Provida Pty Ltd

Sage – ERP / CRM Solution

Functional Specifications

Version 1.3

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Introduction

Provida Pty Ltd is an award winning Premier Sage Partner and provider of ERP solutions for small to medium manufacturing and engineering companies.

The Provida team has years of experience in the Sage ERP arena, implementing large & complex ERP systems for a variety of clients in multiple industries.

Having many clients in manufacturing / distribution, hospitality / tourism, apparel, the health sector (Healthscope – 80 hospitals) & government agencies our ERP project team is attuned to the specific functional and reporting needs of organisations.

Our dedicated & committed project team awaits the opportunity to continue its fine track record of Sage Accpac ERP implementations for your client and build further on its reputation as:

“…a formidable team, going above and beyond the call of duty to ensure a successful implementation and a satisfied client.”

Provida Pty Ltd has been in business for 10 years now and during that time has serviced and implemented ERP systems in over 400 Australian companies. I really believe that this deep level of expertise puts us at the forefront of software companies in Australia in relation to our ability to deliver software, services and understanding to a broad range of industry sectors.

Please take a moment to consider this detailed Sage functional specification as well as our customer quotes, included in our Provida Sage ERP brochure and Case Studies, as confirmation from our existing clients of Provida’s commitment to providing & supporting the best tailored ERP/POS solution for your company.

Kind Regards,

Steven Rider
Managing Director
Provida Pty Ltd

Sage Dashboards

Sage Accpac has standard management dashboards that provided with the base software. Provida has experience and skills in developing Dashboards that would be suitable for use by construction/engineering companies including reporting, expenditure tracking and cost centre reporting.

Proposed product: Sage Accpac ERP System

Overview:
The Sage Accpac ERP system is, at core, a sophisticated, robust web based accounting and operations system for small and mid-sized companies. You can create a perfect, lasting fit for your business by implementing only the modules you need today, then building out your financial system over time by adding more Sage Accpac modules and Options products.

Sage Accpac is efficient and easy to use. A graphic interface that's consistent from screen to screen makes for easy data entry and reporting. It is a highly intuitive graphical interface making learning Sage Accpac quick and easy. All the modules have the same look and feel, so once you learn how to move through one module the learning curve is short for the others. Data entry, research, analysis, and reporting are a snap even for a beginner.

Sage Accpac offers flexible deployment options. This means the program can run as a desktop application, through a web browser or both.

Customisation: A modular structure and customisable screens and fields make it easy to tailor Sage Accpac to your unique requirements. Small and mid sized businesses each has their own way of doing things. That's why we designed Sage Accpac to be so flexible and adaptable. We believe that a business management system that's tailored to your unique business can help you be more efficient, productive and profitable.

Productivity: Sage Accpac can become much more than an account system because it integrates with an array of end-to-end solutions, like Sage Accpac CRM, our customer relationship management solution. This increases your productivity as each department in your organisation becomes more interdependent because Sage Accpac works as the accounting foundation for a whole set of integrated solutions.

Maintenance arrangements:
Sage Accpac has an 18% annual software assurance fee that is mandatory in the first year but optional in the following years (maintaining currency of the software assurance entitles you to free upgrades throughout the year).

Design philosophy of Sage Accpac:
When choosing a business management system, you are making an investment. The immediate and ongoing costs include licensing the software, training staff and adjusting business processes. Selecting a product with superior functionality will deliver a quick payback from more efficient operations. Selecting a product with high quality architecture, such as Sage Accpac, will ensure investment protection.

Sage Accpac is released in three editions, with increasing levels of functionality. All editions share the same architecture and code base, which makes it simple for you to upgrade your business management system, as your business grows, and yet retain the valuable history of transactions for your analysis. The strength of its architecture enables Sage Accpac to stand the test of time adapting to ever-changing technologies.

To learn more about Sage Accpac technology framework and to understand why we believe it to be the best in the industry, please read the Sage Software Technology White Paper.

Technology platform:
Sage Accpac's architecture whitepaper is attached to this Proposal. It explains in some detail Sage Accpac's technology platform.

Current Version:
The current version is 5.5.

Numbers and types of installations:

Sage Accpac platform has over 100,000 users worldwide and 11,000 installations in Australia. Installations vary but there are many core financial systems that require strong reporting and financial management. Provida has a reference list that shows a good cross-section of clients. This reference list is available upon request.

System Requirements:

Sage Accpac minimum requirements are listed in the table below:

Sage Accpac 5.5
Microsoft SQL Server Database

Component	**Minimum System Requirements (For Client/Server Installation)**	
	Client Workstation	***Server***
Operating System	Microsoft Windows: • Microsoft Windows XP Professional • Microsoft Windows 2000	Microsoft Windows : • Microsoft Windows 2003 Server*** • Microsoft Windows 2000 Server • Microsoft Windows 2000 Advanced Server
Database	Workstation component of Microsoft SQL Server	Microsoft SQL Server 2000/2005
Processor	1.0 GHz Pentium	2.0 GHz Pentium
Memory	512 MB	For a 5-user system: 384 MB
Monitor	SVGA with 256 or more colors minimum 800x600 resolution	SVGA with 256 or more colors minimum 800x600 resolution
CD-ROM Drive	Required	Required
Other	Microsoft Excel 97/2000/XP/2003/2007, for Financial Reports	ODBC driver for SQL Server database
Printer	A printer capable of printing 224 characters per line	
Pointing Device	A mouse, supported by Windows	
Free Disk Space	300 MB for application files	
Component	**Minimum System Requirements (For Internet/Intranet Installation)****	
	Client Workstation	***Server***
Operating System	Microsoft Windows: • Microsoft Windows XP Professional • Microsoft Windows 2000	Microsoft Windows : • Microsoft Windows 2003 Server*** • Microsoft Windows 2000 Server • Microsoft Windows 2000 Advanced Server
Database	N/A	Microsoft SQL Server 2000 and 2005
Processor	1.0 GHz Pentium	2.0 GHz Pentium
Memory	512 MB	For a 5-user system: 384 MB
Monitor	SVGA with 256 or more colors minimum 800x600 resolution	SVGA with 256 or more colors minimum 800x600 resolution
CD-ROM Drive	N/A	Required

DVD Drive	For Web Deployed systems using Sage Accpac Web Reporting by Crystal	For Web Deployed systems using Sage Accpac Web Reporting by Crystal
Other	Internet Explorer 5.5 and Excel 97/2000/XP/2003/2007, for Financial Reports	Internet Information Server 5.0, Sage Accpac Web Reporting by Crystal, ODBC driver for Microsoft SQL Server database and a minimum 10 MB network connection (100 MB recommended) between the Web server and workstations****
Printer	A printer capable of printing 224 characters per line	
Pointing Device	A mouse, supported by Windows	
Free Disk Space	300 MB for application files	

(**) – For web-based deployment, the ISP, firewall or proxy server must allow DCOM traffic to pass in order for the Sage Accpac internet deployment to be successful.
(***) – Crystal Enterprise 8.0 is not supported on Windows 2003; you must use Crystal Enterprise 10.

Important Notes

- ✓ Microsoft SQL Server must be either Standard or Enterprise version - **not** 'Express'
- ✓ Ideally 2 servers should be utilized for separate database and application server

	Sage ERP Functional Overview
General Ledger	The Sage Accpac General Ledger module is the foundation of your Sage Accpac ERP system, with flexibility that meets the current and future financial management requirements of organizations of all types and sizes. It provides a robust feature set designed to handle your most demanding budgeting and processing needs. General Ledger fully integrates with all modules and is the key to maximizing the efficiency and accuracy of your financial data. Features: Processing • Assign different retained earnings accounts to different account segments. • Automatically create budgets using prior-year information or choose from seven other computation methods. • Auto-reverse entries to eliminate manual accrual tracking and specify the period for the reversal. • Integrate powerful financial diagnostic and strategic analysis tools through ACCPAC CFO. • Lock budgets to prevent unauthorized changes. • Maintain separate periods for adjusting and closing entries. • Reverse a posted transaction. • Set up and schedule recurring journal entries for transactions that are processed on a regular basis. Maintaining Accounts • Flag General Ledger accounts as inactive to stop using them, but retain them in the system for historical and reporting purposes. • Create alphanumeric account numbers as long as 45 characters. • Define your own account groups and assign them to your General Ledger accounts for quick financial statement and report design. Performing Inquiries • Drill down from an un-posted journal entry to the originating transaction. • Drill down to the originating journal entry and transaction from transaction history. • Limit the batches shown in the Batch List window to only those from a single sub ledger. Reporting • Create analytical reports, spreadsheets, graphs, and charts, and update budgets automatically through full integration with Microsoft Excel. • Print consolidated statements or divisional statements based on account number segments. • Produce fast, flexible, customized financial statements through full integration with Microsoft Excel. • Reduce wasted paper with detailed selection criteria for reports. • Drill down to transactions from financial statements using the Financial Reporter. Key Reports • Comparative Balance Sheets • General Ledger Options • General Ledger Transactions Listing

