Sage ERP MAS 90 Online
Frequently Asked Questions

1. What is Sage ERP MAS 90 Online?

Sage ERP MAS 90 Online is and ERP solution hosted by Sage that includes a powerful suite of modules ranging from financial and accounting, business intelligence, reporting, and operations, to distribution and light assembly. With the benefits of the cloud, this solution is ideal for an organization with a workforce spread across multiple locations, enabling mobile flexibility, and the ability to centralize key functions like accounting and operations on a standardized back-office solution. Sage ERP MAS 90 Online enables you to get your system up and running quickly, and make affordable monthly payments for the system which includes backup services, access to the Knowledgebase, and basic support.

2. What are the benefits of subscribing to Sage ERP MAS 90 Online?

Subscribing to Sage ERP MAS 90 Online provides the following benefits:

- **Lower Costs** ─ Businesses incur lower costs up front and save on their IT expenses over the long term, because they avoid the costs related to purchasing and maintaining the infrastructure necessary to support the applications.
- **Rapid Implementation** ─ Startup companies can shorten their time to market, and companies moving up from accounting software can quickly implement the more robust functionality of an ERP system.
- **Scalability** ─ It's easy to scale up with Sage ERP MAS 90 Online, simply purchase additional users from Sage.
- **Flexibility –** Your system and your data can be easily transferred to an on-premise Sage ERP MAS 90, 200, or 200 SQL system in the future as your business needs change. Your staff's learning investment is protected, as the on-premise solution is the same software.
- **Automatic Product Updates** ─ Product Updates and hot fixes are applied automatically, so customers always have the benefit of using the most current functionality.
- **Skilled Virtual IT Staff** ─ Systems are maintained by a team of specialists, and your data is safeguarded with proper backup, recovery, and restore procedures which are included in the hosted service. Subscribers can invest their resources more strategically, and focus on their core business.
- **Guaranteed Service** ─ Sage ERP MAS 90 Online Service Level Agreements provide guarantees on the availability (99%) and performance of the applications and services to subscribers.

3. Can I use my existing customized reports or create new reports within Sage ERP MAS 90 Online?

Yes, customized reports are supported within the Sage ERP MAS 90 Online environment. Your Business Partner will be able to assist you with the modifications and upload.

4. What modules come with my Sage ERP MAS 90 Online system?

For one low monthly fee, Sage ERP MAS 90 Online users have access to a powerful suite of modules ranging from financial and accounting, business intelligence, reporting, and operations, to distribution and light assembly. Meet all your unique business needs and have security-by-role—down to the task level. Sage ERP MAS 90 Online currently* includes:

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Bill of Materials
- Business Insights Dashboard
- Business Insights Explorer
- Electronic Reporting

- General Ledger
- Inventory Management
- Paperless Office
- Purchase Order
- Return Merchandise Authorization
- Sales Order

* *Additional modules may be added in the future.*

5. Is support included with Sage ERP MAS 90 Online?

Yes, included in your monthly fee are five technical support issues per year (per customer account), unlimited 24/7 Connectivity Support, and access to the Support Knowledgebase. We also offer a Sage ERP MAS 90 Online Business Care Advantage plan for an additional $20 per user, which includes unlimited support issues, unlimited Anytime Learning training courses, 20% discount on Real-time training, 24/7 Connectivity Support, and 24/7 access to the Support Knowledgebase.

6. Is my Sage ERP MAS 90 Online system and data secure?

With Sage ERP MAS 90 Online, your mission-critical system and corporate data is hosted and managed in an extremely secure data center with high levels of redundancy, backup, and monitoring. This SAS 70 certified facility has fireproof cement walls, 24/7 connectivity, and human security guards and monitoring to provide you with protection and security.

7. Does Sage ERP MAS 90 Online include a Disaster Recovery Plan?

Yes, Sage ERP MAS 90 Online includes an offsite backup facility which we back with a 99% uptime guarantee. Some features of this Disaster Recovery plan include:

- Near real-time data replication
- Fully redundant environment
- Daily onsite backups with three day retention
- Daily off Site backups retained for a month
- Monthly offsite backups retained for a year

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8. How do I sign up? Do I need a Business Partner?

It's easy to get started with Sage ERP MAS 90 Online, simply go to www.SageMAS.com/Products/Sage-ERP-MAS-90-Online, click on "Sign Up Now" and fill in your information. You will be contacted by a member of our Sage ERP MAS 90 Online team with the information you'll need. Very similar to on-premise Sage ERP MAS 90 and 200, you will have a Business Partner you can depend on to provide the expertise to set up your system according to your preferences, and provide on-site consulting. If you have questions prior to submitting the form, please email our Sage ERP MAS 90 Online team at masonline@sage.com, or call 866-530-7243.

9. How do I add users or additional services during our contract term?

With Sage ERP MAS 90 Online, it's easy to add more users without worrying about capacity, installation, configuration, and support of additional hardware and software. Please email our Sage ERP MAS 90 Online team at masonline@sage.com with your requests. They can also assist you with answers to additional questions on product information, billing, and your account. For technical issues or related questions, please contact support.masonline@sage.com.

10. If I decide to move to one of the on-premise versions of Sage ERP MAS 90 Online (Sage ERP MAS 90, 200, or 200 SQL) after I have already signed an Online contract, do I incur any penalties?

No, there is no penalty. Transitioning customers will receive 25% of the payments made to date for their Sage ERP MAS 90 Online subscription (up to 12 months maximum) as credit towards on-premise perpetual licenses for the same number of users. For trade-in offer details please contact your Business Partner, your Customer Account Manager or send an email to masonline@sage.com.

11. Can I purchase a Sage ERP MAS 90 third-party product that is not listed on the Sign Up checkout form?

If a product is not listed on the sign up and check out form, it is not currently available for Sage ERP MAS 90 Online.

12. Can I customize my Sage ERP MAS 90 Online system?

You are able to personalize your Business Insights Explorer views and charts, save them, and share them within your company. You can also personalize your data entry screens to optimize your efficiency. Customized reports are supported within the Sage ERP MAS 90 Online environment. Your Business Partner will be able to assist you with the modifications and upload. However, unlike on-premise Sage ERP MAS 90 and 200, you are not able to add User-Defined fields or utilize Customizer scripting for Sage ERP MAS 90 Online.