



Sage ERP X3

Solution In Detail

Sage North America | Version 6.5

Finance

Functional domains

- General ledger
- Account payable/Account receivable
- Cash management
- Cost accounting
- Expenditures
- Budget and Commitments
- Financial reporting
- Fixed Asset management

Financial Data model

Models and ledgers

- Each company is linked to an accounting model that defines the ledgers used (up to 10).
- A ledger is characterized by one currency, one calendar, one chart of accounts and analytical dimensions
- Up to 9 analytical dimensions may be defined for a ledger, up to 20 analytical dimensions for a model
- The charts of accounts and dimensions can be shared or specific to several entities

Companies & sites

- Multi-site, multi-company, unlimited number of sites per company and unlimited companies
- Group of sites and companies may be defined for an aggregate crossed view (by activity, function, geographical location), in inquiries or reports
- Each company is associated with one accounting model and one legislation
- Automation of inter-site transactions
- Automated inter-company transactions in purchases and sales modules.

Currencies

- Unlimited number of currencies and exchange rates, manually entered or imported
- Unlimited number of rate types - daily, monthly, average, budget ...)
- Currencies may be linked to accounts and business partners
- Transactions entered in foreign currency, converted into the ledger currency
- Automatic rounding
- Automatic exchange variances when matching
- Asset / liability conversion at end of period/year; actual or simulated
- Euro-compliant

Calendars

- A calendar per ledger; Up to 24 periods per calendar
- Year-initial period for carry forward and year-end period for closing adjustments
- Monthly and annual closing process, with automatic recognition of upstream transactions, accruals, and functional controls

Journals

- Unlimited number of journals
- Pre-defined types (sales, purchases, inventory, miscellaneous operations, carry-forward, closing), shared or specific to a ledger
- Validity date-controlled
- Close journals independent of period closure
- Site, company, group of sites allowed
- Frequent accounts, dis-allowed accounts

Accounts

- Length of account fixed or variable, numeric or alphanumeric, configurable
- Validity date-controlled
- Restriction by site, company, group site
- Financial and quantity elements recorded
- User definable management rules (class, matchable, centralized, collective, dimension(s), tax management, default sense, normal sense of balance, transactions for debit/credit, intercompany partner etc)
- Propagation rules between ledgers
- Up to 9 dimensions (e.g. department, cost center, product line, ...)
- Multi-level structures (pyramids), up to 99 levels, unlimited number of pyramids

Business partner

- Unique business partner identification, additional information based on roles (customer, supplier, carrier, factor, sales rep.)
- Rules (payment terms, tax management) distributed per company and per role
- Miscellaneous business partner, such as bank or bank accounts
- Unlimited number of addresses (Ordering, delivery, billing, payment, ...)
- Unlimited number of bank Identification numbers per address
- Linked business partner such as customer ship-to, bill-to, and pay-by as well as supplier buy-from, invoice-from, and pay-to, factor, group and risk
- Risk management (commercial, financial), user definable controls on values outstanding

Dimensions

- Validity date-controlled
- Site, company, group of sites allowed
- Restricted combinations of accounts and dimensions, restricted combinations of dimensions and dimensions
- Financial and quantity
- Multi-level structures (pyramids), up to 99 levels, unlimited number of pyramids

Transactions and partners

- Debit or credit default transactions, according to the account
- Inter-company partner management
- Pre-consolidated balance sheet and ledger justifying inter-company transactions and aggregating the accounts according to the rules for the consolidation chart of accounts

G/L Accounting

General characteristics

- Status (temporary, definitive)
- Simulated active or inactive
- Model templates
- User definable transactions, defined by/for the users, automating default values and controls
- Manual journal entries, batch entries
- User-defined templates automating recurring journal entries
- Automatically reversing journals
- Automatic inter-site transactions and balancing of accounts on linked accounts
- Recurring journal entries (fixed, variable), with automatic balance calculation
- Automatic journal entries reversing at a user defined date
- Automatic rounding rules in currency conversions
- Manual or automatic matching (by reference, description, ledger amount, currency amount, by passing balance). Matching is accompanied by the following automatic functions:
 - Automatic generation of matching variance below a user definable threshold
 - Automatic generation of exchange variance for currency transactions
 - Archiving of matching to restore the situation of matchable accounts to date

Closing

- Automation of accruals: Invoices to be received, invoices to be issued, etc.
- User definable controls of closing reports: Completeness of records, checking balances, etc.
- Fiscal year-end closing
 - per site or per company
 - Automatic generation of adjustment journal entries account to account (optional)
 - Automatic generation of the result and the carry-forward
 - Generation of automatic journal entries from model templates with amounts calculated by user definable formulas (e.g. quoted part's account balance multiplied by a coefficient)

Declarations

- Tax management
 - On debit, on payment
 - Tax prorata management
 - Suspension of tax
 - Services
 - EU VAT
 - VAT on pre-payment, on unpaid items
 - Para-fiscal taxes
 - Report for goods tax declaration (EU Intrastats)
 - Report for services tax declaration (EU Intrastats)
 - Tax reporting management

Accounts payable / receivable

Invoicing

- Invoice types (invoice, credit note, debit note, proforma)
- Unique numbering (supplier invoices)
- Legal information management
- Automatic calculation of open items based on the payment terms
- Automatic tax calculation (VAT, parafiscal)
- Withholding taxes calculation
- Allocation of charges to dimensions
- Automatic inter-site transaction management

Open items management

- Automate the calculation of open items for invoices, from the shipment date and the payment term

- Payment schedule management (unlimited number of open items for one invoice)
- Definable transactions for changing open items, according to user rights (Payment mode, due date, pay approval, dispute, etc.)
- Consolidation or expand open items
- Approval for payment, with definable workflows

Credit management

- Payable/receivable, factor, group and risk business partner management, which may or may not be the same
- User definable rules for calculating business and financial risk
- User definable rules for calculating due amounts, workflow validation
- Charges/discount management
- Aged balance through inquiries with full upstream / downstream traceability, or through reports
- Collection of due amounts by reminder campaign management
- User defined reminder campaign management rules, by representative, risk, group business partner, statistical family, etc.
- Mark business partners as remindable / non remindable and set minimum threshold, by currency
- Global reminder, global per level, global per delay, detailed per invoice
- Letter, e-mail, telephone, fax, link to CRM to create tasks automatically
- Up to 9 levels of reminder, with definable text for each level
- Calculation of charges for delayed payments

Payment process

- Definition of banks and cash, unlimited number
- Bank or cash entries
- Automated payment processing, including international context:
 - User definable processes, defining steps and controls
 - Automation of specific operations such as prepayments made/received, compensation, payment variances, bank charges,
 - Automatic user definable posting and matching.
 - Transfer/debit automation by automatic proposals submitted for validation
 - Quick entry by picking open items
 - Automation of inter-site, inter-business partner, inter-collective transactions,
 - Payment in foreign currency, Payment in a currency other than the billing or bank currency. Automating cross-currency journal entries
 - Automatic discount/charge and exchange variance management
 - Prepayments with tax management and reports
 - Prepayments on order, with full/partial matching against the invoice
 - Automation of unpaid postings: bank charges management, charges re-invoicing, transfer to doubtful collective, tax adjustments
 - Taking into account the local specific legal and fiscal rules for the country. Example - for France:
 - Letter-check, draft, direct debit, domiciliation, transfer to be made, deposit ...
 - User definable function to describe bank formats, delivering a library of formats ready for use (bank transfers: SEPA SCT, AFB 160/320, import of draft, generation of draft, PAYMUL, etc.)
 - Compliance with SEPA SCT for the Euro SEPA payment transactions

Bank reconciliation

- Reconciliation (Bank G/L entries mark)
- Bank statement reconciliation
- Bank statement entered or imported. Structure of the bank statement file is user definable with a dedicated function. It is also easy to include new formats
- Automatic bank statement reconciliation (Statement vs ledger)
 - Tools for manual reconciliation: sorting and searching by amount, type, description, date, reference (N° check, etc)

Factoring

- Receipt generation and printing
- Receipt posting
- Magnetic file generation
- Payment notification

Employee expenses

- Personal information entries
- Decentralized expenses entries – access rights and confidentiality
- User definable cost types (Travel, hotel, taxi, etc)
- User definable caps on reimbursement, user define thresholds for reimbursement (e.g. km, etc)
- Tax management
- Reports
- User definable workflow for validation
- Automatic user definable posting
- Control reporting

Extension to expert modules

- Transfer to treasury cash flow forecasts, with user definable information
- Short term open items: payments processed
- Medium term open items: Image of unbalanced open items
 - Transfer of cash balance to accounting

Analytics

- Pre-defined distribution keys
- A post entry, distribution process, that distributes charges and products according to user definable and iterative rules.
- Quantity or financial (Example: Distribution of rent in proportion to area (m2) occupied by cost centers)
- Calculated by quantity or costs (Example: Distribution of marketing charges in proportion of sales of product lines).

