

Sage Accpac V5.5 Release Guide

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



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Why Make the Move to Version 5.5?

As the primary source for managing all of your organizations critical data, Sage Accpac 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.

Your Sage Accpac Extended Enterprise Suite (EES) system may already be doing a great job, but it could be doing so much better. 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.

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, handy references, 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.

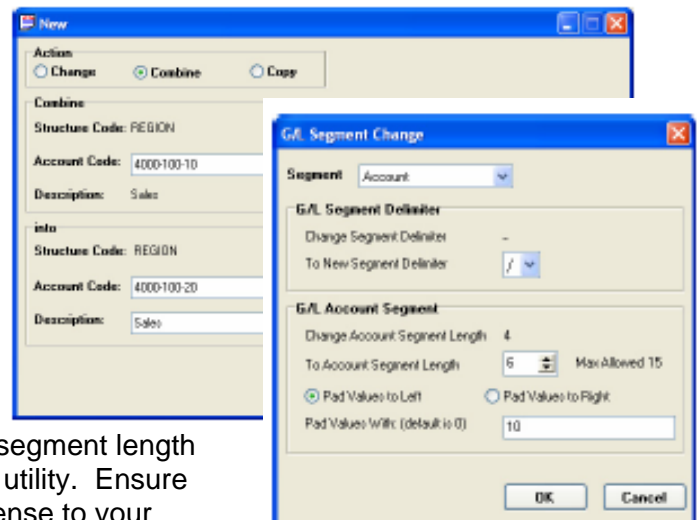


Save Time and Maximize Productivity

You need to get more done with less 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. We highlight several of the new functionality 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 will allow you to efficiently replace outdated information 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 enterprise wide reporting and business intelligence.



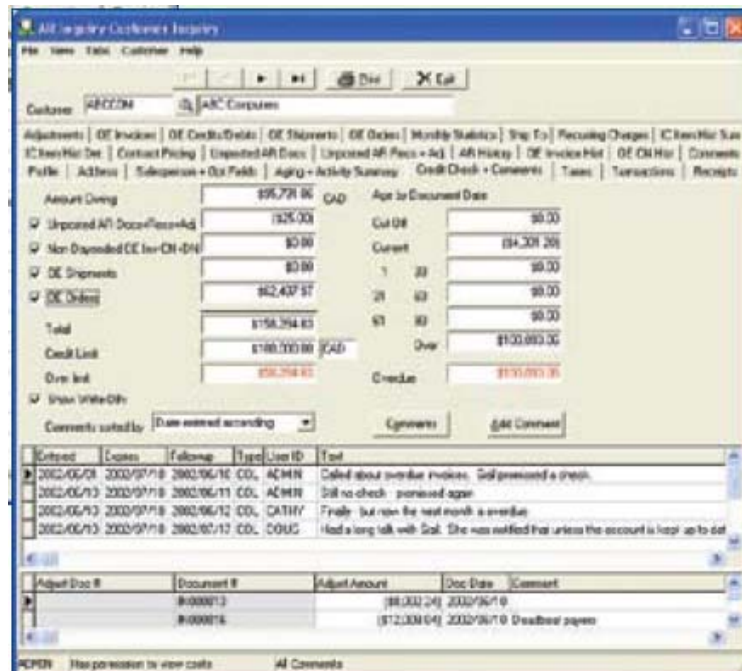
Easily change, combine and copy customer, vendor, general ledger and item numbers while maintaining accurate historical transactions.

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 5 balance sheet summaries, 5 financial analysis statements, a new forecasting statement, and 5 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.

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, emails, 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.

