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Headline News

Best Software announced that it was ranked the tenth largest manufacturing and distribution software provider for 2001 by MSI magazine, the primary publication of record for the manufacturing automation industry. The publication's July 2002 annual Top 100 Software Vendors rankings recognized vendors involved in the automation of "plan, source, make, and deliver" business and production processes.

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**MAS 90
Custom
Office**

See page 5
for more info!

Is The Letter *e* In Your Future?

The pace of business on the Internet is ever increasing. While the dot-com bubble may have burst, don't think the Internet is not important to your future. A presence on the World Wide Web is rapidly becoming a necessity for companies to remain competitive and responsive. With the e-Business Manager module for MAS 90, selling your products over the Internet is not only easy, but economical as well.

How does it work?

e-Business Manager consists of three applets that may be added on any schedule, so that additional functionality may be incorporated when you need it. The *.order* applet provides existing business customers with the ability to place orders online. The *.store* applet is geared toward new and retail customers, and the *.inquiry* applet is an ideal compliment to the first two, offering your customers access to their account status, orders, and invoices online.

Offer your business customers 24-hour service with *.order*

The *.order* applet is the right solution for business-to-business eCommerce, enabling you to improve customer service levels by offering your customers the capability to place orders any time of the day or night. The implementation of *.order* can increase the accuracy of orders placed into your system, and can reduce operating expenses by allowing customers to place their own orders without administrative and sales support.

Customers enter their secure login information and are directed to your company's Products and Services page. From this page, shoppers can

view the items available for purchase, organized into your user-defined categories. These categories make it easy for your customer to find items without having to know the actual item number. Upon selection of an individual item, the user can see an image associated with the item (along with the price and description), and can add the item to their shopping cart. The page automatically displays any special customer pricing and quantity break pricing you have set up in MAS 90.

If the *.inquiry* applet is used, customers can view information about their account, and even update selected information. Customers can view



e-Business Manager is designed to take your company to the Internet, by offering your products and enabling your customer to view their account information, order status, and invoices

their own invoices, and even drill down to the individual line items. If your customer wishes to reorder an item they have previously purchased, they can add it to the shopping cart directly from the invoice inquiry screen. They can even decide to reorder the entire order!

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Compliments of:

KISSINGER

Smart Software That Means Business.™

e-Business—It's all about offering your...

At any time during their shopping experience, your customer may select *View Shopping Cart* to display the selected items with quantities, prices, billing and shipping addresses, sales tax, and freight information.

When customers press the *Accept* button after entering an order, a confirmation page is displayed. This performs credit limit checking and a customer on-hold verification process. Your customers can select an alternate shipping address if desired and confirm the use of an on-file credit card, or enter a new card number.

Orders generated from the web site flow automatically into Sales Order Processing, or can be placed in an approval queue for manual review before orders are created.

Establish your web presence and increase sales with .store

The powerful *.store* applet is an ideal solution for your new or retail customers. It does not require customers to be set up in the system prior to shopping at your web site; so new customers can shop and place orders any time.

The same Products and Services page detailed in the *.order* section above is visible to your retail customers. They are free to browse your products and services, and even check the status of their orders with the *.inquiry* applet.

When they're ready to checkout, the procedure differs slightly from the *.order* applet. First time customers will setup a unique user ID using their email address and a password. They then enter shipping and billing address information, and a credit card number if desired. The *.store* applet allows the user to maintain a user profile



Let your customers fill their shopping cart with items selected from your e-Business Manager web site

so that shoppers who return to the site do not have to re-enter their information, just their user ID and password. Credit card information can optionally be stored as part of the user profile.

Increase customer service and staff productivity with .inquiry

The *.inquiry* applet is a powerful compliment to the *.order* and *.store* applets. The *.inquiry* applet gives your existing customers the ability to access on-demand account information, current order

status, and inventory and availability information directly from your MAS 90 system, 24 hours a day. By putting this capability in the hands of your customers, you cut down on customer service calls, and reduce operating expenses.

Users view information about their customer record such as credit limit and available credit via Customer Inquiry. Users defined as supervisors have the ability to edit customer data such as phone or fax numbers and request new ship to addresses. They can browse the Products and Services Web pages to view the items available, and even add them to their shopping cart if you're using the *.order* or *.store* applets.

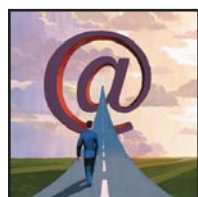
With *.inquiry*, users can view summarized invoices for the customer associated with their user ID, and drill down to any invoice stored in the invoice history file.

