



SAGE MAS 90 SAGE MAS 200

E-BUSINESS MANAGER

AVAILABLE APPLETS

.STORE

- Leverage .store for business-to-consumer (B2C) e-commerce
- Use your Web site to gain new customers
- Display your products and services for prospective customers to browse
- Accept orders and payments online with the Credit Card Processing module

.ORDER

- Conduct business-to-business (B2B) e-commerce transactions
- Give your existing customers the ability to place orders securely 24/7
- Easily select and reorder products from previous shipments
- Allow customers to manage their own authorized users

.INQUIRY

- Enable customers to maintain their own account information, such as ship-to addresses
- Empower your customers by letting them view available credit and order statuses
- Offer customers a Products and Services Inquiry and Search
- Simplify their search with the Customer Invoice Inquiry

.SALES (Extended Solution)

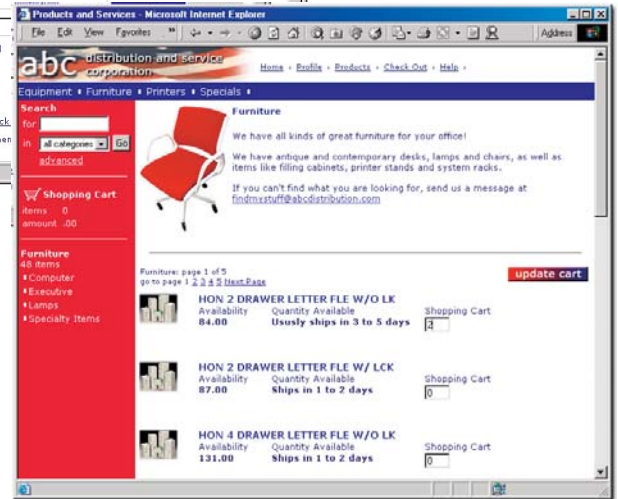
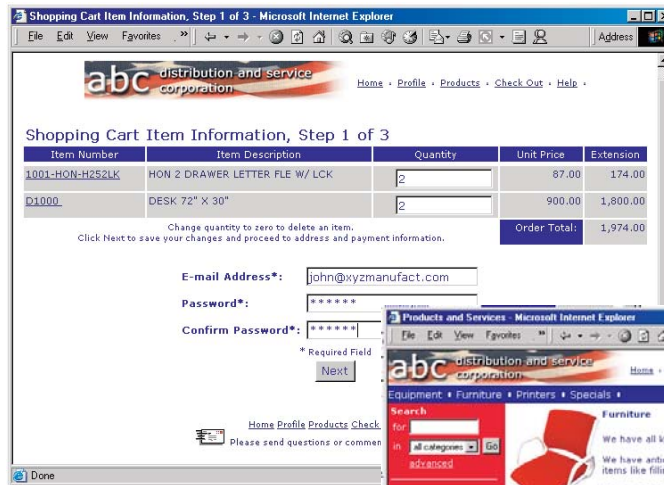
- View and update customer account information online
- Provide Web-based order entry and customer account inquiries

.VENDOR (Extended Solution)

- Give vendors the ability to view critical account information online
- Gain access to invoices, checks, and other information using inquiries

.TIMECARD (Extended Solution)

- Enter timecards online for supervisor review and approval
- Integrate with Payroll and Job Cost modules



Imagine being able to offer your customers the ability to place orders, and monitor their account status 24 hours a day, while at the same time allowing your employees to be more productive, and increasing order accuracy. The e-Business Manager module leverages the power of the Internet to help you increase customer satisfaction, and enhance your bottom line.

The Internet is fast becoming the method of choice for transacting business worldwide: the year-over-year growth in online commerce transactions continues to grow at a tremendous rate. Moving into the future, all of us will conduct an ever-increasing number of business transactions over the Internet, and applications with direct Internet functionality will be vital to remain competitive and responsive in this evolving marketplace.

The e-Business Manager module brings this capability to Sage MAS 90 and Sage

MAS 200 ERP in an easy-to-implement, out-of-the box solution. While simple to implement, e-Business Manager also manages to be flexible and feature-rich, providing many customization capabilities available in much more expensive systems.

