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Be More Innovative in your Communication Methods

What does innovation mean to you and to your business? The senior vice president and general manager of Sage PFW ERP discusses how innovation can be applied to new and more effective methods of both internal and external communication.

You're Invited to the Sage Online Educational Symposium

Learn more about your Sage PFW software at a one-day virtual conference.

Sage PFW 2010—What's to Come

Sage PFW 2010 is coming soon. Take a sneak peek at the exciting new features and enhancements included in this release!

Batch Warnings Added to Sage PFW Version 2010

Sage PFW version 2010 allows you to review the Batch Edit report prior to closing, requisitioning, or finishing a batch. Learn more about this new feature!

New to Version 2010: Find Historical Return Entry

The return process just got a lot easier. Find out how!

Keeping an Eye on Workforce Costs

Searching for better ways to control internal costs and work more efficiently? Learn about Sage Abra and how it can help control workforce expenses.

Make it Easy for your Customers to Pay

Did you know that Sage provides customized payment processing services? Learn more about these time- and money-saving payment solutions.

Contacts

We want to hear from you! If you have any questions, concerns, or comments regarding Sage PFW, please let us know. Your feedback is valuable to us.

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This email communication may contain an offer to purchase a product or service for your business.



Be More Innovative in your Communication Methods



Dear Valued Sage PFW Customer:

As I was thinking about a topic for this quarter's newsletter, I reflected on the past year and how much has changed around us, both for the positive and for the negative. An easy item to discuss would be the economy and the impact it has had on all businesses, yours and ours included. However, the economy at large is beyond the control of any one company. It's much more useful and interesting to focus on something that is within our span of control, and something that can actually help drive our businesses forward as we move out of this recessionary period.

Here at Sage we have five guiding principles we use to help foster an enterprising environment. They are Simplicity, Agility, Innovation, Integrity, and Trust. Innovation is one that stands out to me because it can be applied in so many ways across an organization, and certainly has relevance within your business. Many individuals assume that innovation means doing something technically different, and as a software company innovation sometimes gets overlapped with a new platform or a new version of our products. However, anyone can be innovative with the ideas that they use to do their job.

One way innovation can be applied to all of our businesses is discovering and delivering new and more effective methods of communication, both internally and externally. We have done so by creating [online communities](#) and utilizing social media to allow Sage employees to interact with you, our customer, but more importantly to allow you to interact with other customers to help share best practices within your business and discover new ways to use your software. With the advent of an amazing array of online tools, this is one surefire way that you can reach your customers as well.

I encourage you to spend some time thinking about an innovation within your business—something you may have already implemented that can be further rolled out or turned into an actual strategy. I have fallen into the trap in the past of thinking innovation could potentially mean increased costs and additional work, but actually the opposite is true. If you do have some key innovative ideas that you think could be applied to other businesses like yours, and don't mind sharing, please visit your [Sage online community](#) and post!

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Here's to continued success for all of our companies in 2010!

Regards,

A handwritten signature in black ink that reads "Sam". The letters are cursive and fluid.

Sam Hunter
Senior Vice President and General Manager

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You're Invited to the Sage Online Educational Symposium

Join us on March 18, 2010 to learn more about your Sage PFW software at a one-day virtual conference: The Sage Online Educational Symposium.

What is a virtual conference?

A virtual conference is an interactive online event that features live chat, networking, training, keynote speakers, and more. Since you log on from your computer, you can enjoy the entire conference from the comfort of your desk, without paying travel expenses and conference fees!

How does it work?

It's easy—see for yourself in this [one-minute demo!](#)

What's Included?

This unique virtual conference gives you the opportunity to participate in a full day of:

- ▶ Networking opportunities on the tradeshow floor, where you can learn from other Sage PFW users and product experts.
- ▶ General sessions with keynote speakers discussing topics important to every business.
- ▶ Breakout sessions for in-depth tips and training, specific to Sage PFW.

How Do I Register?

Simply fill out the [registration form](#) to reserve your spot at the Sage Online Educational Symposium—you won't want to miss it!

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Sage PFW 2010—What's to Come

From simpler, quicker freight entry in the warehouse to protecting your time and resources throughout the system, your Sage PFW 2010 software is easier to use than ever before. Unprecedented collaboration among the Sage PFW Support, Development, and QA teams, business partners, and customers has resulted in a release packed with features designed to save you time and protect against errors, including:

- ▶ Consolidated 1099 Reporting that allows you to print a single 1099 for multiple, related vendors.
- ▶ User Defined Minimums for 1099 Printing for those who need to print 1099s for all vendors.
- ▶ The Inventory Aging Report, which is designed to give you a quick snapshot of your inventory and how long it has been sitting in the warehouse.
- ▶ The option to easily allow the warehouse to add taxable freight to an order during Shipment Entry.
- ▶ A new purge utility in Inventory Pro, which keeps the INTXDH file size under control while conforming to generally accepted accounting practices, making reports and period end processes faster.
- ▶ 64-bit capability to allow you to take advantage of the enhanced capabilities of a Microsoft Windows 64-bit server environment.

These are just a few of the exciting new features that you can expect with the Sage PFW 2010 release. Stay tuned to www.SagePFW.com for the release announcement!

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Batch Warnings Added to Sage PFW Version 2010

Have you ever closed a batch and then realized some of the items or quantities were incorrect? Our upcoming version 2010 includes a new feature that allows you to review the Batch Edit report prior to closing, requisitioning, or finishing a batch. And you have a choice of how you want this feature to work for you by selecting one of three warnings levels in the Production Module: Required, Warning, or None—whichever best suits the needs of your company.

