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### **Special Promotion for clients on older versions of Advantage Series!**

If you've lapse on support plus and have fallen behind in versions, then now is the time to get back on track with ACCPAC! Each new release of ACCPAC provides upgrades and fixes that are designed to enhance the performance of your accounting system. From now until February 25, 2005, ACCPAC is offering a 25% discount for existing ACCPAC clients of older versions looking to upgrade to 5.3!

### **Great Savings for Existing ACCPAC Users!**

- **25% Savings through February 25, 2005** - Take as much as 25% off upgrade pricing on all modules and lanpaks when upgrading to the current version of Advantage Series Enterprise Edition, Corporate Edition or Small Business Edition.
- **10% Savings through March 25, 2005** - Take 10% off upgrade pricing of all modules and lanpaks from Feb 26th - March 25, 2005.



\*\*Additional Lanpaks can be purchased at the standard upgrade pricing!

Call us today to receive a personalized quote.

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### **Best Software Announces ACCPAC CRM™ version 5.7**

On January 26, 2005, Best Software announced the launch of **ACCPAC CRM™ version 5.7**, a substantial upgrade to its award-winning customer relationship management software. The new version includes significant enhancements that improve integration with other business applications, and provides mobile users with increased flexibility and functionality. Also among this version's new features are a sophisticated new Web Services interface, a new global document library, 'stand alone' product, quote and order entry capabilities, and improved Microsoft® Outlook® integration, all while further extending the "freedom of choice" ACCPAC CRM clients have come to expect.

"With version 5.7, we believe we offer the best Web-based CRM solution on the market," said Craig Downing, Best Software Vice President of Product Management for ACCPAC® products. "This new version offers businesses powerful new tools to further integrate their sales, marketing and support operations with the rest of their corporate operations, and the significant enhancements to many existing features will also improve the user's experience of the product. In addition, the new Web Services integration capabilities will continue to change the way businesses think of CRM- that CRM solutions aren't simply stand alone applications for the sales force, but rather, are important portals from which all employees can access, and achieve real time integration with, key corporate information from other data sources."

### **Top 10 Features in Version 5.7:**

1. **Advanced Web Services Interface.** Now you can drive ACCPAC CRM business logic via a web services (XML, UDDI, SOAP) interface, or integrate ACCPAC CRM with other applications via this standard for application for integration.
2. **Quotes and Order Entry and 'Products list'.** These lightweight 'quoting' and 'order taking' systems are ideal for mobile and remote sales professionals who don't need the full ACCPAC Advantage or Pro

Order Entry systems, but still need to provide 'quick, simple, and accurate' quotations and enter orders. In addition sometimes you just need a current listing of inventory (products) details and availability. The CRM 'products' enhancement allows you to have this information (including complex 'Unit of Measure' and Price List matrices) at your fingertips and as current as your last 'solo sync' if you are operating offline.

3. **Global Document Library.** A repository for all the things you need to keep at your fingertips and share with other CRM users – such as Word Documents, PowerPoint presentations, and Spreadsheets. Use it to store competitive information, or 'killer' presentations on your products for sales people to use...or just to ensure that you have people using the same version of the expense report forms! The Document Library makes it easy to share this information consistently and easily with others (including Solo Users).
4. **Advanced Searching.** The search engine is easier, faster and more intuitive. It allows you to better control the lookups throughout the entire CRM solution.
5. **Escalations and Reminder Management.** Both managing the escalation rules, and interacting detail with your reminders (global snooze of all reminders, for example) is more streamlined in 5.7.
6. **More Freedom of Choice | Better Performance.** Support for more database options, and generally better performance across all of those databases.
7. **Target Lists.** You can now create target lists (and use these lists for things like e-mails, or drive them through an ASP page) against your 'My Contacts' lists.
8. **Outlook Integration.** This (already strong) integration has been extended to allow for 'one way syncs', scheduled syncs, improved e-mail filing, the ability to sync contacts details and much more.
9. **Context Sensitive Help.** No matter where you are, it's now easy to get answers to questions you may have about the screen you are on, the field you are entering data into, or the process you are in the middle of.

10. **Solo.** It's easier to use. Consumes far fewer system resources. It's more secure and 'firewall friendly'. It's MUCH easier to install and configure. Plus it's now available to our hosted users!

#### **Learn more**

[Take a tour of CRM](#)

[Register for an ACCPAC CRM Webinar](#)

[Request more information](#)

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### **ACCPAC's End-to-End Business Applications can manage all facets of your business!**

You look to ACCPAC for your accounting solution. But, did you know ACCPAC products can automate all facets of your business?

ACCPAC provides a full range of **End-to-End Business Management Applications** specifically designed to manage your entire organization, from accounting, sales, human resource, manufacturing, distribution and the Internet! Plus, these products provide integration from one product to another!

Imagine dealing with one vendor for all your business needs. That's the ACCPAC Advantage!

Learn more about ACCPAC's End to End Business Applications:

- [Customer Relationship Management](#)
- [Human Resource Management](#)
- [Warehouse Management](#)
- [EDI](#)
- [ecommerce](#)
- [Point of Sale](#)

In addition, we support a number of other integrated applications including: Manufacturing, Service Dispatching, Time and Billing and project costing.