Sales Order Inquiry is available to users to view summary and detailed Sales Order information for the customer associated with their user ID.

Full featured

The e-Business Manager module is designed to be implemented without requiring expensive Web or network consultants. The modular design allows you to purchase the functionality you need, when you need it.

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Future Thoughts: What Lies Ahead For MAS 90 And MAS 200

MAS 90 version 4.0,

is slated to begin a phased release starting in June 2003 and will incorporate sweeping changes in the appearance and functionality of line data entry. As each module is released in Version 4.0, the line data entry screens will follow a new grid entry system and where appropriate, the new screens will utilize a dual entry grid. This will allow you to place more frequently used fields in the primary grid (top grid), and lesser-used fields in the secondary grid (lower grid). Any non-required field may also be hidden from view. You will have the ability to move columns in any order desired, move a column from one grid to another, and even resize either grid by grabbing a corner and dragging it. *Look for these new version 4.0 features next year!* ☆

The screenshot shows a software window titled "Recurring Journal Entry (ABC) - 05/30/03". It features a table with columns for Account No., Debit, Credit, and Comment. The table contains three rows of data. Below the table is a section for "Additional Information for Row" with a dropdown menu. At the bottom, there are fields for Debits (33.44), Credits (33.44), and Net Balance (.00). Callouts point to various UI elements: "Browse Buttons" at the top right, "Drop Down Menus" at the top right, "Insert, Delete, and Reorder Line Controls" on the right side, "Personalized Dual Entry Grid" pointing to the table area, and "Classic View" at the bottom right.

	Account No.	Debit	Credit	Comment
1	275-02-00	0	33.44	
2	200-02-00	33.44	0	Invoice 456 paid
3				

Version 4.0 General Ledger Recurring Journal Entry with dual data entry grids and controls

Numerous options enable you to customize and control the look and feel of your site.

The overall appearance of the site may be changed easily by applying one of the included style sheets, or you may create your own. You can specify the text or images to display on the various web pages, and even add thumbnail images. User defined fields you have set up in MAS 90 may be added to your site with an HTML or text editor. You can attach multiple files to your inventory items for use on the web site. Attachments

can be any document type and can be used for purposes such as marketing literature, warranty information, or material safety data sheets.

The e-Business Manager module is fully integrated with the *Credit Card Processing* module. For credit card orders, authorization is performed immediately, and the authorization code flows into the sales order created in MAS 90.

A handy product search feature allows your customers to search by item number, item description or customer item number. Flexible search options even allow searches using “begins with,” “contains” or “ends with” criteria.

An automatic Email message can be generated to acknowledge the order, warn of a problem with the order, or to inform of the shipment of an order.

But what if I already have a web site?

If you already have a web site that does not offer ordering capabilities, use e-Business Manager to quickly and easily add online ordering. You can add a link from your existing web site to your store. There is no requirement for both sites to be hosted on the same server.

What are the benefits?

e-Business Manager is the one solution that is completely integrated with your MAS 90 data, meaning it will know about your customers, their terms, their credit limit, and their special pricing. A custom web site with the ability to transfer data to and from your MAS 90 database could realistically cost tens of thousands of dollars and takes months to debug and implement. e-Business Manager offers a secure, full featured, completely integrated eCommerce solution—*right out of the box*.

Higher customer satisfaction

Make no mistake, if they haven't yet, your customers will begin to request the ability to place orders and monitor their account status, on-line 24 hours a day. Because your web site is always on, customers can get information when they need it, without sitting on hold, or waiting for a returned call.

Increased efficiency

Your employees can then use their time more efficiently. Rather than keying orders, or relaying information to customers via phone or Email, they can concentrate on other tasks.

Increased sales potential

Placing your products in the Internet marketplace expands your potential market to the world. An Internet storefront lets potential buyers research and shop without feeling pressured. Using photos and full textual descriptions of your products you can reach a vast audience, resulting in more sales.

Don't wait any longer to establish your presence on the web. e-Business Manager is the perfect solution to get you up and selling on the Internet quickly. Call us for more detailed information and a demonstration of this module's power. ☆

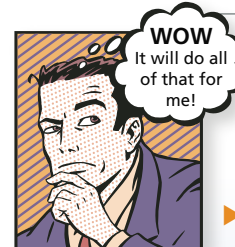
Putting e-Business To Work For You

Now that you've learned the many ways the e-Business Manager module can benefit your organization, you may be wondering what's involved in implementing the product. One of the first decisions you'll need to make is where the site will be hosted.

The e-Business module can be hosted at your site or remotely. If you have your own Internet server in house running Microsoft Internet Information Server (IIS), then e-Business Manager is a straightforward application to install and maintain. If you don't have your own Internet server, Best offers hosting services specifically designed to host the e-Business Manager application.

