

ClientCare

Reliable service and support that's right for you.

At Sage Software, we take pride in providing our customers with a wide choice of world-class support and service plans. Our ClientCare offerings detailed here cover the Sage Accpac ERP, Sage Pro ERP, and Sage BusinessVision families of products, as well as Sage Accpac Options. Whether you prefer an all-inclusive subscription plan, an à la carte solution, or a mix of both, you're sure to find the right fit with Sage Software ClientCare.

Software Assurance

Maximize your software investment by keeping that software up to date—effortlessly and cost-effectively. The Software Assurance plan includes free software upgrades and access to Knowledge Base, a technical reference library, as well as online account access and a quarterly e-newsletter.

Priority Software Support

Get the security, confidence, and peace of mind that come from knowing that whenever you need help, you've got someone to call.

Priority Software Support supplements on-site support you receive from your business partner and includes one year of unlimited toll-free calls to a customer support line for troubleshooting and problem resolution on most technical cases. If you wish to purchase this plan, you must also maintain Software Assurance for the products you choose to cover.

Payroll Update Plan

The Payroll Update Plan (PUP) is crucial for customers who need assurance that their payroll system is in compliance with state/provincial and federal payroll tax changes. Our payroll tax updates and magnetic media software help ensure that your business can handle the critical tasks of processing payroll tax withholding and reporting quickly, accurately, and easily—for a fraction of the cost of manual payroll tax calculations or an outside payroll service.

Terms and Conditions:

- Priority Software Support coverage must be purchased for all products in a family: i.e. if you have Sage Accpac and Sage Accpac Insight, you must purchase coverage for both products, or neither.
- You must maintain Software Assurance coverage at 18% of SRP to be eligible to add Priority Software Support.
- Fees are non-refundable.
- Fees are per installation.
- Source code-modified products are not eligible for Priority Software Support coverage. For specific policy details, please review our customer support policy at www.sageaccpac.com/support; www.sageproerp.com/support; or www.sagebusinessvision.com/supportbv



Program specifications and requirements are subject to change without notice.

Information contained in this document supersedes any previously published information about these products and services.

One year of Software Assurance is required on full-product purchases.

Introducing Sage Software University

Whether you're an expert or a new customer, there's a great place for you to learn more about Sage Accpac and Sage Pro. Sage Software University is a valuable educational resource for you, and your key to increased productivity using your Sage Software solution.

Sage Software University Training Types

You're unique. Not everyone learns the same way. That's why we offer four different training types to match your training preference.

Classroom – Participate in Classroom training throughout North America

Realtime – Enroll in live online courses scheduled for specific dates and times

Lunch & Learn – Attend live, one-hour, midday courses online

Anytime Interactive – View prerecorded online courses any time

Sage Accpac and Sage Pro Courses

Sage Software University offers you more than 80 different customer training courses, among these include:

- **In-depth Classroom training on all core modules**
System Manager, General Ledger, Accounts Payable, Accounts Receivable, Order Entry, Inventory Control, Purchase Order, and Payroll

- **Insightful Lunch and Learn sessions**

Easily Navigate Month-End, Crystal Reports, Sage Accpac and Pro Tips & Tricks, Customizing Sage Accpac, and many more

- **Vital Realtime sessions**

Sage Accpac GL Financial Reporter, Sage Pro Manufacturing, Creating Sage Accpac Crystal Reports, and many more

- **A myriad of Anytime Interactive learning on Sage Accpac and Sage Pro**

All Sage Software University training courses were created by Sage Software Certified Consultants and are taught by Sage Software Certified Trainers.

Register for the Sage Accpac Customer Sweepstakes—Win up to \$5,000 in Prizes. Visit www.SageSoftwareUniversity.com/accpac for complete details.



Sage Accpac ERP

Sage Accpac is a comprehensive, award-winning enterprise resource planning (ERP) solution that helps businesses of all sizes and specialties maximize productivity and gain business intelligence.