	• Income Statements • Posting Journals • Trial Balance • Batch Listing • Batch Status • Chart of Accounts **G/L Security** The Sage Accpac G/L Security module enables organizations to control which users can view or use certain general ledger accounts based on segment validation in G/L Security settings. Features: • Control access to any account in your general ledger by segment. This allows you to limit user activity to a prescribed set of accounts, blocking sensitive or confidential accounts from being seen or changed. • Add or remove user restrictions at any time in response to staffing changes, changes to your account structure, or as security concerns arise. • Restrict financial reporting to select accounts. • Restrict user's ability to add accounts by segment. • Set access rights for single or multi-segment validation or for single or multiple account validation. **G/L Consolidations** The Sage Accpac G/L Consolidations module lets you transfer and merge General Ledger account and transaction information between separate company and branch office locations. It is also designed to enable subsidiaries and holding companies to run across different networks andaccounting databases. G/L Consolidations allows your company to define the level of detail to consolidate and provides a comprehensive audit trail. The system is available in two versions: a full version for the head office and a remote-sites version for branch offices. Features • Automatically perform currency translations and account for any resulting gains or losses*. • Consolidate all accounts or a partial set of accounts using the automatic balancing account. • Use mapping tables to combine general ledger amounts for companies with different fiscal years, fiscal periods, and even different account structures. • Consolidate multicurrency and single currency accounts, and general ledgers with different functional currencies*. • Consolidate multiple general ledgers by transaction, net period change, or account balance. • Include budgets for a range of years in the consolidated company. • Maintain a detailed audit trail of all consolidation activities. • Maintain a separate consolidated general ledger or combine with existing head office or central general ledgers. • Merge multiple subsidiary accounts into a single holding company account. • Specify a description for account balances or net change transactions. • Allocate transactions originating in a holding company back to subsidiaries. • Translate amounts from the functional or source currency in the originating ledger, and specify the translation rate type*. Key Reports

	• Export Audit • Export Setup • Import Audit • Import Unit Maintenance • Mapping Table
Accounts Payable	The Sage Accpac Accounts Payable module provides robust accounting features to streamline your entire cash flow process and help you save money. Accounts Payable has a powerful library of accounting and reporting features that facilitate rapid entry of vendor invoices, flexible cash disbursement, and full check reconciliation using Bank Services. With this comprehensive financial management tool, you can prioritize payments; negotiate terms, all in a timely manner. With its powerful accounting and reporting features, Accounts Payable makes it easy to manage the detailed information your company requires. Features: Maintaining Vendors • Create a new vendor and remit-to location on the fly. • Organize vendor records quickly and easily, and flag inactive records that are retained for historical reporting. • Automatically prohibit the vendor and remit-to-location from being deleted or set to inactive if documents exist that have not been posted. • Prohibit the changing of remit-to information when a remit-to location is specified in Payment Entry. • Change the accounts within an account set even when the account set is in use by a vendor. Entering and Managing Invoices • Automatically distribute invoices to as many general ledger expense or asset accounts as you require by defining distribution sets. • Calculate tax for vendor invoices or manually distribute tax. • Change discount percentages or amounts as required and establish standard payment selection criteria for creating check batches. • Reinstate invoices by reversing posted checks. • Set up and schedule recurring payables for invoices paid on a regular basis and create reminders. • For fixed price projects, capture cost details needed to support summary or item billing in Accounts Receivable. • Enter summary and item invoices for Project and Job Costing fixed-price projects. • Automatically carry forward descriptions and comments from one detail line to the next using quick entry mode in Invoice Entry. • Clear inactive recurring payables using the Delete Inactive Records form. • Designate a multi-currency rounding account.* Creating and Voiding Disbursements • Force or withhold payment of individual transactions, subject to maximum payment limits. • Use a vendor optional field or default payment code to select invoices for payment. • Generate and print system checks for current payables and last-minute transactions with or without payment advices. • Keep details of all fully paid transactions and print them when needed. • Prepay invoices that you have not yet received.

	• Determine how you wish to handle duplicate checks—provide a warning or an error when duplicate check numbers are encountered. • Specify the method of payment for documents within Payment Entry. • Set up payment codes to define the type of payment such as credit card, cash, or check. • Automatically calculate taxes on miscellaneous payments and update the Tax Tracking report. • Limit the maximum payment amount for documents. • Receive a warning when entering a payment in Payment Entry for a document that is currently on hold. • Void checks during entry of payments or pre-payments. • Print checks in English, French, and Spanish.** • Automatically generate separate checks for each invoice or create summary cheques. Tracking Retainages • Track, calculate, and automatically retain a portion of an invoice to handle common billing practices in the construction industry. Importing • Import transactions from other applications and create re-usable templates. • Use advanced import options to update or replace recurring payables and terms codes. Posting • Print a journal of the entries posted in each posting run, listing key pieces of information for tracking each detail. • Automatically post General Ledger journal entry batches created from Accounts Payable, and choose which transaction details to capture with each entry. • Allow multiple users to add entries to the same batch at the same time. Performing Inquiries • Drill down from General Ledger transaction history to Accounts Payable transactions and then to originating Purchase Orders transactions. • Drill down from the vendor's transactions and payments in Vendor • Activity to the originating transactions and payments. • View payments in date order or check number order in Vendor Activity. • Save the selections you make to view transactions within Vendor Activity (e.g. Order By) so that they can be used as defaults. • Easily view and enter vendor comments by date. • View year-to-date statistics for the vendor and the vendor group. • View your vendor payments by bank range, vendor range, check status, transaction type, date range, year and period range, and check number range. Reporting • Print the Batch Listing report from the transaction entry forms. • Indicate vendors subject to 1099/CPRS reporting. Key Reports • Aged Cash Requirements • Aged Payables • Batch Listing • Batch Status • Check Register

	• General Ledger Transactions • Posting Journals • Vendor Transactions
Accounts Receivable	With the Sage Accpac Accounts Receivable module, you can manage your customers and fine-tune customer relations by keeping track of important sales information and outstanding balances. Accounts Receivable allows you to easily apply cash to outstanding invoices and create recurring charges for quick invoicing of monthly charges. Accounts Receivable is also fully integrated with Bank Services, for complete bank reconciliation. Features Maintaining Customers • Organize customer records quickly and easily, and create an unlimited number of ship-to locations for each customer. • Create a new customer and ship-to location on the fly when entering an invoice. • Flag customer records as inactive when you wish to discontinue regular use but want to retain the record in the system for historical and reporting purposes. • Make a customer inactive even when there are active recurring charges. • Assign the ability to change a customer's credit information to specific users with the security selection. • Prohibit customers and ship-to-locations from being deleted or set to inactive when documents exist that have not been posted. • Use expanded features to set options by Customer Group that you can use as defaults for your customers. • Specify a default inventory location for each customer so that goods are shipped from the nearest warehouse location. • Automatically fill in appropriate salesperson information when setting up a new ship-to location for the customer. • Change accounts within an account set even when the account set is in use by a customer. • Assign a member of a national account a different account set than the national account.* Creating Invoices • Create summary or detailed invoices using the item price list and calculate taxes on a summary or line-by-line basis. • Create adjustment batches automatically to write off small account or transaction balances, and choose whether to charge interest on overdue balances or individual invoices. • Import transactions from other applications • Schedule any number of recurring charge invoices for fast invoicing of monthly charges, and update recurring charges automatically by amount or percentage. • Clear inactive recurring charges using the Delete Inactive Records form. • Enter recurring charges with details that total to a zero amount. • Check a customer's credit based on the pending transactions in Accounts Receivable and Order Entry, the customer's current posted balanced in Accounts Receivable, and transactions contained in other integrated applications. • Automatically carry forward descriptions and comments from one detail line to the next using quick entry mode in Invoice Entry. • Designate a multi-currency rounding account.** • Perform data integrity checks on specific functions within the Accounts Receivable

	module. • Bill Project and Job Costing Fixed Price projects using a summary or item invoice. Entering Receipts • Update Bank Services with deposit and receipt information. • Enter multiple receipt batches on a single deposit slip. • Automatically calculate taxes on miscellaneous receipts and update the Tax Tracking report. • Mix currencies in a single batch.** • Track credit card payments received from your customers. • Easily write off small overpayments by adjusting the receipt in Adjustments. • Choose to automatically apply a receipt to the transactions of open item customers. • Enter and post a prepayment without specifying the document number to which the prepayment will be applied. • Handle Advance Credit Claims in Receipt Entry. Generating Disbursements • Record a refund by check, cash, or credit card from the Accounts Receivable module. • Issue both credit refunds (for credit notes, pre-payments, unapplied cash, and receipts) and return refunds (refund issued automatically for returned goods). • Decide if you want your system to issue a warning or an error when duplicate check numbers are processed. • Void a check from Refund Entry. Tracking Retainage • Track, calculate, and automatically retain a portion of an invoice to handle common billing practices in the construction industry. Posting • Specify the posting accounts for transactions entered in Adjustment Entry and for miscellaneous adjustments in Receipt Entry. • Automatically post General Ledger journal entry batches created from Accounts • Receivable and specify which transaction details flow to the General Ledger. • Post multiple invoice, adjustment, receipt, and refund batches simultaneously. • Allow multiple users to add entries to the same batch at the same time. Performing Inquiries • View your customer receipts by bank range, customer range, receipt status, transaction type, date range, year and period range, and receipt number range.
National Accounts	National Accounts Management lets you use Accounts Receivable to process single payments from a customer's head office and apply it to the subsidiary accounts. The module also lets you limit the amount of credit you extend to a company in one step. During receipt entry, Accounts Receivable displays the transactions for all members of the

