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Letter From Sam Hunter

Dear Sage Pro ERP Customers,

Welcome to the Sage Pro ERP (formerly SBT Pro Series and ACCPAC Pro Series) newsletter for the fourth quarter of 2008. As the general manager of Sage Pro ERP, it's my job to guide this collaborative, customer-focused team to look for ways to create exceptional experiences for our customers and partners. My team is focused on customer satisfaction, and it is our goal to promote and reward your loyalty.

Because your loyalty to Sage Pro ERP and to Sage Software is so valuable, we're committed to producing only the highest quality products and services in order to ensure that you're using the latest and greatest products available.

We will continue to build product upgrades based on the ever-changing needs of today's growing company and focus our efforts on those features specifically requested by you, our loyal customers. Your business success is our number-one goal, and I would personally like to hear your ideas about what additional benefits and features you hope to see in future Sage Pro ERP releases. Please contact me at our Sage Pro ERP Product Feedback Form with product enhancement suggestions or at customer.loyalty@sage.com anytime I can help you receive extraordinary service from Sage Software.

On behalf of Sage Software, I would like to thank you for allowing us to serve your business needs.

Regards,

Sam

Sam Hunter
Senior Vice President & General Manager

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New Version of Sage Pro 7.5 - Now Available

You chose Sage Pro ERP because it had the features and functionality to meet the unique needs of your business. Whether you purchased this product several years ago under the SBT Pro Series name, the ACCPAC Pro Series name, or recently as Sage Pro ERP, Sage Software appreciates your loyalty and strives to continue producing products that will grow with your business. The primary goal of Sage Software is to provide you with products that help you grow your business.

The most recent version of Sage Pro is now available. Version 7.5 focuses on the areas of the product in which customers have requested new and enhanced features. Enhancements are pivotal in the newest version of Sage Pro, centering on giving you:

- Greater access to business information
- Business tools to increase productivity
- Enhanced features in manufacturing modules

No matter the industry in which you operate, access to your business information is critical and something that Sage Software recognizes that all clients are looking for. Version 7.5 includes increased capabilities to drill into the details of your business with **Custom Drilldowns**. Use either the drilldowns provided in the product or create your own on the fly. From regular maintenance screens, choose an access point and drill into specific screens or reports for the information that you need.

As your company continues to change and grow, the demand for productivity tools that are built right into business management products that you use also increases. **Landed Cost** joins the already strong inventory capabilities of Sage Pro in version 7.5. Now the shipping and import expenses of your inventory goods can be easily included in the inventory cost. You now have the flexibility to assign to each item the associated landed costs by estimate or by actual cost.

Made-to-order manufacturers can now benefit from the **Job Cost integration with Sage Pro manufacturing modules**. Now labor costs, subcontracting costs, and other expenses can be accumulated in the Job Cost module while the Work Order module handles the production costs of the finished goods. This

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integration allows for effective tracking and billing of finished goods items manufactured specifically for jobs set up in Job Cost.

Enhanced features in manufacturing modules abound in Sage Pro 7.5 integrated modules–Production Entry, Work Orders, and Shop Control. This release features improved processing in manufacturing operations as well as improved business productivity tools, all designed to streamline your day-to-day business practices. From the wizard functionality in Work Orders to the interactive production scheduling in Shop Control, today's manufacturing organizations have more of the tools they need to manage their operations in today's ever-changing economy.

As you evaluate your business needs today, talk with your Sage Pro Business Partner or call 1-866-859-2378 to speak to a Sage Pro representative to see if these and the many other added features in Sage Pro 7.5 will help streamline your business processes and improve your efficiency. Or visit http://www.sageproerp.com/products/new/ for all the details on these and other new features in Sage Pro 7.5.

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Join us at Sage Summit and Experience the Energy

SUMMIT
Where Sage Software Customers Connect

November 17 - 20 | Denver
Colorado Convention Center

Sage Summit is the conference for Sage Pro ERP customers. It's the only place to connect with fellow Sage Pro software users, get face-to-face technical support, attend roundtable discussions and breakout sessions, and learn from product experts—all under one roof. Whatever your experience level, you'll learn skills and best practices to make your job easier and your business run more efficiently. Plan to join us in Denver November 17–20 and mark your calendar today!