Budgets

Analytical budgets

- Definition of budgets, unlimited number, based on:
 - Level: company or site
 - Currency
 - Calendar, which can be different from the G/L calendar (period, start and end).
 - Chart of budget accounts, which may be dedicated, or shared or derived (grouping) from G/L or analytical ledger
 - Up to 3 crossed dimensions that may be dedicated, or shared or derived (grouping) from G/L or analytical ledger
- For a budget, unlimited number of versions, with a status (development, active, closed)
- Budgets transactions by direct entry or by updated records for tracking the changes
- User definable transactions
- Automatic distribution of an annual budget per period, with seasonally adjusted distribution rules
- Automatic procedure for creating a budget version from another version, or a budget by another. Definition of budget formulas (deferral of the initial budget, actual, reassessment by coefficients, etc.)
- For charges:
 - Budget control from commitments, simultaneously on up to 10 budgets
 - User definable workflow validation of commitments, with signature approval cycle depending on whether the budget is exceeded or not
 - Management of key responses and actions, if no appropriate response, if the required response time is exceeded, escalation, etc.
 - Standard inquiries comparing the budget, commitments and actuals, with a configurable level of detail, audit trail justifying accumulation by detail, financial data extraction including budget records, implementation of business intelligence standard universes.

Operational budgets

- Setting budget structures and roles (managers, recipients, hierarchical structure of control, reporting and approval)
- Split budget by projects, envelopes, exercises, budget lines. Annual or multi-year envelopes. Multi-year budgets are particularly usable for investment budgets.
- Configurable workflow for approving various budget levels
- Reserves management, outcome amounts
- Expense control from commitments, electronic approval
- Revisions, transfers between budgets
- Procedure for closing with user definable carry-forwards
- Off-budget lines management

Expenses commitments

- User definable function - input or import
- Linked to the purchase transactions, optional generation of pre-commitments (from purchase requests), generation of commitments (from purchase orders)
- On request/order date or receipt forecast date
- With/without non-deductible tax
- Pre-commitments balance while ordering, commitment balance while receiving or invoicing
- Commitment control, with user definable signature workflow, which may be different depending on whether the budget is exceeded or not
- Carry-forward of commitments from one year to another
- User definable reporting comparing budget, pre-commitment, commitment and actual

Fixed assets

Fixed asset management framework

- Fixed asset management in accordance with IAS/IFRS and French accounting standards (CRC 2002-10, 2004-06)

Depreciation context and plans

- Depreciation context based on Accounting data model, to manage a Fixed assets data model in a currency, according to a financial year and interim period schedule
- Accounting and fiscal depreciation context linked to the Company accounting data model:
 - Chart of accounts to determine economic depreciation
 - Fiscal plan to determine accelerated depreciation or clawback
 - Minimum fiscal plan to determine deferrable depreciation and manage deferred depreciation
 - IAS/IFRS depreciation context linked to the IAS/IFRS accounting repository (consolidated accounts)
 - Ability to manage up to 15 depreciation plans per fixed asset

Depreciation methods

- Management of the depreciation methods in force in Europe (Germany, Benelux, Spain, France, Italy, Poland, Portugal, Russia, UK), the USA and North Africa
- Depreciation method management by non-financial unit, determined by the rate of fixed asset usage
- Option to configure other depreciation methods
- Depreciation basis and method specific to each plan

Association of values

- Consistency of depreciation methods via an identification system depending on the value:
 - of the Fixed asset accounting code
 - or the Fixed asset family

Extended fixed asset record

- Dual valuation and dual account posting, according to the Company accounting repository and according to the Group accounting repository
- Identification of Type of holding: "Owned", "Leased", "Rented", "Franchised", "Projected"
- Business sector to manage VAT deduction rules
- Visibility of the various depreciation plans on a configurable timescale: option of automatic depreciation plan calculation
- Traceability of physical and analytical movements
- Traceability of renewals for "Franchised" assets
- Link to related physical element(s) for barcode registration and control stock count purposes.
- Link to contract for "Leased" and "Rented" assets
- Link to production plan for assets depreciated by Non-financial unit
- Management of data relating to vehicles in order to produce a preparatory statement for declaration 2855: company vehicle tax return

Fixed asset life cycle

- Traceability of Capitalised expenditure
- Taken from records of purchase invoices and third-party supplier invoices
 - Creation of Fixed assets from Capitalised expenditure
- Splitting of Capitalised expenditure
- Grouping of Capitalised expenditure
- Fixed asset breakdown management
 - Discounting of depreciable costs and depreciation bases, due to additional credit notes or invoices or due to adjustments of VAT deductions
 - Commissioning of fixed assets
 - Allocation of Fixed assets: geographical and analytical
 - Creation and updating of depreciation plans

- Change of method: duration, mode, prospective or retroactive, in accordance with plan standards
- Impairment management, for recording a loss in addition to the loss recorded through depreciation
- Revaluation management, according to market value or by application of a coefficient
 - Splitting of fixed assets, for reallocation or partial issue
 - Intra-group transfers: spinoff, merger and demerger operations. Option of simulation before execution.
 - Asset issue (sale, disposal, loss), with calculation of capital gain or loss
- These actions can be carried out individually in a Fixed asset record, or applied in batch mode to a selection of assets

Interim statements and closing

- Interim statements according to the period breakdown of the Accounting repository, for provisional or final posting of the depreciation and movements for the period
- Traceability and reporting of fixed asset and depreciation transactions by account and by heading for French financial reports 2054 and 2055
- Journal of detailed account entries
- Closure of fiscal year after application of annual VAT deduction adjustments for partial taxpayers and registrants.
- Option of processing the first interim statements for the following fiscal year before closure of the current fiscal year.
- Ready-to-use reports to obtain your fixed asset position and movements; BI universe with reports.

Fixed asset stock count

- Records of registered physical elements
- Physical element bearing the barcode registration, linked to the fixed asset: n physical elements per fixed asset
 - Allocation and movement management at Physical element level, with a validation phase to pass the movement on to the fixed asset: Change of location; Asset issue
 - Manage control stock counts, to check the validity of fixed asset accounts
- Collection of registrations with a Pocket PC (Windows mobile) fitted with a barcode reader and Sage Inventory Tools software to manage stock counts
- Automatic comparison of stock count file and Physical elements records in order to identify and correct variances or suggest updates

Fixed asset financing

- For leased or rented equipment: management of the lease or rental contract:
 - Identification and characteristics of the contract; payment schedule
 - Generation of account entries for the company accounts and consolidated accounts: reprocessing of the fee if the asset is depreciated in the IAS/IFRS accounting data model
 - End of contract management: equipment returned to lessor or purchase option exercised → acquisition of the equipment
 - Production of financial commitment reports
 - Management of equipment subsidies:
 - Calculation of subsidies allocated to investment projects, posting to fixed assets, calculation and posting of the reintegration

Franchised asset management

- For equipment made available to the company by a franchisor, generally a local authority:
 - Management of franchise contracts and riders: extension of the franchise with effect on fixed assets
 - Calculation and posting of provisions for renewal
 - Financial depreciation
 - Renewal of franchised assets and traceability of renewals

Sales

Data Model

Customers

- Customer breakdown: ordered, delivered, invoiced, group, payer, risk and factor
- Multi-address, multiple delivery points, multiple bank details
- Management of contacts by address
- Management of discounts/bank charges
- Multi-type and multi-due date payment modes, with management of alternative payment modes
- Reminder management:
 - Multi-level reminders
 - On minimum threshold
 - Individual or mass customer hold/release on multiple criteria
 - Factoring
 - Commercial and financial monitoring
 - Minimum order value
 - Customer credit control:
 - Real-time customer credit situation
 - Configurable credit control (Company, Folder, hold, etc.)
 - Customer inquiry with audit trail ranging from general to detailed:
 - Commercial risk analysis by site, company or folder
 - Financial risk analysis by site, company or folder
 - Aged trial balance inquiry
 - Multi-collective account inquiry
 - Recent transactions inquiry
 - Commercial history inquiry
 - Customer prices inquiry
 - Customer installed base inquiry

