

What's Inside

Page Two

The RMA Module continued

Page Three

Sage Payroll Services

Page Four

Sage MAS 90

In The Spotlight:

Extended Solutions—For
Serial Numbers

Headline News

Sage Software has opened registration for **Sage Summit**, the company's annual customer conference. The conference will be held in San Diego, CA on November 2–5, 2005.

Sage Summit, open to all users of Sage Software solutions, will include informative sessions, speakers, and an exhibition hall and is open to all users of all Sage Software solutions. Visit www.summitcustomerconference.com for details and online registration.

Extended Solutions

See page 4
for more info!

High Quality Return The Sage MAS 90 RMA Module

A necessary component of good customer service is accepting returns or exchanges. Your customers expect it, appreciate it, and tend to buy from those vendors who offer a flexible return policy. You must ensure that this process is handled efficiently and accurately, both for your protection and for your customers' satisfaction. The RMA (Return Merchandise Authorization) module for Sage MAS 90 and Sage MAS 200 makes it easy to handle every aspect of the return, whether your customer wants a credit, replacement, substitution, or repair. With the upcoming release of Version 4.1, the RMA module will be updated to the new business framework including grid-style entry screens and more. Let's take a closer look at the Sage MAS 90 RMA module and what conveniences it can bring to your organization.

The Power Of RMA

Without the RMA module, return processing can be cumbersome. Maybe you create a negative sales order and add to it the items to be returned. But there's no reliable way to then analyze what returns you have open and what status they're in. In addition to the extra work and inefficient workflow, without a dedicated system for handling returns, you may miss important trends in

the sales or production process, potentially costing you money and customers.

With the RMA module, you can track the reasons behind your return activity and take appropriate action. The RMA module allows you to determine if an item is returned frequently or if stock from a particular vendor needs frequent repairs, or if a particular customer seems to abuse your return policy.



The RMA module's Inquiry program is a handy customer service tool for answering customer questions.

Find The Invoice And The Item

Generating a Return Merchandise Authorization is simple. From the RMA module Entry task you can elect to return an entire invoice, only selected items from an invoice, or selected items from different invoices. Each item on the return may be assigned a different reason; one item may be returned for repair and another item returned

for credit, for example.

Are there some items for which you don't allow returns under any circumstances? No problem. An option for *Returns Allowed* in Inventory allows you to put some items out of consideration. When the occasional unannounced return arrives, your warehouse personnel can easily inspect, enter, and process the return through the system.

Continued on Page 2

The Sage MAS 90 RMA Module CONTINUED

Keeping Atop Quality

The reasons you enter for each returned item line are tracked within Sage MAS 90, and are printed on the **Return Reason Report**. This report then becomes a valuable tool to help you identify potential quality or other customer satisfaction issues.

Credit, Replacement, Or Repair

Customers can return their items for credit, replacement, or repair. If a customer elects to receive credit you may credit the customer's account, or apply it to their credit card. A replacement request can be satisfied with the same item or an alternate item. When a repair is warranted, you can specify a repair warehouse and offer the customer return instructions.

Keep Customers And Staff Informed

Timely communication with your customers concerning their return helps ensure their continued satisfaction with your organization. Within RMA Entry, you can print or fax notifications to customers regarding their returns.

To ensure your warehouse personnel are aware of a pending return, print the **RMA Receiver Document** directly to the warehouse printer.

Cross Shipments

The Sage MAS 90 RMA module allows for cross-shipments. When a customer has an urgent need, a replacement product may be shipped to the customer immediately, without waiting for the customer to send the unwanted item back. Cross shipments are initiated by clicking on the **Xpress Order Entry** button from within RMA Data Entry. This creates a new Sales Order populated with the urgently requested item and the customer data. This cross-shipping capability not only results in faster delivery times—it can dramatically increase customer satisfaction levels.

Receipts Processing

Using RMA Receipts Entry, warehouse personnel verify the information entered and confirm the items have been received. After the goods are received and inspected, they are assigned an action, such as: return to inventory, repair, or scrap. Items returned to stock can be sent to a return warehouse or the original selling warehouse. Items designated for repair can have a

Credit Memo created to return the item to the repair warehouse and a Sales Order created to return the repaired item to the customer. Unusable items can be assigned to a scrap warehouse.

The RMA module will automatically generate all the appropriate transactions, including credit memos, replacement orders, purchase orders, and vendor returns. This ability to designate specific (actual or virtual) warehouses for returns, repair, and scrap items allows you to take advantage of the tremendous reporting and inquiry features relating to warehouse activity available in Sage MAS 90.

Inquiry And Reports

The RMA module's Inquiry program makes it easy to determine the status of a return; this gives customer service staff a ready tool for answering customer inquiries. By entering the RMA number, you can quickly determine if an RMA is still pending or has been received.

Several informative reports are included with the RMA module. The **Open RMA Report** is used for tracking pending returns; the **RMA Receipts History Report** is used to print received returns and the documents they generated; a **Return Reason Report** will show you which items have been returned, who's returning them, and why; and the **Daily Repair Report** shows RMA repair status.