Sage Summit

"Sage Summit was more than I had hoped for. I gained product knowledge, practical customer experience, and insider perspective on Sage's product vision to help with planning. Great job Sage - really a first-rate experience!"

Mary Phillips
Concurrent Computer Systems
2007 Summit Attendee

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Tips and Tricks

How do Fiscal Periods and Recalculate History Work in Sage Pro 7.4?

Closing periods in Sage Pro 7.4 affect current and history transactions as well as history inquiries differently from prior versions of Sage Pro.

Current and History Transactions
All transactions are stored in current or history tables to optimize performance, but the way transactions are moved to history is handled differently in Sage Pro 7.4.

Versions Prior to Sage Pro 7.4
In versions earlier than Sage Pro 7.4, closing the period for an application moves completed transactions from current to history. Open transactions, however, are copied from current to history.

Sage Pro 7.4 or Newer
With the introduction of the archive feature in Sage Pro 7.4, closing a period for an application module is no longer required to move transactions to history. Users are given the option to archive after closing a module; archiving can also be run as a standalone process. Archiving moves all closed transactions from the current tables to the history tables up to the date given when archiving, and open transactions are left in the current table regardless of the transaction date.

History Inquiries
History Inquiries provides historical information for each period for vendor, customer, and items.

Versions Prior to Sage Pro 7.4
In versions prior to 7.4, each time an application module is closed, the period totals in the history inquiries for vendor, customer, and item would move on to the next period. The process does not use the actual date of the close, and the totals cannot be recalculated for each period once they have been calculated once.

Sage Pro 7.4 or Newer
When closing an application module, Sage Pro gives the option

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to recalculate the totals used for the 24-month history inquiries for customer and vendor, and 36 months for items. At any time, these totals can also be recalculated and updated manually up to the last fiscal period closed with the recalculate history function in System Recovery found in System Manager (SM). The period's begin and end dates are defined in the company fiscal calendar in SM. The transaction totals for customer, vendor, and item for each period are calculated by the program by looking at transaction dates and comparing them to the defined periods in the fiscal calendar.

In Sage Pro 7.4, the recalculate history option given at the end of closing the period will only calculate the history up to the period prior to the one being closed (i.e.: If 03/08 has just been closed, recalculate history will only calculate up to 02/08). If the totals need to be updated for the period just closed (03/08 in this example,) the current solution is to run recalculate history manually in SM. More information on this issue can be found in Solution 22544 of the Sage Pro Knowledgebase. This issue has been corrected for Sage Pro version 7.5.

Advancing Fiscal Calendar

To increment the current fiscal period, you must close the General Ledger (GL) application module. New to Sage Pro 7.4, if GL is not installed, an option to advance the current fiscal period is available when closing an application module.

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Tips and Tricks

Creating a Customer Average Days to Pay Data Driller

Need help in making credit limit decisions for your customers? This guide teaches you how to create a datadrill to display credit information on customers' average days to pay.

1. Under the **File** menu, select **Maintain Dataviews**.
2. Type **AVG_DAYS_2PAY** in the **Dataview ID** field.
3. Click **Add**.
4. Type the title and the description for this new dataview.
5. Click the ellipse button located beside the **Table** field.
6. Select the ARYMST table from the list.
7. Click **OK**.
8. Click the ellipse button located beside the column field.
9. Add the desired fields for this report, but you must include the **CUSTNO** field for this datadriller.
10. Select **CUSTNO** from the **Dataview Columns** list in the DataDriller - Define Columns screen.
11. Click **Details**.
12. Click **Advanced**.
13. Click **Add Expr**.
14. Type **avg(dtepaid-invdte)** in the **Column or Expression for the SQL Select** field:
15. Type **avg_days** in the **Column Alias** field.
16. Select **Numeric** from the **Data Type** list.
17. Type **Average Days to Pay** in the **Column Title** field.
18. Click **OK** to save changes.
19. Type the following in the **Filter** field:
    .T.group by custno having avg_days<>0
20. Type the following in the **Order by** field:
    avg_days desc
21. Click **Save**.
22. Exit the Maintain Dataviews screen.