Best Hosting Services are engineered to host components of e-Business Manager, saving you the expense of purchasing and maintaining the IIS Server in-house. Best will handle the installation and configuration of the e-Business Manager ISAPI plug-in for you. Images and stylesheets are posted with Microsoft FrontPage Server extensions directly from within your MAS 90 and MAS 200 applications. You can even sign up for a free corporate Web site if you don't have one already.

Traditionally, the implementation of an eCommerce site involves a very complex set of software transactions and multiple providers. But with Best Hosting Services you get your Web site up and running quickly and easily. Call us for complete details on this convenient and cost effective approach. ☆



Not Convinced? Consider These 5 Reasons

- ▶ Incremental sales of your products to new customers
- ▶ Lets your customers order round the clock, seven days a week
- ▶ Gives your customers insight into their account information, orders, and invoices
- ▶ e-Business Mgr. only costs \$6,000 including all applets
- ▶ It's a *ready-to-go, out-of-the-box* solution

Headline News cont.

Overall, Best Software ranked above all other mid-market competitors, with only enterprise market vendors filling the top nine slots. Best also ranked fifth-largest among enterprise resource planning (ERP) publishers serving the manufacturing and distribution sectors.

The rankings were determined by a survey conducted by MSI and based upon annual revenue figures derived from software sales during calendar year 2001. The review is widely considered to be the definitive view of the manufacturing/distribution software marketplace. Best was also ranked the tenth largest vendor in MSI's 2000 listings.

Kissinger Authorized Training Center

Course Schedule For MAS 90 and MAS 200

Core Applications

Core Applications with Payroll Oct 7–11 • Nov 11–15 • Dec 2–6	\$1,580	Five Days
Core Applications without Payroll Oct 7–10 • Nov 11–14 • Dec 2–5	\$1,345	Four Days
Introduction & Library Master Oct 7 • Nov 11 • Dec 2	\$395	One Day
General Ledger Oct 8 • Nov 12 • Dec 3	\$395	One Day
Accounts Payable & Bank Reconciliation Oct 9 • Nov 13 • Dec 4	\$395	One Day
Accounts Receivable Oct 10 • Nov 14 • Dec 5	\$395	One Day
Payroll Oct 11 • Nov 15 • Dec 6	\$395	One Day

Wholesale Distribution

Distribution Course Oct 21–23 • Nov 18–20 • Dec 18–20	\$1,070	Three Days
Inventory Management Oct 21 • Nov 18 • Dec 18	\$395	One Day
Sales Order Processing Oct 22 • Nov 19 • Dec 19	\$395	One Day
Purchase Order Processing Oct 23 • Nov 20 • Dec 20	\$395	One Day
Return Merchandise Authorization Oct 24 • Nov 21 • Dec 23	\$395	One Day

Manufacturing

Manufacturing Course including MRP Oct 21–24 • Nov 18–21 • Dec 9–12	\$1,265	3 1/2 Days
Inventory Management for Manufacturing Oct 21 • Nov 18 • Dec 9	\$395	One Day
Bill of Materials Oct 22 • Nov 19 • Dec 10	\$395	One Day
Work Order Processing Oct 23 • Nov 20 • Dec 11	\$395	One Day

Report Writing and Tools

Productivity Tools Introduction to Crystal Reports, FRx, and Custom Office. Sep 30–Oct 3 • Oct 28–31 • Dec 2–5	\$1,345	Four Days
Custom Office Oct 3 • Oct 31 • Dec 5	\$395	One Day
Business Alerts Oct 4 & 18 • Nov 8 & 22 • Dec 6 & 23	\$395	One Day
Introduction To Crystal Reports Sep 30–Oct 1 • Oct 28–29 • Dec 2–3	\$790	Two Days
Crystal Reports, Beyond the Basics Oct 7–8 • Nov 7–8 • Dec 26–27	\$850	Two Days
Introduction to FRx Oct 2 • Oct 30 • Dec 4	\$395	One Day
Advanced FRx Oct 10–11 • Nov 14–15 • Dec 26–27	\$850	Two Days
Visual Integrator Oct 29–30 • Nov 14–15 • Dec 30–31	\$790	Two Days
Data File Structures Oct 14 & 28 • Nov 4 & 13 & 25 • Dec 10 & 16 & 23	\$395	One Day
Job Cost Oct 31–Nov 1 • Nov 25–26 • Dec 30–31	\$790	Two Days
Technical Support Oct 16–17 • Nov 6–7 • Dec 12–13	\$1,500	Three Days
Technical Support for Channel Partners Oct 29–30 • Nov 26–27 • Dec 17–18	\$800	Two Days
Client Installation Oct 15 • Nov 5 • Dec 11	\$395	One Day