Sales representatives

- Allocation of sales representatives' commission by multi-criteria configuration
- Multiple sales representatives per order with automatic allocation
- Management of targets by sales representative
- Allocation of sales representatives by market sector
- Planning or recording of commercial actions (appointments, calls, tasks, etc.)
- Printing of commission allocation notes

Prospects

- Prospect management and follow-up
- Sales contact follow-up
- Allocation to a market sector
- Conversion to customer

Carriers

- Carrier management
- Pricing by weight and volume, by time slot and by region
- Invoicing by threshold
- Simulation tools

Product categories

- Grouping of products with similar management rules
- Rapid creation of a product inheriting the default management rules and values for the category
- Association of management rules relating to inputs and issues
- Association of configurable allocation rules
- Association of configurable valuation rules

Products

- In stock or not, management of serial numbers, batch numbers and sub-batch numbers
- Commercial products, service provision and after-sales

- Commercial bill of materials or kit type products with option and variant
- Alternative and/or replacement product
- Associated packaging (load preparation)
- VAT and parafiscal tax management
- Commercial information (base price, theoretical price, floor price, minimum margin, etc.) with entry control
- Loan, direct order authorisation
- Audit trail inquiries ranging from general to detailed:
 - Price catalogue inquiry
 - Stock inquiry by site
 - Product cost inquiry
 - Competing product inquiry and association
 - Product installed base inquiry

Units

- Stock units
- Packing units with fixed or variable conversion factors
- Commercial units (sales, purchases)
- Configurable unit conversion rules for taking from another unit: unpacking, incomplete unit management, unit splitting
- Stock label management by packaging

Prices & Discounts

- Configurable multi-criteria prices
- Price management by currency, coefficient, quantity or configurable formula
- Management of free products
- Inter-company prices
- Prices applicable by date band - promotions
- Prices applicable by line and/or by document
- Discounts and costs by line and by order, as a value, as a percentage, as a cumulative total, cascaded
- Simulation of price application
- Archive of prices and discounts applied
- Price catalogue
- Price revisions
- Price import

Inter-company/Inter-site

- Automated management of commercial transactions between sites belonging to the same company or between sites belonging to different companies:
 - Inter-company pricing
 - Retail sale orders generated automatically from purchase orders
 - Sale orders generated automatically from contract purchase orders
 - Inter-company invoicing with generation of purchase invoice control on customer site
 - Management of logistical transactional between sites belonging to the same company or between sites belonging to different companies:
 - Inter-site deliveries
 - Inter-site receipts with inheritance of the stock characteristics of the corresponding deliveries
 - Customer or inter-site returns with inheritance of the stock characteristics of the corresponding supplier returns
 - Immediate inter-site stock movements for sites geographically close to each other

Commercial documents

- User-configurable entry transactions (quick entry)
- Configurable sales cycle:
 - Quote/Order/Invoice
 - Order/Invoice
 - Quote/Order/Delivery/Invoice
 - Order/Delivery/Invoice
 - Delivery/Invoice
 - Counter invoice
 - Automatic or manual numbering
 - Unlimited links between documents
 - Management of printable text in document header, footer and lines
 - Identification by custom order code

Commercial configurator

- Choice of products, options and variants
- Creation of multi-level technical data and rules
- Incorporated into quotes and orders

Quotes

- Entry/printout of quotes for customers or prospects
- Delivery address, shipping site, delivery time on quote line
- Real-time margin calculation
- Validation and signature process
- User control of minimum margin and/or floor price and/or minimum value and/or quantity
- Querying and justification of prices applied
- Validity date monitoring
- Open quotes report
- Pro forma invoice calculation and printout
- MS-Office integration

Orders

- Configurable order type:
 - Retail orders
 - Loan orders
 - Contract orders (delivery schedule, ahead/delay management)
 - Order entry/printout for customers and prospects with automatic prospect to customer conversion
 - Rider management
 - Order progress (Del, note, invoice traceability, etc.)
 - Querying and justification of prices applied
 - Total or partial quote conversion
 - Delivery address, shipping site, delivery time, carrier, etc. on order line
 - Real-time margin calculation
 - Validation and signature process
 - Back order management
 - User control of minimum margin and/or floor price and/or minimum value and/or quantity
 - Order book
 - Pro forma invoice calculation and printout
 - Direct purchase order (direct or receipt) or work order generation by line
- Pre-payment management with option of order suspension

Allocation

- Customer reservation with validity end dates
- Posting of reservations on orders
- Manual or automatic stock allocation with configurable criteria
- Manual or automatic de-allocation
- General or detailed allocation
- Stock-out management
- Allocation inquiry

Logistics

- Shipment preparation management
- Automatic picking list generation or manual creation
- List of products to be delivered
- Run code management
- Full or part delivery of orders or order lines
- Direct delivery of materials to a sub-contractor
- Load preparation management, for recording purposes or post-load preparation
- Load preparation list, load preparation labels
- Picking list, delivery note, etc. printout
- Management of carriers and associated costs
- Customer return management with or without quality control
- Portable RF (radio frequency) terminal management

- Stock
- Upstream/downstream traceability (Batch, Serial no.)
- Actual or projected stock inquiry with first availability date
- Detailed stock inquiry
- Inquiry by storage site or consolidated inquiry
- Stock in transfer and transit inquiry (inter-site or inter-company)

Loans

- Loan note entry and printout
- Open loan monitoring
- Traceability by serial number and batch number
- Return management
- Unreturned goods invoicing

Invoicing

- Configurable invoice type
- Invoice printing with number of copies configurable by customer
- Automatic or manual creation
- Invoicing by customer, order, delivery note, delivery point or period
- Printout of invoice statements by customer or period
- Automatic or manual invoicing of service requests (intervention, parts)
- Automatic or manual invoicing of maintenance contracts (revision by index in particular)
- Automatic invoicing of inter-company stock movements

Incorporation into accounts

- Customer invoices
- Invoices for issue
- Pre-payment management
- Stock movement posting
- Analytical dimension type management

Tax

- VAT on debits and receipts
- Intra-community VAT
- Parafiscal tax by value and as a percentage
- Formulae applicable to parafiscal taxes (threshold, quantity, etc.)

Exchange of goods declaration

- Customs nomenclature incorporation and product record association interface
- Recording of data necessary for the exchange of goods declaration (rules, natures, delivery conditions, etc.)
- Extraction function for transactions subject to declaration, with option to modify extracted information
- Report for checking information subject to declaration
- Pre-configured interfaces with IDEP
- Management of specific local features of the EGD (Portugal, UK, Italy, etc.)

Sales statistics: examples

- Sales Order turnover by product (by customer, family, sales representative, geographical area, etc.)
- Sales Order turnover for the day
- Invoiced turnover by product (by customer, family, sales representative, geographical area, etc.)

Customer Service

Marketing

Competing products

- Competitor product number management
- Comparison of strengths and weaknesses by product

Call script

- Production and modification of questionnaires
- Information collection during phone campaigns
- Assisted approval of third-party databases and participants

Marketing campaigns

- Marketing campaign and scheduled budget monitoring
- Detailed campaign inquiry and multi-level monitoring of current marketing operations enabling complete monitoring of the entire audit trail

Direct mail wizard

- Recipient selection
- Handling of panels generated from advanced targeting
- Sample display
- Message design or emailing retrieval
- Sending method selection
- Sent history creation
- Feedback summary in table format
- Access to detailed information to monitor the entire audit trail

Phone campaign wizard

- Panel definition or retrieval
- Call breakdown by cross-referenced criteria
- Call script definition and retrieval
- Feedback inquiry
- Access to detailed information to monitor the entire audit trail

Trade show wizard

- Exhibition characteristics entry
- Feedback inquiry
- Access to detailed information to monitor the entire audit trail

Press campaign wizard

- Press campaign characteristics entry
- Feedback inquiry
- Access to detailed information to monitor the entire audit trail

Commercial action

Prospects/customers

- Main and temporary sales representative management
- Automatic handling of checks linked to conversion of prospect to customer
- For customers:
 - Token credit and points debit management
 - Customer installed base inquiry
 - Sold-to-party association
 - Planning or recording of commercial actions (custom orders, tasks, appointments, calls, service requests, warranty requests, service contracts)
 - Global pre- and after-sales history inquiry for creation of an audit trail
 - Customer installed base inquiry

