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Headline News

At Sage Summit 2011, Sage announced plans to rename their software products to create stronger Sage brand recognition. In the coming year, Sage ERP Accpac will become Sage 300 ERP. The new name will not change any functionality - the software will still be a great fit for your business just as it always has. You will see the name change in this newsletter starting with the March 2012 issue.

Round Out Your ERP System With Sage Endorsed Solutions

The software development community has developed a number of specialized solutions for Sage ERP Accpac, and the best of them have been certified as Sage Endorsed Solutions. Here we cover two Endorsed Solutions that add important automation options for distributors and manufacturers.

TrueCommerce EDI Transaction Manager™ from HighJump Software

Do you need to transmit and receive electronic documents to and from your trading partners? TrueCommerce EDI is a cost-effective, fully integrated EDI solution for Sage ERP Accpac. The solution can provide all the software, network services and support needed to successfully implement an EDI solution. TrueCommerce EDI is capable and scalable, yet simple to deploy and maintain. With TrueCommerce EDI, you can:

- » Attract larger customers
- » Import purchase orders with one click
- » Reduce data entry errors

The Four Components of the TrueCommerce EDI Solution are:

- » **EDI Transaction Manager:** Enables you to easily convert business documents to and from the ANSI X12 EDI standards
- » **Trading Network:** Connecting via the Internet to the TrueCommerce Trading Network enables you to exchange EDI



transactions with trading partners

- » **Trading Partner Maps:** mapping modules that work with the EDI Transaction Manager to ensure that your EDI transactions comply with formatting requirements
- » **EDI Solutions Support:** end-to-end support from experienced professionals.

Warehouse Suite by Accellos

Improving the speed and accuracy of the fulfillment process and reducing the cost of labor are key to greater profitability in distribution and warehouse-related businesses. Warehouse Suite by Accellos can help. This flexible system was built to help you automate your warehouse using tools such as conveyers, carousels, sophisticated picking algorithms, advance replenishment

Round Out Your CRM System with Sage Endorsed Solutions

(continued from cover)

an intuitive solution that can be implemented quickly. Here are the key benefits of the solution:

- » Improve inventory accuracy through RFID and bar coding
- » Eliminate manual warehouse processes and counts
- » Reduce picking, shipping, and receiving errors
- » Achieve retail and material handling compliance
- » Improve labor efficiency and utilization with automated picking and put away
- » Make informed decisions about warehouse operations with key performance indicators

Warehouse Suite by Accellos integrates tightly with Sage ERP Accpac so your inventory can remain highly accurate. The system's Web-centric design allows you to give internal and external users visibility into the status of warehouse operations.

Call us to discuss these Sage Endorsed Solutions, or any other areas of your business that require additional automation.

Sage Rebranding: Accpac Name Change

Accpac will launch as Sage 300

In 2012 the names of many of Sage's core accounting and ERP lines, including Sage Accpac, will be changing. These products will be identified with a numbering approach where higher numbers denote increasing levels of product capability or sophistication. The new name for Sage Accpac will be Sage 300. We recognize that many have been using the software - with their very familiar brand names! - for many years, and you'll want to know very clearly what to expect, how each product line is affected, when the change will occur, and what you can expect to see in communications.

You can expect to begin to see these new product names used in Sage communications early in 2012 as the launches for new versions approach. The Sage websites will begin using these names beginning in May, and you'll see them used throughout the Sage Summit conference being held in Nashville in August 2012.

The new product line names for the Sage ERP lines will be Sage 100 ERP, Sage 300 ERP, and Sage 500 ERP, representing the current Sage ERP MAS 90 and Sage ERP MAS 200, Sage ERP Accpac, and Sage ERP MAS 500 lines. Here are the naming details for the 2012 launches:

- » Sage ERP MAS 90 will launch as Sage 100 Standard ERP
- » Sage ERP MAS 200 will launch as Sage 100 Advanced ERP
- » Sage ERP Accpac 100 will launch as Sage 300 Standard ERP
- » Sage ERP Accpac 200 will launch as Sage 300 Advanced ERP
- » Sage ERP Accpac 300 will launch as Sage 300 Premium ERP
- » Sage ERP MAS 500 will launch as Sage 500 ERP

All of the Sage ERP lines are driven by long-term development roadmaps to ensure Sage continues to deliver leading solutions to help make your business life easier. Rest assured that these products, newly named to make clear the Sage portfolio of solutions available to you, will deliver the same great capabilities, support, and backup you have known and value from Sage.

