

MICROSOFT BUSINESS SOLUTIONS FOR

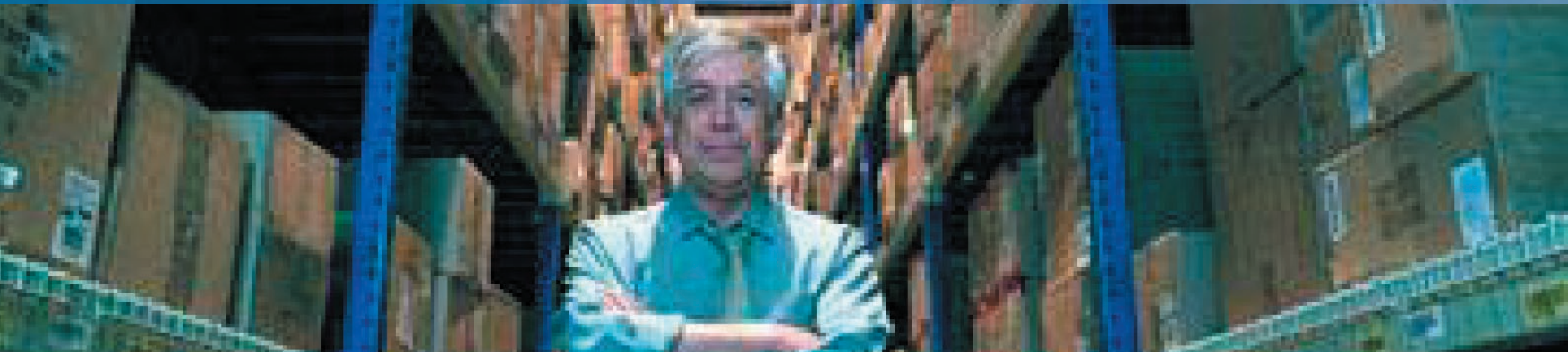
Supply Chain

Management
- GREAT PLAINS

Microsoft
Business
Solutions



MICROSOFT BUSINESS SOLUTIONS-GREAT PLAINS



MICROSOFT® BUSINESS SOLUTIONS–GREAT PLAINS®

GIVES YOU THE TOOLS YOU NEED TO STREAMLINE

your pick/pack/ship cycle, tailor workflow processes to meet specific needs, and keep pace with competitive markets and low margins. You can provide customers with the fast, accurate answers, firm delivery promises, flexible pricing, and efficient order fulfillment that keeps them coming back. And by connecting inventory control, purchasing, and sales order processing capabilities with the rest of your business processes, you'll reduce your costs, improve cash flow, and ensure that you have the right stock, at the right time, in the right place to meet customer demand.

Integrated Supply Chain Management

SOLUTIONS FOR **Pursuing** YOUR BUSINESS VISION

Designed for rapid time-to-benefit
and low cost of ownership,

Microsoft Business Solutions–Great Plains offers integrated solutions for financials, business analytics, e-commerce, supply chain, manufacturing, project accounting, field service, customer relationship management, retail management and human resource management. By delivering unparalleled access to decision-driving information, a rapid return on investment, and the finest customer service in the world, Microsoft Great Plains helps you grow and manage your business better.

“Microsoft Business Solutions has driven efficiencies into our processes, and lowered our costs and working capital needs to help us grow more rapidly.”

PAUL TUREK

GENERAL MANAGER OF SUPPORT OPERATIONS
CARIBOU COFFEE COMPANY

LATEST AND BEST TECHNOLOGIES

No two companies are alike. Yours may need more timely data. Or be spread across multiple locations, or need multicurrency or multi-language capabilities. Microsoft Great Plains can be tailored to match those needs. All solutions are highly customizable, and dozens of industry-specific solutions are readily available. Great Plains also provides a suite of powerful industry-standard tools and technologies familiar to millions of developers. With these tools, data and processes can easily be shared with other applications, and functionality can be added or changed using Microsoft Visual Basic® for Applications, all without changing a single line of financial system code. From the ground up, your solution is designed to be adaptable to your needs.

WORLD-CLASS SUPPORT

Recognized as one of the most responsive and innovative service teams in the industry, Microsoft Business Solutions backs your investment in Great Plains by working with your local reselling partner to offer remarkable training and support services.

