

# Sage 100 ERP

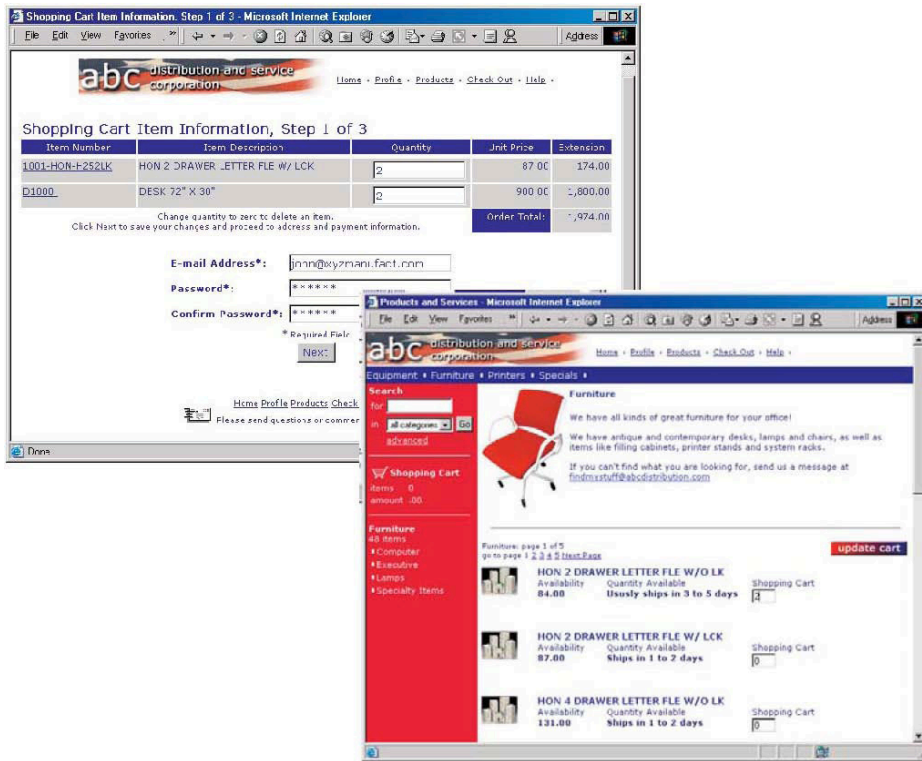
## eBusiness Manager\*

Imagine being able to offer your customers the ability to place orders, and monitor their account status 24 hours a day, while at the same time allowing your employees to be more productive and increasing order accuracy. The eBusiness Manager module leverages the power of the Internet to help you increase customer satisfaction, and enhance your bottom line.

The Internet is now the method of choice for transacting business worldwide. The year-over-year growth in online commerce transactions continues to grow at a tremendous rate. We continue to conduct an ever-increasing number of business transactions over the Internet, and applications with direct Internet functionality are vital to remain competitive and responsive in this evolving marketplace.

The eBusiness Manager module brings this capability to Sage 100 ERP (formerly Sage ERP MAS 90 and 200) in an easy-to-implement, out-of-the-box solution. While simple to implement, eBusiness Manager also manages to be flexible and feature-rich, providing many customization capabilities available in much more expensive systems.

eBusiness Manager offers three standard applets: .store for establishing a web-based e-commerce storefront, .order for more advanced online purchasing, and .inquiry, which provides customers with access to account information. eBusiness Manager is a powerful and an affordable e-commerce solution for Sage 100 ERP.



## BENEFITS

- Get timely access to key business information in a format that is easy to read and understand
- Easily apply query, reporting, and statistical analysis to make faster and better decisions for your future—this afternoon or next year
- Use quick-click charts for a visual representation
- Quickly assess the state of your business; monitor a new product's acceptance rate or the impact that a competitor's promo is having on your sales
- Share information with others in your organization in a meaningful way
- Use intuitive grid-based view of key entity and transaction-level data for more precise tracking and resolution
- Easily drill around into original records and change views for at-your-fingertips access to invoices and transactions
- Save views containing customized preferences and predefined filters for future use and navigation
- Gain quick access to key system tasks for the displayed entity with powerful task launch options
- Enable a wide range of sorting, grouping, and reorganizing functionality with easy-to-use customization and personalization features.

