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info Newsletter
For Sage MAS 90 and Sage MAS 200

What's Inside

Headline News

Sage Software, Inc. recently sponsored a white paper entitled **Growing Pains, Expansion Strategies for Small Firms.** The white paper was developed by The Economist Intelligence Unit, and covers diverse topics from developing profitable customers to appropriate use of technology. The paper is available at www.sagesoftware.com/newsroom/pdf/expansion_small_firms.pdf

New StarShip Freight Module Expands Shipping Options

In today's global business world, transporting goods near and far is part of every business that makes or distributes products. For large orders or large bulky items, parcel delivery services are not the answer—these items are considered freight and must be delivered by truck. The upcoming release of StarShip v10 adds functionality that allows you to automate the time-consuming process of freight shipping.

The new StarShip Freight module handles larger shipments in two categories: Truckload (TL) and Less-than-Truckload (LTL).

LTL is ideal for shipments between 100 and 15,000 pounds. LTL works well for odd shaped and sized items as well. All the same service options offered by small package carriers are available, along with some additional services. If you've only shipped via small package carriers such as UPS or FedEx Ground, you may find you can save money by using LTL for larger shipments of more than 100 pounds.

Let's learn more about the new StarShip Freight module.

LTL (Less-Than-Truckload) shipping is a good option for shipments over 100 pounds.

StarShip Freight

The new StarShip Freight module handles everything you need to be able to ship a partial or full truckload—from rate shopping for freight carriers, to document printing and billing—all from a single powerful screen.

User-Friendly Interface

With StarShip Freight, data entry for your shipments takes place within the StarShip user interface, rather than in Sage MAS 90 ERP. This provides one central location from which to conduct all your shipping activity.

Handy tabs on the StarShip Freight screen give you quick access to all the functions and to Sage MAS 90.

From the Shipment tab you can see several views of the items in the shipment. One view, the Bill Of Lading view, shows you how the information will appear on the printed Bill of Lading (BOL) form.

From the MAS 90 tab, you can select one or more Sage MAS 90 sales orders from a drop-down list. If you have more than one Sage MAS 90 company set up, you can select a sales order from any of your companies from the list.

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Upgrade To 4.20 Today!

See page 4 for more info

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StarShip Freight Module Expands Shipping Options CONTINUED

From tabs on the StarShip Freight screen you can display the item detail from the original order and you can place items into boxes and onto pallets, you can even assign lot and serial numbers right from this screen.

Gets The Best Rate

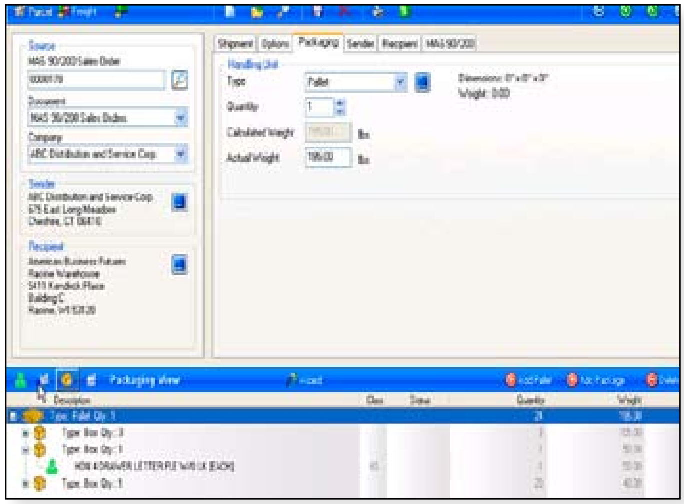
One of the most time-consuming tasks when shipping via truck is calling the various carriers for rate quotes. StarShip has partnered with Freightquote.com® so you can quickly obtain the best possible rate. There are no setup or transaction fees, and as an added benefit you can track the status of your shipments online.

Use the Quote tab and the system shops for rates for you from more than 50 of the top national and regional carriers.

Prints Required Documents

StarShip can automatically print all the paperwork required for the shipment using data drawn from Sage MAS 90. It can print both package and pallet labels, and the required Bill of Lading (BOL) document.

The Bill of Lading is a legal document required when shipping freight by truck, and it is used by freight carriers to track the transit of goods. It contains: header information such as ship-from, ship-to, and bill-to addresses; and item information such as weight and class.



The StarShip Freight Module Packaging Screen allows you to place items in boxes, boxes on a pallet, and specify pallet dimensions.

StarShip supports the printing of two types of Bills of Lading: the Straight format, and the VICS (Voluntary Interindustry Commerce Standards) format. The VICS Bill of Lading document, commonly required in the retail industry, was created to establish a uniform format and to facilitate EDI (Electronic Data Interchange) transmission of BOL data.

When you have completed the transaction, StarShip Freight prints the invoice and updates the Sage MAS 90 system.

Flexible Options

For customers who have existing relationships with LTL carriers and/or third-party logistics companies, you can still use StarShip Freight. StarShip will retrieve the item information from Sage MAS 90 in order to produce the BOL, print package and pallet labels, and create the invoice. StarShip provides for setup of a third-party logistics company, and will print the associated information on the BOL as well.