Participants

- Independent participant management
- Management of relationships with third parties, companies, sites, users and accounts
- Market sector management
- Customer/prospect/contact portfolio segmentation
- Manual or automatic multi-criteria allocation of main and temporary sales representatives

Calls

- Incoming call recording or scheduling of calls to be made
- Association with a custom order
- Option of fuzzy date management
- Automatic call forwarding
- Call attempt management
- Call number search
- Price search
- Call script running
- Commercial action planning: custom orders, tasks, appointments, service requests

Appointments

- Appointment scheduling
- Association with a custom order
- Option of fuzzy date management
- Multi-participant schedule conflict control
- Direct de-scheduling of conflicting participants
- Resource reservation management
- Meeting address search
- Commercial action planning: custom orders, tasks, calls, service requests
- MAPI messaging synchronisation

Tasks

- Management of commercial actions other than calls or appointments
- Association with a custom order
- Requester delay alert management
- Commercial action planning: custom orders, appointments, calls, service requests

Integration and synchronisation with MS Outlook

- Synchronising of Outlook contacts with ERP and generation of participants in X3 database
- Synchronising of commercial actions in the ERP (tasks, calls and appointments) with Outlook
- Synchronising of Outlook folders (tasks and appointments) with the ERP
- Actions processed during synchronising of an Outlook magazine file with a folder: create, modify and/or delete
- Workbench for records pending synchronisation with Outlook
- Fault and lost information management
- Mass processing of synchronisation and option to track updates

Custom orders

- Competitor management
- Sales cycle monitoring from start to finish, with process automation
- Associated custom order management
- Handling of checks linked to quote creation
- Commercial action planning: tasks, appointments, calls, service requests
- Quote history by custom order

Customer Support

'Sold to' parties

- Management of several 'sold to' parties per customer
- Configuration of information held against sold-to-parties

Service providers

- Service provider partner skills management
- Area of activity management
- Management of financial conditions of collaboration

Products

- Automatic generation of customer installed base on validation of sales movements
- Model contract specification (loan, warranty, service)
- Token credit and points debit management
- After-sales bill of materials management
- Product type: miscellaneous, spare part, labour, travel expenses, service contract
- Automated stock issues on consumption of spare parts managed in stock

Customer installed bases

- Automatic generation and updates from deliveries, returns, etc.
- Loan units installed base management
- Physical location management
- Splitting by geographical location of installed base
- Breakdown of results by customer type: direct customer, wholesaler or retailer
- Associated service contract history (applicable cover and warranties)
- Installation history

Service contracts

- Optional approval from a model contract
- Management of different service contract types
- Definition of area of application of cover, management of charging threshold by installed base, component, skill (option of adding restrictive financial rules)
- Definition of cover, management of charging threshold by installed base, component, labour
- Definition of area of application taking into account cost constraints
- Automatic generation from sales movements
- Automatic creation from accumulation of purchasing credit
- Automatic management of revaluations, renewals, etc.
- Invoicing schedule calculation
- Management of quality constraints by severity level
- Automatic invoicing
- Invoice, due date and payment history
- Revaluation and renewal history

Warranty requests

- Warranty coupon management

Service requests

- Option to allocate a sold-to-party per user
- Automatic allocation to skills family
- Identification of installed base and associated after-sales bill of materials
- Option of allocation to:
 - dispatches
 - employee
 - queue
 - commercial department
 - Automatic request coverage control
 - Automatic time-stamping
 - Points consumption in accordance with flat rate and additional debit rules
- Consumption options:

- parts (stock management)
- hours of labour
- travel expenses
 - Automatic invoicing
 - Solution identification and definition
 - Operations planning and recording
 - Planning of actions to be performed and recording of completed actions
 - Request status history
 - Modification history
 - Escalation history
 - Operations
 - Automatic search for skilled, available employees
 - Automatic search for skilled service providers in the area of competency
 - Schedule conflict control
 - Resource reservation
 - Operation address management
 - Spare parts consumption and stock issue monitoring
 - Knowledge base search for solutions
 - Report entry

Knowledge base

- Search by: multiple key words, original request, solution, skills family, employee, creation date, content

Decision aid tools

Marketing schedule:

- Multi-level view of active campaigns and operations enabling complete monitoring of all activities
- Marketing campaign and scheduled budget monitoring

Diary - pre-sales workbench:

- Graphical display of commercial activities (tasks, calls, appointments)
- Daily, weekly or monthly views (days worked or working days)
- Commercial employee time management
- Outstanding activities: appointments, calls, tasks, custom orders, marketing campaigns
- Late activities alerts
- Review prospect/customer and participant histories for each type of activity
- Accelerated contact search on calling and call forwarding function
- Call script running
- Audit trail, access to details of each activity
- Option to save reports
- Third-party and participant search
- Commercial action planning: custom orders, tasks, appointments, calls, service requests

Diary - after-sales workbench

- Open and pending service requests
- Pending and delayed operations
- Dispatching content
- Employee and queue load statistics
- Temporary employee management
- Search:
 - for solutions
 - for service requests
 - by description
 - Operation planning or recording
 - Plan actions to be performed and record completed actions
 - Service request tracking
 - Third-party or participant identification
 - Inquiries:
 - service requests
 - queues
 - employees
 - skills
 - escalations

Customer Relationship Management Advanced

For Sage SalesLogix and Sage CRM

- Integration between the Sage CRM Solutions and Sage ERP X3
- Main data synchronized :
 - Bidirectional synchronization for customers and contacts (addresses, phone numbers, emails ...)
 - Unidirectional synchronization on products
- Real time Data Views in SalesLogix or Sage CRM on Sage ERP X3 documents (header and lines)
 - Sales Orders/ Deliveries / Invoices /Credits and payments
 - Some others available but not used yet in the CRM interface (Sales Quotations, prices...)
- A direct web access from SalesLogix or Sage CRM to Sage ERP X3 Web client (IE) for create
 - Sales Orders / Sales Quotations

Purchases

Purchasing data model

Supplier

- Supplier breakdown: ordered, invoicing, paid and group
- Multi-address and multiple bank details
- Management of contacts by address
- Management of discounts/bank charges
- Multi-type and multi-due date payment modes, with management of alternative payment modes
- Commercial and financial monitoring
- Minimum order value
- Multi-line orders
- Supplier quality monitoring
- Supplier ranking
- Supplier work-in-progress control:
- Real-time work-in-progress status
- Configurable work-in-progress control (hold/release, etc.)
 - Inquiries with audit trail ranging from general to detailed:
- Commercial risk analysis by site, company or folder
- Financial risk analysis by site, company or folder
- Multi-collective account inquiry
- Recent transactions inquiry
- Commercial history inquiry
- Supplier prices inquiry
 - Supplier reminder by undelivered orders on outstanding products

Product categories

- Grouping of products with similar management rules
- Rapid creation of a product inheriting the default management rules and values for the category
- Association of management rules relating to inputs and issues
- Association of configurable allocation rules
- Association of configurable valuation rules

Products

- In stock or not, management of serial numbers, lot numbers and sub-lot numbers
- Commercial products, service provision or sub-contract provision
- VAT and parafiscal tax management
- Product reference, product description, units, minimum purchase quantities customisable by supplier
- Identification of direct order suppliers by product
- Inquiries with audit trail ranging from general to detailed
- Price catalogue inquiry
- Stock inquiry by site
- Product cost inquiry
- Competing product inquiry and association
- Product installed base inquiry

Units

- Stock units
- Packing units with fixed or variable conversion factors
- Commercial units (sales, purchases)
- Configurable unit conversion rules for taking from another unit: unpacking, incomplete unit management, unit splitting
- Stock label management by packaging

Prices & Discounts

- Configurable price structure by supplier
- Configurable multi-criteria prices
- Price management by currency, coefficient, quantity or configurable formula
- Inter-company prices
- Prices applicable by date slots (promotions)
- Prices applicable by line and/or by document

- Discounts and costs by line and by order, as a value, as a percentage, as a cumulative total, cascaded
- Simulation of price application
- Archive of prices and discounts applied
- Supplier catalogue import