	national account at once, so you can quickly assign the payment to applicable customer accounts.
Order Entry	The Sage Accpac Order Entry module allows you to enter orders and sales returns and print invoices, credit notes, order confirmations, picking slips, and shipping labels. You can track transaction details and sales information on-screen and in printed reports. Order Entry integrates fully with Inventory Control and Accounts Receivable, so you always know your inventory levels and the status of your customer accounts. Features Maintaining Customers • Add new customers on the fly • Default the inventory location from the customer's ship-to location so that goods are shipped from the nearest warehouse location. Entering and Managing Invoices • Assign sales proportionally to as many as five salespeople. • Automatically determine available item quantities while entering orders. • Copy orders or line item details from one customer to another. • Easily customize order templates with standard information to speed data entry. • Edit and invoice partially shipped orders. • Enter active orders, future orders, standing orders, and quotes. • Enter order quantities using any unit of measure. • Separate orders, shipments, and invoices to individually control the duties of your personnel. • Include multiple orders on a single shipment and multiple shipments on a single invoice. • Include serial numbers or lot numbers with order details using optional Serialized Inventory or Lot Tracking functionality. • Look up customer pricing based on customer contract price, item base price, or discounted or marked-up sales prices. • Recall complete invoice information when issuing credit notes. • Review sales history by customer or inventory item during order and invoice entry. • Send partial shipments to those customers that allow them. • Set up any number of miscellaneous charges to speed invoicing. • Set up standard e-mail messages you can automatically send to your customers with their documents. • Ship items with or without first entering an order for those items. • Specify whole or fractional quantities on orders, if fractional quantities are used in your inventory. • Track sales commissions from each invoice using as many as five commission rates, based on increasing sales amounts for each salesperson. • Use customer types on orders that correspond to as many as five mark-up or discount price levels. • Use multiple payment schedules and other payment terms defined in Accounts Receivable. • Use password-controlled override of credit advisories. • Use prices with as many as six decimal places and include taxes in the selling price. • Check a customer's credit based on the pending transactions in both • Accounts Receivable and Order Entry, the customer's current posted balance in Accounts Receivable, and any pertinent information contained in other integrated products. • Receive a warning if a credit note has been previously posted for an invoice. • Take advantage of the Inventory Control pricing features by weight, multiple units

	of measure, and current cost plus a specified percentage or amount. • Check the price of an item to ensure the price is not below a specified cost or below a specified margin. • Use only physical inventory locations when shipping items. • If a contract price has been set up for a customer, specify if you wish to use the lowest price regardless of the contract price. • Specify a discount for the entire order as well as for each order detail. • Specify item weight and weight unit of measure during order, shipment, and invoice Entry. • Prohibit non-sellable inventory items from being sold. • Determine the appropriate inventory item from customer-specific item numbers that are entered at the time of the order. • Automatically post Accounts Receivable batches created from Order Entry. • Take advantage of expanded credit card fields to store encrypted credit card data. • Calculate commissions based on sales amount or margin. • Increase sales force efficiency and strategic customer management through integration with Sage Accpac CRM. Posting • Automatically post General Ledger journal entries batches created from Order Entry and determine which details are associated with each entry. Performing Inquiries • View shipments and invoice number for orders and drill back to the appropriate document. • Drill down to each level of the order, shipment, and invoice process. • Inquire on sales orders by customer based on order status. • Inquire on invoices posted for a specified item number. • View item costs during order entry with appropriate rights. • Use pop-up inquiry windows during order, shipment, and invoice entry to view details on multiple-level bills of material. Reporting • Print packing slips, order confirmation, and invoices for selected orders. • Review and reprint customer invoice and credit note transactions, orders, invoices, and credit notes by primary salesperson. • Send packing slips, order confirmations, and invoices by e-mail. Key Reports • Aged Orders • Order Action • Posting Journals • Sales History • Sales Statistics • Salesperson Commissions
Purchase Orders	When combined with Accounts Payable, Inventory Control, and Order Entry, the Purchase Orders module provides a comprehensive, fully integrated purchasing system. You can combine multiple purchase orders on a single receipt and multiple receipts on a single invoice. The Shippable Backorder report helps identify orders that can be completed based on recent Inventory Receipts. **Purchase Orders Capabilities**

	✓ Enter active purchase orders, standing purchase orders, future purchase orders, and blanket purchase orders. ✓ Automatically update the amount spent and remaining on each blanket purchase order as additional items are ordered. ✓ Use seven costing methods for the default item cost, Most Recent Cost, Standard Cost, Average Cost, Vendor Cost, Last Unit Cost, and two alternate amounts, for added flexibility. ✓ Enter details for requested items from multiple vendors or without specifying vendors on a single requisition, and then automatically create purchase orders for each vendor. ✓ Create one purchase order from multiple requisitions and select the requisition details by vendor number and Inventory Control vendor type. ✓ Leave purchase orders open indefinitely until all items are received or cancel any remaining ordered items at any time. ✓ Quickly consolidate items from multiple purchase orders on a single receipt. ✓ Process multiple invoices for a single receipt. ✓ Designate non-inventory item numbers for one-time purchases, office supplies, and any non-inventory item. ✓ Automatically receive all items on a purchase order at once or receive partial purchase orders, entering quantities only for received items. ✓ Receive items with or without first entering a purchase order for those items. ✓ Process adjustments to quantities, item costs and additional costs directly on the receipt or return, rather than as separate inventory adjustments. ✓ Allocate additional charges by quantity, weight, or cost, or manually specify the cost. ✓ Automatically produce purchase orders from Inventory Control reorder information or from Order Entry orders. ✓ Quickly create templates of standard information to speed data entry. ✓ Include all items on sales orders or only those items that have a back-ordered quantity, or items that have an insufficient inventory quantity. ✓ Automatically drop ship items directly from the vendor to the customer. ✓ Enter additional costs such as freight or duty on a single receipt for received inventory items from multiple vendors, and easily create a separate invoice for each vendor. ✓ Set up any number of additional cost codes for efficient entry of standard costs. ✓ Choose the type of Inventory Control item cost to display as the default cost. ✓ Enter quantities using any unit of measure defined in Inventory Control. ✓ Restrict access to Purchase Orders windows, costs, and quantities on invoices, and credit note adjustments. ✓ Print requisitions, purchase orders, receiving slips, returns, and mailing labels using standard Purchase Orders formats, or design custom forms and reports using the built-in report writers. ✓ Create messages you can use when sending purchase orders and returns to your vendors by e-mail. ✓ Use Purchase Orders as a stand-alone module or integrated with Inventory Control. **Standard Reports** Some of the reports included are: ✓ Aged Purchase Orders ✓ Payables Clearing Audit List ✓ Posting Journals ✓ Purchase History

	✓ Purchase Order Action ✓ Purchase Statistics ✓ Shippable Backorders ✓ Transaction List
Inventory Control	The Sage Accpac Inventory Control module is a complete multi-location inventory management system that keeps track of stock levels and processes inventory receipts, shipments, returns, and adjustments. Inventory Control includes extensive on-screen inquiry and reporting functions to give you the detailed, current information crucial for effective inventory management. Features Maintaining Items • Streamline the process for setting up items and prices by entering all item set-up information within a single item wizard. • Assign as many as nine vendors per item with automatic update of the last purchase. • Handle fractional quantities to four decimal places and maintain different units of measure for purchasing, selling, and stock-keeping. • Maintain multi-period reorder information and sales projections by location for better stock management. • Specify different item bin numbers for each inventory location. • Use categories to classify stock and to allocate costs to departments or cost centres. • Specify whether inventory locations are physical or logical. • Set up weight units of measure and assign to each item. • Specify a physical inventory adjustment account. • Indicate whether an item is sellable or not. • Create customer-specific item numbers for each inventory item. Costing • Maintain and report on as many as six different costs per location, including standard, most recent, average, last unit, and two optional user-defined costs. • Cost items to six decimal places using moving average, FIFO, LIFO, standard, most recent, or user-specified costing methods. • Decide when to record transaction costs—as soon as they are posted or during day-end processing. • Allocate additional costs to transferred inventory items by quantity, cost, and weight, or manually specify the cost per item. Pricing • Maintain separate price lists for different customer types, payment methods, regions, or currencies. • Set up pricing based on cost plus a percentage or amount, by weight, quantity, or unit of measure and by customer type. • Specify whether to always use the lowest of contract price, discounted base price, or sale price for specific customers. • Assign as many as five mark-up or five discount price levels per item and price list. Entering Transactions • Combine any number of items into a single kit and then sell the kit through Order Entry using one combined price. • Set up multiple-level bills of material. • Include 250-character comments with each transaction detail.