The avg_day_2pay dataview that you created is now accessible from the datadriller list. When you select the avg_day_2pay dataview, it displays records for the average days to pay for each customer.

This information can also be found at kb.accpac.com – Solution ID 25081.

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Top 5 Sage Pro Technical Issues Addressed

Did you know that solution articles like the ones below are added to the Knowledgebase on a weekly basis? All solutions can be found at kb.accpac.com. If you need assistance using the Knowledgebase, click the **Find Solutions** link at kb.accpac.com; this will bring up the search page. There is a link labeled **Search Tips** located next to the **Search Text** field. Click on this link to find helpful information on improving your search results and using the Knowledgebase.

To access the Sage Pro ERP Customer Support Knowledgebase today, simply visit:

Sage Pro ERP Knowledgebase

The following are the top five technical issues specific to Sage Pro ERP:

1. **How Does Bank Reconciliation Work in Sage Pro ERP?**
   Solution ID: 21223
   This paper also covers other known issues and processes which have been a part of Bank Reconciliation from previous versions. A Frequently Asked Questions section has also been included to answer and clarify many common questions users have regarding Bank Reconciliation.

2. **FAQ - Payroll Update Plan and Magnetic Media Updates**
   Solution ID: 21821
   This article provides a list of frequently asked questions about the Payroll Update Plan (PUP) and Magnetic Media (MM) updates.

3. **Which Credit Card Processors are Supported?**
   Solution ID: 22553
   This article provides a list of credit card processors that are supported for the Sage Pro ERP Credit Card module.

4. **What is the Relationship Among Stock, Purchase, and Selling Units of Measure (U/M)?**
   Solution ID: 23181

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This solution explains the relationship among stock, purchase, and selling U/M for Sage Pro.

5. **HOW TO Troubleshoot Error C0000005 or C000000**
Solution ID: 20452
C0000005 and C0000006 are Microsoft Visual FoxPro (VFP) errors used to report general issues and occur randomly in the program. In addition to other possibilities, the errors have been linked to the following:
    - Hardware conflicts
    - Printer drivers
    - Background applications and processes
    - Corrupted data and bad indexes
    - Temporary files

    This article explains how to troubleshoot these errors.

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Overview of Sage Pro Credit Card Solutions

Many Sage Pro ERP users accept credit card payments from their customers. Until Sage Pro 7.3, this was only recognized in Sage Pro by allowing manual entry of cash receipts. Sage Pro 7.3 created a new add-on module to allow integration of credit card receipts to accounts receivable.

Enhancements have continued with this module in recent versions. Pre- and post-authorization ability was added in Sage Pro 7.3b, and full integration with Sage Payment Solutions processor was included in Sage Pro 7.4 with service pack 3. And in the upcoming release of Sage Pro 7.5, the credit card module will integrate with the Sage Payments Solutions Web gateway, which means users will no longer need to host a PCCharge transaction server themselves. This will also allow access to the more extensive reporting utilities offered by the Sage Payments services.

Licensing is available for Full and Limited Editions. Limited is less expensive but requires that your credit card processor be either Card Services International or Sage Payment Solutions. If you wish to use your bank or another processor supported by PCCharge, it will be necessary to purchase the Full Edition license. Purchase of the Sage Pro Credit Card add-on includes a one-year subscription to Verifone's PCCharge Support plan.

Each Sage Pro user who will be performing credit card transactions will require a Terminal User ID with PCCharge. Credit card transactions include processing payments, refunds, pre-authorizations, and post-authorizations.

To purchase the credit card add-on module, please e-mail Justin.Macool@sage.com, phone 1-800-863-6408 ext 23051, or contact your business partner.

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Sage Pro Training Options

Customers love how easy it is to learn and use Sage Pro ERP. But if you want to get beyond the basics and tap into the full power of your Sage Pro system, nothing beats targeted training and education. Available training resources include a nationwide network of authorized classroom training centers, online courses, partners who can conduct on-site training, and an annual customer conference.