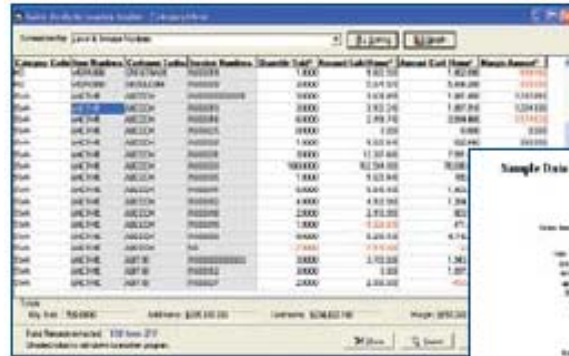
Quickly Identify Key Sales Metrics with Uni Sales Analysis

Quickly identify your best-selling products, your most profitable customers, your top-producing salespeople, and other results-driven insights. Uni Sales Analysis gives you unparalleled reporting and analytical capabilities that provide decision-makers with intelligence to quickly ascertain the business and make smarter, faster and more informed decisions.

Upgrade to 5.5 and get the tools you need to uncover opportunities that improve your business and boost your profitability! Give your busy managers a centralized view of key sales activity in a graphical data presentation.

Automatically create sophisticated charts with the touch of a button, then slice, dice, sort, summarize, display, print or export directly to other file formats (Including

Microsoft Excel®). Quickly analyze the vital areas of sales, identify trends or abnormalities, and respond in a timelier manner.



Customer	Salesperson	Product	Quantity	Amount	Profit	Margin
ABC Corp	John Doe	Widget A	1000	10000	2000	20%
DEF Inc	Jane Smith	Widget B	500	5000	1000	20%
GHI Ltd	Bob Johnson	Widget C	2000	20000	4000	20%
JKL Co	Alice Brown	Widget D	750	7500	1500	20%
MNO Corp	Charlie Davis	Widget E	1500	15000	3000	20%
PQR Inc	Diana Prince	Widget F	300	3000	600	20%
STU Ltd	Frank Miller	Widget G	1200	12000	2400	20%
VWX Co	Grace Wilson	Widget H	800	8000	1600	20%
YZA Corp	Henry Green	Widget I	600	6000	1200	20%
BCD Inc	Ivy Black	Widget J	400	4000	800	20%



Create sophisticated charts at the touch of a button!

Gain Tighter Control of Stock Levels

Serialized Inventory and Lot Tracking dramatically improves your inventory traceability and allows you to efficiently manage product recalls, returns, repairs, and charge-backs. Version 5.5 provides Serial/Lot tracking as part of the IC module, eliminating costly mistakes and allowing you to get your work done faster. 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, providing a single point of serial number entry/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. It is the ideal addition for clients in industries where lot and expiration tracking are crucial. Improve your inventory management and compliance with government regulations by implementing Serialized Inventory and Lot Tracking.

Multi-Currency Revaluations 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, sub-ledgers 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 (for example, when you post payments to pay invoices and debit notes, or when you post credit notes to pay down invoices). 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.

Make More Strategic Decisions

In today's competitive marketplace, successful companies must minimize their risks and make better, faster business decisions than ever before. The ability to quickly access critical business intelligence and analyze it for strategic decision-making can make the difference between thriving and merely surviving. Version 5.5 introduces Dashboard technology that can help you make better business decisions by providing you with insights from your Sage Accpac solution. Now you can act quickly, decisively, and confidently to maintain your competitive edge. Get an unsurpassed level of business intelligence management that consolidates critical information and enables single-click access to analytical and collaborative tools. This new technology is focused on getting the right information to the right people, when they need it. In today's ultra-competitive business environment, BI is essential to increasing agility and improves decision-making.