Upcoming Webinars

**Accpac Tour of Tools:
Tips & Tricks Reporting with Tools
You Already Own**
netatwork.com/AccpacToolsWebinar

**Why the Cloud & Managed Services
Are Becoming a Necessity**
netatwork.com/CloudWebinar

The Complete Picture. Sage CRM.

- The CRM basics
- Difference between integrated and nonintegrated CRM solutions
- How to get started ASAP

netatwork.com/CompletePicture

Need Software Training?

Learn more about Net@Work Software Training Offerings.
netatwork.com/Training

Return Merchandise Authorization Module

We have all heard the saying that it is easier to retain a good customer than find a new one. In the current marketplace customers have choices, so the fastest way to lose a customer is to deliver a poor customer experience. One aspect of excellent customer service is a no-hassle return policy. If returns are efficiently managed, you can keep costs to a minimum while still keeping your customers happy. The Sage ERP Accpac Return Materials Authorization (RMA) module helps you do just that. Let's learn more.

Centralized Returns Management

Not only can the RMA module streamline the process of authorizing and receiving returns, seamless integration with other Sage ERP Accpac modules keeps your inventory accurate and provides complete workflow for items to be repaired, replaced, or returned to the supplier. Full process automation assures customer returns are handled rapidly.

RMA Workflow

The power of the RMA module starts with a customer's return request. You can generate return authorization documents to provide personalized instructions for the customer. The system assigns a unique number that is tracked through all activities associated with the return. When a customer is returning multiple items, you can process the return quickly by generating the RMA from the original customer invoice and removing the items that are not being returned. If a customer is returning items from multiple invoices, the RMA module can handle them on a single document. Serial and lot tracking allow you to accurately record the product being returned. Once you receive the items, you can generate an Order Entry Credit note with the click of a button. If you are sending a replacement, you can create the Order

Entry replacement order directly from the RMA screen. You also can flag an item to be repaired and returned to the customer, or create a purchase order return to send it on to your supplier for replacement or repair. You can do all these things from the RMA entry screen with just the click of your mouse.

Track And Bill For Repairs

Items being returned may be under a warranty provided by either your own organization or a supplier. The RMA module can handle both of these situations. In some situations, you may need to send the product out to a third-party repair agent. The RMA module keeps track of these agents, so you never lose track of a customer's product. For items damaged in shipping, RMA offers a centralized place to record and track insurance claims made against shipping carriers.

Tailor RMA To Your Company

Setup options allow you to define return policies for your items and any restocking fees or miscellaneous charges to be applied. RMA documents can be formatted to fit your needs, and you can define a default expiration period for RMAs. User-definable status codes allow you to designate codes that make sense for your company and products.

Reason Tracking And Analysis

Perhaps the greatest benefit of an automated RMA system is the insight you can gain into the reasons for returns. Tracking and analyzing the reasons for returns will allow you to take corrective action to prevent future incidents. The Fault Analysis report helps you quickly identify product faults and take corrective action to eliminate repeat returns. Here are some examples of the actions you might take based on the insights you gain:

» You may discover that a large percentage

of defective items come from a particular vendor and change your supplier.

- » If a manufactured item is often returned for defects in the finish, you might replace tools or materials involved in the process.
- » If a particular item is returned with greater frequency than others, but for no specific reason, you may choose to remove it from your product line.

Effective Reporting

A variety of reports help you manage returns. The Credit Note report evaluates the revenue impact of returns. Customer and Item Return Rate reports allow you to identify problem customers and items and take corrective action. The External Status and Workflow Stage report provides accurate tracking of items sent out for repair. The Open/Closed Status report shows you outstanding RMAs.

Security And Fraud Prevention

The RMA module contains built-in controls to prevent abuse of the system. The system checks to see if an item has already been returned, or if a Credit Note has already been issued, ensuring the same item is not credited twice. For security and control, you can designate the employees who are allowed to authorize returns.

If you would like to process claims faster, track inventory with greater accuracy, and optimize customer service performance give us a call to schedule a demonstration of the RMA module for Sage ERP Accpac.

CRM Corner: Is CRM Worth a 2nd Opinion?

By Danny M. Estrada, Net@Work CRM Practice Director

On the first day of the New Year I ended up in the Northeast to spend all day with a client that came to us last year from another reseller. We have a significant number of these customers and we hear from companies like this several times every month. One of the reasons many people come to work with us is for the expertise we carry in not just ERP but also areas like CRM (Customer Relationship Management). Sage has a range of options for CRM products and they are all integrated to various ERP applications. In addition, there are also some options for 3rd party integrations between various Sage products that have been around for years.

