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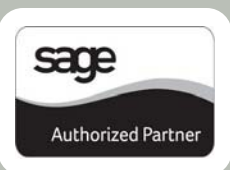
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## INTRODUCING SAGE 100 ERP 2013

Now available via electronic download, Sage 100 ERP 2013 (previously referred to as Version 5.0) boasts an impressive range of new features designed to make the system more accessible and user friendly. Here is a look at the new and improved Sage 100 ERP.

### New Visual Process Flows

The newest addition to the arsenal of Sage 100 built-in self-help tools, **Visual Process Flows** are interactive HTML pages that not only provide graphical workflow diagrams, but also include links to the various tasks along the way. So, they can serve as a visual representation of your workflow process, as well as a launching point for the screens and tasks required to perform the process. These customizable process flows make it easy for new customers to learn Sage 100 ERP and help existing users complete tasks that are performed infrequently, such as year-end processing.

### Sage CRM Enhancements

With each new release, the integration between Sage 100 ERP and Sage CRM becomes more seamless. For example, the new **Quick Order Entry** screens now allow for quotes and orders to be processed directly within Sage CRM. There is no need to launch a separate Sales Order screen or even have Sage 100 ERP installed on the workstation.

Customers that are running more than one company or division can now align multiple ERP companies to a single Sage CRM database. This provides decision makers with a 360° view of customer activities, while sales and customer service staff have the ability to move efficiently between customers and prospects across companies and divisions.

### More Connected Services

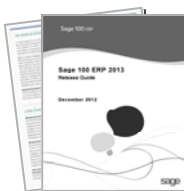
In order to provide you with additional features and functionality, Sage added more choices to the web-based **Connected Services** platform. Now you have even more options to customize your system with new specialized add-on services such as: **Sage 100 ERP Shipping** to automate your entire shipping process, a **Federal and State eFiling** service that auto-generates tax forms that are ready to print, sign, and send, and **Sage 100 ERP Sales Tax** powered by AvaTax.

### Other Notable Enhancements

**Sage Advisor** - Enables self-service management of Product Updates and new software releases.

**Credit Card Processing Enhancements** - Securely accept credit cards using your mobile device, manage payment information anywhere, and cut down on merchant transaction fees.

**Inactive Customers & Vendors** - Set profiles to "Inactive" to save important historical data while reducing clutter for faster searches and data entry.



### Sage 100 ERP 2013 Release Guide

There are so many new features in Sage 100 ERP 2013, we can't possibly get them into a single article. But please feel free to [contact us](#) for a copy of the 25-Page release guide that's packed with all the details!

# The Dark Side of Sales Tax Compliance

## 12 Tips Every Business Should Know

With thousands of rate, rule, and boundary changes every year and an epic legal debate over e-commerce taxation, sales tax has never been more complicated. Unfortunately, this trend will only continue to get worse, as cash-strapped states rely heavily on sales tax audits as a way to make up for their revenue shortfalls.

While the outlook can be daunting, Avalara (makers of Sage 100 ERP Sales Tax) has compiled a list of 12 things that every business should know when it comes to sales tax compliance. Here's a peek at a few of the top tips.

### Determine If You've Created Nexus

Have you sent an agent or sales representative to a new state? Began delivering and installing product in a new state? Did you hire new employees that work from a remote location? Answering yes to any of these questions might mean that you've created [nexus](#), and may be liable for sales tax in that state.

### Understand Taxability of New Products

Offering a new product? It's important to identify the unique taxability laws in each jurisdiction where you have nexus and plan to sell your new product. Moving into a new state? Product taxability laws are not consistent across state lines—what may be taxable in one state, may be exempt in another.

### Verify Jurisdictions Based on Exact Location, Not Zip Code

One critical component of determining the correct sales tax rate is ensuring you know where you have liability to collect sales tax. ZIP codes are a web of streets and postal routes that can be divided and changed as areas become more densely populated.

