BUSINESS SOLUTION PROVIDERS

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NEW MULTI-BIN INVENTORY MANAGEMENT
Now Available (Free) for Sage 100c Customers

A collaboration between Sage and two long-time developers in the Sage channel extends the inventory management capabilities of Sage 100c with the new **DSD/ScanForce Multi-Bin** module. What's more, the basic version is free of charge to current customers of Sage 100c Advanced or Complete product bundles. Here's a closer look.

What is Multi-Bin Management?

DSD/ScanForce Multi-Bin Basic version extends the warehousing capabilities of Sage 100c to include the designation, storage, and distribution of a single inventory item in multiple "bin" locations within a warehouse. Notable features include:

- Set customer or item specific restrictions based on bin location
- Perform on-the-fly bin location transfers
- Maintain a structure and segments for bin locations
- Set minimum and maximum location quantities for bins

DSD/ScanForce Multi-Bin Advanced extends capabilities of the Basic version with additional features for replenishment, directed put away, default bin locations, and auto-allocations.

Frequently Asked Questions (FAQs)

Here are some frequently asked questions and answers about this new module.

How much does Multi-Bin Basic cost?

DSD/ScanForce Multi-Bin Basic is **free of charge** for Sage 100c customers currently licensed for the Advanced or Complete product bundle.

Is Multi-Bin Basic available to Sage 100 perpetual license ("Traditional") customers?

No, Multi-Bin Basic is only available to Sage 100c customers. However, perpetual license customers can purchase the Multi-Bin Advanced module.

How do I get support for the product?

Support for Multi-Bin Basic is provided directly by Sage as part of your Business Care plan.

Is Multi-Bin Basic compatible with Sage 100c Bill of Materials and Work Order?

It does integrate with Bill of Materials but not Work Order. However, Work Order integration is available for separate purchase.

Download the Full FAQ Document

Ready to Get Started?

Contact us if you're ready to get started with Multi-Bin Basic to put this free module to work and extend the inventory management capabilities of your Sage 100c software.

SAGE CRM
Why It's More Than Just a Sales Tool

It's easy to think of CRM software, as a tool that only the sales people use. But great CUSTOMER RELATIONSHIPS (the "CR" in "CRM") are built on much more than sales. Let's take a look at some of the other components of Sage CRM that will help you deliver a consistent experience with every customer interaction including marketing and support.

Sage CRM for Marketing

For many companies, customer relationships are more profitable *after* the initial sale. Marketing programs aimed at current customers not only have potential to build more profit into each relationship, but can also foster long term customer loyalty that's mutually beneficial.

Sage CRM includes a marketing component and features that allow you to build a detailed profile of your customers over the course of your relationship. This helps to ensure that ongoing communication is highly relevant based on previous purchases, product preferences, and other important customer-specific characteristics.

Sage CRM also integrates with MailChimp - powerful web-based email marketing software. When you combine customer and prospect data in Sage CRM with the email templates and tools in MailChimp, you have a powerful platform that makes your marketing effort fast, efficient, and far more effective.

Sage CRM for Customer Care/Support

Sales and marketing bring new customers to your business, but your customer service department keeps them with you for the long haul. That's why Sage CRM provides a customer service component so your customer support personnel have fast access to service requests, call and escalation history, recent customer communications, support cases, email communication, documents sent and received, and much more.
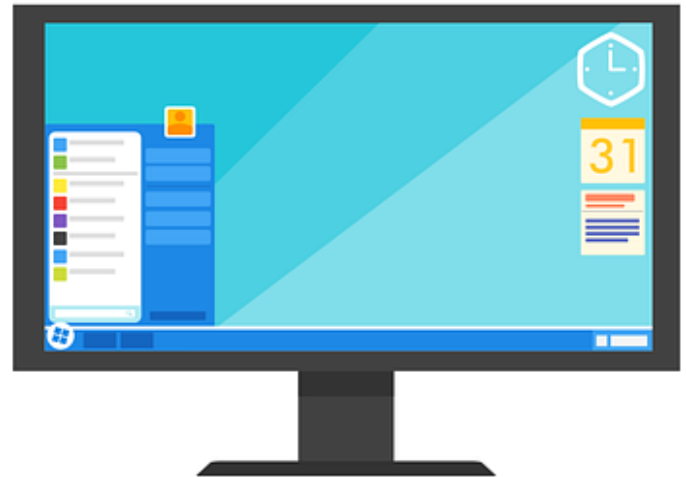
All service and support activities are captured in your CRM solution so that you start to build a knowledgebase of issues and resolutions. Your service reps can then use that knowledgebase to quickly resolve common challenges.

