What's Inside

Headline News

Product Update 5 for Sage ERP MAS 90 and 200 Version 4.4 is scheduled for release near the end of March 2011. To provide value to customers, the update will include a number of useful features designed to help you run your business more smoothly and effectively. Most of the new features focus on the Inventory Management and Accounts Payable modules, and are based on some of the most popular Extended Solutions.

Secure Credit Card Processing

Credit Card Processing Module Helps You Eliminate Duplicate Data Entry

Credit cards are becoming the payment method of choice for many individuals and businesses alike. In fact, studies show that companies that accept credit cards can increase their sales by as much as 15 to 50 percent. When you choose to accept credit cards, you must ensure that your credit card processing methodology is compliant with regulations intended to combat fraud and streamline processing.

At the same time, your organization needs a solution that works efficiently and ties in well with your accounting software solution. The Sage ERP MAS 90 and Sage ERP MAS 200 Credit Card Processing powered by Sage Payment Solutions module meets all of these requirements, and it is a cost-effective solution as well. In this article we cover the features and benefits of the Credit Card Processing module, and include a brief review of PCI DSS compliance standards.

Module Benefits

Credit Card Processing powered by Sage Payment Solutions provides a complete credit card processing solution for mail order, telephone order, and Internet transactions, including corporate and government purchasing cards. Credit card data can be captured from entries in the Sales Order and Accounts Receivable modules as well as the .store and .order e-Business Manager applets. Transactional information, such as authorization codes, is captured and stored for historical and reconciliation purposes.
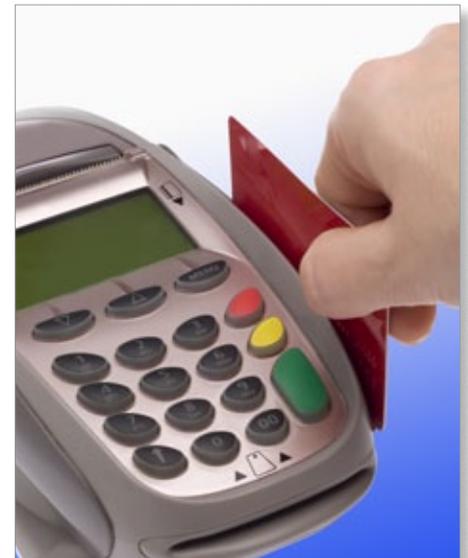
From the Sage ERP MAS 90 entry screen where you enter the credit card information, the module connects automatically to merchant accounts for credit card authorizations and settlements. No separate data entry or re-keying of card information is needed. Stored credit card numbers within Sage MAS 90 and 200 are encrypted in compliance with payment card industry security standards. The use of Credit Verification Value (CVV2) is fully supported to help verify card authenticity. Multiple address verification options add an additional layer of credit card authentication. User-level password protection helps ensure your system is secure.

Secure Credit Card Processing

(continued from cover)

Merchant Account Included

Sage Payment Solutions makes it easy for businesses to accept electronic payments. Funds collected from credit card transactions are automatically deposited into your existing business bank account. Integrated payment processing from Sage Payment Solutions can result in a lower total cost of ownership. The fees are dependent on several factors, and you may be able to save money compared with your current provider. We can obtain an analysis for you from Sage Payment Solutions, at no charge, to show you how much you are spending on processing fees, and how much you could save by switching to Sage Payment Solutions.

ZOOM IN 🔍
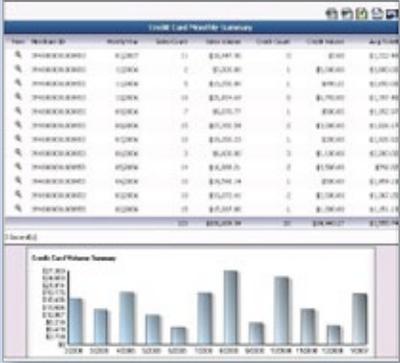
Online reporting makes it easy to review and reconcile your credit card transactions. Graphical views of transaction history also are available.

Robust Online Reporting

Secure online access to all your key transaction information is included for your Sage Payment Solutions merchant account at: www.myvirtualreports.com.

