

[Weathering the Storm, Together](#)

In his letter this month, Sam Hunter, the senior vice president and general manager of Sage PFW ERP, outlines ideas put into place at Sage that are helping in the current environment.

[New Process for Installing the Latest Version of Sage PFW - Version 5.7!](#)

One of the new features in Sage PFW v5.7 is a simplified way to install Service Packs. Follow these instructions to install on the server, and the workstations will update automatically.

[Why and When to Run a Physical Count](#)

Have you ever compared Sage PFW Inventory counts against the stock in your warehouse? Sage PFW has a feature called "physical count" that is available in both the Finance and Process Inventory modules that makes the process easy.

[Your Enhancement Requests: The Process Explained](#)

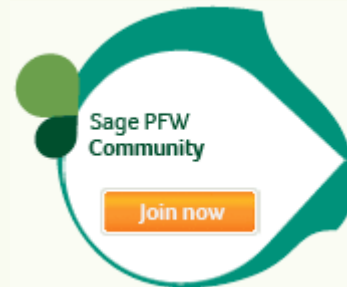
Do you ever wonder what happens to all of those enhancement request e-mails you send off to Sage? Here's an inside view of the process from the beginning when you submit the e-mail, ending when features are selected to be implemented within the product.

[We Hear You Loud and Clear - Thank You!](#)

Each year the Sage PFW team conducts surveys and monitors e-mail feedback to learn what you like about Sage PFW and what enhancements you would like to see. Thank you for your feedback and loyalty!

In This Issue

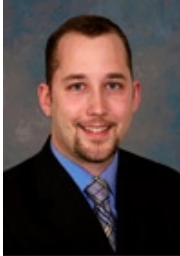
- [Weathering the Storm, Together](#)
- [New Process for Installing the Latest Version of Sage PFW - Version 5.7!](#)
- [Why and When to Run a Physical Count](#)
- [Your Enhancement Requests: The Process Explained](#)
- [We Hear You Loud and Clear - Thank You!](#)
- [Sage Contacts](#)



Sage 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.

Weathering the Storm, Together



Dear Valued Sage PFW ERP Customer:

As we head into another month with the economy in a recessionary period, it's important to think about ways we can work together to get our businesses back on track. Much work is being done at the federal level to provide spending at the top of the economy, and that money will help get us back on track for sure. However, there are things you can do right now that will ensure your success, both in good times and bad. I'd like to share some ideas we have put into place here at Sage that have helped us in the current environment and have also allowed us to become more customer connected.

1. Listen!

The first idea is to spend a tremendous amount of time listening to customers. Even though we all are a lot more careful with the company dollars we have to spend, we still have to manage our businesses, and thus, we still have business needs. It's important to maintain a connection with each of your customers in order to understand what you can do both now and in the future to help them run their businesses even better. As a result, here at Sage we have collected a tremendous amount of feedback that will make its way into each of our products.

2. Deliver maximum value.

Another idea is to look for products and services you can provide to your customers, but with no added cost. Everyone wants more out of the dollars they are spending these days, and if you realize there are things at your disposal you can pass along to your customers, you will continue to earn their business now and in the future. At Sage, we are looking at every one of our [maintenance and support plans](#) in order to determine how we can both simplify the plans and deliver even more value, while keeping prices the same.

3. Stay visible to your customers.

A final thing you can do is to remain visible. Many times, companies look at marketing and promotional activities as discretionary spending. While there certainly are some ways you can reduce this type of spending, you can't afford to shut it off completely. Instead, change the focus from driving short-term sales to growing long-term relationships. When your customers start spending, you will be in the forefront of their mind. To address this effort, we recently launched online communities to provide an additional mechanism to stay in front of you, our valued customers, and to allow you to connect with Sage employees and each other for tips and tricks, how-to articles, and other similar forums at no charge.

We all know the end of the recession is coming at some point, and when we emerge from the current economic environment, it will be with a bit of wear and tear. The important thing for me is also to end up with a tremendous amount of knowledge. By listening to your customers, adding value to your own offerings, and remaining in front of your customers, you will be able to weather the storm as a united team and will end up with a wealth of knowledge that will

allow your own business to grow exponentially as a result.

Regards,



Sam Hunter
Senior Vice President and General Manager
Sage

[Back to Top](#)

The Version 5.7 Service Pack Installation has changed!

One of the new features in the latest version, Sage PFW ERP v5.7, is a simplified way to install Service Packs. All you need to do is to log on to the [Sage PFW Web site](#), download the Service Pack, and follow the instructions to install it on your Server. That's it!

