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Issue 5
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Sage ERP MAS 90 & MAS 200 Newsletter

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NEW SALES ORDER ENHANCEMENTS

Just What the Customer Ordered

Now that Sage ERP MAS 90 and 200 Version 4.5 has been released," we've had an opportunity to kick it around a bit. While fantastic new features were added throughout the product, a handful of enhancements within Sales Order are particularly noteworthy. Let's take a look at why these new features are just what the customer ordered.

The Price is Right

When it comes to pricing, every business is unique. In fact, flexible pricing can be one of your best responses to competitive pressures. With Sales Order in Version 4.5, you've got several new options including 'Price Level By Customer and Product Line.'

This new option allows you to offer discount pricing at the product line level, making it easier to reward customers who purchase a large quantity of many items across a product portfolio, and not just for a large quantity of a specific product. Perhaps you sell multiple brands of widgets to retailers across the country. Now you can automatically set discounts for each customer based on product line, store location, or sales volume. This new feature is especially helpful for companies with a large inventory and wide variety of items.

A Split Decision Where Everyone Wins

For many companies, the sales staff works as a team (for instance when your inside and outside sales reps work together). In those cases, commissions are often split between multiple people. With Sales Order in Version 4.5, you can establish and maintain (by customer) default Commission Splits among multiple salespeople. After the split has been set up for a customer, the split commission will default automatically, saving time and unnecessary additional administrative processing.

And with new **Commission Rate Tables** in Sales Order, you can set up commission rates by any combination of salesperson, customer, item, and effective date. If you have different price levels for different customers, a large product catalog, or multi-tier commissions, these rate tables will remove administrative complexity and ensure salespeople are paid correctly.

Other Notable SO Enhancements

Beyond pricing and commission enhancements, the integration between Sales Order and Job Cost has been improved. The integration now provides better work-in-progress tracking in accordance with preferences that you select during setup. The result is simplified general ledger posting, smoother workflow, and faster order entry throughout the Job Cost module.

Last but not least, new functionality in Sales Order allows you to select certain lot and serial numbers during order entry. This feature comes in handy when you want to reserve limited-quantity lots or serial numbers for your best customers.



[Contact us](#) to learn more about Sage ERP MAS 90 and 200 Version 4.5 or if you have questions about upgrading.

Tips, Tricks, and News You Can Use

Sage MAS Intelligence Gets a Boost in Performance

It seems some engineers recently went under the hood of Sage MAS Intelligence, made some adjustments, and released a new patch that significantly improves performance and efficiency. In fact, financial reports generated on a test set of data containing 150,000 GL accounts was reduced from 4 hours **down to just 10 minutes**. The new patch for SMI means you'll spend more time analyzing financials and less time waiting for reports to run.

 [Download the patch here](#) or contact us for assistance.

Updated Product Roadmap Now Available

Now that Version 4.5 is in the books (began shipping in early September), Sage has updated the Sage ERP MAS 90 and MAS 200 product Roadmap. It provides a glimpse of what's to come in version 5.0 and beyond, SageCRM 7.1, details about the new MAS 90 online, and a summary of key dates to keep your eyes open for.

 [Contact us](#) and we'll send you a copy in PDF format.

Coming Soon: MAS 90 Online

Look, up in the sky. It's a bird. It's a plane ... it's MAS 90 in the clouds! That's right, Sage will soon be announcing the official launch of Sage ERP MAS 90 Online. It's the same market-leading accounting software you've come to know and love, now available as a cloud-based SaaS solution.

It's a great choice for small businesses that want anywhere, anytime access to their accounting system without the up-front cost of hardware and ongoing network and IT support. Simply sign up, pay-as-you-go, and start using MAS 90 online with the confidence in knowing that you have the option of bringing it in-house/on-premise when your business grows or needs change.

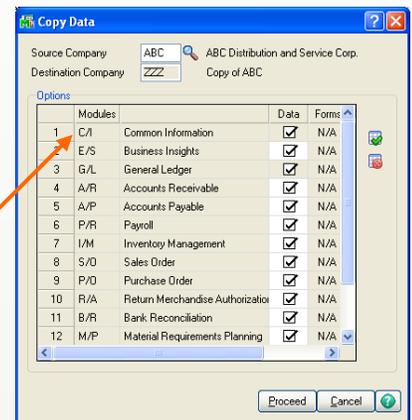
 Get the [MAS 90 Online Pre-Release Guide](#) for details

MAS 90 and MAS 200 TIP:

How to Copy a Company

There are several scenarios - like testing a customization or creating an archive before year end processing - where it makes sense to copy an existing company in Sage ERP MAS 90 or 200 and create a new one. Here's how you do it:

1. Go to **Library Master > Main** and select the **Company Maintenance** task
2. Select the company that the data will be copied **to**, or create a new **company code**
3. Click **Copy**, then **Yes** when prompted to save
4. Choose the **source** company (you know, the company you're copying from or duplicating)
5. Select the modules that you want to copy over (Note: It's probably best to just "Select All." If not, **always** be sure to copy 'Common Information')
6. Click **Proceed/Yes** and you're done.



Important Notes

Be sure to copy all integrated modules. For example if SO (sales order) is copied, also copy AR, GL, and any other modules that SO is integrated with. MAS 90 will look for these integrated modules and errors will occur if the module is not found in the new company.



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SUPPLEMENT:

SageCRM for MAS 90 and MAS 200

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Customer Self-Service Portal in SageCRM

Your customers have access to more information than ever before. As a result, many of them are accustomed to finding the answers they need whenever and wherever it's convenient for them. With all of the information available through Google, social media, and online forums, customer self-service has become a way of life. And that's where the SageCRM Self-Service Web Portal can play an important role.

What is the Self-Service Portal?

It's an add-on component to SageCRM that provides your customers (and partners or vendors for that matter) with web-based access to their account in your SageCRM database. That means they can log into their account using the web and do things like:

- Update shipping address and other contact information
- Track orders and shipments or review purchase history
- Request product information
- Submit a request for customer service

Of course, security controls and configuration options allow you to control the extent to which your customers can access data and perform functions.

24 x 7 Convenience

Perhaps the most important feature of the self-service portal is that it's available anytime your customers need it. Because let's face it, sometimes they just won't have time to call one of your customer service representatives during "normal" business hours.

And the fact that it's web-based doesn't hurt either. That means the self-service portal can be accessed in the office, at home, or on the road from a mobile device.

Customer Updates are In Sync

When customers make changes to their account using the Self-Service web Portal, your SageCRM database is automatically updated. That eliminates the need for manual data entry by one of your internal customer service representatives and ensures better accuracy.

What's more, your sales representatives can see that changes were made to the account which can provide a great opportunity to follow up with the customer with a personal call and reinforce the relationship.

The SageCRM Self-Service Web Portal can be an important tool in delivering a fantastic customer experience at a lower cost to your business. [Contact us](#) if you'd like to learn more.

E-MARKETING IN SAGECRM

One of the most popular and exciting additions to SageCRM Version 7.1 has been the E-Marketing functionality that was added.

This new feature allows you to create and manage email marketing campaigns directly from within your SageCRM application. You can select from more than 90 professional email templates, choose a group of customers or prospects, and send your campaign. Plus, all of the open, click, and bounce data is written back to your SageCRM database.



Download the [E-Marketing Overview Brochure](#) or check out the "[Get Started with E-Marketing](#)" video demo on YouTube.