

Sage Accpac | Whitepaper

Sage Accpac v5.5 Release Guide

New Ways to Improve Efficiency, Increase Performance, and Better Manage Your Business



Why Make the Move to Version 5.5?

As the primary source for managing all of your organization's critical data, Sage Accpac ERP is there to deliver analytics and reporting functions that help you make more informed decisions. Are you making decisions utilizing up-to-date software that is designed for today's economy and competitive environment? Sage Accpac not only works to continually improve your user experience, but also focuses on what it takes to be agile, integrated, innovative, efficient, and compliant in this evolving business world.

We're constantly developing new ways to improve Sage Accpac—all based on requests from customers just like you! Best of all, you can take advantage of the new features with minimal training. That's because the basic workflow in Version 5.5 is virtually identical to what you're used to. We kept what you like and simply made it better by delivering higher quality and better performance along with a lower total cost of ownership, as many Options products have been included with this release, as well as SageCRM, Accounts Receivable Collections Manager, expanded functionality for the 100 and 200 editions, free language translations and lower-priced Microsoft® SQL Server® user licenses.

We know that you'll be amazed at the exciting possibilities presented to you by the new features available in Sage Accpac Version 5.5. You may not have as much time as you'd like to learn how you can leverage these new enhancements to maximize productivity.

Never fear—the Sage Accpac 5.5 Release Guide is here, focusing exclusively on the new 5.5 enhancements and getting you quickly up to speed with a combination of graphics and examples of how you can put the new functionality to work in your business.

As you journey through this resource guide, you may be wondering how you can get your hands on all of the dynamic new features packed into this version. Great news! You are entitled to software upgrades and maintenance updates as part of your Sage Accpac Software Assurance plan, along with many other features which help keep your system running smoothly. If your Sage Accpac Software Assurance plan has lapsed, you don't have to miss out. Simply contact us at 800-642-7693 today.

Sage Accpac

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Save Time and Maximize Productivity

You need to get more done with fewer people! **Improved company performance comes from saving money and ensuring employees spend their time in more productive activities.**

Many new features in Sage Accpac focus on helping companies become more efficient in their daily tasks, allowing them to focus on growing their business. By utilizing key enhancements to automate workflow and reduce costs throughout the organization, you can accomplish more. Version 5.5 introduces usability improvements in the financial and distribution modules. Several of the new functionalities are highlighted in this section.

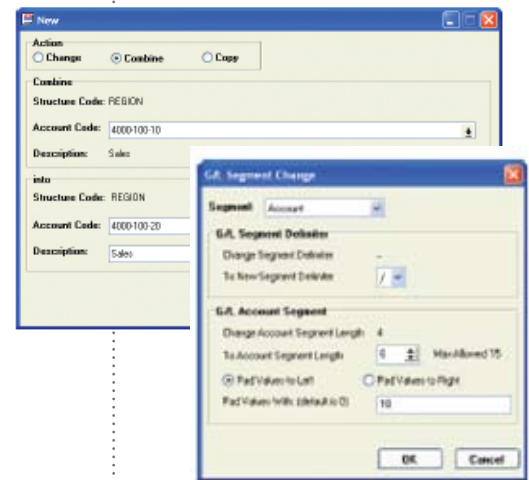
Easily Modify Customer, Vendor, General Ledger, and Item Numbers

Easily change, combine, and copy customer, vendor, general ledger, and item numbers while still maintaining historical transactions. The changer utilities allow you to replace outdated information efficiently to remain current with elements critical to your business. Version 5.5 provides these powerful utilities as part of the core modules, whereas previously they were only available as optional product purchases. Import multiple changes, copy, and combine from one external file and utilize the “Change by Example” to make multiple changes from one example entry. You can even modify segment delimiters and the account segment length using the general ledger account number change utility. Ensure you are using numbering sequences that make sense to your business today and get the most out of your enterprisewide reporting and business intelligence.