E-Business Manager offers three standard applets—.store, for establishing a Web-based e-commerce storefront; .order, for more advanced online purchasing, and; .inquiry, which provides customers with access to account information. Three additional applets are available for e-Business Manager from the Extended Solutions library. These include .sales, for remote order entry and sales management; .vendor for vendor-related inquiries, and; .timecard for Web-based time entry.

e-Business Manager: powerful and affordable e-commerce for Sage MAS 90 and Sage MAS 200.



"Thanks to e-Business Manager, we're no longer restricted to 8 to 5 sales. Many of our regular customers know exactly what they want, and they like the convenience of being able to order online around the clock."

Lee Reams II
COO and Owner
ImageOne Inc.

e-Business Manager

Customer Satisfaction

The e-Business Manager module offers your customers the ability to place orders and to retrieve information about their account, such as open orders, invoices, and available credit. Because the Web site never closes, customers can get information when they need it instead of sitting on the phone or waiting for a call back.

Employee Efficiency

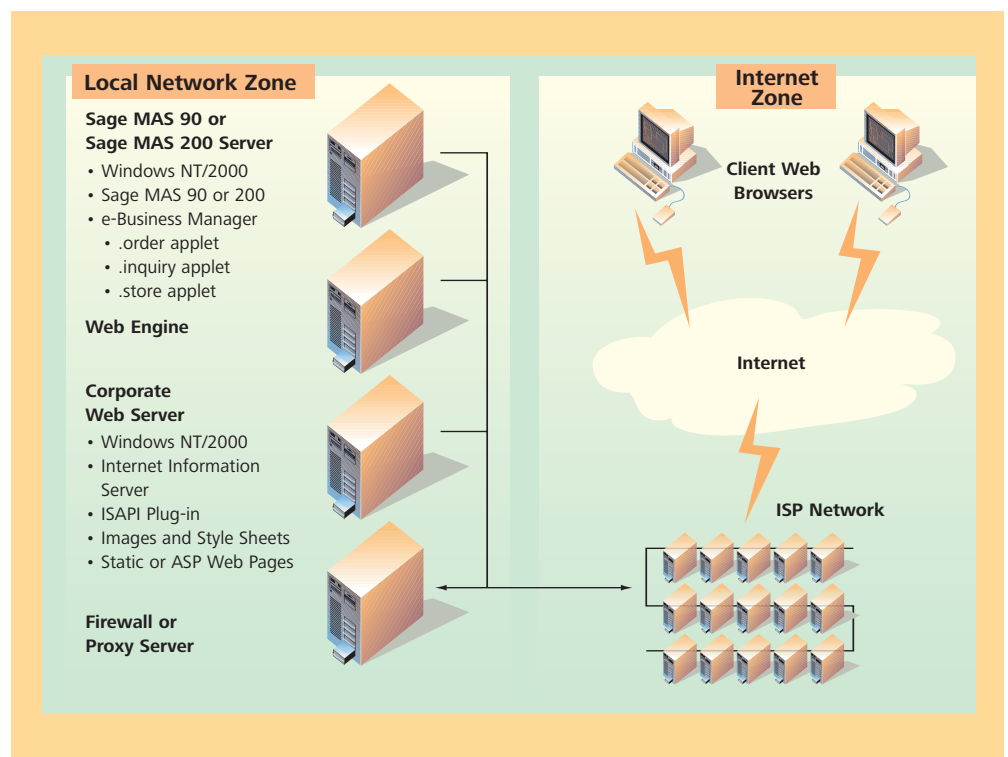
Your employees can use their time more efficiently; instead of typing orders into the system or relaying information to the customer by phone or e-mail, they can focus on other tasks. Also, because customers place their own orders, the accuracy of orders placed will increase.

Cost Effective

The e-Business Manager module is designed to be implemented without requiring expensive Web or network consultants. It's simple to set up, and can even be installed in a remotely hosted environment if you prefer not to maintain and manage your own Web server. Sage Software offers hosting services specifically designed to host the e-Business Manager application, allowing you to avoid the expense of maintaining your own in-house server. The modular design allows you to purchase the functionality that you need and lets you add functionality as your business grows.