If you set the Batch Warning option to “Required,” an error-free Batch Edit report is required before closing. By setting the Batch Warning option to “Warning,” a Warning Message appears, prompting the user to run the Batch Edit list to ensure the Batch is correct. The users can still perform the process, but a warning message appears each time. If the Batch Warning option is set to “None,” a Batch Edit report is not required and a warning message does not appear.

Further details will be available in the online Help under the Application Setup in the Production Module.

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New to Version 2010: Find Historical Return Entry

Currently, Sage PFW users are required to enter line item information to return any items on an invoice. Without reprinting a copy of the original invoice, there is no way for a user to know what item(s) were included on a particular invoice. This often results in items being returned against incorrect invoices and time spent researching and reprinting invoices, not to mention the time it takes to manually enter the items being returned.

Sage PFW Version 2010 allows users to save time and reduce the chance for errors with the new “Find Historical” button in Return Entry. Simply click the “Find Historical” button and select the invoice to be returned. The Return Entry screen is then fully populated with all of the information from the original invoice, including freight. Simply edit the information as required and process the return.

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Keeping an Eye on Workforce Costs

In-house HR and payroll solutions help control workforce expenses.

Now more than ever, companies are searching for better ways to control internal costs and work more efficiently. **Sage Abra HRMS** HR and payroll solutions can also provide managers across your organization with access to crucial information about people performance and costs, so you can make more informed business decisions.

Attend a live Webcast!

Lower Business Costs and Improve Workforce Management with Sage Abra

Dates: March 10, 2010

March 25, 2010

Time: 2:00 p.m. ET

[Register now!](#)

Businesses that take advantage of payroll and HR software are able to control workforce-related expenses much more effectively and can even improve overall performance against competitors. Sage Abra helps contain costs by enabling you to:

- ▶ Produce accurate payroll in-house at a lower long-term cost than outsourcing.
- ▶ Use detailed benefits reports to accurately predict benefits costs and catch potential billing errors from providers.
- ▶ Maintain compliance with government reporting so your company avoids costly fines and proactively guards against employee lawsuits.
- ▶ Provide employees and managers with access to self-service benefits enrollment and other information, allowing your HR staff to work more productively.
- ▶ Enjoy quick, easy access to the cost information you need regarding wages, benefits, training, and performance when you need it.

[Register for the Webcast](#) or call 800-521-9187 for more information about Sage Abra. And be sure to visit us at the

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[Sage Virtual Customer Conference](#) in March!

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Make it Easy for your Customers to Pay

Providing your clients with multiple payment options offers an added convenience they have come to expect. The easier it is for your clients to pay, the sooner you can collect payment and close invoices. Your time is valuable. Let Sage help you consolidate your business processes by providing time-saving payment solutions.

Did you know that Sage provides customized payment processing services? Sage offers a full suite of payment services that include credit and debit cards, ACH, electronic check, and more.

Using Sage Payment Solutions enables you to:

- Eliminate trips to the bank
- Cut down on invoicing costs
- Process payments quickly with an easy-to-use solution
- Get low Sage processing rates

Sage Payment Solutions can even analyze your business in order to find the payment structure that works best for you. For more information on payment processing, call 800-742-3975 or visit: www.sagepayments.com

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We want to hear from you! If you have any questions, concerns, or comments regarding Sage PFW ERP, please let us know. Your feedback is valuable to us.

Sales

888-473-5135

[Info Request Form](#)

Customer Care

800-854-3415 (Ext. 4156)

Support

800-333-5242

sagepfwsupport@sage.com

Customer Community and Social Networking

Valuable resources are available for all Sage PFW software customers. This customer community is designed to enable you to engage and interact with Sage PFW professionals and other users through a variety of different communication forums and tools. Register at Community.SagePFW.com today!

Or visit our new social networking pages on [Facebook](#) and [LinkedIn](#)!

Learning Services

Get the most out of Sage PFW through a variety of training options. Whether you prefer classroom training, online classes, or one-on-one training, click on the link below to point you in the right direction to get the help you need in the format you prefer.

[Visit Sage University](#)

877-920-9600 (Option 2)

Sage Webcast Center

The Sage Webcast Center has been redesigned with easier-to-navigate product drop-down menus and a simpler interface. The new design makes it even easier for you to view Webcasts about Sage's products and solutions. As always, all Webcasts are free to attend!

[Visit the new Sage Webcast Center.](#)

Product Updates

Download files containing patches, the latest service releases, and other updates for your Sage PFW software through [Sage Online](#). You can also access this site through your Sage PFW

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software by selecting Help > Sage PFW on the web > Select Support > Customer Login > Sage PFW under the Mid-Market section. Just log on to the Web site using your user name and password; if you don't have your user name and password, use the "register now" option > Select Support > Sage PFW and scroll to the section for downloads.

Mail

56 Technology Drive
Irvine, CA 92618

Web site

www.SagePFW.com

Feedback

Receiving feedback from customers who actually use the product on a day-in, day-out basis can help us identify features that can make your tasks easier. If you have an idea or suggestion for something that you would like to see on our Web site or within Sage PFW, please e-mail us at:

SagePFWEnhancements@sage.com

Customer Loyalty

We hope that you find the Sage PFW Source Newsletter both helpful and informative, as your business success is important to us. With this said, we want to make the Sage PFW Source the best resource for you. Please feel free to provide us with your feedback, information ideas, or anything else you would like so that we can keep providing you with outstanding products, services, and information to help your business succeed. Your success and satisfaction are our top priorities. Please contact us at customer.loyalty@sage.com anytime we can help you receive the extraordinary service you deserve from either Sage or your Sage Business Partner.