Inter-company/inter-site transactions

- Automated management of commercial transactions between sites belonging to the same company or between sites belonging to different companies:
 - Inter-company pricing
 - Retail sale orders generated automatically from purchase orders
 - Contract orders generated automatically from purchase orders
 - Sub-contract orders
 - Inter-company invoicing with generation of purchase invoice control on customer site
 - Management of logistical transactions between sites belonging to the same company or between sites belonging to different companies:
 - Inter-site deliveries
 - Inter-site receipts with inheritance of the stock characteristics of the corresponding deliveries
 - Customer or inter-site returns with inheritance of the stock characteristics of the corresponding supplier returns
 - Immediate inter-site stock movements for sites geographically close to each other

Commercial documents

- User-configurable entry transactions (quick entry)
- Configurable purchasing cycle:
- RFQ (Request for Quotation)/Purchase request/Order
- Purchase request/RFQ/Order
- RFQ/Order
- Order/Invoice
- Order/Receipt/Invoice
- Order/Invoice/Receipt
- Direct invoice
 - Automatic or manual numbering
 - Unlimited links between documents
 - User definable printable text in document header, footer and lines
- Custom order code identification by line

Request for Quotation/Call for tenders

- Request management (multi-product and multi-supplier)
- Request printout by supplier
- Taking purchase requests into account
- Tender comparison
- Responses and reminders
- Price line generation

Expenditure authorisation

- Real-time budget monitoring management
- Budget control (with warning or freezing) by value or quantity, with override limit by user
- Configurable signature processes for purchase requests, orders and contract orders with additional process in the event of budget overrun
- Main and deputy signatory management, switching
- Workflow engine incorporated into the process
- Automatic generation of pre-commitment (purchase request) and commitment (order) entries
- Disengagement from the previous stage at every stage of the transaction
- Automatic generation of entries and direct posting of realised amounts on budget line (invoices receivable, credit notes receivable, invoices, additional invoices and credit notes)
- Audit trail from Purchase request, Order, Receipt and Invoice to corresponding accounting document

Purchase requests

- Purchase request entry and printout
- Querying and justification of prices applied
- General or commercial purchase requests
- Reorder suggestions taken into account
- Requests for Quotation taken into account
- Manual or automatic purchase request balance
- Order generation depending on authorisation
- Associated order inquiry

Supplier orders

- Entry and printout of supplier purchase orders or contract orders with delivery schedule
- General or commercial purchase orders
- Rider management
- Pre-payment management
- Validation and signature process
- Reorder suggestions
- Purchase requests and sub-contract orders taken into account
- Request for Quotations taken into account
 - Automatic generation of direct orders from customer orders with traceability (direct order or order on receipt)
 - Manual or automatic purchase order balance
 - Back order management
 - Querying and justification of prices applied
 - Order progress (traceability, receipt, invoices, etc.)
 - Inquiries with audit trail:
- Receipt and invoice inquiry
- Consumed purchase request inquiry

Decision aid tools

Buyer's workbench

- Consumption of suggestions, purchase requests and
- Direct orders
- Supplier choice
- Option to modify the usual direct order supplier
- Standard, inter-company or inter-site order generation

Overall schedule

- Multi-site analysis by product family or product
- Critical orders highlighted
- Order grouping
- Generation of orders, delivery requests or purchase requests

Workbench

- Single-site, single-product analysis
- Order grouping
- Generation of orders, delivery requests or purchase requests

Stock valuation

- Cost price monitoring
- LCP, WAC, FIFO, LIFO, last price, standard price, revised standard price and simulated price
- Distribution coefficient
- Valuation of sub-contracted work-in-progress
- Adjustment of supplier invoice (value, quantity, exchange rate)
- Adjustment of additional invoice (carrier invoice)

Stock

- Traceability
- Actual or projected stock inquiry with first availability date
- Detailed stock inquiry
- Inquiry by storage site or consolidated inquiry
- Stock movement history inquiry
- Stock in transfer and transit inquiry (inter-site or inter-company)

MRP calculation

- Point/periodic/inter-site reordering
- MRP calculation
- Calculation according to safety stock

Receipts

- Direct receipt or receipt by order line picking
- Receipt of inter-site shipments or inter-company shipments
- Receipt of sub-contracted services
- Detailed receipt or quick receipt on the dock with management of storage plans to supplement stock information
- Sub-contract stock issues
- Location, supplier or internal batch and serial number management
- Receipt position (invoices, returns)
- Stock label printing
- Suspended movement and stock-out processing

Quality assurance

- Batch and sub-batch number management
- Serial number management
- Use-by date management
- Stock status management: accepted, rejected, inspected
- Re-inspection date management
- Stock sub-status management
- Quality control record creation
- Quality control procedures with analysis request
- Expiry date management
- Upstream and downstream traceability management

Returns

- Creation of returns by selecting receipt lines or direct entry
- Reincorporation of returned quantities on order
- Generation of corresponding credit note

Supplier invoices

- Configurable invoice types
- Recording and checking
- User authorisation based on payment level authorisation
- Invoice/Receiving slip/Order reconciliation
- Credit note/Return/Invoice reconciliation
- Additional invoices and credit notes
- Breakdown of invoice footer elements by line
- Value adjustment of stock movements according to invoice variances

Integration to accounts

- Invoices receivable
- Credit notes receivable
- Supplier invoices
- Pre-commitments and commitments with budget control
- Pre-payment management
- Stock movement posting
- Posting of sub-contracted work-in-progress
- Analytical dimension type management

Tax

- VAT on debits and receipts
- Intra-community VAT
- Parafiscal tax by value and as a percentage
- Formulae applicable to parafiscal taxes (threshold, quantity, etc.)

Exchange of goods declaration (EGD)

- Customs nomenclature incorporation and product record association interface
- Recording of data necessary for exchange of goods declaration (rules, natures, delivery conditions, etc.)
- Extraction function for transactions subject to declaration, with option to modify extracted information
- Report for checking information subject to declaration
- Pre-configured interfaces with IDEP
- Management of specific local features of the EGD report (Portugal, UK, Italy, etc.)

Sub-contract management

- Sub-contracted service or production (components or materials supplied and not supplied)
- Sub-contract bill of materials
- Sub-contract order
- Sub-contract lead time by supplier
- Suggestion and generation of sub-contract orders following net requirements calculation
- Material reorder and deliveries
- Allocations/De-allocations
- Sub-contract order consumption monitoring
- Projected sub-contract cost calculation and inquiry
- Sub-contract cost price calculation and inquiry

Inventory

Stock data model

Product categories

- Grouping of products with similar management rules
- Rapid creation of a product inheriting the default management rules and values for the category
- Association of management rules relating to inputs and issues
- Association of configurable allocation rules
- Association of configurable valuation rules

Product base

- Technical information
- Management information
- Commercial information

Multi-unit

- Stock units
- Packing units with fixed or variable conversion factors
- Commercial units (sales, purchases)
- Configurable unit conversion rules for taking from another unit: unpacking, incomplete unit management, unit splitting
- Stock label management by packaging

Multi-site and multi-company

- Inter-site and inter-company transfer order management
- Inter-site reorder
- Picking location and sub-contract location reorder

Multi-depot

- Stock access control:
 - By user group
 - By transaction type

Multi-location

- Location structure definition
- Fixed or random storage
- Location allocation policy
- Location release policy
- Third-party stock management

Quality Assurance

- Batch and sub-batch number management
- Use-by date management
- Serial number management
- Stock status management: accepted, rejected, inspected
- Re-inspection date management
- Stock sub-status management
- Quality control record creation
- Quality control
- Sampling management (ISO 2859)
- Expiry date management
- Upstream and downstream traceability management

Stock movements

- Receipt, quick receipt on dock, storage plan
- Internal movements, grouping, ungrouping
- Shipment preparation
- Delivery (Order, picking list)
- Load preparation (post-load preparation, manual load preparation)
- Customer and supplier returns
- Stock counts
- Allocation plan to work-in-progress
- Grouping/Ungrouping

Cumulative stock totals

- Physical stock
- Allocated stock
- Reserved stock
- Controlled stock
- Available stock
- Ordered stock
- Projected available stock
- Missing stock
- Transferred stock
- Stock in transit

Stock inquiries

- Summary stock schedule by period
- Detailed stock schedule
- Inquiries with audit trail ranging from general to detailed:
 - Stock by site
 - Stock by batch
 - Stock by serial number
 - Stock by location
 - Current stock
 - Available stock
 - Projected stock
 - Stock past use-by date or inactive
 - Stock movements
 - Allocation details
 - Expired stock
 - Traceability inquiry upstream, downstream, by batch or by part

Stock count management

- Stock count session management, incorporating stock count lists
- Comprehensive perpetual stock counts by location, by product
- Configurable stock count transactions
- Reorder management
- Calculation:
 - economic order quantities
 - reorder points
 - safety stock
 - maximum stock
 - MRP calculation
 - Periodic reorder
 - Reorder when reorder point reached
 - Preparation area reorder
 - Portable RF (Radio Frequency) terminal management

Stock valuation

- Standard price
- Revised standard price
- Simulated price
- FIFO price
- LIFO price
- Weighted average price
- Last price

Analysis tools

- Consumption analysis
- Histories
- Stock Valuation reports
- Stock turnover, etc.