Sage Software University
Become a Sage Pro expert with training through Sage Software University. Courses are available for multiple skill levels and focus areas, including:

- System Manager
- System Manager Data and Transactions
- General Ledger Setup
- General Ledger Transactions
- Inventory Control Setup
- Inventory Control Transactions
- Order Entry
- Accounts Receivable
- Purchase Orders
- Accounts Payable
- Manufacturing
- Job Cost
- Payroll
- And many more!

Visit Sage Software University
Phone: 1-877-920-9600 Option 2
E-mail Us

Tech Tuesdays
Tech Tuesdays are a new series of monthly, live, Web-based courses designed to help you become more proficient and get the most out of your Sage Pro investment. Courses are held in real-time, so you can interact with your instructor and classmates just like you would in a classroom. Tech Tuesdays courses occur every third Tuesday of the month. Reserve your place in the next Tech Tuesdays class today. Seating is limited, so don't wait, sign up now.
Learn More

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Lunch & Learn
Lunch & Learns are one-hour Realtime (online) sessions that cover a particular topic or process. Each Lunch & Learn is designed to increase productivity by simply providing you with a stronger understanding of a specific feature or functionality within the software.
Learn More

Anytime Interactive
Anytime Interactive training offers a range of recorded, instructor-led sessions that are easy to use, always accessible, and ready when you are. All you need is a computer, speakers, and a high-speed Internet connection. Anytime Interactive sessions are ideal for reviewing material, acquainting new-hires with basic processing skills, and cross-training staff.
Learn More

Realtime
Realtime training sessions are online, instructor led, and scheduled for a specific date and time. All you need is a computer, phone, and an Internet connection. Everything happens live, so you can ask questions and interact with other participants and the instructor. Realtime combines the interaction of a classroom with the convenience of staying right where you are.
Learn More

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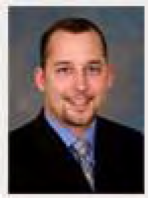
Employee Spotlight

Sam W. Hunter
Senior Vice President and General Manager



As a senior vice president and a general manager at Sage Software, Sam W. Hunter is responsible for charting the direction and growth of a core set of accounting applications that continually deliver superior value to customers. Mr. Hunter leads a team focused on providing a quality customer experience through solid product releases, a dedication to driving customer loyalty, and well established business development practices. In addition, he oversees the development of tools and programs that enable customers to migrate between Sage Software offerings when the time is right for their business needs.

Mr. Hunter joined the company in 2003, as product marketing manager for the Sage FAS line of products. Most recently, he oversaw the development and marketing strategies for the company's mid-market project management and business intelligence product lines. He brings more than 10 years of experience in product marketing and management of software technologies, as well as the general operation of internet- and network-based companies to this role. Mr. Hunter is a graduate of Harvard College with an A.B. degree cum laude in economics.

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Endorsed Partner* Spotlight: "Alerts on Steroids"

Alerts on Steroids

Doing more with less. In today's economic climate, it's more important than ever to reexamine your business and identify how you can get more value out of your existing software investment. Ask yourself three questions:

1. Do we have routine tasks that we perform manually but could automate?
2. Do we spend too much time reviewing our business looking for exceptions or anomalies that need our attention?
3. Do we have the means to operate smarter–and faster–than our competition?

Individually, each of these items has a significant impact on the efficiency, productivity, and profitability of your organization. Taken as a whole, they can determine the very survival of your business.

But these items have something else in common. They represent three universal business needs collectively addressed in "Business Activity Monitoring" software. A natural evolution of "Alerting" software, Business Activity Monitoring (often referred to as "Alerts on Steroids") is a unique marriage of four technologies:

- Business intelligence
- Alerting
- Form and document delivery
- Workflow

By combining these technologies, Business Activity Monitoring gives an organization automation, awareness, and agility.

Tasks that were performed manually (such as sending invoices) are automated. Plowing through reports, spreadsheets, or other analyses is replaced with automatically delivered insight into just those items requiring your attention. And the turnaround time between "business event" and your ability to respond goes from weeks or days to hours or minutes.

Don Farber

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Vineyardsoft Corporation
(Developers of "KnowledgeSync Active Alerts")
800-850-8055 ext 113

farber@vineyardsoft.com
www.vineyardsoft.com

Download KnowledgeSync Version 7:
http://www.sageknowledgesync.com/download.html

Learn more about how Business Activity Monitoring can help your business

*Endorsed Partner products are third-party products that are not published or distributed by Sage Software. Sage Software does not warrant the performance of and does not provide technical support for these products.