Whether you sell products that require technical support or offer service agreements that continue beyond the initial sale, Sage CRM provides the tools you need to manage resources, resolve issues, and build long-lasting and loyal relationships. And with all of that information at their fingertips, your customer care reps will have a better opportunity to cross-sell complementary products and services.

Beyond the Sales Department

There's no doubt that CRM was originally created to improve efficiency and effectiveness of a company's sales processes. However since those early days, software like Sage CRM has transformed into something much more powerful than just a sales tool. Today's CRM software truly helps you manage and improve customer relationships across your entire organization from sales and marketing to accounting, operations, and support.

Sage 100 Payroll Customers: Deadline Approaching Soon

Last year, Sage announced that they were changing the way Sage 100 payroll is packaged, priced, and delivered. Now the time has come that current payroll module customers need to take action. In this article, we'll explain how.

Choose a New Payroll Option

Based on last year's announcement, you'll need to choose a new payroll option - either payroll tier subscription or Sage Payroll Full Service - by no later than **April 30, 2017**.

Option 1: Payroll Tier Subscription

This option allows you to continue using your in-house Sage 100 or 100c payroll module as you do today, with the added benefit of direct deposit service for no additional cost. The biggest difference is that the payroll subscription cost is determined by the number of unique employees per pay period (your "payroll tier") rather than module pricing.

Option 2: Full Service Payroll

Sage Payroll Full Service is a fully managed payroll option. You can process payroll online, or have Sage payroll experts run it for you. Additional benefits include the option to have tax filing and payment services managed on your behalf.

NOTE: Sage is currently offering a **Payroll Price Match** promotion that provides the full service payroll option for the same price as your current payroll tier for the entire first year of service. Offer valid until **April 14, 2017**.

Contact us if you have questions or need help deciding which option is the best fit for the way you process payroll.

Sage Intelligence Report Designer Now Included with Sage 100c
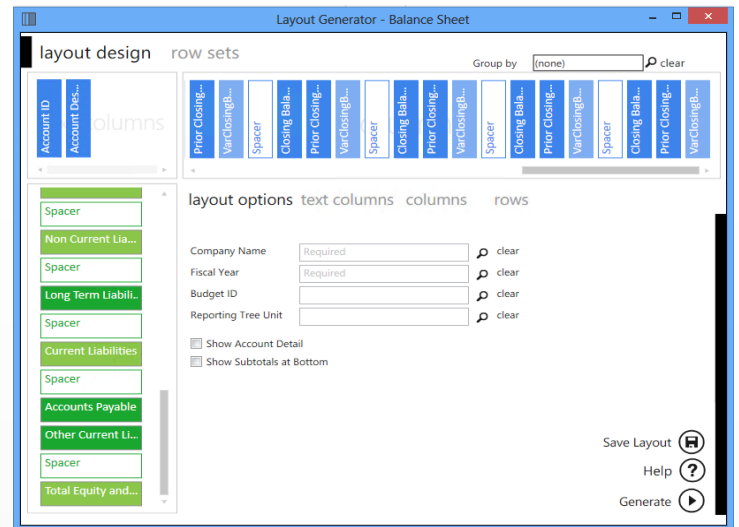
Sage Intelligence Report Designer is now included with all **Sage 100c** customers on a current **Silver** Business Care plan. A free Report Designer license was previously only available with Gold and Platinum level plans.

More Reporting Power and Options

Using Sage Intelligence Report Manager which was already included, you can edit and customize standard Excel-based financial reports as well as sort and drill-down on the data. Now with the added Sage Intelligence Report Designer, you can create entirely new reports and take things to the next level with features like:

- Drag-and-drop financial report building in Excel
- Speed report creation using pre-defined layouts for an Income Statement, Balance Sheet, or Trial Balance
- Model reports to your company/departmental structure using flexible reporting trees

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