Integration to accounts

- Posting of stock movements with aggregation criteria
- Multi-dimension analytical incorporation

Portable RF (Radio Frequency) terminal management

- Receipts
- Miscellaneous entries
- Miscellaneous issues
- Shipment preparation
- Stock changes (location and status)
- Inter-site transfers
- Transfers to sub-contractors
- Stock counts
- Storage on list
- Location reorders

Warehouse Management

Data model

Multi-site and multi-consignor

- Stock ownership management by consignor
- Multi-consignor shipment, location and receipt
- Multi-site stock consolidation
- Multi-site shipment management

Product data

- Product, container, consumables, hazardous materials type product management
- Stock unit, multi-container, multi-stacking pattern
- Batch no., support no., serial no. management
- Turnover, allocation, prohibition and stock count category management
- Container equivalents, incomplete unit percentage
- EAN code on product packaging and supplier EAN
- Turnover category calculation
- Single-level kit
- Stock traceability display

Location data

- Warehouse type, multi-warehouse
- Multiple storage type: bulkhead, bulk, picking, bin, etc.
- Location control
- Overflow and transfer warehouse management
- Single picking per container and single-batch picking
- Multiple picking per product and pivot picking

Communication

- Bar code use
- Standard documents and labels
- Standard interfaces with other applications and with Sage ERP X3
- Communication with industrial equipment
- Radio frequency and voice procedures

Input

- Management of a portfolio of expected inputs, receipt management
- Management of suspensions and disputes
- Automatic or manual addressing
- Addressing near picking
- Automatic compacting on receipt
- Straight-through receipt and addressing
- Dynamic location management
- 5-dimensional address structure management
- Receipt by supplier EAN, SSCC and support no.
- Multi-product and multi-batch location management
- Dock and carrier appointment management
- Projected load management
- Supplier sampling management
- Receipt quality control management
- Location positioning management
- Cross-docking receipt management
- Portable RF (Radio Frequency) terminal management

Issues

- Management of a portfolio of delivery orders
- Delivery order partial preparation management

- Back order management
- Commercial priority management, Emergency and stock-out management
- Date management (retention, sell-by date, use-by date, etc.)
- FIFO management by configurable dates
- Creation and simulation of tasks
- Manual load preparation
- Preparation order management
- Picking reorder management
- Preparation progress supervision
- Statistics for the portfolio to be processed
- Order Preparation
- Optimised movement of people and equipment
- Delivery order sequencing
- Batch no., rules, single batch issue management
- Minimum FIFO management
- Projected load management
- Required cross-docking management
- Pre-load preparation management
- Issue movement re-addressing
- Kitting management
- Automatic task creation and launch
- Carrier parcel no. calculation
- Reorder level definition for each picking location
- Pre-palletisation management
- Delivery order scheduling
- Cumulative transaction preparation (2 phases), with or without pre-load preparation option
- Cross-docking management (as a priority or on stock-out)
- Independent production of composite goods (assembly order)
- Multi-picking management with or without traceability
- Portable RF (Radio Frequency) terminal management

Shipping

- Shipping run management
- Shipment forwarding
- Cancellation of shipments and reintegration of stock
- Dock and carrier appointment management
- Projected shipping load management
- Transport pre-invoicing
- Handling unit management
- Transport cost simulation
- Automatic calculation of transport information from delivery order
- On dock depositing of parcels and handling units
- Palletisation assistance
- Traceability up to delivery
- Parcel and HU transfer on shipping dock
- Proof of delivery (POD) report
- Transport EDI
- Portable RF (Radio Frequency) terminal management

Stock

- Transfer management with simultaneous collection and consignment or in 2 phases
- Multi-criteria mass stock transfer
- Compacting in stock and reorganization
- Stock count management by product, address or campaign
- Re-addressing of reorder balance
- Automatic stock adjustments
- Stock quality control management
- Preventative stock count procedure

Pre-invoicing of logistical services (Geoplo)

- Invoicing folder by consignor
- Definition of headings, prices, services
- Logistical service pre-invoicing management
- Simulation, execution and sending of information

Directive assignments (Geomips)

- Management of resources and their activities and schedules
- Management of IT and handling equipment
- Definition of assignments and associated equipment by resource
- Definition of physical assignment areas
- Withdrawal location
- Allocation of assignments to human resources according to their equipment, authorisation and location
- Assignment statistics by resource and equipment

Picking or slotting enhancement (Mapping)

- Dynamic picking location optimisation
- Seasonality calculation by product type
- Issue projections
- Calculation of an ideal category by product according to issue movements
- Calculation of physical rearrangements of the picking area according to logistical gripping and volume category
- New picking allocations, reallocation with or without stock transfer

Production

Data model

Product management

- Association of categories and product families, etc.
- Different management methods (on order, from stock)
- Allocation of reorder policies, seasonality
- Data used for management control
- Multi-production unit
- Association of attachments

Bill of materials management

- Multi-bill of materials (Commercial, Production, Sub-contracting, etc.)
- Current bills of material
- Mass maintenance

Technical data management

- Calendar and timetable management
- Work center group management
- Work center management:
 - machine, labour, sub-contract center
 - multi-work center
 - calendar exception management
 - Routing sheet management:
 - multi-routing sheet
 - current operations
 - parent routing sheets
 - standard operations library
 - change of units
 - operation sub-contracting
 - inter-operation scheduling principles
 - plan association
 - mass maintenance of technical data
 - Product and technical data configuration via configurator, also accessible in quote and sales order management
 - Weigh scale definition
 - weighing box and box grouping
 - scales authorised for different weighing stations
 - Use of data generated by configurator

Production launch

- Multi-product work order launch
- Multi-level work order launch
- Feasibility test (trial kit)
- Material and load updates
- Scheduling function
- Order smoothing
- WO updating
- Production folder
- Production monitoring (WO by WO or mass)
- Management without WO

Weigh scale

- Material weight management during production process
- Wworkbench for selection of work orders for weighing
- Management of different types of raw material (Excipients and Materials QSP and Rectification materials)
- ISH (Instructions, stock and handling) technical data sheet
- Weighing and weighing reconciliation
- Weighing status
- Interface with weigh scales
- Decision aid tools

Overall schedule

- Multi-site analysis by product family or product
- Critical orders highlighted

Workbench

- Single-site, single-product analysis
- Order grouping
- Planners' and Buyers' decisions and analysis

Production indicators

- Use of resources
- Delay analysis
- Lead-time analysis
- Operations output
- Material output
- Production output

Scheduling

- Multiple options for highlighting delays, overloads, etc.
- Simulations on load
- Finite capacity scheduling calculation
- Graphical load analysis

Inquiries

- Stock-in-progress by product
- Load stock-in-progress
- Current projected stock
- Material stock-outs
- Material consumption
- Industrial cost price analysis
- Allocation details
- Orders to be rescheduled
- WO progress
- Monitoring by WO
- Sub-contracted operations

Automatic processes

- Mass allocation/deallocation
- Series WO re-planning
- Mass scheduling/un-scheduling
- Automatic launch
- WO suspension/re-activation
- Direct work order
- WO and/or mass operation shifts

Reorders

- Reorder when reorder point reached
- MRP reorder (on order, from stock):
 - Configurable reorder policies (MRP, technical batch, cover and seasonal safety stock)
 - Requirement origin traceability (pegging)
 - Inter-site reorders based on conclusion of contracts between two partner sites

Management control

- Valuation and overheads section definition
- Projected cost calculation (standard cost, revised standard cost, simulated cost, budget cost)
- Production cost price calculation (projected/actual)
- Stock-in-progress valuation
- Variance analysis by product
- Work-in-progress accounting interface (stock movements and time spent)
- Multi-dimension analytical interface

Planning

- Projected consumption management,
- Master production schedule (multi-site, use of macro bills of materials (Planning BOMs), macro routing sheets, operational plans, budget, simulation)
- MRP calculation:
 - Multi-site
 - Suggestion analysis
 - Replanning messages