Restocking Fees And Warranties

In the RMA module, you can assign a restocking fee by Inventory Product Line or even by individual item. You have the flexibility to waive the restocking fee for selected customers at the time of RMA entry.

The RMA module automatically calculates warranty expiration dates based on your setup in Inventory Management. Operators processing returns will be alerted to any expired warranties and can opt to extend the warranty if appropriate.

What Version 4.1 Adds

As the RMA module is released under Version 4.1, you will enjoy the new grid-style screens—making data entry faster and more intuitive. You can place the fields you use in the main grid, relegating the data you like to see, but rarely need to change, to the second-

ary grid. The data you don't need to see at all can be hidden. And, since these changes can all be specified to a specific user or group of users, everyone can have the setup most suitable for their role.

New with Version 4.1 of the RMA module, is the Smart Memos feature. This new interface for Memo Management allows you to set memos to display always, never, or only during a range of reminder dates that you enter for each memo. Consider creating a new memo for each return order including details of the return and any special considerations surrounding the issue. With Smart Memos, you determine which applicable screens each memo should appear on. You can even attach documents or files to a memo, making this an ideal tool for tracking customer and vendor correspondence.

Version 4.1 utilizes Crystal Reports® for all bundled reports, listings, and forms in the RMA module. As you may be aware, Crystal Reports adds tremendous flexibility for report customization, thus making it easy to access the data you need to make decisions and track return activity. Another feature in Version 4.1 is the ability to set up and save defined report selection options for each report you access, streamlining the printing process and saving you time and inconvenience.

An Integrated Solution

The RMA module requires the Sales Order and Inventory modules for operation, and can optionally integrate with Purchase Order to automate vendor returns and create new purchase orders.

If you utilize ACT! by Sage or Sage SalesLogix then you may empower your salespeople by giving them access to Sage MAS 90 RMA Inquiry directly from those applications. Salespeople can perform status checks and ensure they are giving the customer up-to-date information.

Combined with the awesome power of its companion Sage MAS 90 modules, the RMA module creates a completely integrated return management solution that streamlines operations and increases customer satisfaction. For further information, please give us a call. ★

Sage Payroll Services For Sage MAS 90

If you are currently using an outsourced payroll services provider, or have considered outsourcing payroll as a viable option for your organization, you'll be interested in learning about Sage Payroll Services, a full-service online payroll solution that integrates with Sage MAS 90 and Sage MAS 200.

While you may not have heard the name Sage Payroll Services, Sage Software is an experienced player in the world of outsourced payroll services. For several years, the company has offered Peachtree Payroll Services to several thousand Peachtree users. Now Sage MAS 90 users can benefit from a Sage Software outsourced payroll solution. Sage Software introduces its end-to-end, full-service Web-based payroll service that fully integrates with Sage MAS 90. If outsourcing payroll makes sense for your organization, **Sage Payroll Services—MAS Edition** is worth a closer look.

Benefits To Sage MAS 90 Users

Sage Payroll Services—MAS Edition offers seamless integration with your Sage MAS 90 and MAS 200 solutions. Using a simple setup wizard, you will list the general ledger account numbers and bank codes involved in your firm's payroll. Thereafter, any changes you make to bank codes or accounts are synchronized automatically when you connect to the service. After each payroll is processed, Sage Payroll Services sends general ledger transactions and bank reconciliation data directly to your Sage MAS 90 General Ledger and Bank Reconciliation modules.

Why Choose Sage Payroll Services?

There are several payroll service bureaus out there; why should you consider Sage Payroll Services? Sage Payroll Services provides the full functionality of other traditional service bureaus, but with unique advantages designed specifically to address the needs of businesses like yours. Some of the advantages of Sage Payroll Services:

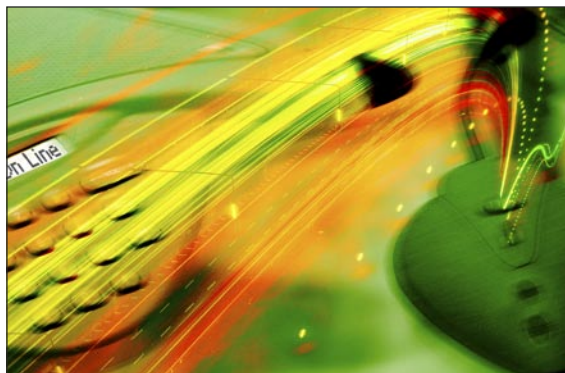
- ▶ **Sage MAS 90 and Sage MAS 200 Integration**
Sage Payroll Services integrates seamlessly into your Sage MAS 90 or Sage MAS 200 General Ledger module.

- ▶ **Familiar Support**

It's not just you against the service bureau. Because Sage Payroll Services is a Sage Software solution, your company's software support remains familiar and consistent.

- ▶ **Online Data Entry, Anytime**

Sage Payroll Services is available twenty-four hours a day, seven days a week via a secure online network. Whether you're at work, on the road, or at home—you can complete payroll processing and have access to this vital data with nothing more than an Internet connection.