Sage Accpac ERP is an award-winning, Web-based accounting system built on world-class, object-oriented, multi-tiered architecture. Designed for companies of all sizes, Sage Accpac runs on leading platforms and is the foundation for an integrated suite of end-to-end business management applications. Sage Accpac offers advanced functionality and unmatched freedom of choice. You can choose the applications, technology, and deployment options you need most, and can easily customize and enhance your system as your business needs evolve. Available in three robust editions, Sage Accpac scales easily to accommodate growing organizations seeking a flexible upgrade path to keep pace with expanding business requirements.

Object-oriented, multitiered architecture

Choose the database, deployment options, user interface, and operating system that work best for you.

Total scalability

Easily upgrade from one edition to the next as your business requirements expand.

Advanced functionality

Enjoy a robust suite of modules and features right out of the box.

Industry-specific solutions

Extend your investment with a range of industry-specific applications.

Investment protection

Save time and money as you move up through the product editions with a value-added protection plan and built-in conversion tools.

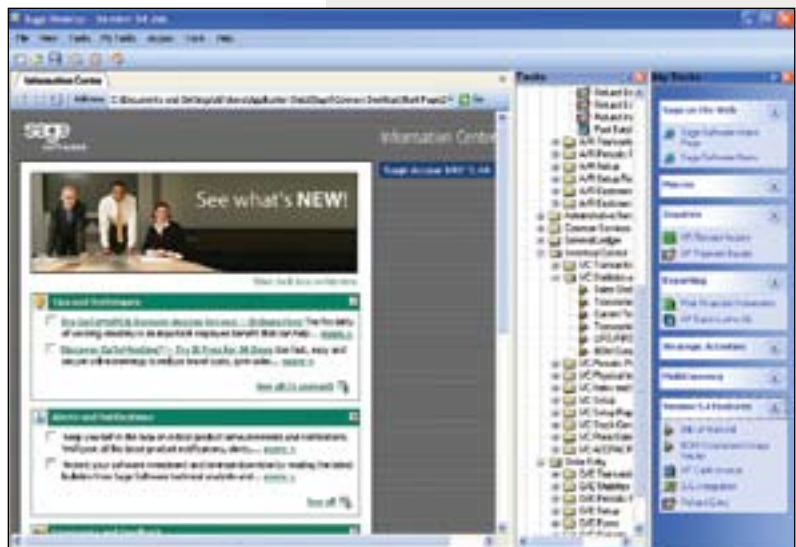


Sage Accpac 5.4

- 100 ERP
- 200 ERP
- 500 ERP

Modules

- System Manager
- General Ledger
- Accounts Receivable
- Accounts Payable
- Payroll (U.S. and Canadian)
- Inventory Control
- Order Entry
- Purchase Orders
- Project and Job Costing
- Multicurrency
- Transaction Analysis and Optional Field Creator
- National Accounts Management
- Process Server
- GL Consolidations
- GL Security
- Intercompany Transactions



Sage Pro ERP

Sage Pro is an award-winning accounting and manufacturing solution for proactive, growth-oriented businesses that can be fully tailored to work the way you do.

Built-In Flexibility

Sage Pro ERP is a robust business management solution designed to help your business operate more efficiently and profitably. From simple desktop personalization and user-specific customization to complete source code modification, Sage Pro adapts easily to the way you do business.

Built to perform, Sage Pro delivers time-tested accounting functionality and unprecedented flexibility. It is one of the first mid-market source-on-source solutions for Linux, and also provides support for Microsoft Visual FoxPro and Microsoft SQL Server.

Available in two powerful editions (200 and 100 ERP), Sage Pro offers a full range of features and benefits to help you better manage your business.

Unlimited Customization

Tailor the look and feel of your system with user-defined options, customizable toolbars, and the Customization Manager module.

Full Source Code Availability

Adapt your system to suit your unique business process with the option to modify source code.