Customizable

You can customize e-Business Manager to fit your business in many ways. Numerous options within Sage MAS 90 and 200 allow you to define images and text to display on the various Web pages. User-defined attachments may be linked to inventory items to provide information to site users. You can quickly and easily change the overall appearance of your site by applying one of the included style sheets, or you may create your own. Advanced customization features, such as the ability to specify the fields, including user-defined fields, that you wish to appear on the pages, are also available by using an HTML or text editor.



e-Business Manager Applet Options

.store (B2C e-commerce)

Credit Card Payments – If the optional Credit Card Processing module is installed, a credit card authorization will automatically be obtained when the shopping cart is submitted. Credit card payment information flows directly into the accounting modules.

User Profile – The .store applet allows customers to maintain a user profile so that shoppers who return to the site do not have to re-enter their information. Credit card information can optionally be stored as part of the customer profile.

Products and Services – The Products and Services pages display items available online in logical category groupings, making it easy for customers to find the items they want. When an item is selected, the image associated with the item is displayed, along with its price and description.

Display Shopping Cart – Customers can review the contents of their shopping carts before submitting orders.

E-mail Notifications – Decide to send e-mail notifications to the customer, salesperson, and a user of your choice whenever your customer successfully submits a shopping cart, or when you accept, reject, or ship an online order.

Order Management – When orders are placed, they can flow directly into the Sales Order module, or can be placed in an approval queue for manual acceptance before creating sales orders.

.inquiry

Robust Security Features – Multiple user ID flexibility allows for both supervisory and non-supervisory-level records management. Non-supervisory users can view or modify their own records. Designated supervisors can view, modify, create, or delete any user account.

Customer Inquiry and Maintenance – Customers can view their own customer record. Only designated supervisors have the ability to edit customer data.

Products and Services Inquiry – The Products and Services pages display items available online in logical category groupings, making it easy for customers to find the items they want. When an item is selected, the image associated with the item is displayed, along with its price and description.

Comprehensive Inquiries – Multiple options for viewing detailed Invoice, Sales Order levels, and customer-level information with enhanced drill-down capabilities.

- Invoice Inquiry: The Invoice Inquiry function allows users to view summarized invoices for the customer associated with their user ID. There are also options for selecting groups of invoices to display, and for controlling the level of detail displayed.
- Invoice History Drill Down: From the Invoice Inquiry page, you can drill down to any stored invoice in the invoice history file. While viewing an invoice history record, the option to add all items or individual items to the shopping cart is available through the .order and .store applets.
- Open Sales Order Inquiry: The Open Sales Order Inquiry function works in a similar manner to Invoice Inquiry by allowing customers to view summarized Sales Order information for their account. There are also options for selecting groups of sales orders to display, and for controlling the level of detail displayed.

Order Number	Order Type	Order Status	Order Date	Ship Date	Order Amount
0000115	Standard Order	New Order	05/18/03	05/31/03	7,856.10
0000153	Back Order	New Order	05/11/03	05/13/03	485.06
0000170	Standard Order	On Hold	03/23/02	03/23/02	99.40
0000171	Standard Order	On Hold	03/19/02	03/19/02	45.00
0000172	Standard Order	On Hold	03/19/02	03/19/02	45.00
0000173	Standard Order	On Hold	03/22/02	03/22/02	55.00
0000174	Standard Order	On Hold	03/22/02	03/22/02	149.95
0000177	Standard Order	On Hold	03/25/02	03/25/02	55.00
0000178	Standard Order	On Hold	03/25/02	03/25/02	55.00
0000179	Standard Order	On Hold	03/26/02	03/26/02	26.95

- Open Sales Order Drill Down: As with Invoice History Drill Down, from the Open Sales Order Inquiry page, the user can drill down to any open sales order. While viewing the order detail, the option to add all items or individual items to the shopping cart is available through the .order applet.
- Customer Credit Limit/On-hold Inquiry: Customers can view their available credit, credit limit, and whether their account is on hold (due to reaching their credit limit).
- E-mail Notification: Choose to send e-mail messages when user ID, customer account, or ship-to address information is updated.

.order (B2B e-commerce)

Products and Services Inquiry – The Products and Services pages display items available online in logical category groupings, making it easy for customers to find the items they want. When an item is selected, the image, price, and description associated with the item is displayed.