Configure to order

- Custom order management and monitoring of production (customised or special product)
- Custom order creation from quote
- Custom order broken down by batch or task (design, sub-contracting, production, costs, etc.)
- Custom order line budget definition (entered or calculated)
- Sub-custom order management
- Posting of purchases and time spent per custom order
- Custom order progress monitoring
- Projected, committed and actual budget monitoring and control
- Macro load schedule per custom order
- Custom order balance sheet

Manufacturing Project management

- Integrated into all Sage ERP X3 processes,
- A project may be split up according to the different areas of the project (e.g. a batch, phase, or a project task). Each task line constitutes one or more budget types
- Projects can also be broken down into sub-projects
- Before-sales and after-sales processes integrated through the workflow engine
- Tracking of project progress
- The running and actual budgets can be monitored in the different budget sections
- The task line can be monitored in the form of a macro load
- Financial for the management controller and operational for the project manager
- Snapshot function that freezes a status at a given time for the purpose of analysing its development
- Status of a project for all flows with the tasks remaining according to the various dimensions.
- Visual alerts to identify problems
-

Portable RF (Radio Frequency) terminal management

- Material consumption
- Production declaration
- Production time monitoring

Application extensions

- PLM Connector (Product Life Cycle Management)
- APS Connector (Advanced Planning & Scheduling)
- MES Connector (Manufacturing Execution System)
- PM Connector (Plan Maintenance)

Project and Job Costing

Project Management

- Project management structure
- Project template & projects link
- Dependency of level
- Definition of operations generated
- Internal & external view
- Detailed tasks/products defined on the lines
- Invoicing rules (Situation/Fixed Date/Steps...)
- Invoicing generation (invoice per project, per customer, entities...)
- Purchase, distribution, manufacturing, services lines links to the different processes
- Turnover and costs defined at the line level & agregarte to other levels
- Project review through situation
- Saved situation
- Automated situation
- Generation of operations due to the situation (service request, purchase, working order, invoices ...)
- Automated invoicing
- Manual adjustment of remaining time

Recurrent contract

- Periodical invoice and/or service request
- Contract structure definition
- Maintenance contract
- Installed base missions
- Regular invoicing period
- Revision type definition
- Generation frequency
- Forbidden periods
- Invoicing simulation

Service request

- Operation of services
- Generated by the situations
- Assigned or not to a resource
- Assigned or not to a project
- Approval process definition
- Time sheet transaction
- Expenses sheet transaction
- User Portal
- Approval definition
- Definition of processes depending on operations entered
- Default value definition
- Default operation definition
- Resource definition (default value, site, team, hourly rate...)
- User datasheet definition
- Mass entry report activity
- Situation update

Cost accounting

- Analytical dimensions
- Default dimensions
- Accounting links definition
- Accounting interface
- Journal entry from time sheet
- Budget generation
- Global project review, graphical explanation, traceability of operations

Payroll and Administrative Management

Functional areas

- New payroll plan, multiple contract management, consecutive contracts,
- Work stoppage management, several companies/sites in same folder,
- Data volumetry and multiple competitor access, multiple payroll period and advanced archiving,
- Multiple level and inheritance of data and configuration
- Fines, long-term configuration and customisation
- Natural consolidation and notion of group/population
- Unique payroll number, multiple contractual relationships
- Retroactivity
- DADS-U (employee social security data declaration) import

Payroll data model

Payroll templates and repositories

- Several companies can be linked within one folder that defines the business rules for the companies.
- A repository is characterised by payroll headings, variables with value archiving, cumulative totals, exemptions, exceptions and adjustments.
- Up to 1,500 headings available as standard,
- Payroll rule archiving
- Accounting and bank transfer

Companies & sites

- Multi-site, multi-company; no limit on sites per company or number of companies.
- Common payroll plan enables management of several companies in a single payroll plan.

Contract

- Employee record management modification by employee object and contract object
 - Management of simultaneous, multi-employer and/or multiple job contracts
 - Consecutive contract management
 - Seasonal contract management

Administrative management

- Employee information archiving (employee record) and structures
 - Population management
 - Mass and/or customised entry
 - Automatic "Arrival document" generation and archiving
 - Employee "Arrival/Departure" management
 - Miscellaneous statements and declarations (single employee representative, electoral roll, lost-time accidents, illness, maternity and paternity leave, etc.)

Time management

- Event, activity type, public holiday and paid holiday management
- Standard weeks and schedule, operational schedule
- Mass time entry and adjustment
- Complete integration with payroll; badge reader interface planned (Bodet and Sage format)
- Detailed inquiry or inquiry by department (graph)
- Analytical time management
- Miscellaneous printouts (holidays by department, time entered by analytical dimension, etc.)

Expense accounting

- Individual allocation of expense reimbursement terms
- Definition of expenses (validity, account and analytical posting, ceiling, default value, etc.)
- Expense account entry
- Expense account posting
- Expense account payment
- Expense account payment printout

General and cost accounting

- Miscellaneous payroll operations
- Heading and employee accounting link
- Cross-disciplinary analytical management
- Payment generation or entry and validation
- Electronic transfer
- Payment balance

Social Report

- Indicator management (definition, calculation, presentation, etc.)
- Data extraction
- Modification of extracted data (comments, correction, etc.)
- Group printing

Shareholding and profit-sharing

- Distribution method and associated contribution configuration
- Individual distribution bases (calculation, inquiry and modification)
- Distribution
- Individual allocation
- Miscellaneous printouts (allocation notice, list of allocations, etc.)

DADS-U (employee social security data declaration) import

- Retrieval of standardised data from any solution on the French market to populate:
 - Databases
 - Staff administration
 - Payroll, taken from the DADS-U (employee social security data declaration), populates the 1st pay for the start month
 - End-of-year DADS-U (employee social security data declaration) file generation and processing

Business Intelligence

Decision aid tools

Main functions

- Automatic data generation in data marts (Universes)
- Data synchronisation management in the data warehouse
- Independent, intuitive query construction using the query panel
- Simple, powerful data formatting
- Intuitive exploitation of large volume of data in client/sever or thin client mode
- Customisable analysis and grouping criteria management.
- Filter management of data for processing
- Advanced authorisation and user profile management
- Catalogue of reports by functional area (commercial management, stock, production)
- Business views based on Sage ERP X3 data, with option to cross-reference several functional areas

Standard statistics examples

Sales management

- Orphaned product families (list of customers that do not purchase families given in the settings)
- Sales by sales representative (turnover, margin): analysis, ranking, sales weighting, N/N-1 comparison
- Sales by product (by turnover, quantity, margin): analysis, ranking, weighting, N/N-1 comparison
- Sales by customer: analysis, ranking, weighting, N/N-1 comparison
- Credit note analysis: by customer, sales representative and reason; N/N-1 comparison by reason
- Sales by custom order code: summary, ranking, weighting, N/N-1 comparison

Purchase management

- Purchases by supplier (turnover): analysis, ranking, weighting, N/N-1 comparison
- Purchases by product (by turnover, by quantity): analysis, ranking, weighting, N/N-1 comparison
- Purchases by custom order (turnover): analysis, ranking, weighting, N/N-1 comparison

Stock management

- Top N by period of active products (by number of movements, value or quantity)
- Top N of products with the greatest variation in volume or number of movements between two periods
- List of products with no movement in a given period
- Product turnover with comparison by period
- Average quantity of receipts and issues by product and period
- Quality control history by period
- % scrap by product, category, product line, supplier

Production

- Analysis of delayed WOs (by delay time slot, closed WOs that were delayed relative to target when last monitored, % of delayed WOs by period, average lifetime of WOs by period)
- Work center analysis (changes in time spent, occupancy rate by period)
- Production analysis (planned/produced quantity ratios, % scrap by period, changes in products made by period)
- Materials analysis (changes in products consumed by period, planned/consumed quantity ratios, presentation by period and component of quantities produced)
- Analysis of production cost prices (consumption of different cost components by period, average production cost price by product and period, changes in average cost price by period and product)

EDM solution

Electronic Document Management

Main functions

- Secure document storage for all Sage ERP X3 users
- Automated printing, emailing and faxing of documents
- Automatic archiving of documents produced by Sage ERP X3 (invoices, statements, delivery notes, remittances, etc.)
- Archiving and indexing of all external documents (purchase invoices, correspondence, email, etc.)
- Archiving of scanned documents and digital pictures (PDF, TIFF, JPEG and BMP images)
- Archiving of MS Office documents
- Access to documents from any record (customer, product, etc.)
- Auto-email (or fax) and archive Crystal Reports output invoices, orders, etc
- Multi-criteria document search tool

