



May - June  
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# Sage MAS 90 and MAS 200 Newsletter

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## The Sun is Setting on FRx ... Are You Ready?

Soon after Microsoft announced a retirement date for FRx, Sage began extensive research to find a replacement solution which has recently been identified as **Sage MAS Intelligence** - an Excel-based reporting and analysis tool. But Sage MAS Intelligence is so much more than just a financial reporter or FRx replacement. It's a comprehensive business intelligence reporting platform that looks across your entire Sage MAS 90 or 200 system, combining data from multiple companies, modules, and databases providing a **complete** view of your business. Let's take a closer look.

### A More "Intelligent" Sage MAS 90 and 200

With pre-formatted reports, built-in pivot tables, and a familiar Microsoft Excel environment, you'll be up and running quickly using what-if analysis and multidimensional OLAP cubes to make informed business decisions. Plus, Sage MAS Intelligence allows you to modify existing report templates, create totally new reports, and save your settings & preferences, eliminating the need to update Excel spreadsheets each time you run a report.

By pulling data directly from **any MAS 90 or MAS 200 module**, Sage MAS Intelligence can combine accounting, operations, CRM, HR, Payroll, and much more into a single location. This is an important distinction from FRx which only looks at data from your General Ledger. Plus, Sage MAS Intelligence automatically recognizes your fiscal periods, chart of accounts, and detailed transactions.

Sage MAS Intelligence will also **connect to external ODBC databases or third-party software** applications consolidating vast amounts of raw data across your entire company into a single, comprehensive reporting platform. This will save a tremendous amount of time and the potential inaccuracies of manually extracting data and cobbling together reports from a variety of sources.

### What About FRx?

In the short term, you can use both FRx and Sage MAS Intelligence so you have time to become familiar with the new reporting platform before making the switch. While they both offer some of the same basic features, there are several advantages Sage MAS Intelligence offers including:

- **Reports are built directly in Excel.** FRx requires multiple steps including an export to Excel.
- **Reports across all modules.** FRx looks only at the General Ledger.
- **Multi-company *and* Multi-database consolidations.** FRx performs only multi-company.

Sage MAS Intelligence will be available for Sage MAS 90 and 200 v4.4 and Extended Enterprise Suite v1.4. Each customer will receive a free user license for the **Report Manager** which allows you to create new reports, set security and permissions, and edit/clone the standard report templates. Additional modules and licenses are available depending on whether you need to connect to more than one database or have multiple users that need to design or schedule reports.

FRx will NOT be included with the next release of Sage MAS 90 and 200 (version 4.5), however Sage will continue supporting FRx in accordance with the published Supported Versions Policy.

[Contact Us](#) directly with your questions or for more detail about Sage MAS Intelligence including information about **Free Introductory Training** available beginning in June 2010.

Authorized Partner

# Data Security and Your Customers

Today, nearly all businesses accept credit and debit cards as a form of payment. To protect your customers' sensitive data, the payment card industry has developed a set of standards known as the **Payment Card Industry Data Security Standard**, or simply **PCI-DSS**. As a merchant, you must be compliant with the new PCI-DSS requirements by **July 1, 2010** or risk losing your ability to process debit and credit card transactions. Let's take a closer look.

## Becoming PCI-DSS Compliant

Developed & enforced by the 5 major credit card networks including Visa, MasterCard, JCB, American Express, and Discover, PCI-DSS requirements apply to all businesses that store, process, and transmit cardholder data. There are 12 requirements that fall into 6 categories as follows:

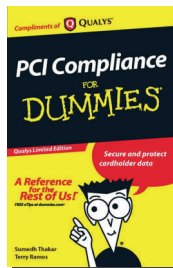
- **Build and maintain a secure network** - includes fire-walls and passwords
- **Protect cardholder data** - data encryption and storage procedures
- **Maintain a Vulnerability Management Program** - anti-virus and operating system security
- **Access Control Measures** - covers both electronic and physical access and handling of sensitive data
- **Monitoring and Testing Networks** - schedule regular tests of security measures
- **Information Security Policy** - formalized security policy that's updated and distributed regularly

## PCI-DSS Resources

There is a wealth of information and resources online to help ensure that you are compliant with the new PCI-DSS requirements by the July 1st deadline. In fact, Sage has developed a dedicated website for Sage MAS customers at [www.SageMasInfo.com/M90PCI](http://www.SageMasInfo.com/M90PCI).

