

# TaiRox™ Memo

## TaiRox Communications & Sage Email Logs

### Summary:

Sage 300 2027 has an email log that has some limitations in terms of what is stored and what can be searched. TaiRox Collections creates complete communications that are easily filtered and searched.

### Compare:

Sage 300 2027's email log has 50-character fields to store To, Cc and Bcc values. (Sage 300 will send emails to multiple contacts).

|        |    |   |                           |
|--------|----|---|---------------------------|
| String | 50 | 0 | Recipient Email Address   |
| String | 50 | 0 | Carbon Copy Email Address |
| String | 50 | 0 | Blind Carbon Copy Address |

TaiRox Collections sends emails with as many recipients as allowed by an email service. A typical limit is a total of 500 for To, Cc and Bcc values. All 500 will be recorded in the EML file created by Collections.

### Compare:

Sage 300 2027's email log can be reviewed on screen with limited filtering and sorting options.

|                      |                                                              |                                                                                  |           |               |                 |
|----------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------|-----------|---------------|-----------------|
| Search Text          | Source Application                                           | Generation Date                                                                  |           |               |                 |
| <input type="text"/> | From <input type="text"/> To <input type="text" value="ZZ"/> | From <input type="text" value="/ /"/> To <input type="text" value="09/16/2026"/> |           |               |                 |
| Email ID             | Source Application                                           | Type                                                                             | Reference | Email Subject | Recipient Email |

TaiRox Collections has sorting options and uses SmartFinders to search like an internet search engine. There is a Communications tab on the Companies screen as well as a general Communications screen used to search across multiple customers.

|                                                                                                     |                                                                                                       |                 |                                               |                                                |            |        |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------|------------------------------------------------|------------|--------|
| Name                                                                                                | <input type="text" value="The Royal Cavendish Co."/>                                                  | Customer Number | <input type="text" value="7300"/>             |                                                |            |        |
| <div>Companies   Contacts   Opportunities   Documents   Cases   Notes   <b>Communications</b></div> |                                                                                                       |                 |                                               |                                                |            |        |
| Search                                                                                              | <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Advanced..."/> |                 |                                               |                                                |            |        |
| Order By                                                                                            | <input type="text" value="ID"/>                                                                       |                 |                                               |                                                |            |        |
| ID                                                                                                  | Name                                                                                                  | Type            | Notes                                         | Comment                                        | Created On | Create |
| 14                                                                                                  | Payment Due Alert 20261013-113450-...                                                                 | EMAIL           | Customer Number 7300 The Royal Cavendish Co.  | TR-INV-009.2                                   | 10/13/2026 | ADMIN  |
| 15                                                                                                  | Overdue Payment Reminder 20190330-...                                                                 | EMAIL           | Customer Number 7300 The Royal Cavendish Co.  | IN00000000000041, TR-CRE-004.2, TR-INV-005...  | 10/13/2026 | ADMIN  |
| 16                                                                                                  | Promised Payment Has Not Been Rece...                                                                 | EMAIL           | Customer Number 7300 The Royal Cavendish Co.  | A/R Receipts: 00048-021.3.PDF, 00043-016.1.PDF | 10/13/2026 | ADMIN  |
| 17                                                                                                  | Your promised payment is due                                                                          | TEXT            | Your promised payment is due today            | Your promised payment is due                   | 10/13/2026 | ADMIN  |
| 18                                                                                                  | Left Message Re Payment                                                                               | PHONE           | I'm trying to get hold of Royal several ways. |                                                | 10/13/2026 | ADMIN  |
| 19                                                                                                  | FAX to Legal Department                                                                               | FAX             | Promised Payment FAX Sent                     |                                                | 10/13/2026 | ADMIN  |
| 20                                                                                                  | Credit Attached as Discussed                                                                          | EMAIL           | Regarding your disputed invoice IN100454      | A credit note is attached as we agreed.        | 10/13/2026 | ADMIN  |

## Compare:

Sage 300 2027 logs email communications.

TaiRox Collections logs every type of communication, viewable in one place. Users can create communications when they make a phone call or send a text message.

| Name                                  | Type  |
|---------------------------------------|-------|
| Payment Due Alert 20261013-113450-... | EMAIL |
| Overdue Payment Reminder 20190330...  | EMAIL |
| Promised Payment Has Not Been Rece... | EMAIL |
| Your promised payment is due          | TEXT  |
| Left Message Re Payment               | PHONE |
| FAX to Legal Department               | FAX   |
| Credit Attached as Discussed          | EMAIL |

## More About TaiRox Collections Communications:

The screenshot displays the 'Communication' tab in the TaiRox Collections interface. The record is for 'The Royal Cavendish Co.' with a 'Created On' date of 10/13/2026 and 'Modified On' date of 10/13/2026, both by 'ADMIN'. The 'Type' is 'EMAIL'. The 'Notes' field contains 'Customer Number 7300 The Royal Cavendish Co.'. The 'Comment' field contains a long alphanumeric string: 'IN0000000000041, TR-CRE-004.2, TR-INV-005.3, TR-INV-009.2, TR-INV-010.4, UC00000000000000000007'. A 'View Email...' button is visible next to the 'Type' field.

- Users can add short notes and extensive comments to a communication.
- Users can drill-down to multiple contacts associated with the communication.
- Like all collection entities, communications have a change log.
- Users can press View Email and see an exact copy of the email as it was sent without sifting through email folders. The exact copy is an EML file (technically, sending an email is equivalent to sending an EML file to a mail server).