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## SAGE 100c NOW OFFERS MANUFACTURING Advanced Functionality for More Complex Jobs

Earlier this year, it was announced that a new manufacturing bundle was available for Sage 100c that goes above and beyond the existing Bill of Materials and Work Order Processing modules that work with the classic version of Sage 100 (formerly “MAS 90”).

Here’s a look at how the new Sage 100c Manufacturing bundle was “born” and why it’s capable of tackling more complex jobs and managing the *entire* manufacturing process.

### An Existing Relationship ... Re-imagined

The Sage 100c Manufacturing bundle is the result of a Sage-Endorsed partnership with developer Synergistic Software Solutions, LLC and their [JobOps](#) job management software for manufacturers. Originally developed specifically for Sage 100, JobOps has been the “go to” manufacturing add-on suite for over 20 years.

Now re-imagined as the core of Sage 100c Manufacturing, it’s fully-integrated with Sage 100c, has a proven track record, and is currently used by hundreds of Sage 100 (“Classic”) customers.

### What’s Included with Sage 100c Manufacturing?

Sage 100c Manufacturing automates how you manage complex manufacturing jobs during the entire process including estimating, sales orders and work tickets, job planning, costing and tracking, and purchasing. It integrates with your Sage 100c financials and inventory so you eliminate duplicate data entry between systems and departments. It also means you’ll have access to labor, material usage, and other costs in real-time so you can keep a close watch on job changes, materials, production schedules, and profitability.

[Download the Manufacturing Brochure](#) for details.

Sage 100c Manufacturing is available as an add-on which includes what were formerly called the “JobOps Base” and “Time Tracker” modules. Also available as separate options to the core Sage 100c Manufacturing bundle are the “Product Configurator” and “Enhanced Scheduling” modules.

### Other Things to Note

The new manufacturing bundle is available ONLY to Sage 100c (subscription) customers. New sales of the manufacturing bundle (formerly JobOps) are no longer available to customers running Sage 100 (Classic). However, existing JobOps customers will continue to receive support from Synergistic Software and do not need to convert to Sage 100c.

It’s also worth noting that the Sage 100c Manufacturing bundle is not meant to REPLACE the existing Work Order functionality. Rather, it complements Work Order and adds advanced capabilities for manufacturers with more complex requirements.

[Get in touch](#) with questions, to request pricing, or to learn more about the difference between the new Sage 100c Manufacturing and existing Work Order functionality.





# SAGE CRM

## A Closer Look at Recent Enhancements

Released in July 2016, Service Pack 3 for Sage CRM Version 7.3 included user interface enhancements, workflow improvements, and updated MailChimp integration that we'll take a closer look at in this article.

### User Interface Enhancements

The user interface in Sage CRM has been updated to provide a consistent experience with other Sage applications that it integrates with like Sage 100. The changes include:

**Main Menu** - A new compact and responsive main menu that's easy to use and adjusts to any display (mobile device, laptop, tablet, etc).

**Enhanced Tabs** - Horizontal tabs now stay visible even when you scroll. With a new color scheme, active tabs are clearly highlighted, indicating your current location in Sage CRM.

**Top Bar Icons** - Notification, history, search, and my profile icons displayed in the top right corner of the screen are now bigger, more intuitive, and easier to use.

**Companion Buttons** - Action buttons on the right side of the screen now stay onscreen when you scroll, making it easier for you to perform the actions with less vertical scrolling.

**Fonts and Spacing** - More spacing between elements on Sage CRM screens, updated fonts, and better contrast rate improve the readability of information.

### Updated MailChimp Integration

The original release of Sage CRM 7.3 introduced the new integration with MailChimp. Service Pack 3 continues to build on that foundation, creating an integration that's even more powerful and connected.

As an administrator, you can now specify how often data synchronization occurs between Sage CRM and MailChimp including various settings in **Communications and Opt out requests** as well as synchronization of **Campaign Results**.



When adding new contacts to MailChimp from your Sage CRM database, helpful notifications now display the number of contacts with new or updated email addresses that were successfully sent to MailChimp, the number of contacts with missing email addresses, and the number of contacts that MailChimp couldn't process. Plus, the number of merge fields you can use in a MailChimp campaign has increased.

### New Workflow Actions

A new **Create Appointment** workflow action has been created which prompts you to schedule an appointment as part of a workflow process. Alternatively, you can use the action to automatically create an appointment with pre-defined values (no user input required).