I decided to write this section for the CRM Corner because there were a number of things that we see regularly when discussing CRM with clients that did not use us for their original implementation. As with any application there are nuances with each dealer and their approach to implementing a particular technology and we are not looking to challenge or evaluate the creative license or methodology a firm uses when configuring or setting up an application like CRM. What we do understand is that there are two distinct bodies of knowledge when it comes to the consulting and implementation of an ERP system and the undertakings of deploying a CRM system efficiently and effectively. And, going back on more than 10 years of track record with bringing on these types of clients, we have consistently seen a number of areas of concern when it comes to how CRM has been implemented and the information that has been communicated to many organizations trying to have a complete front and back end that complement each other nicely.

The first thing to understand is that the approach to implementing ERP and CRM are drastically different. When deploying an accounting solution it's not like you get a second shot at configuring the GL or deciding that you need Project Accounting after you find out your chosen system isn't particularly robust in that area. The nature of CRM is that it is highly flexible and in many cases you don't need to have all of the answers on day one. In fact, one of the best practices is to get a foundation set and then modify the solution to meet market demands over time. Many CRM shops use the phrase, "Rapid implementation and gradual customization." When it comes to customization the CRM tools are very adept at handling modifications without hampering upgrades or needing source code.

The other great pitfall we have seen in the way of implementation relates to the experience of the consulting partner with the particular CRM application that integrates with the ERP systems they support. In many cases there are limited resources and ERP consultants take on CRM like they would another module of the ERP system. There is inherently nothing wrong with this other than the fact that in many regards the CRM capabilities are just as robust and expansive as what you would find in an ERP system. For this reason we find that in most cases it is extremely challenging to be an "expert" at both ERP and CRM. The bigger challenge is that in many cases the consulting firm does not communicate their lack of expertise to the client.

We have found in many implementations that there are challenges related to data migration, core functionality, integration

and customizations or workflows that are possible within the CRM framework. As a consultant it is difficult for many small firms to admit that they are not experts in this area and many times we find out that customers have been told that functionality or capabilities do not exist in CRM. The response by many of these clients is that they were told that the company deploying CRM was "certified" on the particular application they chose for CRM. As those of us in the industry know too well there is a vast difference between certification and competency.

At the end of the day most organizations are looking to get the most out of their systems to increase productivity and efficiency of their people. We truly understand this and this is why we like to perform forensics and analysis for all of our clients that come to us from another partner so that we can quickly assess and provide recommendations or at least validate the work that has been done. If you have previously tried to deploy CRM or would like to understand how we can help you improve your bottom line with an integrated system (even if the front or back end are not from Sage) then give us a call and we can give you a second opinion.

Learn More

Watch a Recorded Webcast on the Sage CRM Portfolio Overview.
netatwork.com/SageCRMWebcast



TECH CORNER:

US Payroll tax tables now ready for download - but wait, there's more!

Sage has released the Accpac U.S. payroll tax updates for January 2012 for version 5.5, 5.6 and 6.0. They are ready from download on the Sage portal website. However, it is important that you also download and install the hot fix that corrects the Social Security withholding rates to reflect the continuance of the payroll tax cut approved by congress. Depending on the version of Accpac you're running, you may also need a product update (formerly called "service packs") BEFORE you can install the tax update and hot fix. Additionally, you may need to reactivate some modules after the product updates. It's not rocket science, however, things must be done in the right order and, of course, you MUST have a backup before getting started. The product update (if applicable), payroll tax update, and hot fix should be installed before you run any payroll for 2012.

Important Compatibility Notice

If you are running version 6.0 of the Sage Accpac Portal and/or Sage CRM versions 7.0 or 7.1, please be aware that the latest Java Version 6 with Update 29 can cause problems. If you do have Java Version 6 Update 29 currently installed, it is best to uninstall and replace this version with a prior update. This will typically affect the server where Sage ERP Accpac or Sage CRM is installed but may also affect workstations as well.

To determine what version of Java you do have installed do the following:

If you are running Windows Version 7:

1. Click on the start button
2. Type Java in the search field
3. Select Java when it comes up
4. On the General tab, click on the About button
5. Note the version and update

If you are running Windows XP:

1. Locate the java.exe file in the C:\windows\System32 folder
2. Right-click on the java.exe file
3. Select Properties
4. Click on the Version tab
5. Note the version and update (the update is usually after the version number i.e. 6.0.260 is version 6 with update 26)

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