StarShip Freight also supports sending more than one Sage MAS 90 order in an LTL shipment. Both order numbers appear on the BOL. When StarShip creates the invoices for the orders in Sage MAS 90, it divides the freight amount equally between the orders in that shipment.

Give us a call if you are interested in exploring whether LTL shipping with StarShip Freight is right for your organization. ☆

Tips & Tricks

When using Sage MAS 90 or 200 4.1 linked to ACT! by Sage with the new ACT! Link, you may find you need to create matching contact records in one application or the other, after the initial accounting link has been established. The following procedures explain how to accomplish this. Use the first set of steps if you have contacts in ACT! by Sage that you want to add to Sage MAS 90 or 200. Use the second set of steps if you have contacts in Sage MAS 90 or 200 that you want to add to ACT! by Sage.

Creating Sage MAS 90 Contacts From ACT! Contact Records

1. Open ACT!, click the ***Companies*** button, and select the appropriate company.
2. Click the ***Accounting Links*** tab. From the **Record Owner** drop-down box, select ***ACT!***
3. Click the ***Contacts*** tab, and click the ***Add/Remove contacts*** button.
4. Click the ***Contacts*** button, and click the ***New Contact*** button.
5. Enter all required fields, and click ***OK,*** three times.
6. Open ***Tools/ACT! Link to MAS 90/Refresh Current Company***.

Creating ACT! Contacts From Sage MAS 90 Contact Records

1. Open ACT! by Sage, click the ***Companies*** button, and select the appropriate company.
2. Click the ***Accounting Links*** tab. From the ***Record Owner*** drop-down box, select ***MAS 90.***
3. In Sage MAS 90 or 200, open ***Accounts Receivable/Main/Customer Maintenance***, and select the customer for which you want to create ACT! contact records.
4. Click on the ***Contacts*** button and create a contact.
5. Click the ***Accept*** button twice.
6. In ACT!, open ***Tools/ACT! Link to MAS 90/ Update/Load Companies***.
7. Check the ***Select*** check box for the appropriate company.
8. Click the ***Accept*** button.

The new contact is copied into the linked ACT! by Sage company's contact file, and the required key fields from the contact are copied into the ACT! contact record to establish the contact link record. ☆

Streamline Returns With The Sage MAS 90 RMA Module

Competition for new customers seems to get stiffer every day, and you must work harder than ever to keep existing customers happy. A necessary component of good customer service is accepting returns or exchanges. Your customers expect it, appreciate it, and tend to buy from those vendors who offer a flexible return policy. You must ensure that this process is handled efficiently and accurately, both for your protection and for your customers' satisfaction. The RMA (Return Merchandise Authorization) module for Sage MAS 90 ERP and Sage MAS 200 ERP makes it easy to handle every aspect of a return.

The Power Of RMA

Without the RMA module, return processing can be cumbersome. Maybe you create a negative sales order and add to it the items to be returned. But there's no reliable way to then analyze what returns you have open and what status they're in. In addition to the extra work and inefficient workflow, without a dedicated system for handling returns, you may miss important trends in the sales or production process, potentially costing you money and customers.

With the RMA module, you can track the reasons behind your return activity and take appropriate action. The RMA module allows you to determine if an item is returned frequently, if stock from a particular vendor needs frequent repairs, or if a particular customer seems to abuse your return policy.

Full automation of the process assures customer returns are turned around rapidly. Even cash flow can improve when returns are handled efficiently.

Centralized Returns Management

The RMA module streamlines the process of authorizing and receiving returns, and the seamless integration with the other Sage MAS 90 modules helps to keep inventory accurate and provides a complete workflow for items to be repaired, replaced, or returned.

The power of the RMA module starts with a customer request to make a return. You can generate return merchandise authorization documents to acknowledge the return and provide personalized instructions for the customer.

Generating a Return Merchandise Authorization is simple. From the RMA module Entry task you can elect to return an entire invoice, only selected items from an invoice, or selected items from different invoices. Each item on the return may be assigned a different reason. For example, one item may have been damaged in shipping, while another was the wrong color.

Once you have the products being returned in the RMA document, each item will require further action. You may be issuing a credit, sending a replacement item, repairing and returning the item, or sending it on to the supplier for repair. You can do all these things right from the RMA Entry screen.

Customer Actions

You can credit the customer's account or apply it to their credit card. Returns with replacement requests can be exchanged for the same item or an alternate item. A single entry marks an item for repair, and provides customer return instructions. The appropriate documents, such as a sales order for replacement items, can be automatically generated.

Item Actions

You can return items to a designated return warehouse or the original selling warehouse. Unusable items can be sent to a scrap warehouse. Repair items are sent to a repair warehouse, fixed, and returned to the customer.

Vendor Actions

When the Purchase Order module is integrated with RMA, vendor actions of return for credit or replacement can be assigned to each item. The appropriate documents can be automatically created during the RMA transaction generation process.

Cross Shipments

When a customer has an urgent need, a replacement product may be shipped to the customer immediately, without waiting for the customer to send the unwanted item back. Cross shipments are initiated by clicking on the ***Xpress Order Entry*** button from within RMA Data Entry. This creates a new Sales Order populated with the urgently requested item and the customer data. Cross shipping not only results in faster delivery times—it can dramatically increase customer satisfaction levels.