Automated workflow

Stay on top of key information with ProAlerts, which automatically searches for critical events that you define.

Powerful drill-down capabilities

Create unlimited custom reports with DataDriller technology.

Sophisticated manufacturing

Manage your manufacturing and distribution operations with a full suite of integrated modules.

Advanced messaging

Generate faxes, invoices, e-mails, and other documents from any Sage Pro report.



Sage Pro

- 100 ERP
- 200 ERP

Modules

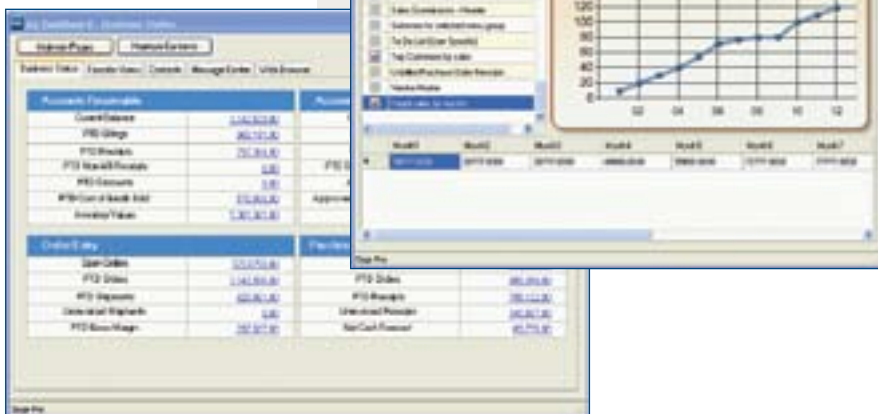
- System Manager
- General Ledger
- Accounts Receivable
- Accounts Payable
- Inventory Control
- Order Entry
- Purchase Orders
- U.S. Payroll
- EFT Direct Payroll
- Customization Manager
- Job Cost
- Project Accounting
- Multicurrency
- Customer Connect
- Bills of Lading
- Serial Tracking¹
- Lot Tracking¹
- Bills of Material
- Production Entry
- Work Orders
- Shop Control
- ProAlert
- Message Master
- Intercompany Transactions²
- Credit Card Processing

¹Included in Sage Pro 200 ERP Inventory Control and optional with Sage Pro 100 ERP.

²Compatible with Sage Pro 200 ERP only.

Coming in version 7.4

- Return Merchandise Authorization (RMA)
- Request for Quote (RFQ)
- EFT for Accounts Payable



Sage BusinessVision

Sage BusinessVision is the perfect fit for companies that need an affordable, all-inclusive business management system that's more robust and sophisticated than entry-level systems.

Ease of Use

Get started quickly with a user-friendly interface that makes training and daily processing a snap.

Total Scalability

Easily upgrade from one edition to the next as your business requirements expand.

Range of Modules

Automate key business processes with an all-inclusive modular system that gives you total visibility across your entire business.

Ability to Customize

Track information specific to your business with the optional CustomPack add-on.

Purchase Flexibility

Pay for your software outright, or on a month-to-month basis with a unique rental option.

New Features Coming with Sage BusinessVision 7.1 this Fall!

- Auto generate purchase orders
- Reverse invoice
- Re-issue invoice
- New credit card processor
- Direct deposit per employee
- View item history in Order Entry
- Alternate part numbers



Sage BusinessVision Accounting

- Limited Edition
- Small Business Edition
- Standard Edition
- Client-Server Edition