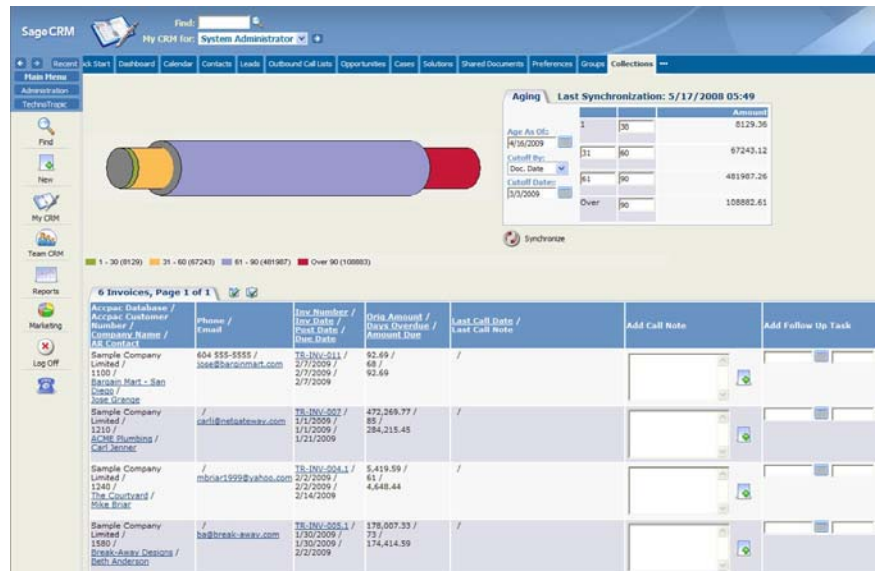
Better Manage Your Business

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 (EES) 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 EES 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

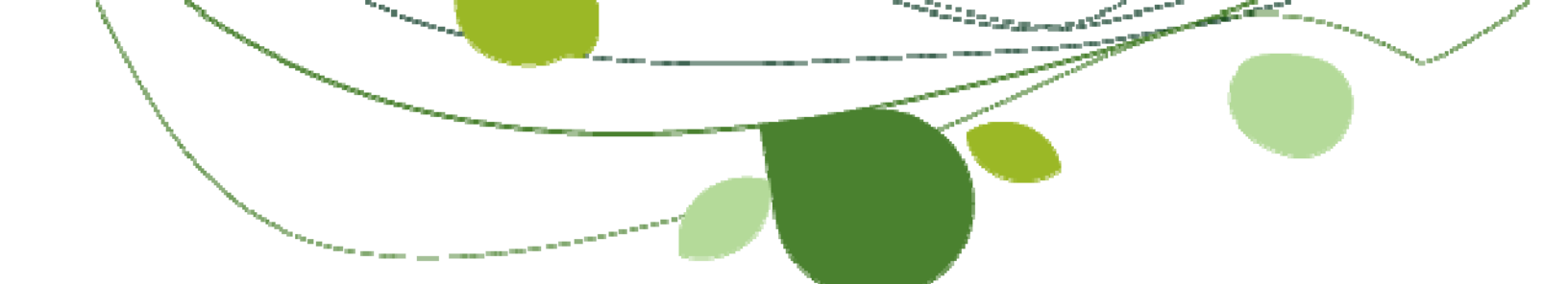
personnel to better communicate and take coordinated action to not only make collections easier, but also improve relationships with your customers. Be fully informed when talking to the customer, with all transaction and contact history ready and accessible. Flag potential risks or trends early enough 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 sales people 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 emails, and more.



The screenshot displays the Sage CRM interface. At the top, there's a navigation bar with tabs like 'Home', 'Dashboard', 'Calendar', 'Contacts', 'Leads', 'Outbound Call Logs', 'Opportunities', 'Cases', 'Solutions', 'Shared Documents', 'Preferences', 'Groups', and 'Collections'. Below this is a search bar and a sidebar with various icons for navigation. The main content area is divided into two sections. The top section is titled 'Aging' and shows a bar chart with a legend indicating different aging periods: 1-30 (8120), 31-60 (87243), 61-90 (481987), and Over 90 (108882). Below the chart is a table with columns for 'Age As Of', 'Days', 'Amount', 'Cutoff Per.', 'Dec. Date', and 'Cutoff Dates'. The bottom section is titled '6 Invoices, Page 1 of 1' and contains a table with columns for 'Account Database / Account Customer / Company Name / Alt. Contact', 'Phone / Email', 'Inv. Number / Inv. Dtlg / Post Date / Due Date', 'Orig. Amount / Days Overdue / Amount Due', 'Last Call Date / Last Call Note', 'Add Call Note', and 'Add Follow Up Task'. The table lists several invoices for 'Sample Company Limited' with various details.