Take Control of General Ledger Account Accessibility, Financial Reports, and Rollup Accounts

With Version 5.5 the previously optional General Ledger Security functionality is now included with the General Ledger module. Controlling accessibility of your general ledger accounts helps you maintain clean and accurate accounts, while minimizing time-consuming adjustments. Simply select the “Use G/L Security” on the G/L Options form, and the Account Permissions icon will allow you to assign account permissions to individual users. By assigning permissions, you can control which accounts Sage Accpac users can view and work with to minimize the risk of unauthorized activity. Version 5.5 also introduces 16 new sample financial report templates, including five balance sheet summaries, five financial analysis statements, a new forecasting statement, and five income statement summaries. In addition, the Sage Accpac 500 Edition now allows you to designate an account as a rollup account and create multiple levels of account relationships. Rollup accounts can optionally be printed on many reports. You will be delighted with the time you save.

Easily change, combine, and copy customer, vendor, general ledger, and item numbers while maintaining accurate historical transactions.



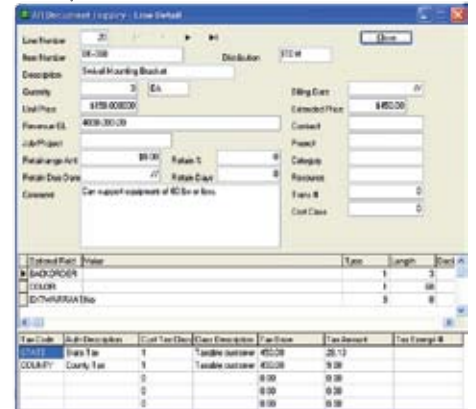
Optimize Cash Flow and Customer Service

Satisfied, loyal customers are more profitable, spend more per purchase, and refer other customers to you—all of which translates into better financial performance. Version 5.5 provides the Accounts Receivable Inquiry tool as part of the Accounts Receivable module, allowing you to provide faster, more informed responses to customer inquiries, gain quick access to detailed account information, and track detailed notes. You can even utilize this tool to improve your collections process and optimize your cash flow. Concentrate your efforts on clients who fit specific criteria that you define—such as days overdue, dollars over limit, call back date, and more. Keep records of all phone conversations, e-mails, and even resend customer invoices with a few clicks. This way anyone who talks to the customer has the ability to know what the customer has been told by other employees. Empower your staff with the vital information they need to provide exceptional customer service, improve collaboration, and optimize your collections process.

Insight into your Distribution Process

Easily view information and generate reports from the operational information in your Sage Accpac Order Entry, Purchase Orders, and Inventory Control modules. Get the insight you need to provide superior customer service while streamlining fulfillment operations, as the Ops Inquiry tool is now included with your Version 5.5 upgrade. Ops Inquiry allows you to access key information to better manage your inventory and avoid costly inventory shortages or overstocking. Quickly view comprehensive inventory availability and get a detailed stock forecast, including quantity on hand, purchase orders with expected arrival dates, and sales orders with expected shipping dates. Access inventory item details, availability, and store pictures of inventory items to assist order entry staff with providing excellent customer service. You can even target specific customers with effective item promotions by easily tracking sales activities and monitor item purchase activity to ensure proper margins are maintained. You can also use this versatile tool to take control of your purchasing to ensure that you are buying wisely and making the most out of your discounts. These are just a few of the options that will set productivity soaring throughout your operations, saving you time, eliminating errors, and facilitating cost-efficient operations that keep management and customers satisfied.

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“The drill-down capabilities in Purchase Order significantly improve efficiency for our staff. We also liked the batch totals and purchase order taxes.”

Ted Clark,
President, Indufast

Gain Tighter Control of Stock Levels

As you know tracking your inventory by serial and/or lot numbers can dramatically improve your inventory traceability and allows you to more efficiently manage product recalls, returns, repairs, and charge-backs. Version 5.5 provides Serial and Lot tracking as one bundle, saving you money and giving you more flexibility. With Serialized Inventory, you can track your serial numbers from Purchase Orders to Inventory Control to Order Entry and historical inquiry. Serialized Inventory can automatically assign system-generated serial numbers to items not serialized at the time of receipt to help you keep better control of your stock. Serialized Inventory even allows you to track serial numbers using alternative units of measure. Flexible allocation and generation of serial numbers during purchase order receipt and order entry provides a single point of serial number entry and maintenance. Lot Tracking gives you the power and flexibility to comply with regulatory requirements and to provide better service to 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. Improve your inventory management and compliance with government regulations by implementing Serialized Inventory and Lot Tracking.