Modules

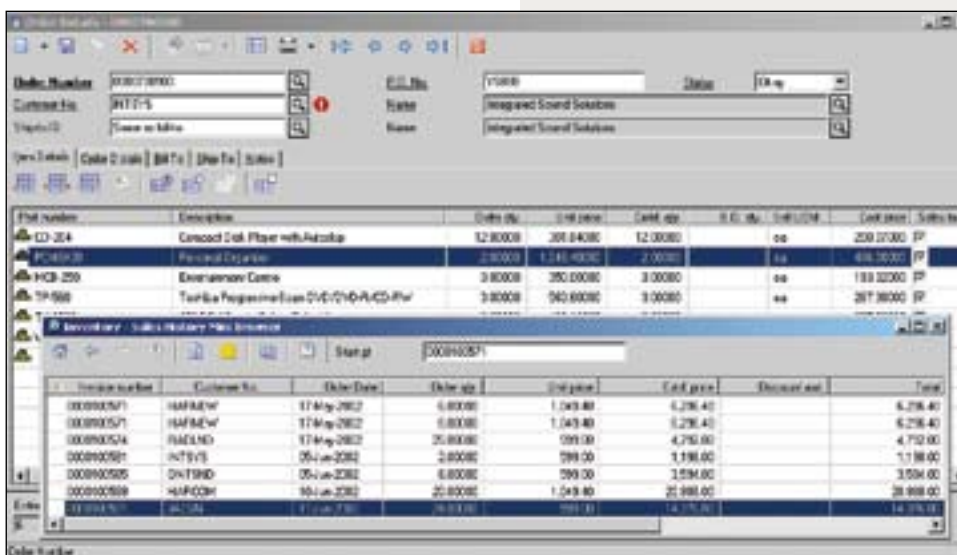
- System Manager
- Accounts Receivable
- Accounts Payable
- General Ledger
- Inventory
- Order Entry
- Point-of-Sale
- Sales Analysis
- Payroll
- Bank Reconciliation
- Purchase Order

- Purchase Analysis
- Job Cost
- Bill of Material*
- Budgets & Forecasts*
- Reporting Suite

Optional Add-on Modules

- CustomPack
- Multiple Currency Manager
- Sage e-BusinessVision

*Standard and Client-Server Editions only



Easily look up an item's entire sales history while entering orders in Order Entry.

End-to-End Business Management Applications

Sage Accpac CRM

Sage Accpac CRM is an award-winning, wireless, Internet-based suite of applications that provides enterprise-wide access to vital customer, partner, and prospect information anytime, anywhere.

www.sageaccpac.com/products/crm
www.sageproerp.com/products/crm

SageCRM.com

SageCRM.com is a comprehensive hosted CRM solution that gives sales, marketing, and customer care professionals access to critical data in real time.

www.sagecrm.com

Sage Accpac HRMS

This affordable solution provides the functionality you need to tackle even the most challenging HR issues, including recruiting, training and benefits administration, and more.

www.sageaccpac.com/products/humanresource management
www.sageproerp.com/products/humanresource management

Sage Accpac WMS

Sage Accpac WMS automates materials-handling processes by integrating advanced radio-frequency and bar coding technologies with core warehousing operations.

www.sageaccpac.com/products/warehouse management
www.sageproerp.com/products/warehouse management

Sage Accpac Insight

Sage Accpac Insight is an enterprise-wide analytics, budgeting, and consolidations tool for managing critical data and improving decision-making.

www.sageaccpac.com/products/businessintelligenceandreporting
www.sageproerp.com/products/businessintelligence



Sage Accpac ePOS

Sage Accpac ePOS is a comprehensive point-of-sale solution that features an intuitive Web-based interface ideal for fast-paced, high-volume, multi-site retail operations.

www.sageaccpac.com/products/point-of-sale



Sage Accpac Exchange

Sage Accpac Exchange is a secure, electronic data interchange (EDI) solution that integrates back-office accounting, Internet trading, and the global EDI network.

www.sageaccpac.com/products/EDI
www.sageproerp.com/products/EDI

eCommerce for Sage Accpac ERP

A complete Web store creation and management solution that features flexible deployment options and out-of-the-box integration with Sage Accpac ERP.

www.sageaccpac.com/products/e-commerce

