Microsoft® Small Business Manager

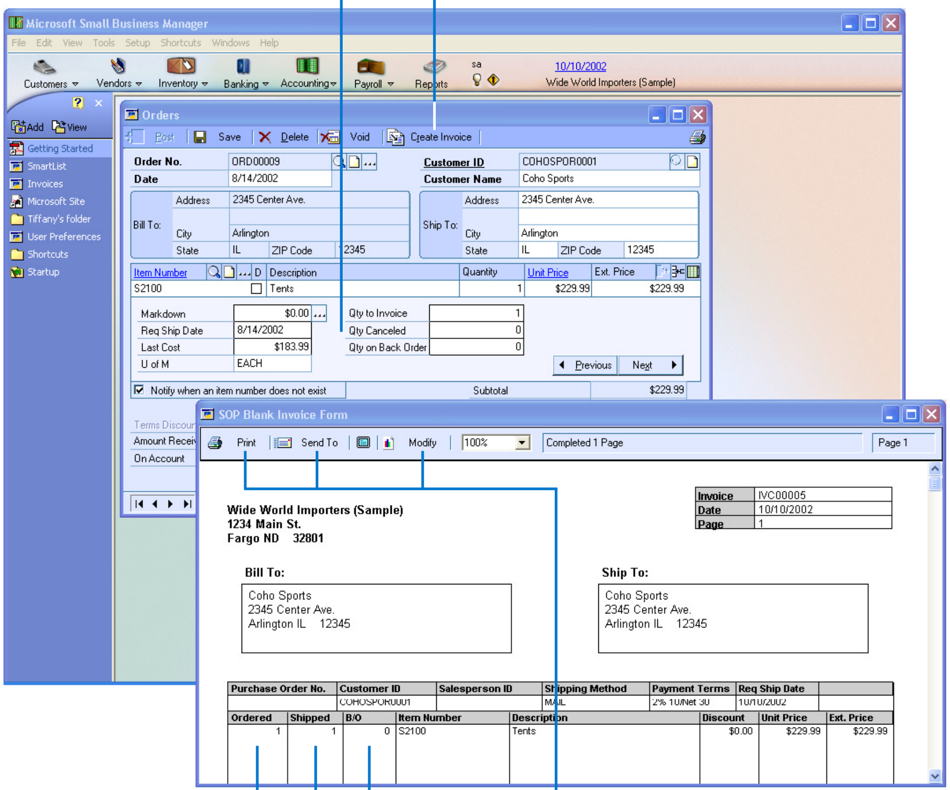
Sales

Improve efficiency and increase customer satisfaction with Small Business Manager. Streamlined sales processes enable employees to process and fulfill orders smoothly, while robust integration and reporting capabilities turn sales information and customer data into a powerful business tool.

Streamlined sales processes help you serve customers more effectively and ensure efficiency and accuracy.

Handle shortages effectively by canceling or backordering item quantities.

Quickly create a customer invoice from your sales order information without additional data entry.



Provide customers with accurate order details on the order, including quantities ordered, shipped, and backordered.

Send printed or e-mail invoices, which can be personalized to reflect your business identity.

Seamlessly manage sales processes

With flexible sales functionality that includes integrated quotes, orders, back orders, invoices, item receipts, and payments, employees can manage the sales process efficiently and consistently, saving time and reducing the need for data re-entry.

Serve customers more effectively

Enhance customer relationships and reward top customers with multiple pricing levels, trade discounts, and line item markdowns. Fulfill orders promptly using drop ship sales orders, and improve accuracy with packing slips and picking tickets.

Know your customer

Maintain a complete, customized view of customer data, including credit limits and transaction history. Easily track histories to identify top customers.

Increase sales

Extend sales and marketing efforts by generating personalized letters and campaigns in Microsoft Word and reaching new and existing customers through Microsoft bCentral Web services, such as bCentral Commerce Manager.

Access and analyze sales data

View and analyze the exact information you need to manage cash flow, sales, payments, customer activity, and sales commissions, using comprehensive reporting and inquiry tools and robust integration with Microsoft Excel.

Small Business Manager can be purchased affordably and maintained as a long-term investment, with free software updates and new releases, and full reimbursement if you upgrade to a higher-end Microsoft Business Solutions application.

Microsoft®

Microsoft® **Small Business Manager**

Features List: Sales

Setup

Customer set-up	• Input and track customer information at any time, including multiple and unlimited addresses, payment terms, finance charge, credit card, and complete history information.
Customer maintenance	• Easily look up existing customer information. View and change information for one transaction, or save changes to update automatically throughout the accounting system.
Credit limits	• Define individual customer credit limits and receive alerts when limits are close to being exceeded.
Transaction import	• Easily import transactions to Accounts Receivable.

Daily

Streamlined processing	• Easily transfer quotes to orders or invoices, as well as accept deposits.
Customer-specific pricing and trade discounts	• Apply multiple pricing levels to sales items and assign a level to a specific customer. Check credit limits, and set up trade discounts for preferred customers.
Line item markdowns	• Reduce prices for specific customers on a line item as a set amount or percentage of the price.
Backorders	• Create sales orders without having specific line items in stock, with options to backorder or cancel orders. The backorder quantity is tracked and filled when inventory is replenished.
Drop ship orders	• Fill orders quickly by shipping directly from your vendor to a customer without receiving or selling from inventory.
Apply payments	• Apply receipt of payment via cash, check, or credit card to a specific invoice or to the overall customer balance. Assess NSF and finance charges according to your business rules.
Packing slips and picking tickets	• Print packing slips to accompany each order and invoice, as well as picking tickets for orders, invoices, and returns. Print or e-mail slips and tickets individually or as a group.

Periodic

Customized statements	• Tailor statements using a step-by-step wizard, which allows you to preview and verify information before printing.
Letter Writing Assistant	• Integration with Microsoft Word lets you quickly generate collection, thank-you, and survey letters or create your own letter templates.
Reminders and alerts	• Automated reminders prompt you before customer payments are due or when they are overdue, while alerts prompt you about bills to pay or overdue invoices.

Reporting

Flexible reporting options	• View unposted, posted and historical transactions, plus complete customer data, period sales and yearly sales information in reports such as Customer Balance, Customer Contact List, NSF Customers, and This Month's Sales.
Sales tax reporting	• Track state, local, and other sales taxes for full sales tax reporting.
Sales commissions	• View commissioned sales and generate up-to-date commission reports using Microsoft Excel.
Export to Excel	• Export reports and SmartList query results to Excel for advanced sales analyses and create graphical reports using pie graphs, charts, and other visual tools.

To sign up for a free 60-day trial of Small Business Manager, visit

www.microsoft.com/smallbusinessmanager

Microsoft®