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.

More Cost-Effective Payroll Management

Sage Accpac is known for its fast, dependable and secure payroll management that ensures your privacy while providing reliable and accurate information. Version 5.5 introduces several usability enhancements as well as new functionality that lower costs while providing more accurate and comprehensive payroll processing. Our 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 US 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.

US and Canadian Payroll Solutions

In-house Payroll

Take control over 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.

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 with 5.5! Version 5.5 introduces the Sage Accpac Extended Enterprise Suite (EES) – a revolutionary approach to connecting your front and back offices dynamically linking processes, information, workflows, and communication channels. The foundation of EES 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. EES enables companies to: (1) maximize visibility and processing efficiency (2) deliver exceptional and personalized service consistently and take better care of your 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 on-going productivity improvements.

Maximize Visibility and Processing Efficiency: Finance Benefits

- Effectively manage collections & improve cash flow
- Utilize reminders to ensure timely follow-ups
- Improve document management and centralize information
- Ensure order accuracy and only sell to customers in good standing
- Save hours on phone with front office staff resolving issues
- Streamline vendor management & save on purchasing
- Automate credit approval process
- Utilize Alerts to proactively keep you "in the know"

Take Better Care of Your Customers: Customer Service Benefits

- Provide web-self service
- Increase productivity of agents
- One-source for all customer information
- Capture sales leads from customer interactions
- Provide unbeatable response times
- Create a customer-centric environment
- Reduce customer support costs
- Cut the average time to resolve an issue
- Decrease re-opened cases
- Decrease customer service escalations
- Increase customer loyalty and retention
- Deliver tailored, personalized service

Maximize Opportunities: Sales Benefits

- Maximize cross-and up-sell opportunities
- Encourage team collaboration on opportunities
- Improve prospect targeting
- Increases revenue yield per opportunity & account
- Leverage real-time visibility on sales KPIs
- Improve win rates
- Empower staff with the information they need, when they need it – even on the road
- Shorten sales cycles
- Reduce sales training costs
- Eliminate duplicate and inconsistent sales processes
- Decrease time spent on administrative tasks
- Reduce sales forecast variance
- Improve order accuracy and quote accurate pricing
- Ensure effective account management
- Proactively uncover untapped revenue opportunities

Extend Your Reach: Marketing Benefits

- Efficiently and effectively plan programs
- Improve campaign response rates
- Accurate measurement of marketing campaign ROI
- Ensure customers & prospects receive the right marketing message at the right time
- Reduce marketing administrative overhead
- Track and manage marketing budget
- Decrease cost per customer acquired
- Reduce marketing campaign lead times
- Reduce cost per lead

Effectively Manage Your Business: Management Benefits

- Drive revenue growth & improve profitability
- Insight for strategic decision-making
- Enable real-time corporate performance management
- Drive productivity across the entire organization
- Improve business/shareholder value
- Reduce margin erosion & cost-of-sale
- Create customer loyalty and minimize attrition
- Decrease administration costs
- Improve collaboration & eliminate process bottlenecks
- Reduce budget & 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, your 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 multi-user environment improvements throughout your Sage Accpac solution allowing you to conduct every day tasks in a fraction of the time 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 US Payroll (10,093 employees) almost **14 minutes faster**
- Post 200 line revenue recognition in Project & Job Costing almost **9 minutes faster**

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 the 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.

*“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**



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 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>

Diminish User Interruption

Avoid increased training costs and improve user efficiency by staying current, staying trained! Doing so will avoid the need for a complete implementation and a significant learning curve for your users, all of which saves 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.



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