[Contact us](#) for more information on these solutions.

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### **Looking for a way to cut administration costs?**

EFT (Electronic Funds Transfer) Products from ACCPAC are a group of simple yet powerful add-ons that allow you to process direct deposits for major banks and trust companies in Canada and the United States. It allows you to manage

payables, receivables and payroll with improved reliability and ease. Click the links below to learn more about each product.

[EFT Direct Payables:](#)

Control when you want to release payments to suppliers using direct deposit. This module eliminates the need to print, mail, and process individual payments.

[EFT Direct Payroll:](#)

EFT (Electronic Funds Transfer) Direct Payroll is a simple, fast, yet powerful to use add-in that allows the processing of direct deposits for all major banks and trust companies in Canada and the United States.

[EFT Direct Receivables:](#)

Manage receivables with improved reliability by preauthorizing amounts for withdrawal from specific clients. This module improves accurate cash flow information and eliminates the need for statement reconciliation

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**Schedule of Events**

These Live Webinars are conducted by ACCPAC experts using intranet "WebEx" technology and a voice-line for conferencing. ACCPAC understands addressing all customer questions is critical, therefore demonstrations are generally followed by an open question and answer session.

<b>ACCPAC Advantage Series</b>
February 16, 2005 - 10:00 AM
<b>ACCPAC Project &amp; Job Costing</b>
February 11, 2005 - 10:00 AM
<b>ACCPAC CRM - Customer Relationship Management</b>
February 10, 2005 - 9:00 AM
February 17, 2005 - 9:00 AM
February 24, 2005 - 9:00 AM
<b>ACCPAC HR Series - Human Resource Solution for ACCPAC</b>
February 8, 2005 - 9:00 AM
February 22, 2005 - 9:00 AM
March 8, 2005 - 9:00 AM

**Point of Sale**

February 8, 2005 - 9:00 AM

**ACCPAC eTransact - The ecommerce solution for ACCPAC**

February 15, 2005 - 10:00 AM

**What's new in Advantage Series 5.3**

February 18, 2005 - 10:00 AM

**ACCPAC Exchange**

February 14, 2005 - 2:00 PM ET

Start times are listed in Eastern time zone.

[Contact us](#) at the number below or visit our website to register

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**Technical Corner**

**ACCPAC CRM 5.7 Q&A**

**When will SupportPlus subscribers get their updates?**

Clients with current SupportPlus agreements will receive this update as part of the February 2005 SupportPlus fulfillment process.

**What Databases are now supported by ACCPAC CRM?**

Oracle, Microsoft SQL Server, IBM DB2 and Sybase. For specific details about supported versions, required updates or service packs please contact ACCPAC CRM Technical Support as this information will change from time to time.

**Are there changes to the System Requirements?**

No, CRM 5.7 system requirements remain the same as CRM 5.6, and can be found at [www.accpac.com/products/system\\_requirements.asp#crm](http://www.accpac.com/products/system_requirements.asp#crm)

**What does the Release of version 5.7 mean to older versions of ACCPAC CRM?**

ACCPAC CRM 5.6 will continue to be sold by ACCPAC Inside Sales through July 1, 2005. However, effectively immediately, a 25%

'discontinued product' fee will apply (in addition to usual SupportPlus charges) to all new and additional licenses purchased for the Version 5.6 product. Effective July 1, 2005 Version 5.7 will be the **ONLY** version available.

**What versions of Advantage Series and Pro Series does ACCPAC CRM 5.7 integrate with?**

ACCPAC CRM 5.7 will integrate with ACCPAC Pro Series 7.2 and 7.3, and ACCPAC Advantage Series 5.2 and 5.3.

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**The following are the latest service packs available to download for ACCPAC Advantage Series 5.2:**

<a href="#">System Manager</a>	<a href="#">Inventory Control</a>
<a href="#">Service Pack 4 sm041210.exe</a>	<a href="#">Service Pack 4 ic041201.exe</a>
<a href="#">General Ledger Service Pack 3 gl041130.exe</a>	<a href="#">Order Entry Service Pack 5 oe041201.exe</a>
<a href="#">Accounts Receivable Service Pack 4 ar041026.exe</a>	<a href="#">Purchase Orders Service Pack 4 po041201.exe</a>
<a href="#">Accounts Payable Service Pack 4 ap041201.exe</a>	<a href="#">Project and Job Costing Service Pack 2 pm041103.exe</a>

Please contact us to acquire and install these service packs.

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**Technical Tips on the Web**

Altitude Information Systems is committed to providing you with superior customer service. Our dedication to your success has compelled us to post these tips monthly and to provide you with a library of tips on our website.

If you have suggestions on tips you might find useful please let us know by emailing [advisor@altitudeinfo.com](mailto:advisor@altitudeinfo.com).

Click the following URL to visit our Tip of the Month Section.  
<http://www.altitudeinfo.com/tipofthemoth.html>

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If you would like to be removed from this mailing list please let us know by emailing us at [advisor@altitudeinfo.com](mailto:advisor@altitudeinfo.com)