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SOX Deferral for Smaller Firms

If your company has a market cap of less than 75 million, you may be able to breathe a temporary sigh of relief. The SEC proposed to defer for yet another year the provision[1] for non-accelerated filers that requires auditors to attest to management's assessment of internal controls over financial reporting. While this gives the PCAOB (Public Company Accounting Oversight Board) and COSO (Committee of Sponsoring Organizations of the Treadway Commission) additional time to draft guidance to help non-accelerated filers comply with these rules, it may also create confusion with investors reading these financial statements and wondering where in the heck is the auditor's attestation.

Why do we find ourselves in this position six years after enactment of this legislation? Earlier on, we learned that companies spent billions of dollars complying with the rules, due in part to the auditor's "one-size-fits-all" approach to the audit. This changed several years later as everyone realized a risk-based approach was more feasible and cost-effective. On July 27, 2007, the PCAOB's AS No. 5, replacing AS No. 2, was approved, providing standards for auditors to attest to and report on management's assessment of internal controls over financial reporting using a risk-based approach and allowing auditors to scale the audit to a company's size and complexity.

The SEC feels it needs time to study whether compliance with the new Section 404(b) rules is being implemented in a cost-effective manner for smaller companies. It wants this time to evaluate whether the new management guidance issued along with AS No. 5 is having the intended effect of facilitating cost-effective evaluations and audits.

The SEC also feels it is necessary to "smooth the cost spike" that non-accelerated filers would likely experience in their first year of compliance.

Jeff Mahoney, general counsel of the Council of Institutional Investors, responded to the Proposed Amendments of Temporary Rules (File Number: S7-06-03) in his letter to the SEC of March 10, 2008: "Consistent with the language and intent of Section 404 of SOX, we generally believe any company tapping the public markets to raise capital should be required to have appropriate internal controls in place that have been subject

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to a meaningful review and attestation by external independent auditors. That is particularly true for the generally riskier smaller public companies that would be the beneficiaries of the Proposal's deferral… the Council generally believes that the full implementation of the internal control requirements of Section 404 by all public companies is essential to investor protection and is long overdue."

Comments to the proposal to amend the temporary rules published on December 21, 2006, in Release No. 33-8760 [71 FR 76580] were to have been submitted to the SEC no later than March 10, 2008. The temporary rules currently require non-accelerated filers to include an attestation report of their independent auditor on internal control over financial reporting for fiscal years ending on or after December 15, 2008. The proposal, if adopted, will defer this to annual reports filed for fiscal years ending on or after December 15, 2009.

Mary Balmer, CPA
Senior Design Manager

[1] In compliance with the rule under Section 404(b) of the Sarbanes-Oxley Act of 2002

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Sage Contacts

We want to hear from you! If you have any questions, concerns, or comments regarding Sage Pro ERP, please let us know. Your feedback is valuable to us.

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Regional account manager: Justin.Macool@sage.com

Support and Services
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Fax: 1-604-304-3145
E-mail Us

Learning Services
1-877-920-9600, option 2
www.sagesoftwareuniversity.com

Product Updates
Download files containing patches and updates for your Sage Pro software.
Review the available product updates

Mail
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Web site
www.sageproerp.com

Feedback
Receiving feedback from customers who actually use the product on a day-in day-out basis can help us identify features that can make your tasks easier. If you have an idea or suggestion for something that you would like to see on the Sage Pro Web site or within Sage Pro, please visit our Sage Pro ERP Product Feedback Form.

Customer Loyalty
We hope that you find the Sage Pro Source Newsletter both helpful and informative, as your business success is important to

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us. With this said, we want to make the Sage Pro Source the best resource for you. Please feel free to provide us with your feedback, information ideas, or anything else you would like so that we can keep providing you with outstanding products, services, and information to help your business succeed. Your success and satisfaction is our number-one priority. Please contact us at customer.loyalty@sage.com anytime we can help you receive the extraordinary service you deserve from either Sage Software or your Sage Software Business Partner.

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