\*This module is compatible with Sage 100 Standard and Advanced ERP.



## Edition

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### Compatible with Sage 100 Standard and Advanced ERP

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#### **Customer Satisfaction**

The eBusiness Manager module offers your customers the ability to place orders and to retrieve information about their account, such as open orders, invoices, and available credit. Because the website never closes, customers can get information when they need it instead of sitting on the phone or waiting for a call back.

#### **Employee Efficiency**

Your employees can use their time more efficiently; instead of typing orders into the system or relaying information to the customer by phone or email, they can focus on other tasks. Also, because customers place their own orders, the accuracy of orders placed increases.

#### **Cost Effective**

The eBusiness Manager module is designed to be implemented without requiring expensive web or network consultants. It's simple to set up and can even be installed in a remotely hosted environment if you prefer not to maintain and manage your own web server. Sage offers hosting services specifically designed to host the eBusiness Manager application, allowing you to avoid the expense of maintaining your own in-house server. The modular design allows you to purchase the functionality that you need and lets you add functionality as your business grows.

#### **Customizable**

You can customize eBusiness Manager to fit your business in many ways. Numerous options within Sage 100 ERP allow you to define images and text to display on the various web pages. User-defined attachments may be linked to inventory items to provide information to site users. You can quickly and easily change the overall appearance of your site by applying one of the included style sheets, or you may create your own. Advanced customization features, such as the ability to specify the fields, including user-defined fields, that you wish to appear on the pages, are also available by using an HTML or text editor.

## eBusiness Manager Applet Options

### **.store (B2C e-commerce)**

#### **Credit Card Payments**

If the optional Credit Card Processing module is installed, a credit card authorization is automatically obtained when the shopping cart is submitted. Credit card payment information flows directly into the accounting modules.

#### **User Profile**

The .store applet allows customers to maintain a user profile so that shoppers who return to the site do not have to reenter their information. Credit card information can optionally be stored as part of the customer profile.

#### **Products and Services**

The Products and Services pages display items available online in logical category groupings, making it easy for customers to find the items they want. When an item is selected, the image associated with the item is displayed, along with its price and description.

#### **Display Shopping Cart**

Customers can review the contents of their shopping carts before submitting orders.

#### **Email Notifications**

Decide to send email notifications to the customer, salesperson, and a user of your choice whenever your customer successfully submits a shopping cart or when you accept, reject, or ship an online order.

#### **Order Management**

When orders are placed, they can flow directly into the Sales Order module or can be placed in an approval queue for manual acceptance before creating sales orders.

## .inquiry

### Robust Security Features

Multiple user ID flexibility allows for both supervisory and non-supervisory-level records management. Nonsupervisory users can view or modify their own records. Designated supervisors can view, modify, create, or delete any user account.

### Customer Inquiry and Maintenance

Customers can view their own customer record. Only designated supervisors have the ability to edit customer data.

### Products and Services Inquiry

The Products and Services pages display items available online in logical category groupings, making it easy for customers to find the items they want. When an item is selected, the image associated with the item is displayed, along with its price and description.

### Comprehensive Inquiries

Multiple options for viewing detailed Invoice, Sales Order levels, and customer-level information with enhanced drill-down capabilities.