	• Integrate advanced radio-frequency and bar-coding technology through Sage Accpac WMS. • Record serial numbers using optional Serialized Inventory functionality. • Receive both stock and non-stock items. Posting • Choose to automatically post General Ledger journal entry batches created from Inventory Control and specify which details you want to associate with each transaction. Performing Inquiries • Assess outstanding purchase orders and sales order transactions, and drill down to the originating transactions in Purchase Orders and Order Entry. • View sales and return statistics for each item. • Find Master Items that contain a given Bill of Materials Component and drill from the inquiry screen to the Master Item. Reporting • Print inventory analysis reports for efficient management of your product lines. • Generate a stock aging report for each costing method. • Print a stock transfer form to document inventory movements. Key Reports • Item Status • Item Valuation • Mark-up Analysis • Overstocked Items • Physical Inventory Worksheet • Posting Journals • Reorder Report • Sales Statistics • Selling Price / Margin Analysis • Slow-Moving Items • Stock Movement • Transaction History • Transaction Statistics • General Ledger Transactions **Lot Tracking** Lot Tracking traces lots back to your vendors, or down to your clients, making this otherwise time-consuming task a snap. Industries as diverse as pharmaceutical, food products, and plastics all require thorough inventory management – including the ability to determine at a moment's notice which vendor provided you with a product, and which customer took delivery of a specific batch. Lot Tracking gives you the power and flexibility to comply with regulatory requirements and to provide better service for your customers and internal operations staff. Lot Tracking helps you manage such important information as source, expiration date, lot, and batch quarantine, as well as additions and maintenance. It is the ideal addition for clients in industries where lot and expiration tracking is crucial.

	✓ Full integration with Order Entry, Inventory Control, and Purchase Orders. ✓ Flexible allocation/generation of lot numbers during PO receipt and order entry. ✓ Full transaction history, through your organization, including purchases and sales inquiry. ✓ Comprehensive setup options for comprehensive lot inventory management.
Advanced Warehouse Management System	The basic type of the WMS is intended primarily for small companies with 2 to 5 stockkeepers. That also corresponds to the composition of modules and number of user licences. The WMS Collect version includes all basic modules enabling online work with the warehouse by using mobile terminals and access by management and stock dispatchers via web interface. The basic functionality also includes optimisation of routes for stockkeepers, and automatic performance of ABC analysis of turnover. Features by Module name: Packing Station: Packing, repacking and preparation of warehouse articles for dispatch. RF Picking: More types of picking of warehouse articles based on RF (wireless computer network). RF Receiving: Intake of warehouse articles based on RF (wireless computer network). RF Locator: Search engine for warehouse articles and locations based on RF (wireless computer network). Web Dispatch: Web interface of the system for dispatchers and managerial staff. Order Management: Enables allocation of part of the warehouse to a certain customer, working efficiently with capacity utilisation of warehouse and warehouse inventory Multi-Zone: Performance of warehouse operations within multiple warehouse zones (division of warehouse). EOL & Shipping & UPS Domestic: Administration of end level and dispatch. Lots/Serials/Expiry: Monitoring of batches, serial numbers and consumption data (expiration). Advanced Replenishment: Advanced supplementing of warehouse articles. Kitting: Picking for groups (multiple various warehouse articles). Container Receiving: Intake of containers (multiple various warehouse articles from the same supplier in single packing). License Plates: Enables allocating additional information to a group of goods – use for example for pallets marked according to EAN128 Carton Splitting: Optimisation of utilisation of location on pallets and cartons Remote Monitoring: Remote monitoring. Putaway/Slotting/Cube/Weight: Managed stacking (optimisation of stacking and storing of articles according to volume and mass) Multi-Location / Site Transfer: Performance of warehouse operations within multiple geographical locations (within multiple physical warehouses at the same place and at various places) and movement of warehouse articles between them. RMAs: Option of work with RMA codes - Returned Materials Authorization (code allowing return of goods to warehouse, code is allocated to order, which is created in the warehouse for goods for return).

	Packaging: Picking for packaging (multiple various types of small packaging and multiple various types of warehouse articles in one large packaging). Carousels/Conveyors: Interconnection with carousels (automatic warehouse equipment) and conveyors (conveyor belts). Multi-Company/3PL: Use for more companies / 3PL organisations (logistics companies). Multi-Carrier Shipping: Preparation for dispatch of warehouse articles via multiple various transporters/forwarders. Web Order Entry: Entering of orders via web interface.
Point of Sale	The Sage Accpac point of sale solution is easy to configure and quick to deploy with the options to both operate in an online or offline environment. As all data is created and maintained in the standard Accpac ERP environment and synchronised to the POS till at store level, rapid rollout and return is easily achieved. From a central set-up and design, each POS till can be configured in a matter of minutes and deployed countrywide. As each branch trades, information relating to stock, sales, credit limits and pricing is sent to and from the store to head office on a real time or scheduled basis. . Through the integration to Accpac ERP inventory and purchase orders, Accpac RMS may be configured to utilise a centralised or de-centralised stock environment. Each retailer works differently but the ability to allow stores to generate purchase orders allows branches to maintain suitable levels and send purchase requests to head office for ordering. These orders can be accumulated at Head Office and consolidated onto one purchase order with the option to drop ship at branch level saving time and money. Other retailers look to centralise the function as the stock movement data is received from stores with Accpac ERP maintaining the optimum levels. This data is used in a seasonal or user defined purchasing model to ensure the stock projections are met based on historic sales, expected dates, quantity owing, minimum levels and projected required quantity moving forward. PO Projections is a Single screen for stock ordering and the allocation of stock per location allowing for automatic creation of Purchase Orders and Inter Branch Transfers with complete drill down to sales history per item per store. Taking stock is traditionally a problematic and time-consuming but vital area for all retailers. Accpac RMS stock take focuses on streamlining and simplifying the process by allowing multiple stock takes per branch with multiple counts per stock take and consolidation of these counts. Accpac RMS Stock Take allows multiple users to count using hand held scanners and then automatically calculates variances between counts before sending the information back to Accpac ERP Inventory for authorisation of the quantity changes. The stock count extends through stock segments and location into capturing per bin and may be operated online or offline. Effective management and control of pricing is a foundation stone of successful retailing. Accpac RMS The Accpac RMS price manager feature makes it much easier to control and deliver pricing utilising a single screen of information to review all stock items. This single screen view covers the major areas of pricing analysis including bar codes, item numbers, price, vendor and vendor cost. As with many retailers management of large scale price lists is onerous and as such Price Manager allows for this based on multiple variables and includes rounding adjustments. Coupled with this is the modules ability to allow for complete, in-depth analysis of price mark-ups against multiple costing methods and stores all historical price information and automatic activation of price list based on dates.
Manufacturing MRP 1-3	Sage Manufacturing is a modular based manufacturing solution that integrates seamlessly with Sage Accpac ERP. It can accommodate the basic functionality that all manufacturing

	firms need: inventory control, multi-level bills of material, revision control, and integrated purchasing. It's the perfect place to start to get your production operations under control. In addition it also can take the manufacturing management to the next level, beyond basic inventory control and purchasing, by introduction of Master Production Scheduling and Material Requirements Planning. With the introduction of this functionality, there can be significant reduction in inventory holding cost by up to 30%. Sage also has the ability to create customizable Manufacturing Orders, perfect for make-to-order manufacturers and custom job shops alike. These orders are the key to tracking actual production costs and driving accurate COGS into the integrated Sage Accpac ERP. It can also produce manufacturing orders based on Sales Orders received. For most manufacturing companies, labour is the most significant component of production costs. Accurately collecting and analysing production labour costs has, until now, been out of reach for most manufacturers. Sage also has the capability to handle the capturing of labour cost by implementing production work centres: areas of the plant where some specific activity takes place. By merging work centres with bills of material, Sage creates bills of manufacturing; high-powered bills of material that document not only the materials needed to complete an assembly, but the step-by-step operations that must be performed .When production starts and continues from step to step, Sage records the actual labour expended for each operation, together with any extra material consumed or overhead incurred. On completion the actual production cost (material, labour, and overhead) is passed to Sage Accpac ERP. By adopting a relatively simplistic view of serial/lot tracking, the developers of the Sage have provided a system that is easy to maintain, yet provides the answers most manufacturers need. Success is virtually assured. Whether you have one serialized component in the products you make, or whether every finished good item you produce requires a detailed component history, Sage Serial/Lot Tracking will provide the information you need. Sage Serial/Lot Tracking is not a stand-alone product. It operates in conjunction with the Sage Manufacturing, adding capabilities that were not previously available. Below is the breakdown of the different modules that Sage defines as Levels and their components: Level One: Inventory Creation Multi level Bills of Materials Revision Control Purchasing Level Two: Manufacturing Orders Materials Requirements Planning Master Production Scheduling Level Three: Work Centers Routings Bills of Manufacturing Track Shop Operations Serial/Lot Tracking (Additional Module)
EFT Services	EFT Services™ is an essential electronic banking module for Accpac. EFT Services pays vendors and employees electronically*. EFT Services™ directly debits customer's bank