You also have access to a vast network of independent software vendors (ISVs) that can give you any additional support you need and tailor your solution to your specific requirements. At Microsoft Business Solutions, serving the customer for a lifetime is more than a commitment—it's a mission.

Components of the Supply Chain Management Series

SALES ORDER MANAGEMENT

- Sales Order Processing with Advanced Invoicing
- Invoicing

INVENTORY MANAGEMENT

- Inventory Control
- Bill of Materials
- Extended Pricing

DISTRIBUTION MANAGEMENT

- Advanced Distribution
- Advanced Picking
- Available to Promise

VENDOR AND PURCHASING MANAGEMENT

- Purchase Order Processing/Receiving
- eRequisition
- PO Generator
- Landed Cost

E-COMMERCE

- eCommerce
- eOrder

INFORMATION ACCESS

- Reporting Tools
- Microsoft Business Solutions Business Portal

“ WHEN MY BUSINESS PROVIDES CUSTOMERS WITH GOODS AND SERVICES THEY WANT, **We succeed.**”

SALES ORDER PROCESSING WITH ADVANCED INVOICING

Manage your business processes with sales order and advanced invoicing capabilities that help you enter and process orders quickly and accurately, with the highest level of flexibility in order management.

- Control your sales with discount management, drop shipping, kit items, sales quantity status, and online sales tracking.
- Manage potential customers more effectively with prospect tracking, separate from existing accounts.
- Speed time to delivery with multiple ship-to addressing, drop shipping, and allocation of inventory from multiple sites for a single order.
- Define your sales order process to meet your needs at all stages of the sales cycle, with process holds, special instructions, and line-item level control.

INVOICING

Increase your sales efficiency with straightforward invoice capabilities that give you the flexibility to tailor invoicing to your business needs.

- Improve invoicing efficiency with single-window entry for streamlined access to all vital information, as well as batch processing and return transaction processing.

- Define your own business rules and base your invoicing process on those rules, with options for customized document posting, definable fields, and customer-level control.

AVAILABLE TO PROMISE

Help ensure that customers receive firm delivery promises and that inventory is put to strategic use.

- Gain complete control over your inventory by knowing instantly how much of each product you have on hand, how much is committed, and how much may be tied up unnecessarily.
- Provide fast answers to customers by calculating earliest ship date with a single click.
- Avoid lost sales, backorders, dead inventory, and poor customer service with instant access to the information you need to make the most effective use of your inventory.
- Pinpoint inventory availability and stockout risks with information on inventory, real and projected sales, and the sequence of anticipated delivery.