Scan Station

- Batch Scanning
- Scan or import batches of documents, invoices, PODs, etc
- Use barcode recognition to automate indexing

Deposit Client

- EDM Solution for External Users
- Securely archive Office documents, emails and attachments by drag and drop
- Associate documents with BPs without access to Sage ERP X3
- Personalized access to documents from Internet Explorer

Data Capture supplier Invoice Process

- Use Optical Character Recognition to capture data from scanned or PDF invoices

EDD Electronic Document Delivery

- Complete solution for fully automated emailing and faxing
- Can be used with or without archiving
- Automatically separate batches into individual PDFs for emailing

Administration and support

Main functions

On-line help

- Interactive in HTML, customisable
- Functional documentation (by function and in field)
- Technical documentation (MCD, dictionary, entry points, detailed description of standard configurations supplied)

Deferred tasks

- Deferred query server for automated launching of functions, in particular:
 - data integration/extraction
 - deferred printouts
 - operation such as account closure, matching, MRP calculation, reordering, etc.
 - Subscription definition on a monthly, weekly or daily frequency basis, with operating calendar management
 - Deferred task launch and satisfactory completion control
- monitoring screen
- task launch deadline
- automatic interruption of tasks that take too long
- completed operations tracing
- task chaining
- task launch and control by depositing of files

User and security management

- User definition
 - Administrator and sub-administrator definition by function
 - User and messaging address hierarchies for workflow
 - Set of definable settings by user
 - Access control
- on functions, sub-functions, transactions, fields
- view, modify and execute access (for example right click to post on an account)
 - Information restricted depending on user
 - by group of companies, company, group of sites, site
 - by group of logical data (access codes to accounts, budgets, third parties, technical data, etc.)
 - by configurable user role (for example customer, supplier, sales representative, payer, etc.); external third parties can be given access just to the information relating to them.
 - Traceability and security
- timeout disconnection
- password renewal interval and minimum length
- account locking after a configurable number of unsuccessful attempts
- management of number of simultaneous connections by account and user group
- user monitoring and configurable trace of operations performed by user
- time-stamped trace of modifications
- definition of user and messaging address hierarchies for workflow
- Database-level traceability (triggers) with configurable storage of values before and after modification

Reports

Decision aid tools

- Statistics based on trigger events defined as a batch or in real time:
 - multi-level analysis by up to 8 criteria
 - configurable interval (day, week, fortnight, month, etc.)
 - comparison of values and quantities over several periods, rankings and classifications
 - graphical presentation and publication via portal
 - complete audit trail from cumulative total to detail
 - Standard integration of Business Objects decision engine, with standard universes and predefined reports
 - Transfer to Excel simply by clicking on any query screen in the software
 - Advanced marketing targeting:
 - physical counts, extractions, merge data from the database
 - direct mail generation or export of results to Excel
 - Link explorer:
 - manual or automatic hyperlink creation with configurable semantics between information
 - links can be defined by user group, viewed as a tree structure for navigation by clicking. For example, a link can be established between product and customer, with the semantic "customer particularly satisfied with product".

Inquiries

- Configurable inquiries:
 - in presentation (list and order of columns)
 - in data selection (memos defined by users and/or jointly)
 - audit trail can be followed at all levels
 - Integrated requester:
 - used to create inquiry screens on any table in the database, with automatic or manual joins, sorting and selection, zoom, etc.
 - Balanced scorecards
 - these incorporate the finance business logic and enable aggregation on accounting logic, comparisons, interim calculations and stock entries, multiple revisions and zooming in on the entire audit trail.

Printouts

- Based on Crystal Reports™:
 - a library of over 400 reports supplied as standard, incorporating specific legal reports for the legislations supported
 - automatic printout triggering, with configuration depending on context, real-time or deferred, with screen display (Web and client-server), on file, on printer
 - generation of Word, Excel, text, HTML, PDF files, etc.

User portal

The user portal

- User portal definition using tabs, with tab content defined by the user if authorised.
- Configurable portal format (number of columns, column layout)
 - Inclusion of internal dynamic data in portal
- Query results in table or graph format
- Statistics results in table or graph format
- Calendars
 - Menu favourites management
 - Inclusion of external dynamic data in portal
- External URLs
- Notes
- Documents (PowerPoint, Word, PDF, etc.)

Interactive graphical processes

- Use
- Processes organised by role with which user groups are associated, enabling graphical, interactive, customised transaction representation. For example, a common portal can be created for buyers, different portals for each sales representative, a portal for financial controllers, etc.
- Menu-based structure
- Integrated into the user portal, by tab
- Tab definition by authorised user, by drag & drop from existing process list
 - Process editor
- Customisable fund management
- Delivery of ready-to-use graphical element libraries
- Visual configuration (text font, colour, frames, etc.)
- Link to Sage ERP X3 functions, URLs or published documents, for example company procedure documentation
- Process menu configuration

Operational management

- Save functions
- Alert configuration (log files)
- Monitor
- of batch tasks in progress
- of connected users
 - Purging and archiving
- Definition of information retention time before archiving and before purging in number of days or years
- On-line viewing of archived data with the same reporting tools as for current data

Links between applications

Import/export templates

- Used to import and export data in different formats:
- variable length with separators (spreadsheets, for example),
- fixed length
- XML
 - Code conversion tables
 - With over 100 standard templates provided:
- basic records (third parties, customers, suppliers, products, bills of materials, etc.)
- movements (orders, invoices, delivery notes, stock movements, budgets, entries, commitments, EGD, accounting data for consolidation, stock reports, stock movements, prices, etc.)
- standardised templates for use with automated EDI systems
 - Definition of sequenced imports/exports:
- interfaces with remote databases (multi-site architecture, systems integration)

API definition

- in accordance with web services standards (WSDL/SOAP)
- invocation of external web services and external publication of web services

Workflow

- Configurable triggering, on any management event:
- message sending by any MAPI-compatible messaging system (Outlook™, Lotus Notes™, etc.), SMTP/POP3 and ccMail.
- execution of actions.
 - Configuration by definition:
- of the function triggering the transaction, and the operations involved (creation, modification, deletion, printing, validation, predefined action).
- of additional conditions (modified fields, selection from record content, launch parameters for printouts or tasks, etc.)
- of the recipient list depending on the context (internal users, third parties identified by code and function within the company)
- of message text and any attachments

- of reply conditions (contextual link to a function and data linked to the original context, insertion of links to trigger actions by clicking in the message, etc.)
- of storage of information linked to the context in a log table

E-commerce functions

- All of the ERP functions can be accessed with an Internet browser
- Availability of web services for access to Sage ERP X3 functions

Customisation

- All types of customisation possible through the integrated object L4G or via web services to Sage ERP X3 objects or methods (in any language on the market)
- Dictionary customisation (tables, screens, objects, data types) with marking of objects or object elements with dedicated activity codes to ensure durability
- Update and upgrade management with protection and retention of specific features developed
- Entry point access to all standard objects
- Use of standard component libraries
- Developments usable in web and client/server mode simultaneously
- Eclipse development environment

General configuration

- Folder concept
- used to define data structures and management rules common to a set of companies
- with folder types (operating, test, development) and inheritance rules that can be defined between folders
 - Management rule definition
- by folder, company, site, user
- with rule inheritance

Basic structure

- The software package is natively:
- multi-company and multi-site
- multi-lingual
- multi-legislation
 - It manages the following types of third party:
- multi-type (customer, supplier, carrier, representative, sold-to-party, service provider, etc.)
- multi-address
- multi-contact
- multiple bank details
- multi-collective

Accounting engine

- Any management document (invoices, stock movements, payments, WIP, etc.) can generate entries in a configurable manner. These entries can be exported to external software or be integrated directly into accounting. Option of multiple posting (for example into company accounts and IAS accounts).

Customising the interface

- Generators are used to define the following by simple configuration:
- inquiry screens
- movement entry screens (presence of fields, number of tabs, default rules)
- use of customised business vocabulary
- user styles (for highlighting by colour, font, background colour, screen fields depending on context)
- other interface elements (properties of each record, left-hand browse list, etc.)
- user portals with HTML pages showing aggregate or detailed data in tables, graphs or calendars, with zooming on detail
- Interactive graphical processes
 - Vocabulary customising function