	accounts, processes electronic checks and receipts (such as bPay in Australia). EFT advices are faxed or emailed using supplier and customer details stored in Accpac.
XL Budgets	This utility downloads budget information from ACCPAC into Excel according to the segments in the GL (e.g. budgets by division). Budget numbers can then be changed by segment and consolidated. The consolidated budget is then sent back to ACCPAC, by period by year for any Budget Set.
XL Journals	Enter Sage Accpac General Journals directly into Excel. Lookup account codes, copy and paste data and use formulas. Post the journal to the Sage General Ledger.
Document Management	The Document Management System (DMS) is designed for Sage Accpac and is a full web based document management solution. Key features include the ability to scan documents into binary format and store in the Accpac database for future retrieval. OCR and workflow are being offered as future features in later releases. The DMS is another step towards a paperless office and cuts down on physical storage space as well as allowing the document to be quickly and easily retrieved at any stage. Documents are backed up with the Accpac data.
Advanced Budgeting	The Advanced Budgeting module extends the features of the standard Sage ERP budgeting module in order to meet the sophisticated budgeting requirements of today's Finance Manager. The module will particularly suit not for profit companies and corporate head offices with advanced budgeting needs. Features: ✓ Define and customise unique budget groups different to what is in the chart of accounts. ✓ Download budgets by department to Excel, send to departmental managers then consolidate and re-upload to the master budget ✓ Assign accounts to budget groups. ✓ Link or assign any number of budget items to those group accounts. ✓ Set-up Group, account then budget item. ✓ Load the budget after approval to any General Ledger budget sets. ✓ Run Excel based reports to create custom budget reports that compare the actual to the budget. ✓ Ability to record comments against budgets. ✓ Manage budget variations. ✓ Approve budgets based on user's financial delegations. ✓ Copy budgets to different companies easily. ✓ Backup all budget data quickly. ✓ Conversion process to turn Excel budget templates into Sage Accpac budget data ready for reporting purposes. ✓ One current year budget and three forecast years budgets plus one current year forecast budget. ✓ Forecast and draft budgets can be maintained in the Advanced Budget module or posted at any time to the General Ledger budget sets. ✓ Budget set-up reports. ✓ Actual vs Budget reports as standard. ✓ Report on budget across multiple fiscal years and periods. ✓ Report on the budget change log. ✓ Set-up budget security.

Asset Management	Asset Management is a powerful and complete asset management solution. The core functionality module, Asset Accounting, can be used to process all the asset accounting transactions, including acquisition, depreciation, adjustment, disposal, merge and split. The higher functionality modules, Asset Maintenance and Asset Leasing can be used to facilitate asset maintenance and lease management.
Audit Logging	Audit Logger for Sage Accpac ERP provides organisations with an auditing tool that registers user actions, security alterations & data modifications. Audit Logger is an important component to delivering a complete internal control solution. Audit Logger Product Features: ✓Captures both before and after details of the audited fields ✓For user actions, logs the parameters and values the processing view was called with ✓Logs authenticated Windows user name, login domain and IP address from the workstation where the change occurred ✓Ignores statistical updates performed by internal posting procedures, a significant performance design feature ✓Dynamically handle module upgrades ✓Audit data held in Sage Accpac ERP database for absolute integrity if a company is restored or copied following distribution modules: IC setup, items & pricing, BOMs & kitting OE setup, orders, shipments, invoices & credits.
Purchasing Approvals	Purchasing Approval™ is a module that allows staff other than finance staff to enter purchase orders into SAGE ACCPAC and seek the approval of a manager. The manager can be attached to a GL segment e.g. a cost centre or can be attached to a Vendor. After the order has been entered in the system it is sent to the manager for approval via email. If the order is approved it remains in the system. If it is not approved it is removed from SAGE ACCPAC altogether. Therefore invoices are only receipted against approved purchase orders. During the process of presenting a purchase order for approval, Purchasing Approval checks that the GL account used in the order has sufficient funds in the budget to cover the amount of the purchase order and that the manager approving the order has the appropriate delegation amount to approve the order. It is recommended that the Client use the web based Approval Console for managing the approval process. This provides its own access security through authorised login and password protection as well as allows more effective processing of a volume of requisitions. In addition, the browser can be readily modified for your specific requirements and its look and feel.
Web Store	The Sage web store is a fully functioning web store that allows businesses to quickly and easily setup an online store and accept credit card payments.
Project & Job Costing	The Project and Job Costing module provides an effective solution for project managers in construction, job service, and other professional industries who require a time-and-material system. It delivers the tools necessary to manage the simplest to most complex contract or job. It makes the estimating, tracking, costing, and billing of projects easy and manageable-simplifying cost control and planning. With the powerful features of Project and Job Costing you can identify potential issues and determine success factors for any

	project. The automated billing features in this job cost accounting software streamline customer invoicing, reducing the time spent managing this process. Project and Job Costing Capabilities • Assign staff, material, subcontractors, equipment, miscellaneous items, and overhead to each project within the contract with this powerful job cost accounting software. • Set up complex estimates by specifying the quantity (e.g., hours), unit cost, and billing rate (for time-and-materials projects) for each staff member, material (inventory item), subcontractor, equipment, miscellaneous item, and overhead expense allocated to the project. Assign cost categories and automatically calculate cost and revenue estimates per cost category, or simply define the cost and revenue estimates for each project category. • Manage contracts or jobs to three levels—contract (job), project (phase), and category. • Maintain multiple projects or phases within each contract and track multiple categories within each project. • Change contract, project, and category names to match industry-specific terminology. • Maintain multiple contracts or jobs per customer. • Use as many as five segments in your contract numbers to represent types of contracts and divisions. • Easily navigate through the projects and categories within the contract using the optional tree view component of this job cost accounting software. • Choose from three different project types—time and materials, cost plus, and fixed price. • Select the accounting method (revenue recognition method) for each project within the contract. Choose from total cost percentage complete, category cost percentage complete, labor hours percentage complete, billings and costs, project percentage complete, completed project, or accrual-basis. • Mix and match the project types and accounting methods for very complex or simple projects. • Assign each category to one of six cost types (labor, material, equipment, miscellaneous, overhead, and subcontractor) to track costs at a level necessary for your company. • Assign as many as seven progress status categories to each contract and project. Choose from estimate, approved, open, on hold, inactive, complete, and closed. • Close a project to billings and /or costs at any time. • Automatically override General Ledger revenue account segments for each project and cost account segments for each category. • Allocate overhead and labor burden to each category. • Specify whether each transaction is billable, non-billable, or no charge. • Track, calculate, and automatically retain a portion of an invoice to handle common billing practices in the construction industry. • Automatically create the customer's invoice based on the transactions that are due to be billed. Review the generated billings for the customer and make necessary changes before updating the job cost accounting software Accounts Receivable module. • Transfer inventory items to a contract, project, and category and bill the customer for the inventory used. • Return inventory items not used in the project to inventory for availability on other projects. • As equipment is used within a project, record the cost and billing rate (for time-and-material projects) of the equipment so you can bill the customer for usage. • Easily have employees manage their time and billing records from any location (on

	site or at the office) by entering timecards using an Internet browser. • Approve employee timecards and expenses before updating U.S. or Canadian Payroll. • Record miscellaneous charges such as service fees. • Update revenue and cost estimates at any time with a full audit of the changes. • Choose when to recognize revenue, based on GAAP requirements and your business needs. • Review the current state of each of the projects through the centralized inquiry capabilities. Review the project status, profitability, and estimate-to-actual comparisons. • Drill down to the originating transactions.
Inter-Entity Transactions	The Intercompany Transactions module lets you enter General Ledger and Accounts Payable transactions that affect more than one company by automatically distributing transactions across two or more companies. In addition, its built-in flexibility automatically generates intercompany loan account entries according to user-defined relationship tables called routes. Intercompany Transactions simplifies and significantly reduces the amount of work required for intercompany accounting. Intercompany Transactions Capabilities: • Process intercompany General Ledger journal entries and intercompany Accounts Payable invoices, debit notes, and credit notes. • Create an unlimited number of routes to define relationships between companies, including multilevel routes. • Automatically make loan account entries for intercompany transactions and distribute invoices to as many General Ledger accounts as required by defining distribution sets. • Fully integrate with Tax Services to handle tax computations for expensed, allocated, or recoverable taxes. • Enter transaction references and descriptions to provide a detailed audit trail for reconciliation purposes. • Print an intercompany loan account reconciliation report to identify loan accounts that do not agree. • Process multicurrency transactions in Intercompany Transactions, General Ledger, and Accounts Payable*. • Distribute transactions to companies with differing functional currencies*. • Create routes with originating companies, intermediate companies, and destination companies having different functional currencies*. • Process multicurrency transactions for multicurrency or single-currency intermediate and destination companies*. Some of the reports included are: • Invoice Batch Listing • Invoice Batch Status • Loan Account Reconciliation • Route Listing Report • Unposted Invoice Batches
Optional Fields	The Transaction Analysis and Optional Field Creator module provides complete support for unlimited optional fields throughout all Sage Accpac applications. Optional fields allow you to customize Sage Accpac and provide comprehensive reporting and analysis capabilities across your entire accounting system. You can manage information more effectively and easily obtain necessary data for analyzing business operations and practices. Transaction Analysis and Optional Field Creator allows you to define all the information you