- **Invoice Inquiry:** The Invoice Inquiry function allows users to view summarized invoices for the customer associated with their user ID. There are also options for selecting groups of invoices to display and for controlling the level of detail displayed.
- **Invoice History Drill Down:** From the Invoice Inquiry page, you can drill down to any stored invoice in the invoice history file. While viewing an invoice history record, the option to add all items or individual items to the shopping cart is available through the .order and .store applets.
- **Open Sales Order Inquiry:** The Open Sales Order Inquiry function works in a similar manner to Invoice Inquiry by allowing customers to view summarized Sales Order information for their account. There are also options for selecting groups of sales orders to display, and for controlling the level of detail displayed.
- **Open Sales Order Drill Down:** As with Invoice History Drill Down, from the Open Sales Order Inquiry page, the user can drill down to any open sales order. While viewing the order detail, the option to add all items or individual items to the shopping cart is available through the .order applet.
- **Customer Credit Limit/On-Hold Inquiry:** Customers can view their available credit, credit limit, and whether their account is on hold (due to reaching their credit limit).
- **Email Notification:** Choose to send email messages when user ID, customer account, or ship-to address information is updated.

Order Number	Order Type	Order Status	Order Date	Ship Date	Order Amount
0000115	Standard Order	New Order	05/18/03	05/31/03	7,856.10
0000153	Back Order	New Order	05/11/03	05/13/03	485.06
0000170	Standard Order	On Hold	03/23/02	03/23/02	99.40
0000171	Standard Order	On Hold	03/19/02	03/19/02	45.00
0000172	Standard Order	On Hold	03/19/02	03/19/02	45.00
0000173	Standard Order	On Hold	03/22/02	03/22/02	55.00
0000174	Standard Order	On Hold	03/22/02	03/22/02	149.95
0000177	Standard Order	On Hold	03/25/02	03/25/02	55.00
0000178	Standard Order	On Hold	03/25/02	03/25/02	55.00
0000179	Standard Order	On Hold	03/26/02	03/26/02	26.95



"Thanks to eBusiness Manager, we're no longer restricted to 8-to-5 sales. Many of our regular customers know exactly what they want, and they like the convenience of being able to order online around the clock."

Lee Reams II, COO and owner  
ImageOne Inc.

### **.order (B2B e-commerce)**

#### **Products and Services Inquiry**

The Products and Services pages display items available online in logical category groupings, making it easy for customers to find the items they want. When an item is selected, the image, price, and description associated with the item is displayed.

#### **Ship-to Inquiry**

When creating a shopping cart order, customers can view existing ship-to addresses for their company and select the correct address for their order. They can also request a new ship-to address.

#### **Display Shopping Cart**

Customers can review the contents of their shopping carts before submitting orders.

#### **Submit Shopping Cart Email Notifications**

Accepting the order displays a confirmation page. In addition to performing credit limit checking and a customer on-hold verification processing.

#### **Email Notifications**

Decide to send email notifications to the customer, salesperson, and a recipient of your choice whenever your customer successfully submits a shopping cart, or you accept, reject, or ship an online order.

#### **Order Management**

When orders are placed, they can flow directly into the Sales Order module or can be placed in an approval queue for manual acceptance before creating sales orders.

## Hosting Options

Two primary options are available for hosting an eBusiness Manager website: local hosting and remote hosting.

### **Local Hosting**

With localized hosting, your corporate web server is located within your network. Communications between the local network zone and your ISP are handled using frame-relay, DSL, or another dedicated connection.

### **Remote Hosting**

With remote hosting, your existing corporate website resides at your Internet hosting provider. The Internet Information Server (IIS) components of eBusiness Manager reside on the Sage Hosting Services network. Communications between the local network zone and the corporate web server are handled using frame-relay, DSL, or other broadband connection.

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## About Sage

Sage is a leading global supplier of business management software and services for small and mid-sized businesses. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs more than 12,600 people and supports more than 6 million customers worldwide. For more information about Sage in North America, please visit the company website at [www.NA.Sage.com](http://www.NA.Sage.com). Follow Sage North America on Facebook, <http://www.facebook.com/SageNorthAmerica>, and Twitter, <http://twitter.com/#!/sagenamerica>.