 50 Accounting.
- The conversion program may not convert all local balances. Earnings data for an employee who uses one of the local withholding or SDI items that is not converted will display an import message for a list of the employees who are affected. You will need to manually enter that earnings data; for more information, see Entering historical payroll data in our Help & How-To Center.

Employee earnings and withholding balances

For details, see Entering historical payroll data in our Help & How-To Center.

Employer contribution and Deduction items

Company match items and deduction items set up as percent-of-deduction items or formulas are converted as fixed-amount items. After the conversion is complete, choose Setup > Employees, and click the Payroll Items tab. In the Employer Contributions or Deduction section, change the calculation type from *Fixed amount* to *the correct calculation type* for employees for whom the company match item or deduction item is selected.

General ledger period-end and year-end dates

If the Sage 50 Accounting client does not use the month-end dates for the period-end dates, verify that the period-end dates in Accounting CS match the dates in Sage 50 Accounting.

Journal transactions

The conversion is designed to group transactions with the same reference number into a single journal entry comprising all of the distributions that make up that entry. Journal transactions display in the General journal for the posting period in which the transactions occurred. Complete the following steps to transfer entries to a different journal once the conversion is complete.

1. Choose **Actions > Enter Transactions**, and click the **Edit Multiple Transactions** link at the bottom of the Enter Transactions screen.
2. Select **Edit** from the *Action* drop-down list.
3. Select **Journal** from the drop-down list in the Transactions section, and then select the new journal name.
4. Mark the checkbox next to each item you want to transfer, and click **OK**.

Due to differences in the options available for entering transactions in Sage 50 Accounting, you may need to enter some adjustment transactions to balance accounts.

State data

If your client performs courtesy withholding for any state or locality that is different from the client's main address, you may need to complete additional setup information in Accounting CS to ensure proper taxation following the conversion. On the Payroll Taxes tab of the Setup > Clients screen, mark the *Client has nexus in this state* checkbox for any states in which courtesy withholding is performed. For courtesy withholding at the local level, click the Local button and mark the *Nexus* checkbox for the local withholding's tax agent.

Verify the Unemployment ID and/or Withholding ID for a client in the Payroll Taxes tab of the Setup > Clients screen.

Verify the UI base rate.

When the client must manage withholding or SUTA for multiple states, Accounting CS uses the default GL account listed in the Automatic Payroll Posting screen in Sage 50 Accounting for all states. If each state uses a different GL account, you will need to correct that information in Accounting CS in the Payroll Taxes in the Setup > Clients screen following the conversion.

Terminated employees / inactive vendors

Inactive employees are converted.

Employees with a termination date or vendors marked as inactive in Sage 50 Accounting are converted to Accounting CS. You will need to mark the *Include inactive* checkbox in the upper-right corner of the Setup > Employees screen or the Setup > Vendors screen in Accounting CS.

Transactions

Only current-year transactions are converted.

Vendor data

Deductions that accrue during normal processing must be linked to a vendor in Accounting CS. To link to a vendor, select the vendor from the *Agent* field on the Main tab of the Setup > Payroll Items screen for the deduction item in Accounting CS.

Verifying the converted data

The Sage 50 Accounting to Accounting CS conversion program generates a PDF report that is saved in the Output Directory folder that you specify in step 4 of the conversion process. This report contains notes and information on changes you may need to make to the client data in Accounting CS. We recommend that you print this report after finishing the conversion process but before importing the client data into Accounting CS. You need to have Adobe Reader version 7.0 or higher installed to view and print these reports. If the Adobe Reader is not already installed on your computer, choose **Help > On The Web > Adobe Reader** in Accounting CS; this takes you to the Adobe website from which you can download and install the Reader.

Although the conversion program is designed to convert your client data as accurately as possible, there are some instances when the conversion may not correctly convert all data due to data corruption or other anomalies within the Sage 50 Accounting data. Follow these steps to verify that your Sage 50 Accounting data has been converted correctly.

1. Review informational messages, if any, that are displayed on the screen after the conversion has been completed, and make all necessary changes.

2. Open the converted client in Accounting CS, and make all necessary changes as noted in “Conversion notes and exceptions” on page 13.

3. Print and compare the following accounting reports. If the information in the reports does not match, you may need to manually adjust the data in Accounting CS. (Other reports are available in both applications if you cannot determine the discrepancy using the reports listed below.) Please refer to the Sage 50 Accounting help to print these reports.

Sage 50	**Accounting CS**
Current Period General Ledger	General Ledger report
Trial Balance report	Trial Balance – Detailed report

4. Print and compare the following payroll reports to look for discrepancies.and then make any necessary changes to the payroll amounts in Accounting CS.

Sage 50	**Accounting CS**
Earnings Report	Employee Earnings report

Getting help

If you have any questions about your converted data, access Live Chat at http://CS.ThomsonReuters.com/MyAccount or call CS Support at 800.968.0600 and follow the prompts. Normal weekday support is from 9:00 a.m. to 8:00 p.m. eastern time.