	require for each General Ledger account, customer, vendor, item, transaction, and transaction detail, making it easy to record and track data from the originating transaction through to your General Ledger. Imagine being able to trace the optional field information you define for customers and items to your Order Entry orders, Order Entry shipments, Order Entry invoices, Accounts Receivable invoices through to your General Ledger journal entries and accounts! You can define unlimited text, amount, date, time, integer, number, and yes / no optional fields for use in all Sage Accpac applications.
Human Resource Management	At the core of the Sage Accpac HRMS human resource management system is a full complement of HR, training, and recruiting capabilities. It comes complete with hundreds of standard reports, industry-leading Crystal Report® Writer, customizable templates, and an easy-to-use query tool. It also includes employee self-service and benefits enrolment to automate workflows, streamline routine employee requests, and improve efficiency and productivity. An integrated database feeds a seamless flow of information to continuously deliver time and money savings. Sage Accpac HRMS Manage HR information based on your company's unique structure and needs. Sage Accpac HRMS allows you to easily organize workforce data, track all types of benefits, manage OSHA incidents, and run an array of management and U.S and Canadian government reports to ensure compliance. Sage Accpac HRMS Attendance Track all types of paid and unpaid time off plans such as illness, leave of absence, and vacation with flexible, intuitive setup. Sage Accpac HRMS Employee Self Service Provide employees, managers, and administrators with a central location for viewing and managing personal data and company information, including time-off requests, pay stubs, current benefits, and training history. Sage Accpac HRMS Benefits Enrollment Empower employees to make their own benefit elections and life events changes via the Internet or intranet using easy, step-by-step wizards. Sage Accpac HRMS eRecruiter Manage applicants and requisitions with this Web-based system that features paperless workflows, online applications, screening questions, and integration to major job boards. Sage Accpac HRMS Train Define training needs for each job track, manage certifications, and automate the scheduling and logistics of training programs. Sage Accpac HRMS OrgPlus Automate the creation of complex organizational charts, perform "what-if" analyses, and communicate structure changes. Sage Accpac HRMS Alerts Monitor your Sage Accpac HRMS database, specify actions, and trigger e-mails that send automated messages and keep employees informed about key activities and pending issues. Sage Accpac HRMS ToolKit Customize Sage Accpac HRMS by creating an unlimited number of screens and fields to track information you specify. Sage Accpac HRMS Link Exchange data between Sage Accpac HRMS and other human resource and payroll systems. Find out more about HR automation with the Sage Accpac HRMS human resources management system. Click on any of the links above for details.
Payroll	Today's regulatory and business environment in Australia makes it imperative to remain compliant, competitive - and in control.

	Since 1985 Sage MicrOpay has been developing Payroll and Human Resources Software to meet the needs of organisatons of all sizes. With offices around Australia the client base of more than 6000 are supported locally. Sage MicrOpay's total solution approach to payroll encompasses everything from recruitment, training, consulting, payroll stationery, plus online & telephone support. Managing payroll and HR is a major challenge for most organisations today. At Sage MicrOpay, we invest a great deal of time and resources in finding out what clients want from a payroll system. Market research and our experience tell us it is about product reliability, efficiency, functionality, ease of use and ease of learning, reporting capability, scalability and a strong supplier relationship. Two thirds of our clients have been using Sage MicrOpay products for five years or more. In a highly competitive market that speaks for itself. Long term experience and specialist expertise enable our software team to understand the hidden complexities of payroll and HR processes, especially compliance requirements. We listen to our clients and learn from their experience, incorporating feedback into ongoing research and The Multi-Employee Timesheet extends the data entry functionality of Meridian to facilitate rapid data input of employee timesheets and additional payments. Two options are available for the Multi-Employee Timesheet - either within the system or as an optional stand-alone module. The stand-alone Multi- Employee Timesheet is designed to be used at remote locations where staff timesheets need to be recorded. The MicrOpay e-Knowledge service is a comprehensive online system that uses sophisticated artificial intelligence to provide round-the- clock product and general payroll information. MicrOpay e-Knowledge can be accessed directly from Meridian. We also hold regular courses where clients can update their skills, gain advanced knowledge, or, in the case of new staff, learn how to get started with Meridian. Clients also receive regular updates, whitepapers and reports on industry specific topics regarding current payroll and HR related issues.
Service Management	Service Manager links the different aspects of the Service process including: • Quotations, Jobs, Projects, Invoices, Credits, Templates • Job Planner, Labor Scheduling and Dispatch • Response Tracking, Escalation Management • Labor / Time Billing (Time Entry) • Scheduled, Conditional and Interval Based Preventative Maintenance, including Tasks & Activities, Budgeting, Loadings for Labor & Parts Requirements calculated in advance • Service Level Agreements / Contracts • Warranty, Manufacturer/Vendor & Customer Returns (RMAs) • Serialized Tracking of Equipment • Symptom, Fault, Solution Knowledge Base • Metering (including conditional maintenance) • Site and Equipment History

	• Rentals • Requisitions and Purchase Orders • Subcontracting • Work In Progress, Profit Analysis, Budgeting (4 levels), Job Summaries • Financial Distribution Statistics by Site, Employee, Model, Industry, and more • Notations, Instructions, including File Attachments and Follow-ups • Fully securitized Employee and Customer Web Portals • PDA/Notebook Mobile Field Solutions (online/offline) • Service Centers / Branches / Departments / Divisions, and more.
Multi-currency	The Sage Accpac Multicurrency module delivers powerful and comprehensive multicurrency accounting functions that give your business the competitive edge required to succeed in today's global business world. Features include: • Enter and process transactions in unlimited currencies and rate types. • Revalue balance sheets account by currency • Automatically retrieve exchange rates from a web site • All modules are converted to multi-currency ledgers • Record both source and functional currencies • Produce financial reports in either source or functional currency • Print reports in functional, source, and reporting currencies as required by certain tax authorities • Supports triangulation with the Euro • Use currency revaluation tools to restate outstanding source currency balances and transactions as exchange rates fluctuate.
Sage Insight Business Intelligence	**Sage Insight** integrates with Sage Accpac ERP to create bottom-up budgeting, budget write-back, drill-down, multi-dimensional analysis and other advanced enterprise business intelligence customization capabilities. Providing access to your critical operational and sales data, as well as customer, product, vendor, employee, geographic data and more, you can quickly integrate information into meaningful reports and distribute them across your enterprise in near real time while applying user-level security, ensuring that confidential information remains confidential. From basic reporting capabilities to full-feature enterprise business intelligence consolidations, Sage Accpac Insight offers a range of components designed to help you build a system according to your particular business requirements. **Author** Author is a wizard-driven tool that allows you to create new templates quickly and easily in Microsoft® Excel for pixel-perfect reports. Once your reports have been generated, you have the full capabilities of Excel at your disposal to further format and generate additional charts and graphs. Author for Data Warehouse in conjunction with Sage Accpac Insight Data Warehouse adds functionality of Workbook Generator and Budget Express. **Viewer** The enterprise business intelligence tool Viewer allows you to run reports against the Data Link/Mart and present reports in Excel, extending the value of the data available through your Sage Accpac system. Featuring powerful cross-module drill-down capabilities, Viewer lets you drill down to supporting transaction detail and even "drill around" from one module into another, making it simple to view underlying transactions and subtotals. Viewer for Data Warehouse in conjunction with Insight Data Warehouse adds functionality of Workbook Refresher, runtime version of Workbook Generator, Budget Express user and Budget Express Writeback.

	Web Deployment Server Ideal for mobile and remote staff, Web Deployment Server offers you the ability to generate reports and publish them on the Internet or a company intranet. Authorized staff can view the reports through a standard Web browser. You can maintain near real-time reporting and provide drill-down capabilities without the need to install any software on users' computers beyond their Web browsers. **Enterprise Business Intelligence Budgeting** can be used to create very complex models containing multiple worksheets. You can deliver templates for end-user data entry and manipulation, and consolidate input into a single Data Mart to prepare an end-user budget in a true bottom-up fashion. **Consolidations** Manage the consolidations process and create financial statements that illustrate key financial performance indicators. Consolidations produces merged accounts for statutory or management reporting purposes. Multiple unrelated databases can be consolidated into a single set of financial reports, so that employees, branch offices and partners can operate with a single, unified view of financial data at any time. **Data Warehouse** module is deigned to fit every business need, delivering a powerful financial reporting solution by optimizing and correlating your data into a single, easy-to-manage database. The Data Warehouse module acts as a warehouse for your vital information, allowing you to extract only the key data you want to report on. By capturing only the data you need, you eliminate the time-consuming task of sifting through irrelevant information and can focus on business at hand. It also contains vital budgeting and scheduling capabilities; along with special security features to ensure that only authorized personnel have access to key data. Additionally, it includes replication capabilities that let you synchronize your data warehouse across multiple locations – making key information even more accessible to employees across the enterprise. **Universal Database Adaptor (UDA)**□Sage Accpac Insight can connect and integrate with other enterprise business intelligence software applications via the UDA module. It integrates data from other applications and databases into your Sage Accpac Insight reporting system using ODBC connection. Using UDA, Sage Accpac Insight becomes your one-stop reporting and analytical solution for enterprise-wide data. **Alerts** delivers the information needed to create highly responsive, proactive, customer-facing organizations. It automates the reporting process in the enterprise by scheduling data warehouse filter updates, report generation and report refreshes. Scheduling makes it easy to automate the execution of reports by providing report database and period index parameters that are applied to the execution of each report. You can even schedule reports to run after business hours to take advantage of underutilized computing resources that typically sit idle during this time.