You'll also find complete details on the official PCI Security Standard website at [www.PciSecurityStandards.org](http://www.PciSecurityStandards.org).

## The Lighter Side of PCI-DSS



[Contact Us](#) and we'll email you a **FREE** copy of the e-book "PCI Compliance for Dummies."

This comprehensive e-book explains how to comply with PCI-DSS requirements, presented in plain English and in a light-hearted fashion.

Please be sure to contact us if you have specific questions about PCI-DSS compliance and your Sage MAS system.

## Making One-Sided Journal Entries

Sometimes it's necessary to make a one-sided journal entry to correct an error or get things back in balance. When that happens, follow these simple steps:

1. Expand General Ledger and Main, then double click General Journal Entry
2. Create a journal entry with these settings:  
Source Journal = journal code  
Entry Number = source journal number  
Posting Date = transaction date  
Reversing Date = leave blank
3. Click the lines tab, enter the line detail, then click Accept
4. Click One at the message: "This journal entry is out of balance ..."
5. Print and update the General Journal

**Note:** The user posting the transaction must have the appropriate security rights. For complete details on this tip, click below to go online:

["How to Create a One-Sided Journal Entry"](#)

Brian D. Kelly | (803) 252-6154 x210 | [bkelly@asifocus.com](mailto:bkelly@asifocus.com)



## CONTACT US:

1751 St. Julian Place | Columbia, SC 29204 | [www.asifocus.com](http://www.asifocus.com) | (803) 252-6154



# SAGE MAS 90 & MAS 200 Extended Enterprise Suite Supplement

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## Exceptional Customer Service with Sage CRM

In a lean economy, your customers are more willing to shop around (and even check with your competitors) for the best value and service available. That's why it's more important than ever to streamline your customer service processes, keep your customers happy, and focus on customer retention and loyalty as a means of protecting revenue. Let's take a look at how Sage CRM can help.

### A Full Set of Tools At Your SERVICE

What tools do your service and support personnel rely on to take care of your customers AFTER the initial sale? If your answer includes '*a collection of spreadsheets and stacks of hand-written follow up reminders*', then **Sage CRM Customer Care** might be worth a look.

With customizable **Workflow** capabilities, you can build Sage CRM around your specific customer service processes. That way, you'll ensure that service personnel are following a standard protocol to deliver a satisfying and consistent customer service experience. Plus, automated workflow **Triggers and Alerts** will ensure that customer inquiries are followed up with in a timely manner and nothing falls through the cracks.

With all customer queries, support activities, and service requests recorded in Sage CRM, you'll begin to build a **Knowledgebase** of frequently-asked questions and resolutions so your service reps can quickly resolve common issues.

### Better Cross-Sell Opportunities

Research shows that it costs five times as much to attract a new customer than to keep an existing one. Therefore, identifying opportunities that exist within your current customer base can be a cost-effective way of increasing sales revenue. With all of your customer information consolidated in Sage

CRM, your sales and service reps will have a complete view of all customer interactions and be in a better position to cross-sell complementary products and services.

### Analyze and Improve

Insightful reports are an important part of effective business management ... and the customer service department is no exception. Sage CRM provides analytics and dashboards to help you assess important metrics like support volume, average time to resolution, and case escalation which is particularly helpful if you offer technical support or run a call center. Enabling management to quantify the performance of service reps can be an important part of maximizing efficiency and getting better results with fewer resources.

[Contact us](#) if you'd like to learn more about Sage CRM - an important part of the Sage MAS 90 and 200 Extended Enterprise Suite.

### Sage CRM v7 Now Available

Sage has recently launched Sage CRM Version 7 which includes some fantastic new features like:

- **Interactive Dashboards** - customizable workspace to organize all your daily tasks and activities.
- **New User Interface** - an enhanced design offers greater personalization options
- **SageCRM Ecosystem** - an online community offering tips, tricks, and apps for SageCRM.

If you want details on all the great new features, download [What's New in Sage CRM 7](#) (PDF).