Multi-Currency Revaluation Enhancements

Empower your company for global enterprise—Version 5.5 introduces the most sophisticated revaluation treatment on the market today and ensures compliance with currency translation standards enforced in different countries. With this version, exchange gains and losses are treated as permanent or temporary, depending on the exchange Gain/Loss Accounting Method in your company profile. If you use the Recognized Gain/Loss accounting method, revaluation transactions are considered permanent. In this accounting treatment, exchange gains and losses are recognized immediately when you post them, and they are not reversed in the next period. Furthermore, under this method, you can revalue a period that precedes the last revaluation date. If the revaluation period contains a backdated document, subledgers can automatically revalue all transactions affected by the backdated activity. If you use the Realized and Unrealized Gain/Loss accounting method, revaluation transactions are considered temporary, or unrealized, gains and losses. Therefore, they are posted to General Ledger as reversing transactions, meaning that General Ledger simultaneously posts reversing transactions to the first day of the next fiscal period following the revalued period. In this way, revaluation has no permanent effect on the general ledger. Under this method, realized exchange gains or losses are calculated only when you settle a document. Simplify your transactions and provide accurate insight into how the international arena is impacting your bottom line based on the way you want to do business.

Ensure compliance with currency translation standards enforced in different countries! Sage Accpac Version 5.5 introduces the most versatile and sophisticated revaluation treatment on the market today.

Better Manage Your Business

Increase insight into your business to realize your strategic vision! Companies today are facing constant pressure to increase profitability, improve cash flow, reduce costs, and mitigate risk in order to improve financial performance. Focusing on driving working capital processes is critical in order to achieve these objectives.

Optimize Cash Flow

Cash is king when it comes to the fiscal health of your business. Effective cash flow management allows you to delay outlays of cash as long as possible while encouraging anyone who owes you money to pay it as rapidly as possible. The Sage Accpac Extended Enterprise Suite improves the speed with which you turn materials and supplies into products, inventory into receivables, and receivables into cash. The new AR Collections Manager functionality in the Extended Enterprise Suite can significantly improve your cash flow by focusing on managing your receivables and help you develop collection strategies that make effective use of both your human and financial resources. Improve the efficiency and effectiveness of your cash collection process by centralizing all collections information and providing easy-to-use functionality to your staff. Easy access to comprehensive account details allows your personnel to better communicate and take coordinated action to not only make collections easier, but also improve relationships with your customers. Be fully informed when talking to the customer, with all transaction and contact history ready and accessible. Flag potential risks or trends early enough to be able to take corrective action and be proactive by sending automatic e-mails to both the customer and sales rep before the invoice is due. Set automatic follow-up reminders as needed with customers and internal salespeople to keep the collection process moving. Go beyond the printed aging report and use more sophisticated calendar tools to prioritize collection calls, make sure follow-up occurs, escalate accounts, send automatic e-mails, and more.

Customer	Invoice Number	Invoice Date	Amount
Example Company	1001	10/15/2010	10,000.00
Example Company	1002	10/20/2010	15,000.00
Example Company	1003	10/25/2010	20,000.00
Example Company	1004	10/30/2010	25,000.00
Example Company	1005	11/05/2010	30,000.00

Better Manage Project and Job Costing for Higher Profitability

Quickly enter job-related orders in the Order Entry module and track project costs in Project and Job Costing (PJC). Orders can list material-details items from inventory used on the job and miscellaneous charges, which can be PJC categories like labor, equipment, subcontractor, or overhead charges, or miscellaneous charges such as shipping and handling. Order Entry lets you handle the complete order processing cycle in Order Entry, or create the order and shipment in Order Entry and manage the billing and invoicing in the Project and Job Costing module (called Project Invoicing). You can enter a quote in Order Entry and create the contract on the fly using the New Contract Wizard. The New Contract Wizard allows you to create one or more contracts in Project and Job Costing that act as templates for all the new contracts created in Order Entry. By seamlessly and synergistically integrating Order Entry with Project and Job Costing, you save time, increase productivity, and get the valuable insights you need to control project cost and boost profits. legal changes, and technology compatibility. Avoiding the maintenance premiums alone can help you realize significant savings.