Sage CRM - Functional Overview	**Product Features and Functionality** Sage CRM is an easy to use, web based CRM solution with out-of-the-box but customizable business process automation. It can be easily deployed on-premise or on-demand, delivering freedom of choice and rapid return-on-investment for your organization. Award-winning Sage CRM is feature-rich and offers a broad range of functionality to SMBs worldwide. Sage CRM provides your organization with the features and functionality that you require to find new customers, decrease the length of sales cycles, and build lasting, more profitable relationships across all channels. Regardless of how, when or where customers, partners, and prospects choose to interact with your business, Sage CRM provides a decisive competitive advantage by delivering a comprehensive, easy-to-use system to successfully manage these relationships. **Sales Force Automation** Sage CRM empowers sales staff to sell more effectively. Easy-to-use, Sage CRM provides sales users with instant access to calendars, accounts, reports, pipelines, contacts and call lists. All sales information is stored, tracked and reported, providing your organization with meaningful and up-to-date information on the performance of the sales team. **Calendar Management** Sage CRM provides sales users with a complete diary solution with daily, weekly and monthly views. Additionally, on-screen reminders and notification alerts are available to all sales team members. This improves co-ordination between sales team members and provides complete management visibility on field-based sales activities. **Bi-directional Outlook Integration** Email, calendar events and contacts contained within Microsoft Outlook are automatically synchronized with Sage CRM and vice versa, ensuring that contacts, tasks and appointments only have to be entered once to be available in both systems. This enables your users to leverage the productivity benefits of Microsoft Outlook while also maintaining central, real-time customer information within Sage CRM. **Management of Key Opportunities and Leads** Sage CRM empowers sales executives and managers to drive their sales processes more efficiently and effectively. Leads can be managed seamlessly from first contact through to final customer acquisition. Sales resource can be optimized dynamically, ensuring that more time is spent on high potential opportunities and less time is spent on administration. Sales staff benefit from the most complete, accurate and up-to-date customer intelligence that is available, and collaboration with their colleagues across accounts, regions, departments and divisions, can be facilitated with ease. **Sales Forecasting and Reporting** Sage CRM provides a full reporting and forecasting suite that enables your sales representatives and managers to monitor progress against targets and identify variance earlier in the sales process. This ensures that the key stakeholders have access to up-to-date and accurate sales data for immediate analysis. **Account and Activity Management** Account and activity management can be fully co-ordinated within Sage CRM, allowing task, appointments, activities and customer intelligence to be shared in an efficient and secure manner. Sage CRM's system administration tools enable you to define access

	rights, field-level security and the availability of functionality for specific individuals, teams or particular access scenarios. This provides decentralised user empowerment while also maintaining centralised control over data access and security. **Client Awareness** The most up-to-date and complete customer information is instantly and easily retrievable within Sage CRM. This enables your organization to have a better understanding of customer needs and deliver superior account management. **Reporting and Data Visualization** Sage CRM's reporting tools allow your users and managers to filter data according specific criteria. A comprehensive selection of standard report types is available straight-out-of-the-box, while users can create new reports with ease using wizard-based tools. **Quotes and Order Entry** Your sales staff can automatically generate sales proposals using predefined templates. Sales quotes are based on the most up-to-date product and pricing information. This increases sales productivity and reduces the potential for error. Sage CRM's quotes and order-entry functionality leverages the product's ability to integrate with a wide range of Sage back-office applications. Back office integration can dramatically increase the productivity of your users; enabling them to utilize ERP functionality without having to leave the CRM application. **Territory Management** Assignment rules automatically route leads to the most appropriate sales representative on your team based on territory-based rules. It is possible to create new teams and re-assign ownership of teams as well as view marketing campaigns, response rates and associated sales revenue by territory. This provides you with deep insight into sales effectiveness and performance by territory. **Escalation and Notification Alerts** Sage CRM can be configured to deliver alert messages to your sales managers, summarizing updates on forecasts and large opportunities relevant to their staff. This ensures your sales managers have real-time visibility on sales performance across multiple criteria. **Pipeline Management** Sage CRM enables your sales managers to effectively analyse and manage their overall sales pipeline, as well as review the history of every account. They can optimize and manage valuable sales resources more effectively. Individual sales representatives can track their pipeline performance in real-time, enabling them to focus their efforts on opportunities with the highest potential. **Document Sharing** Literature fulfillment can be automated and simplified, decreasing administrative and other non-revenue generating activities, which reduce business and individual productivity. **My CRM and Team CRM** Individual and team views of activities are available, providing both individuals and management with a single view of business activities as and when required. **Workflow** Sage CRM users benefit from extensive workflow capabilities out-of-the-box, which

	provides them with intuitive, drag-and-drop, graphical workflow orchestration tools. With Sage CRM Workflow businesses can automate pre-determined business rules across all channels, departments and employees. To help assess and design workflow Sage CRM provides graphical views of the process and its development patterns. In combination with e-mail integration, workflow ensures that actions requiring attention or escalation are automatically being routed to the correct employees or partners. Sage CRM creates confidence among employees that issues are not going to fall through the cracks and frees their time to perform tasks that are more important. **Marketing Automation** Sage CRM provides powerful tools for your marketing team to plan, execute and audit highly targeted marketing campaigns. Easy-to-use, Sage CRM provides marketing users with the tools to target the right customer at the right time, eliminating guesswork and optimising marketing resources. With Sage CRM, users have the ability to assign and analyse marketing activities efficiently and easily. This is particularly important for SMB organisations with limited marketing resource, where the need to reduce cost-per-lead is a key objective. **Campaign Management** Sage CRM Marketing empowers users to view activities, objectives, leads and follow-ups, as well as providing them with drill-down into to specific activities such as communications, opportunities, responses, budget, costs and prospects. This enables your marketing staff to manage and track every element of every marketing campaign. **Segmentation and Groups** Customer data and prospect lists can be fully segmented according to specific criteria, enabling marketing communications to be delivered to highly targeted audiences. Marketing lists can also be exported to Microsoft Excel. **Outbound Call Management** Target marketing lists can be allocated and scheduled for follow-up calls through Sage CRM. Sage CRM schedules calls for your telemarketers and triggers follow-up actions dependent on call outcome. The details of the calls, such as length and outcome, are captured for reporting and audit purposes. Call lists can be allocated against specific individuals or a group and can be scheduled dynamically in the case of a group. Dynamic scheduling is particularly suitable for occasions when calling must be carried out during a specific timeframe. Calls are automatically routed to all available agents and scheduling is not dependent of the availability of individual agents. Additionally, Computer Telephony Integration (CTI) delivers advanced call automation and recognition tools. This provides telemarketers with the tools necessary for effective and efficient campaign execution. **Email Management** Sage CRM Marketing facilitates mass email; allowing your users create email templates, send HTML and attachments and store communications for each campaign. This provides a high degree of automation around campaign execution and a full audit trail on customer or prospect communications **Campaign Reporting** Sage CRM enables your marketing manager to track the success of individual or ongoing campaigns in real-time. This can be at any stage in the campaign, from initial lead to sales close. Sales revenue can be tracked against the opportunities generated by a campaign, providing immediate return-on-marketing-investment analysis. **Lead Management**

	Leads can be qualified against specific criteria and tracked at each stage in the process. Leads can be automatically assigned to the most appropriate member of your sales teams based on criteria such as territory, product or industry. Sage CRM's workflow automation capability is a particularly powerful addition to lead management. Workflow management can be used to progress a lead through the entire pre-pipeline process, from capture through to qualification, and then onto the sales-cycle. Leads are visible to sales management and other members of your sales team where appropriate, ensuring that every lead is followed up and progressed to maximum effect. **List Creation and Management** Multiple criteria may be selected for list definition. It is also possible to merge documents with target lists for mass mailings. Responses to campaigns automatically generate downstream follow-up lists for the next wave of the campaign with successful responses moved to sales and non-responses kept on a reminder list or removed if requested. This captures marketing lists for future reference and provides the option to reuse successful campaign lists or import mail house lists. This also creates detailed profiles of your customers and prospects over the course of the relationship. This information can be stored, reported and segmented for future campaigns. **Campaign Evaluation Tools** Marketing campaigns can be analysed by lead source. Campaign metrics can be analysed through sophisticated, user-friendly tools and reports. Sage CRM not only tracks response rates, it also facilitates the matching of sales revenues to specific campaigns. This enables the status of your campaigns to be viewed in real-time to evaluate ongoing return on investment, providing immediate cost versus sales analysis data. **Customer Service and Support Automation** Providing quality customer service and maintaining satisfied customers is a challenge for every business. Sage CRM enables companies to take care of new and existing customers through enhanced customer visibility, extensive workflow automation and centrally accessed support knowledge. This enables organizations to operate their customer service function effectively and efficiently while also enhancing customer service delivery. **Cases / Tickets** Sage CRM defines cases / tickets as customer incidents or requests for assistance. Sage CRM can be configured to automatically generate escalation alerts where failure to meet Service Level Agreement requirements, such as issue resolution turnaround, has occurred. This ensures that your customer service cases are progressed in accordance with SLA requirements, which helps to improve customer satisfaction and loyalty. **Solutions / Knowledge Base** Articles (Solutions) that address common issues can be stored and accessed centrally within Sage CRM. This provides your customer service representatives with additional support on known issues or questions. This provides easy and immediate access to a central repository of information and keeps accurate records of contacts with customers via case tracking and communication logs. A new solution can be created by a customer service representative during the course of dealing with a specific customer service case. Workflow can then be applied to the new solution to ensure that it is reviewed, approved and published by specific members of the customer service team. For example, Sage CRM workflow can be configured to automatically manage the following new solution publication cycle: (1) a customer service representative creates a new solution, (2) this solution then passes to a senior representative of the customer service team for review, (3) the reviewed solution then passes to team leader for approval and (4) the approved solution then passes to the customer service manager for publication. This entire cycle is