Real-time reports help you easily manage and reconcile your credit card transactions. Reports include the following information: settled batches, deposit amounts, chargebacks, returns and credits, ACH information, and complete transaction history.

Payment Card Industry Standards In Review

Did you know that every organization, regardless of size, processing credit card data must comply with the Payment Card Industry Data Security Standard (PCI DSS)? Organizations that suffer a data breach can be fined by their credit card processor if they fail to comply with the standard. The latest series of 12 requirements became effective last year. The requirements layout specifically what data can be stored and how it is to be protected. There are even rules regarding the safe storage of paper copies of credit card transactions.

You can store the primary account number, the cardholder name, and expiration date, but this information must be protected per PCI DSS requirements. You may not store the three-digit code on the back of the card, variously called CAV2, CVC2, CVV2, or CID. You may not store the full magnetic stripe data or PIN information for debit cards. To review the complete PCI DSS compliance document click here.

For Sage ERP MAS 90 and 200 software customers, PCI DSS compliance is greatly simplified. Your software has been storing credit card data in an encrypted format for some time. With the release of Sage ERP MAS 90 Version 4.4, the encryption algorithms were updated to comply with the latest PCI DSS standards. The new algorithms also were applied in a recent Product Update for Version 4.3. If you store credit card information in Sage ERP MAS 90 or 200, it is essential to upgrade to one of these versions to ensure your compliance with the PCI DSS requirements. The PCI DSS recommends that if you store credit card information, you periodically purge the data. The Sage ERP MAS 90 and 200 Product Update includes a utility that allows you to safely remove cardholder data periodically, based on a specific transaction or expiration date.

Give us a call with your questions, or to discuss implementing the Credit Card Processing module in your business. ✴

Headline News
Continued

Previously these solutions only were available at an additional cost. Also planned for inclusion is the ability to set your background color by company code. This feature will be very helpful if you have multiple companies that you switch between several times a day. The different colors provide a quick visual reminder that will help prevent users from accidentally making an entry into the wrong company. Look for more details of this product update in an upcoming issue of STAR-INFO. ✴

Purchase Order Tips and Tricks

Processing returns and reversals may be a relatively infrequent task, so when the need arises, you may be unsure of the proper steps. Here we cover step-by-step how to process a Purchase Order return of goods, as well as how to reverse a Purchase Order receipt of invoice if the information was entered incorrectly. We finish up with applying the resulting credits in Accounts Payable.

Processing A Purchase Order Return Of Goods

1. Open Purchase Order/Mat Req/Return/ Return of Goods Entry.
2. Click the # button for the next available return number. Note how your selections will affect the final entry:
» The purchase order number field is optional. Entering the original purchase order number will reduce the quantity received on that purchase order so it can be received again. It also will provide an audit trail in Receipt History referencing that purchase order number.
» Leave the invoice number field blank if a credit is not required on the vendor account in Accounts Payable. To create a credit on the vendor's account, enter an invoice number. The original invoice number cannot be used. Instead, you can reference the original invoice number by entering the number and adding an A or C to the end of the number.
3. If the purchase order number is left blank, select the Vendor Number.
4. On the *Lines* tab, either enter (if no PO number was used) or select (if using a PO number) the item number being returned, filling in amounts for the Ordered, Received, and Returned quantity, and click the OK button.
5. On the *Totals* tab, click the *Accept* button.

6. Print and post the Return Order Register and the Daily Transaction Register. The date you use to post the Return Order Register will be the date associated with the transaction in the Inventory Management and General Ledger modules.

   Note: If both the PO Number and Invoice Number fields are left blank on the return, the transaction will impact only Inventory Management.

   Important: Inventory cost will be relieved based on the valuation method of the item and using the Item Cost Hierarchy. For example: an Average cost item will be relieved at the current average cost; a FIFO item will relieve the first cost tier, this may not be the same tier that was created for the receipt.