Sage also enhanced the existing **Send Email** workflow action to automatically (optional) file emails against corresponding entities including Person, Company, Case, Opportunity, Solution, and custom entities that have communications. The emails can then be viewed on the Communications tab.



### Have Questions or Need Help?

[Get in touch](#) if you need help upgrading to Service Pack 3 or if you'd like more detail about the changes.



# SAGE-INTEGRATED E-COMMERCE

## Automating Your Customer Activities

Your business spends a lot of time interacting with your customers, and most of those activities fall into two buckets:

- Transactional (place order, pay invoice, request RMA, etc)
- Requests for information (check price, check inventory, request tracking, etc)

Your Sage ERP system holds all the data needed to conduct these customer interactions, but did you know this data can be unlocked so the customers can self-service most of these activities? Integrating your website with your Sage ERP system can also enable tools to help your inside and outside reps get, keep, and grow customers.

### Your Website: Open 24/7

Providing a platform for managing customer activity allows your customers access outside the normal workday hours of your office, or those of your sales/customer service reps. This helps your business grow beyond the traditional boundaries of business hours and time zones – even when your ERP system is offline.

### Improved Employee Output

By letting your customers move to an automated self-service model, you free up your reps to focus on more important things: finding new customers, building relationships, and growing your business. If you already have a website taking orders, and your employees are re-keying them into your Sage system, switching to an integrated solution will reduce your order entry errors – to zero.

### More Than Just a Cart

When people hear the word “e-commerce,” they tend to think of one thing: a shopping cart. Today’s B2B platforms, however, are much more than a shopping cart, or a product catalog. Customers expect their pricing, their products, and their order/invoice history from your website.



It's not just your customers who are demanding more, though. If you sell through sales reps or manufacturer reps, they need those same capabilities and data access - as both themselves and on behalf of their customers - and more.

A complete Customer Activity Management (CAM) platform, like the one offered by Website Pipeline, offers these tools to your customers and your sales reps. Platforms like these also serve a third audience – your other websites and applications. The data can pass from your CAM platform into mobile apps, customer-specific websites, and just about anything else you can imagine.

### Your Customers Are Ready

Your customers want to move beyond phone, fax, and email. Your reps want to focus on things that grow the business.

Isn't it time to let your customers conduct their business with you on their terms?

[Get In Touch](#) to learn more about an integrated customer management portal for your Sage system.



## New How-To Videos Available for Sage 100

The folks over at Sage have been hard at work creating a series of new “how-to” videos for Sage 100. The new videos, posted on the Sage North America YouTube channel, can be found within the [Sage 100 Support and Training](#) playlist. Some of the newer videos on the playlist include:

- How to Backup Data
- How to Reconcile the Purchases Clearing Account
- How to Correct an Out of Balance General Ledger
- Overview of Period and Year-End Processes
- How to Update Tax Tables

There are currently 12 how-to videos in all. Click below to check out the full list.

[Full List of Videos](#)

## Free Sage Intelligence Reporting 5-Part Video Series

Sage has launched the 2nd installment of their popular video series that teaches you how to build better reports and analyze data using **Sage Intelligence Reporting**.

It all started earlier this year with part 1 of the series entitled [Starting Out with Sally](#). Sally is a fictitious business owner that leads you through practical ways to make sense of the numbers and improve your financial reporting skills with Sage Intelligence. Part 1 included 5 videos which have been archived and can be [found here on YouTube](#).

This second installment, entitled [Gearing Up with Sally](#), kicks things up a notch as Sally guides you through features of the

**Financial Report Designer** that help you develop creative and insightful reports. The reporting techniques included in the second installment of the series include a focus on Pivot Tables, Pivot Charts, and Dashboards. Click below to sign up for the series.

[Gearing Up with Sally](#)

## Beware! Fraudulent Sage Software and Hardware Support Providers

In case you missed it, the message is worth repeating. Sage recently sent out communication warning customers about reports of companies contacting you claiming to represent Sage (but they don't!).

These companies represent themselves as providing services to customers - typically software or hardware support - on behalf of Sage. They aggressively market “support or protection plans” once they make contact.

Sage is recommending that you **DO NOT** give out your Sage Account number without first verifying that you are indeed speaking with Sage directly.

Be sure to [contact us](#) if you have questions or doubt about any communication you receive from third parties.

## Sage 100 and 100c Version 2017 Coming Soon

The next release of Sage 100 (and 100c) version 2017 is scheduled for October 24, 2016. Stay tuned and we'll provide information about product fixes, enhancements, and new features included with this release once the details are made available by Sage.

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