	managed by Sage CRM workflow and, once published; the new solution is available to all members of the customer service team. **Search Capabilities** Your customer service representatives can utilize powerful search capabilities within the Knowledge Base, which reduces resolution and improves customer service delivery. **Customer Information** Sage CRM provides your customer service representatives with a 360 degree view of customer interaction, which can include communications, cases, leads and opportunities. Sage CRM captures detailed profiles of customer service issues on an on-going basis enabling organizations to optimize its customer service operations through knowledge, resources and processes. **Workflow Automation** Sage CRM enables your organization to fully define and automate customer service processes and escalation points using workflow automation. This ensures that service issues meet SLA obligations, and are progressed to satisfactory resolution on a timely and efficient basis. **Sage CRM Web Self-Service** Sage CRM's Web Self-Service module provides your customers, users, and partners with access to a subset of CRM data and functionality through a customizable Self-Service site. Sage CRM Web Self-Service is a tool that helps to integrate your company's existing corporate Web site with the Sage CRM application, allowing end-to-end continuity and closed-loop marketing integration without the need for a separate system. Sage CRM Web Self-Service components enable users to view and input data into customized web pages, showing and updating information most relevant to the team success including communication, transactional and contact history. Using Self-Service tools, your company can allow its customers to interact selectively with its client database, thereby freeing up some internal resources and allowing the customer to "help themselves." **Reports** Standard customer service report templates are available out-of-the-box and can be printed to PDF or exported to .csv or .xls file formats. Custom reports can also be configured with ease. Reports provide for detailed analysis of customer service operations with full drill-down, enabling companies to optimize processes and ensure that they are meeting customer SLA requirements. Sage CRM's unified database provides for the use of 3rd party reporting tools, such as Crystal Reports. This allows you to leverage previous investments in reporting tools with ease. **Mobility** Sage CRM ensures that your sales, marketing and customer service representatives have fast, up-to-date access to critical data, regardless of their access scenario or location. This is particularly important in the case for field-based sales and service representatives that require on-the-move access to comprehensive and accurate customer information. **PDA Access** Sage CRM provides enhanced support for PDA devices using Microsoft Windows CE, Windows Mobile or Blackberry, allowing your mobile workers to access customer information in real time using a standard web browser and wireless connectivity. Sage

	CRM is designed to take advantage of the latest wireless technologies including GSM, EDGE and 3G **Improved Productivity** Your field-based personnel can access key CRM information and functionality on the move. This ensures that they have the most up-to-date customer and prospect information to support their role while minimizing the need to return to base for administrative tasks. Your sales staff can, for example, provide quotes and capture orders during customer visits while service staff can access and update support incidents on the move. **Offline Synchronization** The Sage CRM offline client, known as Solo, enables your field-based users to access CRM data and functionality while disconnected. Updates are synchronized with the CRM database on the next occasion when the user has online access. The Solo client can be configured quickly and easily to define the subset of customer data that will be used when disconnected. The Sage CRM offline client uses the same interface as the core Sage CRM application, simplifying access to key customer information and functionality. A full range of functions is accessible, this enables your staff to view reports, update contacts and sales opportunities, qualify leads, and manage tasks and calendars. This provides a seamless user experience regardless of access scenario, increasing user adoption and productivity levels. **Advanced Outlook Integration** Sage CRM offers powerful integration with Microsoft Outlook. In addition to e-mail integration, Sage CRM enables bi-directional synchronisation of appointments, tasks and contacts, providing a convenient, straightforward, seamless user experience. Outlook emails can be attached to records in the Sage CRM database providing users with a complete view of all correspondence. Your users can send emails within Sage CRM using Microsoft Outlook and automatically store the email and any attachments within that contact record. Sage CRM also offers users the ability to access and work with their entire Sage CRM system directly through the Microsoft Outlook interface, eliminating the requirement to switch between interfaces. **Customer Communication** All customer email communications can be recorded within the Sage CRM system irrespective of whether the mail originates in Outlook or Sage CRM, ensuring that they are retained and auditable by the individual, the sales team or by a member of management. This also provides valuable insights that can support future sales, marketing and customer service programs. **User Preference** Your users can choose to work primarily within Sage CRM or Microsoft Outlook while maintaining accurate information across both systems. Configurable synchronization rules ensure that information only has to be entered once, is always up-to-date and is fully synchronized across both Sage CRM and Microsoft Outlook. **Access to Information** Sage CRM provides accelerated access to information with the ability to search for communications and contacts using Sage CRM's advanced search tools. This improves the productivity of the users by reducing the amount of time required to access key customer information. Customers also benefit from faster turnaround on queries and issues.

Dashboards
The Sage CRM Dashboard provides fully configurable, quick access to key metrics presented as tables, charts and graphs of relevant data.

User Configurable Dashboards
Sage CRM enables your users to tailor the Dashboard screen to display their individual data requirements. Sage CRM users can fully customize the way they view data in their dashboards; for example it is possible to apply a two or three column format to the display view, to maximise and minimise each block and to arrange the order and appearance of information.

Multiple Dashboards
Sage CRM users have the option to create multiple interchangeable dashboards. This enables them to access higher-level information on a weekly basis or to reach monthly and quarterly overviews or combinations of information in line with their individual requirements.

Dashboard Favourites
Users can access their most commonly used searches and saved searches with one click in their dashboard. A summary of saved searches can be displayed on all Dashboards.

Dashboard Reports
Your users have the option to publish reports within their Sage CRM Dashboard. The same reports can be published on multiple dashboards and across multiple users if required. Full drill-down facilities are available within reports published on the dashboard.

Management Dashboards
In addition to user-customized dashboard, Sage CRM also provides management-level KPI dashboards, which are available out-of-the-box and can be configured to reflect specific requirements. These could include a summary of all opportunities over a certain value for sales managers, a summary of all leads produced by a particular marketing program in the case of marketing managers or a summary of all service issues that have not been resolved in line with SLA requirements in the case of a customer service manager.

Reporting Capabilities
Sage CRM provides extensive reporting capabilities out-of-the-box. A suite of standard reports addresses common reporting requirements across campaigns, customer service, lead reports, sales, activity reports, communications, marketing and outbound calls. Users can access their most frequently used reports through the My Favorite Reports icon. For specific requirements, custom reports can be defined and generated by users using drag and drop defining tools. Additionally, users are provided with the opportunity to export any data displayed in the Sage CRM context areas into MS Excel as required.

Product Capabilities

Sage CRM Internet Architecture
Sage CRM is based on full Internet architecture, providing your organization with a stable, secure, high performing and easy-to-administer solution. The Internet architecture of Sage CRM includes three distinct layers that communicate using internet standards. Sage CRM takes advantage of two separate architecture types for on-premise and on-demand.

Interface Services
The Sage CRM Internet architecture provides universal access to CRM applications for the

	mobile workforce by delivering the solution within a standard Web browser, mobile web-enabled device, mobile SMS device and Personal Digital Assistant (PDA). The wireless and Internet device layers (components of the Sage CRM Presentation Layer) manage the connection between the Sage CRM application and the Microsoft Internet Information Server (IIS). The Presentation Layer detects the device type being used (browser, PDA, etc.) and outputs the user interface in the format most appropriate for that device. **Business Logic Services** The Internet architecture of Sage CRM provides a framework that enables your company to consolidate information across multiple applications and makes it available over intranet, the Internet, and/or mobile Internet platforms. The Business Logic Services layer exposes business functions such as opportunity management, customer service, marketing automation, territory assignment, customer self-service, and workflow. These functions have several components that work together to coordinate the delivery of information and functionality to your users. These components validate user security, maintain user persistence, synchronize data with mobile users, return information from the database, generate Web pages from data, perform transactions and process business rules and logic. The extent of Sage CRM functions available to users is managed by the Sage CRM Dynamic Link Library (DLL). The DLL communicates with the Web server using Internet Information Server **Database Access Services** All database operations in Sage CRM are performed through components of the Common Database Services Interface (CDSI) layer. To maintain data integrity, the CDSI layer validates data updates; such as the import of sales leads from an external application into Sage CRM, before being written to the database. This validation prevents any new data from corrupting the database or creating duplicate records on the server. The database server can be located on the same platform or on a separate network-connected server. Sage CRM stores, retrieves and collates data from these databases, and presents it in a uniform manner to your user. **Workflow Automation** Sage CRM provides a workflow engine that facilitates simple orchestration of leads, opportunities and support requests, etc. using a variety of communication types including escalations, alerts (using e-mail, SMS and pop-up message) and alarms. Workflow in Sage CRM is specifically designed to control and direct the communication process, managing interactions, notifications, reactions and inter-departmental communications. Sage CRM utilizes workflow agents to extend the reach of your enterprise applications, allowing employees, customers and suppliers to access CRM functionality and data wherever and whenever required. For example, your sales staff can be alerted to new leads as soon as they are captured, allowing them to respond rapidly to customer enquiries. Your management team can receive alerts while they are on the road, allowing them to spot trends and pursue new opportunities at the earliest opportunity. **Mobile workflow automation** Sage CRM extends workflow automation to mobile users. Using mobile service workflow agents, Sage CRM increases the speed, accuracy and scope of automated business processes, providing your field-based staff with access to essential functionality and information when they need it.

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