EXTENDED PRICING

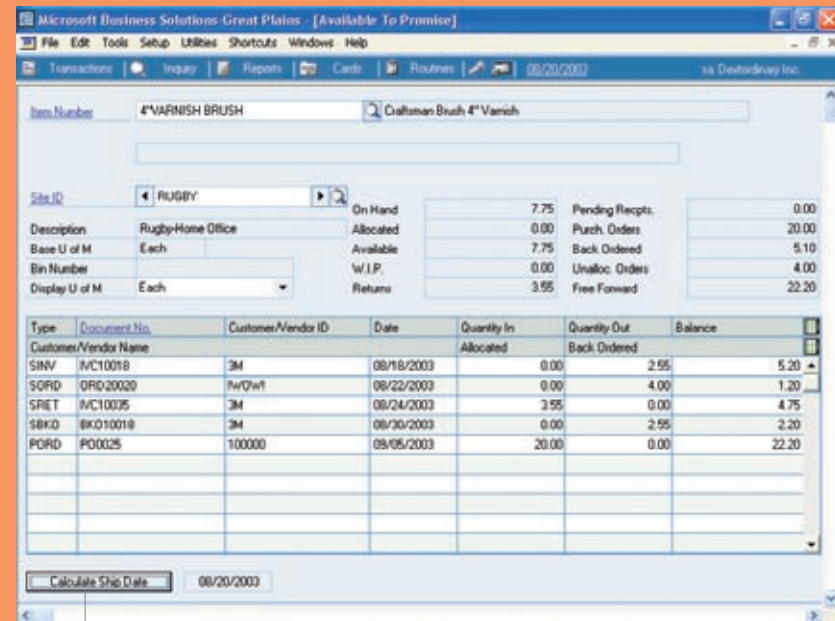
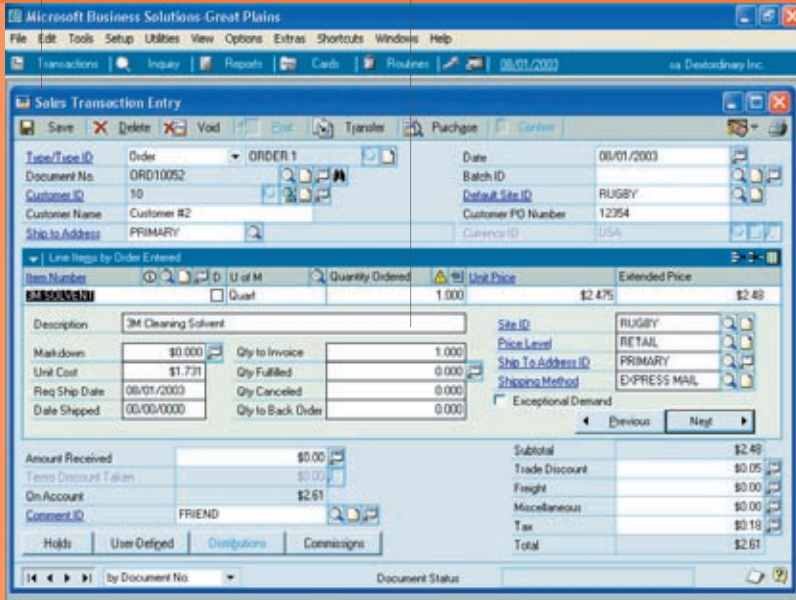
Meet customer needs more effectively and increase sales by creating customer-specific pricing, such as special sale or promotional prices, to meet customer demands and beat the competition.

Enter

quotes, orders, back orders, invoices, and returns from one central location.

View

all details at the line item level, including unique ship-to addresses per line item.



Serve

customers more effectively by quickly calculating the earliest date inventory can be delivered.

“ I WANT TO STRIKE A PROFITABLE **balance** FOR SUPPLY AND DEMAND. ”

You need to be able to make well-informed decisions about your inventory, based on up-to-date, complete, and accurate information. Microsoft Great Plains gives you that power, along with capabilities that help you decrease your operational costs, improve warehouse efficiency, and make strategic decisions about inventory use.

INVENTORY CONTROL

Give your business the competitive edge it needs by controlling inventory effectively and reducing your operational costs, so that you achieve higher efficiency, lower costs, and faster, easier fulfillment than ever before.

Inventory Control lets you track inventory according to your business needs, while integrating easily with your general ledger. User-defined inventory setup options make it easy for you to accurately sort inventory according to your needs, as well as record adjustment, variance, and transfer transactions. Item tracking capabilities use classes to help you maintain easy access to information including location, quantity, cost, pricing, vendor, and history selections.

- Make informed decisions with easy-to-use stock analysis tools and flexible reporting capabilities that give you unparalleled access to the mission-critical inventory information you need.
- Access inventory information easily, in clear views, and drill down for detail as needed.

- Create and track item information in the way that best fits your business needs, with default entries for each item class to speed data entry.
- Maintain control over your inventory with quantity tracking at the bin level, cycle counting, stock count calendars, and inventory snapshots.
- Achieve better customer service with greater accuracy, better inventory control, and the pricing flexibility that comes from helping reduce your own inventory costs.

Access

detailed inventory information quickly and efficiently from a central location.

The screenshot shows the 'Item Maintenance' window in Microsoft Business Solutions Great Plains. The window title is 'Microsoft Business Solutions Great Plains' and the menu bar includes 'File', 'Edit', 'Tools', 'Setup', 'Utilities', 'Extras', 'Shortcuts', 'Windows', and 'Help'. The status bar shows 'Transactions', 'Inquiry', 'Reports', 'Cards', 'Routines', '08/01/2003', and 'sa Destordinary Inc.'. The window contains the following fields:

Item Number	1 1/2"SASH BRSH
Description	Craftsman Brush 1 1/2" Sash
Short Description	1 1/2" Sash Brs
Generic Description	Brush
Class ID	
Item Type	Sales Inventory
Valuation Method	FIFO Perpetual
Quantity Decimals	2
Currency Decimals	
Sales Tax Option	Taxable
Purchase Tax Option	Taxable
Tax Schedule ID	ITEM-ALL
U of M Schedule ID	EACH 2
Standard Cost	\$3.95
Current Cost	\$3.95
List Price	\$0.00
Shipping Weight	0.38