All classes begin at 8:30 AM and end at 5:00 PM unless noted

Register

[Click to register for a MAS 90 or MAS 200 class](#)

Class Info

[Click for MAS 90 and MAS 200 class descriptions](#)

Need More information? Call our Training Center Coordinator at (800) 562-5456, ext. 231 or Email at: training@kissingerassoc.com

MAS 90 In The Spotlight: Custom Office

MAS 90 offers a broad range of features, and is enjoyed by businesses in virtually every conceivable industry. One reason why it works so well for such a wide variety of companies is the ability to easily customize screens and even add new data fields to enable the software to work the way you work, rather than forcing you to adapt to the software.

MAS 90's Custom Office consists of three components: Customizer, MS Office Link, and Visual Postmaster which together provide the ability to add fields, hide fields, relabel fields, rearrange fields, create custom documents and mail merges. Let's take a closer look at what the Customizer can do for you.

Add new data fields to MAS 90 screens

Customizer enables you to add User-Defined Fields (UDF) to virtually any entry screen. The amount of new data that can be stored is almost limitless. Customizer adds thirty-three UDF data tables in which you can add new fields of any length. Each table of UDF fields can store up to 7,950 characters. This amount of data storage is roughly equivalent to this newsletter's main article on e-Business Manager! And when you consider that line items can store this amount of data per line, you start to realize just how powerful this tool is.

You might start by adding a field for *Referral Source* to the Customer Masterfile, or a field for *Sales Territory* to the Sales Order header. Customizer allows you to build validation logic behind each UDF to ensure uniformity of the data entered. UDFs may be printed on forms, included in Crystal Reports, or you can import data or export data from the UDFs using Visual Integrator. The uses are limited only by your imagination. Think about adding a button that is linked to a sound file to play back a sound annotation, perhaps the correct pronunciation of a difficult customer name. Or you could include a photo of employees in their masterfile, accessed by a new button linked to an image file. You could scan contracts and other important documents and link them to the appropriate record by adding a new button.

Field level security

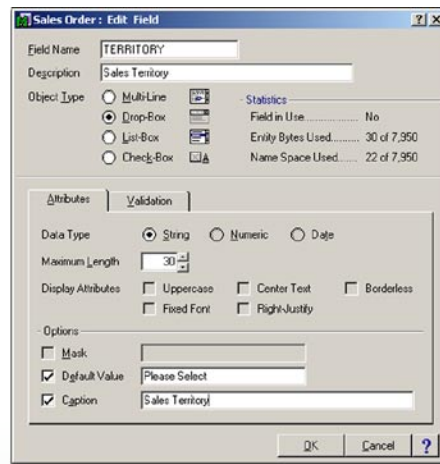
You may create field level security by hiding particular fields from view, or adding validation logic. Make other fields view only. Add data validation characteristics such as a range or list of allowed values. Customizer also gives you the ability to define field level security by user or group. So you could limit certain users to a defined list of allowed entries, or restrict access to certain fields.

Rearrange fields to fit your workflow

Change the layout of any screen by moving fields to suit your data entry process. Hide unused fields, designate a new tab stop order, or define the initial value for a field. Consider making the *Credit Hold* field in the Customer Masterfile default to YES when creating new customers, until you receive their credit application. Make an important field stand out with bold font or by causing it to appear in the color red.

Launch another application

Add a button to any screen to launch the Windows Calculator, or the UPS web site, or your primary vendor's eCommerce site. You may also define a status



MAS 90 Custom Office can be used to add new data fields to almost any screen

field to serve another purpose. Customizer allows you to add text to any screen for additional information for your users, reminders, or instructions. Add an on-screen message to Sales Order Entry operators reminding them to tell their customers about an upcoming sale. Customizer even allows you to create new *Tabs*, so you'll have room to add all of your new fields and buttons.

Customizations by company, by user, by group

Every change you make using Customizer may be applied to one company or all companies, one user or all users, one user group or all user groups. Customizer gives you control of the screens and functionality offered to each user of your system.

If you're not yet using Custom Office, or have it but have not explored the extent of its usefulness, give us a call. We'll be happy to show you how Custom Office helps MAS 90 do business your way. ☆

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message, a tool tip and a help code for your new button.

Relabel fields and add text

In your organization are your customers called *clients* or your item numbers called *parts*? You may relabel any field to suit the terminology of your business, or to enable the