Reversing A Receipt Of Invoice

Reversing a Purchase Order Receipt Of Invoice is accomplished by entering a negative receipt of invoice, as follows:

1. Select Purchase Order/Main/Receipt of Invoice Entry.
2. Click on the # button to select the next Receipt of Invoice number.
3. Select the Purchase Order.
4. Enter an Invoice Number.
5. Select the *Lines* tab.
6. Click *Yes* to Invoice Complete Purchase Order to display all lines. **Or** click *No* if you want to manually enter the lines.
7. Select a line, or enter line information as needed, and enter a negative quantity in the Invoiced field.
8. Click *OK*.
9. Repeat steps 6 through 8 for all lines.
10. Select the Totals tab. Confirm that the invoice amount is a negative figure, and click Accept.
11. Click the Printer icon to print or preview the register.
12. Update.

Applying Credits To Accounts Payable Invoices

Both of the previous tips will result in a credit invoice in Accounts Payable. Use the following steps to apply the credit invoice to the original invoice.

   Note: These steps apply to Version 4.20 and greater.

1. Open Accounts Payable/Main/Manual Check Entry.
2. Enter the bank code.
   Note: A bank code must be entered but does not affect the entry because it does not post to any General Ledger account.
3. Type **APP** and a number from 1 to 999 in the *Check No* field (For example, APP0001). The Check Amount field should be zero and cannot be changed.
4. Click the Header tab, and at the Vendor No field, select the vendor number to apply the credit memo.
5. Click the *Lines* tab.
6. At the Invoice No field, select the credit memo to be applied. The credit invoice information appears.
7. At the Invoice No field, select the invoice to apply the credit memo. The invoice information appears.
8. At the Invoice Amount field, change the invoice amount to reflect the positive amount of the credit memo, if necessary.
9. The check distribution amount should be zero. Click Accept.
10. Print and update the Manual Check Register.
    Please give us a call with any questions.

IN THE SPOTLIGHT:

The Benefits Of An Integrated CRM System

SageCRM is an easy-to-use Customer Relationship Management system designed to help you build long-lasting customer loyalty and generate repeat sales. Built-in tools allow you to analyze, forecast, and report on key sales data. Marketing automation allows you to create, schedule, and track marketing campaigns. By integrating SageCRM with Sage ERP MAS 90 or Sage ERP MAS 200 you gain a complete view of your customer interactions, and the opportunity to develop custom workflows throughout SageCRM and Sage ERP MAS 90 or 200. Let's look at some of the benefits.

Sales Force Automation

Visual tools make it easy to manage all of your current and historical account details, activities, and opportunities. Built-in tools allow you to automatically distribute leads to your sales professionals based on criteria you define. Point-and-click reporting and graphs give sales teams access to real-time data for on-the-spot analysis and evaluation.

Marketing Automation

Powerful yet easy-to-use marketing tools make it a simple matter to schedule and track marketing activities within a campaign. Each detail of a campaign and the results can be made visible, providing a single source of prospect information to eliminate guesswork.

Customer Care Automation

Real-time access to a complete view of customer data—including purchase, call, and escalation history, support cases, e-mail messages, and sales opportunities—provides powerful assistance in the critical process of building and managing lasting customer relationships. SageCRM workflows make it easy to create customized, automated escalation processes.

Microsoft Outlook Integration

SageCRM is tightly integrated with Microsoft® Outlook®. Changes made in Outlook are synchronized to ensure they are appropriately reflected in SageCRM.

A Global View

SageCRM is a great productivity tool for sales and marketing staff, but the benefits go beyond customer-facing teams. The integration of data across all of your business processes can transform your business as your staff works together more effectively and harmoniously. Time previously spent re-entering data is saved and accuracy is improved. Your team is able to accurately identify customer requirements and fulfill them quickly and profitably.

Integration with your financial system allows accounting staff to access the critical customer information usually held within the sales department. Overdue funds can be reduced, as your credit and collections and sales teams have access to the same financial information that enables them to collect outstanding debt.

Effective Process Management

Integrating SageCRM with Sage ERP MAS 90 or 200 supports your organization in managing the entire process of customer acquisition—from initial marketing campaigns and lead generation, through the process of quoting and winning the order, and finally to fulfillment and customer service.

Give us a call to discuss how SageCRM can benefit your organization. ✸

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