More Cost-Effective Payroll Management

Sage Accpac is known for its fast, dependable, and secure payroll management, which ensures your privacy while providing reliable and accurate information. Version 5.5 introduces several usability enhancements as well as new functionalities that lower costs while providing more accurate and comprehensive payroll processing. Canadian Payroll now allows you to utilize the Relevé 1 and T4 electronic filing features, without having to purchase a separate license—saving you money. In both U.S. and Canadian Payroll you can now choose between two methods of carrying over employees' unused accrued vacation, sick, and banked time to the start of a new accrual period. In addition the Employee Activity form displays more detailed information about accruals. On the Employee Timecards form, employees can now enter sick or vacation time taken (that is, accrual payments). The bottom of the form automatically displays the employee's total sick and vacation hours taken for that timecard. Several enhancements have been made to overtime calculation in Payroll as well. Ensure your Payroll is up to date and compliant with the latest government updates and regulations.

Boost Profitability

Growing a business in today's economy can be challenging. To help you succeed, the latest version of Sage Accpac offers you free CRM! Version 5.5 introduces the Sage Accpac Extended Enterprise Suite—a revolutionary approach to connecting your front and back offices, dynamically linking processes, information, workflows, and communication channels. The foundation of the Extended Enterprise Suite is made up of Sage Accpac and the award-winning SageCRM solution. Best of all, with your Version 5.5 upgrade you receive the SageCRM solution FREE!

Get a 360-degree view of your customers and better manage the life cycle of your customers for higher profitability. The Sage Accpac Extended Enterprise Suite enables companies to: (1) maximize visibility and processing efficiency, (2) deliver exceptional and personalized service consistently and take better care of customers, (3) increase customer revenue share through highly focused business development programs, (4) extend the reach and effectiveness of new business programs, and (5) achieve significant cost savings and ongoing productivity improvements.

U.S. and Canadian Payroll Solutions

In-house Payroll

Take control of employee earnings and benefits, special payroll situations, and government reporting, allowing you to effectively meet your company's payroll requirements and uphold personnel policies.

Electronic Funds Transfer (EFT) Direct Payroll

Directly deposit employee earnings with EFT support for major banks and trust companies in Canada and the United States.

Sage Accpac HRMS

Manage your human resources and employee benefits accurately and efficiently.

Finance and Customer Service Benefits

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Maximize Visibility and Processing Efficiency: Finance Benefits	
Effectively manage collections—improve cash flow	Save hours with front office staff
Centralize access to all interaction information	Resolve issues more efficiently
Utilize reminders to ensure timely follow-ups	Streamline vendor management and save on purchasing
Improve document management	Automate credit approval process
Ensure order accuracy and sell only to those in good standing	Utilize Alerts to proactively stay “in the know”
Take Better Care of Your Customers: Customer Service Benefits	
Provide Web-self service	Reduce customer support costs
Increase productivity of agents	Cut the average time to resolve an issue
One-source for all customer information	Decrease reopened cases
Capture sales leads from customer interactions	Decrease customer service escalations
Provide unbeatable response times	Increase customer loyalty and retention
Create a customer-centric environment	Deliver tailored, personalized service
Maximize Opportunities: Sales Benefits	
Maximize cross- and up-sell opportunities	Shorten sales cycles
Encourage team collaboration on opportunities	Reduce sales training costs
Improve prospect targeting	Eliminate duplicate and inconsistent sales processes
Increases revenue yield per opportunity and account	Decrease time spent on administrative tasks
Leverage real-time visibility on sales KPIs	Reduce sales forecast variance
Improve win rates	Improve order accuracy and quote accurate pricing
Empower staff with the information they need	Ensure effective account management
Access to information on the road and on-site	Proactively uncover untapped revenue opportunities
Extend Your Reach: Marketing Benefits	
Efficiently and effectively plan programs	Track and manage marketing budget
Improve campaign response rates	Decrease cost per customer acquired
Accurate measurement of marketing campaign ROI	Reduce marketing campaign lead times
Ensure customers and prospects receive the right marketing message at the right time	Reduce cost per lead
Reduce marketing administrative overhead	
Effectively Manage Your Business: Management Benefits	
Drive revenue growth and improve profitability	Reduce margin erosion and cost of sale
Insight for strategic decision-making	Create customer loyalty and minimize attrition
Enable real-time corporate performance management	Decrease administration costs
Drive productivity across the entire organization	Improve collaboration and eliminate process bottlenecks
Improve business and shareholder value	Reduce budget and performance variance