When a user logs on to a workstation, it will detect that a Service Pack has been installed on the Server. A prompt will appear requiring that the Service Pack be installed prior to running Sage PFW on that workstation. Once this is complete, an entry will be made to a new Update log file showing it has been completed. The Help/About will show Client Version 5.71 (Version 5.7 Service pack 1).

[Back to Top](#)

Why and When to run a Physical Count

Have you ever considered comparing Sage PFW Inventory counts against what is actually on the shelves of your warehouse? Sage PFW has a feature called "physical count" that is available in both the Finance and Process Inventory modules. The physical count process is designed to compare the Sage PFW quantity count against what is physically in inventory. The physical process takes a "snapshot" of the Inventory quantities and then uses this snapshot to compare the physical count entered. This will create adjustment transactions to match Sage PFW to the items' locations.

How often should a physical count be processed? That can vary from company to company. Check with your inventory manager to find the company policy on performing a physical count. Most companies run the physical count once a year at the end of the fiscal year. It is recommended that all transactions have been processed in Accounts Receivable, Sales Order, Accounts Payable, Purchase Order, and Inventory. This ensures you have an accurate quantity in Sage PFW.

The steps to performing a physical count are available in the [Sage PFW Knowledgebase](#) article, "How to process a Physical Count" (KB ID # 407675, logon required).

[Back to Top](#)

The Enhancement Request Process Explained

Do you ever wonder what happens to all of those enhancement request e-mails you send off to Sage? Here's an inside view of the process from the beginning when you submit the e-mail to when features are selected for implementation within the product:

Step 1:

You, the customer, determine there is something Sage PFW ERP could be doing a little bit differently that would make your job just that much easier. So you type out an e-mail asking for the enhancement and describing the issue you are trying to solve. You send it off to SagePFWEnhancements@Sage.com.

Step 2:

Your e-mail arrives in the Enhancements e-mail box at Sage. One of our trusty support analysts reviews the request. The analyst then checks to see if the enhancement has already been entered into the knowledgebase. If it exists in the system, the analyst opens a case and attaches it to the existing request, thus incrementing the call count for the enhancement. If the request does not exist in the knowledgebase, the analyst opens a new case and enters your request into the system.

Step 3:

Reports are run against the database, gathering up all the e-mail enhancement requests and all the call counts against each request. At this point, we have a long list of enhancements sorted by the number of calls. The top enhancements are then included in the Customer Survey sent out each year to refine the need for each particular feature on the list further.

Step 4:

The Sage PFW team, armed with the call counts and the survey information, sits down and determines the features to be included in the next release. The team consists of representatives from sales, support, product management, and development. The list of selected features is turned over to the development team to determine how much development time each feature requires.

Step 5:

The final step of this iterative process takes into account all of the survey information, all of the call counts, the "cost" of the features, and the input of each of the Sage PFW team members to determine the final list of features to be included in the next release. Anything not selected from the list goes back into the bucket for consideration for a subsequent release.

The Enhancement Request process ensures the most requested features are those that are included in the final product. So the next time you think of something that Sage PFW could be doing that would help make your business run a little more smoothly, send in that enhancement request and be sure to respond to the surveys!

[Back to Top](#)

We Hear You Loud and Clear—Thank You!



Each year we conduct thousands of surveys and receive hundreds of e-mails from customers like you that provide us with insightful feedback regarding your Sage products. It is the responsibility of my team to read, understand, and share all the information received. Each product enhancement is completed using customer-driven data ensuring us that we are providing you with exactly what you need to run your business successfully.

We want to continue to hear from you. Please take the time to provide us with your feedback so we can continue to produce outstanding products and services that will lead to an exceptional experience for you.

I would like to thank each and every one of you personally for your continued feedback and loyalty. Your success is very important to us.

Best regards,



Rick Davis
Vice President, Product Strategy

[Back to Top](#)

Sage Contacts

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Sales	888-473-5135 Info Request Form
Customer Care	800-854-3415 (Ext. 4156)
Support	800-333-5242 sagepfwsupport@sage.com
Customer Community— New!	A valuable resource has recently become available for all Sage PFW software customers. A brand-new customer community enables 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—it's FREE!
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, [visit Sage Software University](#) to get the educational help you need in the format you prefer. 877-920-9600 (Option 2)

Product Updates

Download files containing patches, the latest services releases, and other updates for your Sage PFW software through [Sage Online](#). You can also access this site through your Sage PFW 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 a 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 use the product on a daily basis helps us identify features that can make your tasks easier. If you have an idea or suggestion for something 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 you find the Sage PFW Source Newsletter both helpful and informative, as your business success is important to us. And because 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 to share so we can keep providing you with outstanding products, services, and information to help your business succeed. Your success and satisfaction is our number-one priority. 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.

[Back to Top](#)

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