Sage Payroll Services—MAS Edition integrates with Sage MAS 90 and Sage MAS 200.

Payroll Your Way

In the past you've had to choose from a completely in-house payroll solution, perhaps using the Sage MAS 90 Payroll module, or a completely outsourced solution. With Sage Payroll Services, you can elect to outsource any or all of your payroll responsibilities. Whether you wish to outsource just tax reporting or W-2 printing and handle general payroll processing in-house, or decide to outsource the full range of processes, you are ensured of high quality, worry-free service.

Real Time

You may think other outsourced payroll solutions operate in real time, but most do not. Typically, you won't see a check register until your checks arrive. Sage Payroll Services operates in real time. Your payroll is completed as you watch. The check register and reports are all available immediately online, in a convenient PDF format. And since most payroll errors occur during data entry, Sage Payroll Services provides real-time, gross-to-net calculations,

right on screen to help you catch payroll errors before checks are printed and updated.

Native Web Technology

Other outsourced payroll providers offer Web services, but only Sage Payroll Services was built from the ground up optimized for the Web. Sage Payroll Services does not have an inflexible legacy system behind it, rather it has a robust, flexible, and efficient system designed specifically for the Web.

Easy Report Access

You will enjoy real-time access to dozens of reports providing a detailed view of your company's payroll data.

Flexible Check Distribution

Sage Payroll Services offers complete check printing and delivery service. Your checks arrive on time, ready to distribute. If you prefer to print checks from your office, it's not a problem, those checks are available for printing immediately. If you want your checks signed electronically, that also can be part of the service.

W-2 Services

Sage Payroll Services can print and deliver your employees' W-2 documents.

Simple To Implement

You won't have to buy additional hardware or software to run Sage Payroll Services. There are no technical requirements beyond a high-speed Internet connection and a PC.

Direct Deposit

You can offer an unlimited number of accounts for each employee.

Penalty-Free Guarantee

As long as the information you provide is on time, complete, and accurate, and your account is properly funded, Sage Software guarantees accurate, timely deposits and filings with federal, state, and local agencies or they will pay the resulting payroll tax penalties for you.

Available Now

With flexible features and affordable pricing Sage Payroll Services provides payroll the way you want it.

Sage Payroll Services MAS Edition will be available soon. ★



Sage MAS 90 In The Spotlight

Extended Solutions—Serial Numbers



The Sage MAS 90 solution is renowned for its strong distribution focus. Part of this strength lies in the product's inherent ability to handle lot and serialized item processing, a crucial component for many distributors. In this article we look at three **Extended Solutions** from Sage Software that expand on the strong lot and serial functionality that exists across the Sage MAS 90 Inventory Management and Sales Order modules.

Lot And Serial Distribution In Sales Order Entry

In Sage MAS 90, the selection of individual lot and serial numbers occurs during the invoicing process, after the products are picked for shipping. But what if the customer requests a specific product—a specific serialized item, and you want to reserve that item for the customer beginning with the creation of a sales order? Using the Extended Solution **SO-1175 - Lot/Serial Distribution From Sales Order Entry**, you can distribute, in effect reserving, specific lot and serial numbered items for a Sales Order in the same way you do for an Invoice. The lot and serial distribution entries made during Sales Order Entry will change inventory commitments in the same way Invoice Data Entry does.

A setup option for this Extended Solution lets you indicate that the distribution must be performed within Sales Order Entry, but otherwise a user is not required to perform the distribution, or to fully distribute a line item within Sales Order Entry. All other requirements present during Invoice Data Entry regarding lot and serial distribution entry are in effect; meaning a lot cannot be over-distributed and a lot must have on-hand quantity in the line referenced warehouse to be distributed. The lot and serial numbers may be printed on the Sales Order forms for convenience.

Truly Unique Serial Numbers

In many industries, such as the distribution of firearms or medical devices, it is imperative to ensure that the serial numbers issued are truly unique. The Sage MAS 90 Inventory module ensures that uniqueness within each warehouse, but it's still possible for the same serial number to exist in separate warehouses.

New Extended Solution **IM-1241 - Unique Serial Numbers Per Item** checks for the presence of the Serial Number in all warehouses as serial numbered items are received in Purchase Order Receipt Entry, Inventory Management Receipt Entry, and Work Order Transaction Completions. If a duplicate number is found during Receipt Entry, the program prevents its use and requires the user to enter a unique number. If a duplicate is found during Work Order Completion update, the program will continue to increment the serial number until a unique number is found.

Automatic Distribution Of Serial Numbers

SO-1503 - Auto Distribution of Lot and Serial Numbers is a step-saving Extended Solution that automatically distributes lot or serial numbers during the creation of an invoice. During Sales Order Invoice Entry, if the invoice references a sales order number, and you answer *Yes* to the *Do you want to ship complete?* prompt, the program will automatically assign lot and/or serial numbers to the invoice item lines. In making the assignments, the program will select lot and serial numbers from the Inventory Item Costing file in Receipt Date order. The same process can take place during Auto Invoice Generation.

Please give us a call with your questions about these or any other Extended Solutions for Sage MAS 90. ★



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