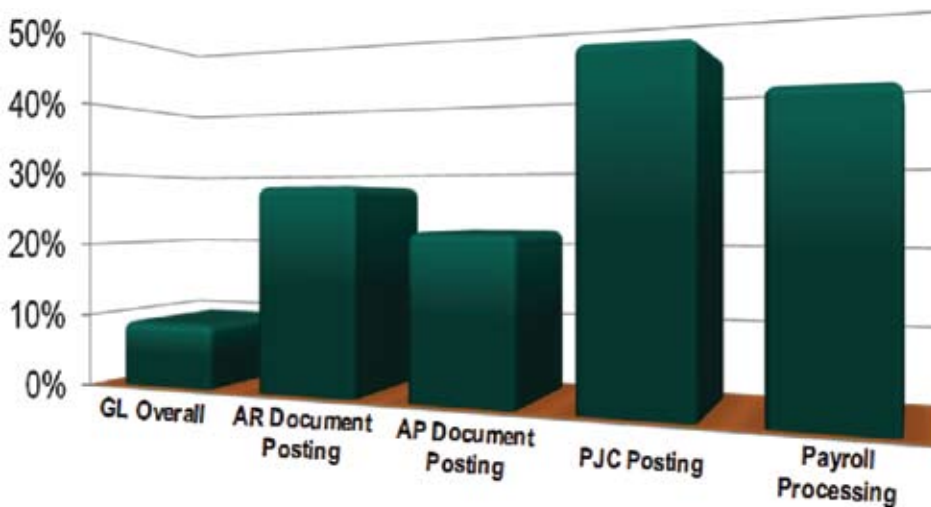
Ensure Optimal Performance

Minimize downtime and workarounds! Sage Accpac continually improves the user experience and efficiency of the product. By staying current and installing all service packs, you are helping to ensure that your software is running at optimal performance while reducing down time, user questions, and workarounds.

Performance Improvements

Version 5.5 introduces vast performance and multiuser environment improvements throughout your Sage Accpac solution, allowing you to conduct everyday tasks in a fraction of the time and freeing you to focus on strategic projects. The following examples demonstrate some of the performance optimizations you will see over Version 5.4:

- Post 50 AR invoices with 500 details **90 seconds faster**
- Post 50 AP payments with 500 details **6 minutes faster**
- Post 50 AR receipts with 500 details nearly **8 minutes faster**
- Import 20 GL entries with 1,000 details (and optional fields) **3 minutes faster**
- Enter 20 shipments with 25 details **58 seconds faster**
- Calculate Canadian Payroll (152 employees) over **2 minutes faster**
- Calculate U.S. Payroll (10,093 employees) almost **14 minutes faster**
- Post 200 line revenue recognition in Project & Job Costing almost **9 minutes faster**



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“The upgrade process was seamless; our staff were up and running with 5.5 in less than 4 hours. It has been very stable. The users have been happy with the new features, and I’ve noticed **speed increases** as well. Sage did a great job making this release enterprise-ready.”