Using ZIP codes to determine sales tax rates may prove accurate *some* of the time ... however, using a rate from the wrong jurisdiction or leaving out a special district tax can lead to audits, penalties, and other costs or hassles.

### Consider Sales Tax Automation

Sales tax audits strike terror in the heart of small business because they can be a significant drain on limited time and resources. That's why many Sage 100 ERP customers are turning to sales tax automation to minimize the risk of audit as well as the time and effort of compliance. Contact us if you'd like to learn more about Sage 100 ERP Sales Tax powered by AvaTax.



### Want More Sales Tax Tips?

[Contact us](#) for a copy of the complete guide "**12 Sales Tax Tips for Small Business.**" Each tip is designed to help you stay on top of the ever-changing sales tax landscape.

## SAGE CUSTOMER SYMPOSIUM SERIES

Did you know that Sage is traveling the country, offering free educational events to help you learn to make the most of your investment in technology? The **Sage Customer Symposium Series** features keynote speakers, information about how the cloud and mobility impact your business, and a technology roadmap for the future of your Sage solution.

### Coming to a Town Near You!

Over the next few months, the Sage Customer Symposium Series is coming to a town near you including stops in Los Angeles, San Francisco, Seattle, Chicago, and Boston.

Click below to get information about upcoming locations, dates, and an agenda for each event.

[Sage Customer Symposium Series Details >>>](#)

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# Sage CRM Supplement

CRM Software for Sage 100 ERP

## Working with File Attachments in Sage CRM

The newest release of Sage CRM 7.1 SP2 introduced several enhancements to the file attachment functionality, including the ability to upload multiple files at once, attach multiple files to a single task, and a new drag-and-drop interface. Let's take a closer look at these new features.

### First, A Word About Web Browsers

It's worth noting that in the past, Sage CRM was primarily compatible with Microsoft Internet Explorer (IE). But recent enhancements have made the system compatible with all major web browsers including Apple Safari, Google Chrome, and Mozilla Firefox. While it opens up more options and possibilities, it also means that each browser might work just a little bit differently with Sage CRM which you'll notice as we discuss the file attachment enhancements here.

### Uploading and Attaching Multiple Files

In previous versions of Sage CRM, you could only upload one file attachment at a time ... and that's still the case if you use IE or Safari. However using Chrome or Firefox, you can attach multiple documents to a record or task in a single upload. Here's how to add multiple files to a task.

1. Open a **Customer Record** and select **New Task** from the **Communications Tab**.
2. You'll be prompted to save the task first - Click **OK**.
3. From the **Attachments Tab**, select **Add File** and select all the files you want to add in one single upload.

The files will display on the Attachments tab on the task. If you were uploading files to a Customer Record (instead of a task), the process is similar and the files would display in a list below the Document Details panel. Other enhancements include the ability for administrators to limit the file type, size, and quantity to prevent the upload of potentially harmful files (i.e. .EXE files).

### Drag and Drop Option

**Document Drop** capability allows you to drag-and-drop files as an alternative method of uploading attachments. While this functionality has been around for a while, it's now compatible with Chrome and Firefox which allows you to drag-and-drop multiple files at once using the **Drop Files Here** zone found throughout Sage CRM.



### Better Visibility of File Attachments

In previous versions of Sage CRM, you had to drill down to launch file attachments. Now anywhere you see the View Attachment paperclip icon, you can open the attachment directly without drill down.

[Contact Us](#) if you have questions about these new features or want to discuss an upgrade of Sage CRM for Sage 100 ERP.

### THE SAGE CRM MARKETPLACE

Have you visited the Sage CRM Marketplace recently? You'll discover a collection of Sage CRM add-ons, components, and applications that are created by Developer Program members and the Sage CRM team directly. From a street level mapping component to a complete service management suite for Sage CRM, there's something for everyone.

[Visit the Sage CRM Marketplace](#)