Ship-to Inquiry – When creating a shopping cart order, customers can view existing ship-to addresses for their company and select the correct address for their order. They can also request a new ship-to address.

Display Shopping Cart – Customers can review the contents of their shopping carts before submitting orders.

Submit Shopping Cart E-mail Notifications – Accepting the order displays a confirmation page. In addition to performing credit limit checking and a customer on-hold verification processing.

E-mail Notifications – Decide to send e-mail notifications to the customer, salesperson, and a recipient of your choice whenever your customer successfully submits a shopping cart, or you accept, reject, or ship an online order.

Order Management – When orders are placed, they can flow directly into the Sales Order module, or can be placed in an approval queue for manual acceptance before creating sales orders.

.sales (Extended Solution)

.order Features – It is recommended that the .inquiry and .orders applet are used with .sales to provide salespeople with access to customer account information, invoice and sales history, product lists, pricing, search and display options, in addition to maintaining customer accounts and submitting new orders.

Additional Capabilities – In addition to .inquiry and .order applet features, the .sales applet allows you to view item costs, add or edit line item discounts, and flag items for drop shipment.

.vendor (Extended Solution)

Account Inquiry – View your vendor ID, address, credit terms, and contact information online. The .inquiry applet is recommended for use with the .vendor Extended Solution.

Current Shipment Inquiry – View unpaid shipment receipt details with drill-down capabilities to view invoices.

Invoice Inquiry – Vendors can view invoice payment status and other details, as well as drill-down to view invoice detail to see which items are being paid. Additionally, for invoices that denote a purchase order number, you will be able to drill down from the header through the “view detail” link into the purchase order lines.

Check Inquiry – Check Inquiry allows vendors to view checks by check number or check date with drill-down capabilities to see which invoices are being paid for each check.

.timecard (Extended Solution)

Time Entry – Both in-house and remote employees can enter time cards using this e-Business Manager Extended Solution applet.

Supervisor Approvals – Employees are assigned to supervisors who can edit and approve submitted timecards online. Supervisors can be notified by e-mail when new time cards have been submitted.

Time Options – Time may be entered using punch times for clocking in and clocking out or by allowing employees to enter the total number of hours worked.

Security – Users are issued a user name and password for accessing the Web timecard application.

Job Cost Integration – If the Job Cost module is installed, timecards can be coded against job numbers and cost codes, which allows remote employees to update existing jobs with new time entries.

Payroll Integration – If the Payroll module is installed, timecard entries can be used to update Sage MAS 90 or 200.

Time Card Status – Timecards can be filtered by status. Status changes as the timecard moves through the approval process from “Current Entries” to “Waiting on Approval” to “Approved” and finally to “Paid.”



“With Sage MAS 90 and e-Business Manager we can give the appearance of being a much larger organization than we really are. This has proved to be an important strategic advantage for our positioning within the industry.”

Craig Shoemaker, President
Craftique, LLC



Hosting Options

Two primary options are available for hosting an e-Business Manager Web site: local hosting and remote hosting.

Local Hosting

With localized hosting, your corporate Web server is located within your network. Communications between the local network zone and your ISP are handled using frame-relay, DSL, or another dedicated connection.

Remote Hosting

With remote hosting, your existing corporate Web site resides at your Internet hosting provider. The Internet Information Server (IIS) components of e-Business Manager reside on the Sage Software Hosting Services network. Communications between the local network zone and the corporate Web server are handled using frame-relay, DSL, or other broadband connection

Award-Winning Support Services

- *SCP Certification (1998–2002) — Considered the technology industry's benchmark for quality, it represents the height of customer service and support. Ranks our support capabilities in the industry's top 1%.*
- *WebSTAR Award for BOSS (2001, 2002) — Excellence in the delivery of customer support and service over the World Wide Web*
- *STAR (Software Technical Assistance Recognition) Awards (1998–2002) — Recognizes superior performance in the delivery of technical support to customers.*
- *SSPA STAR Award Hall of Fame Inductee — Reserved for companies that have earned STAR awards for five consecutive years. Only four other software companies have earned this distinction.*