Warren Massey,

Vice President, Technology
& Support Services

Rana Medical

Lower Total Cost of Ownership

With each new version you should ask yourself, “Am I paying for redundant applications?” The core functionality of Sage Accpac may address many items offered by your optional products, custom reports, or software modifications. Along with CRM functionality, Version 5.5 offers you many of the Options products as part of your core modules, including the Number Change Utilities, Inquiry Tools, General Ledger Security, and Serial/Lot Tracking to name a few. If you previously purchased one or more of the Options products, then Version 5.5 lowers your annual Software Assurance costs as well! We also have introduced free access to the Spanish and French System Manager Language Overlays, so you can maximize the productivity of your multilingual and international staff.

In addition, we have extended the functionality in the Sage Accpac 100 and 200 Editions, improving the number of General Ledger account segments, account structures, budgets, and years of history that can be maintained. Understanding the benefits of upgrading and developing an upgrade implementation plan can assist executive management on setting the requirements of the upgrade and not diverting attention from the strategic intent of the company. A certified Business Partner can ensure the disruption to your operations is minimized and the value of the upgrade is realized.

Added Value to Editions

Feature	100 Edition	200 Edition	500 Edition
General Ledger Account Segments/Structures	2 to 3	3 to 4	Unlimited
General Ledger Budgets	1 to 2	1 to 3	5
General Ledger Years of History	2 to 7	2 to 7	99
General Ledger Account Rollup Utility	No	No	No to Yes
Inventory Control Multilevel Bill of Materials	No to Yes	Yes	Yes
Payroll Accrual Periods	4 to 10	10	10
Payroll Non-Annualized/Incremental Wage Brackets; Edit Selection Lists; Copy Timecard; Timecard and Check Lists	No to Yes	Yes	Yes
Payroll Lifetime Maximum; Assign Selection Lists	No to Yes	No to Yes	Yes
Project Job Cost Module Available	No to Yes	No to Yes	Yes

To further lower the total cost of ownership, Version 5.5 delivers more functionality to the 100, 200, and 500 Editions.

Keep Up With Technology Advancements

The evolution of technology is as certain as death and taxes. Hardware, databases, operating systems (OS), servers, and all IT infrastructures are ever-evolving. New versions of Sage Accpac are designed to support these latest servers, operating systems, hardware, and database technologies, ensuring that your system is supported and running at peak performance. Not upgrading means you might be faced with legacy systems that are no longer supported or maintained by the manufacturer. For the latest Sage Accpac compatibility information, please refer to the documents available here:

<http://www.sageaccpac.com/products/systemrequirements>

Making the Move to a SQL Database

There are many business and technological reasons for making the move to a Microsoft SQL Server database platform. SQL Server can boost performance by 30 percent in certain instances, deliver a better database management structure, and bolster infrastructure security. And Version 5.5 delivers one more reason—better pricing! A SQL Server database user is now priced the same as a Pervasive database user, so now there is no price obstacle to moving!

Diminish User Interruption

Avoid increased training costs and improve user efficiency by staying current and staying trained. Doing so will avoid the need for a complete implementation and a significant learning curve for your users, all of which save your company money. Upgrades mean change for users, regardless of preparation. Users have become familiar with the existing version—even the workarounds they need to use. They know their jobs and how the existing software works. Your staff must understand how the upgrade is going to improve their workflow and how to use the new enhancements effectively. Provide this document to your staff along with key resources, such as an implementation strategy document, and access to Sage University and Anytime Learning to ensure you are maximizing your investment.

Access Additional Information

You can get more information on Version 5.5, future releases, and all other aspects of Sage Accpac through our now “ungated” Knowledgebase and Customer Forum site, as well as our Web site:

- User community and knowledgebase—share, collaborate, learn—
www.sageaccpac.com/community
- Sage Accpac Web site Customer Information—
<http://www.sageaccpac.com/products/new/>
- Overview of Version 5.5 Release (two-page)—
http://www.sageaccpac.com/imageserver/portal_managed_assets/Accpac/PDFs/SageAccpac55WhatsNew.pdf

About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries. Sage North America employs more than 4,100 people and supports nearly 2.9 million small and medium-size business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 14,500 people and supports 5.8 million customers worldwide. For more information, please visit the Web site at www.sagenorthamerica.com or call 866-308-2378.

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