Restocking Fees And Warranties

You can assign a restocking fee by product line or even by individual item. You have the flexibility to waive the restocking fee for selected customers at the time of RMA entry.

The RMA module automatically calculates warranty expiration dates based on your setup in Inventory Management. Operators processing returns will be alerted to any expired warranties and can opt to extend the warranty if appropriate.

If there are some items for which you don't allow returns under any circumstances, you can select an option in **Returns Allowed in Inventory** to not allow returns for the item.

Reason Tracking And Analysis

Perhaps the greatest benefit of the RMA module is the insight you can gain into the reasons for returns. You may find that a large percentage of defective items come from a particular vendor and change your supplier as a result. If a manufactured item is often returned for defects in the finish, you can replace tools or materials involved in the process. The Return Reason Report supplies the information you need to quickly identify product faults and take corrective action to eliminate repeat returns.

An Integrated Solution

The RMA module requires the Sales Order and Inventory modules for operation, and optionally integrates with Purchase Order to automate vendor returns.

If you would like to process claims faster, track inventory with greater accuracy, and optimize customer service performance, no matter how many returns appear at your door, now is the time to take a closer look at the RMA module. Sage Software is offering special pricing when you purchase this quarter. Give us a call to schedule a demonstration. ☆

Upgrade to 4.20—Today!

Still at an old version of Sage MAS 90 or Sage MAS 200? Why wait any longer when 4.20 is here. Some of the incredible features of the 4.X versions are: flat buttons, grid entry, adjustable batches, longer General Ledger accounts, Windows Vista Compatibility (4.20), e-mailing A/R statements, customer ledgers, and much, much more.

Many of Sage's customers have already upgraded and are reaping the benefits everyday. If you are currently paying for your software maintenance, then by all means upgrade to get what you are paying for. If you are not current on your maintenance, then call ACI today to see what discounts are available to bring your maintenance current.

Sage's level 4.x conversion is a long process, covering all of the modules. Today, G/L, A/R, A/P, S/O, B/R, E/B, and RMA have been upgraded to the new Business Framework platform. At the end of the year, Sage will release version 4.3, which adds exciting new features, but not until 5.X (sometime in 2009 most likely) will inventory be upgraded, along with Purchase Order and Payroll.

Level 4.X is stable and has been probably the most solid release Sage has issued. Many customers enjoy the fast data entry of the new grids in Sales Order and most data entry screens. These grids, by the way, are customizable by user. All reports are now written with Crystal Reports so standard windows technology can be utilized, such as e-mailing or exporting a report.

Take advantage today of the strong benefits and features of 4.X and call ACI at 714.282.0378 to get started. Most upgrades are surprisingly smooth—and we are sure you will be happy as well.

New Sage SalesLogix Integration

One benefit of owning Sage Software products is the broad portfolio of applications offered. When you go looking for new capabilities, such as a customer relationship management system, you need look no further than Sage Software. Sage Software has three offerings covering the needs of companies of all sizes for contact management and sales force automation.

By selecting a Sage Software solution, you have the convenience of using a single vendor for all your business management solutions and, even more important, the efficiency of integrating your data. No more duplicate entry of information in two separate systems. When your systems share data you can reduce data entry, improve customer service, and increase efficiency and profitability.

An integration between Sage SalesLogix to Sage MAS 90 ERP is planned for release this summer. The integration is built right into Sage SalesLogix, and has been completely updated to include more flexibility and new customer-requested features. The integration, created with all new architecture, is now managed from within Sage SalesLogix.

Wizard Set Up

A Setup wizard simplifies the process of mapping data between Sage SalesLogix and Sage MAS 90. You will be presented with a list of fields from both applications. You can use the default mapping that links logical data elements from each application, or you can easily tailor the mapping to meet your needs.

The wizard provides a set of templates for transferring records that contain logical rules for the transfer. For example, when converting a Sage SalesLogix Account to a Sage MAS 90 Customer, there are certain fields, such as Credit Limit and Sales Tax schedule, that are not sent over from Sage SalesLogix. The templates allow you to supply default information for these fields. A set of default templates are provided for: Account/Customer, Sales Order, Contacts, Invoice, and Addresses. In addition to the default templates, you have the option of creating new custom templates from the default templates provided.

Advanced Feature Set

The new integration contains a number of new customer-requested enhancements. For example, now one Sage SalesLogix Account can be linked to several Sage MAS 90 customers, even when those customers are in multiple Sage MAS 90 companies. For flexible access to accounting information, both pre-defined and ad-hoc queries are provided. Access to source code is included for custom integration needs.

High Performance

The new integration is built right in to Sage SalesLogix, resulting in enhanced reliability and ease of upgrading to new versions. The refreshing of accounts and products is much faster with the new architecture, and you have the ability to choose all records or just specific records.

Availability

The integration software is scheduled to be available in September and is offered at no charge for customers who own compatible versions of Sage MAS 90 and Sage SalesLogix. Give us a call with your questions. ☆

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