Buttons: Save, Clear, Delete

Options: Accounts

Quantity on Hand: []
Quantity Available: []

Navigation: by Item Number

The screenshot shows the 'Item Quantities Maintenance' window in Microsoft Business Solutions Great Plains. The window title is 'Microsoft Business Solutions Great Plains' and the menu bar includes 'File', 'Edit', 'Tools', 'Setup', 'Utilities', 'Extras', 'Shortcuts', 'Windows', and 'Help'. The status bar shows 'Transactions', 'Inquiry', 'Reports', 'Cards', 'Routines', '08/01/2003', and 'sa Destordinary Inc.'. The window contains the following fields:

Item Number	1 1/2"SASH BRSH	Base U of M	Each
Description	Craftsman Brush 1 1/2" Sash		
Site Lookup	All	Assigned	
Sites	All	Site ID	RUGBY
Description	Rugby-Home Office		
Default Site ID			
Bin			
Last			
Order Quantity	0.00		
Receipt Quantity	0.00		
Order Date	00/00/0000		
Receipt Date	00/00/0000		
Order Vendor ID			
Vendor Name			
Primary Vendor ID	1104DV		
Vendor Name	Lighting Technologies		
Landed Cost Group ID			
Bin		Planning	Stock Count

Buttons: Save, Clear, Delete

Navigation: by Item Number

Maintain

inventory location and quantity information for a complete picture of your current inventory situation.

“ GIVE ME THE POWER TO STAY ONE **step ahead** OF THE COMPETITION. ”

When you improve control over your production process and pricing methods, you improve control over your ability to build customer loyalty and maintain your competitive edge.

BILL OF MATERIALS

Easily track the components and subassemblies used in light manufacturing and similar production and assembly processes.

With Bill of Materials, your business will gain the process management you need, provide tighter control of costs, and enable effective materials scheduling to help ensure that your order pipeline is always full.

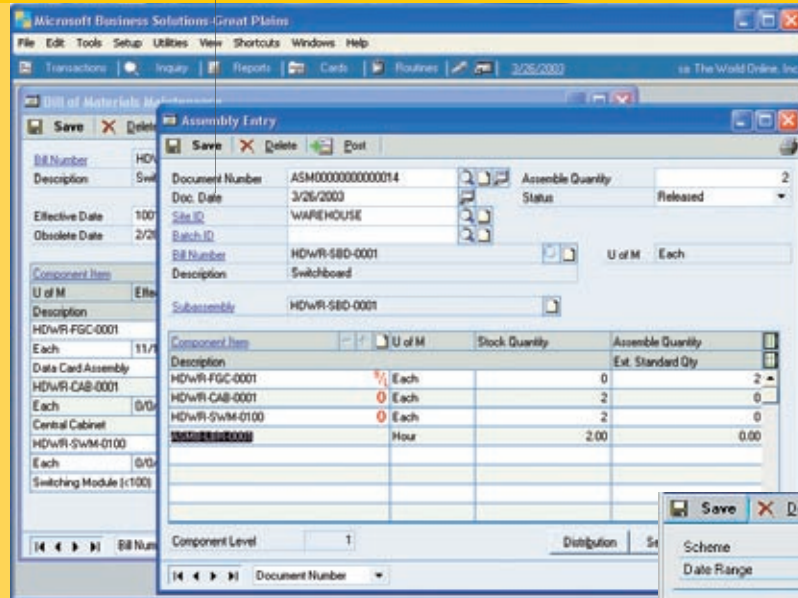
- Define your assembly process with assembly order sequences that enable you to insert components multiple times in processes up to 10 bills deep.
- Accurately track the cost of assembled items, plan for future changes, and manage current and past items. Maintain your inventory valuations after posting to ensure that costs are tracked accurately.
- Document assemblies to show exactly how components should be used in all levels of the assembly. Add electronic notes for greater detail when needed.
- Control allocation of inventory stock and record actual quantities used. Track differences between actual and planned quantities for complete integration with inventory control.

EXTENDED PRICING

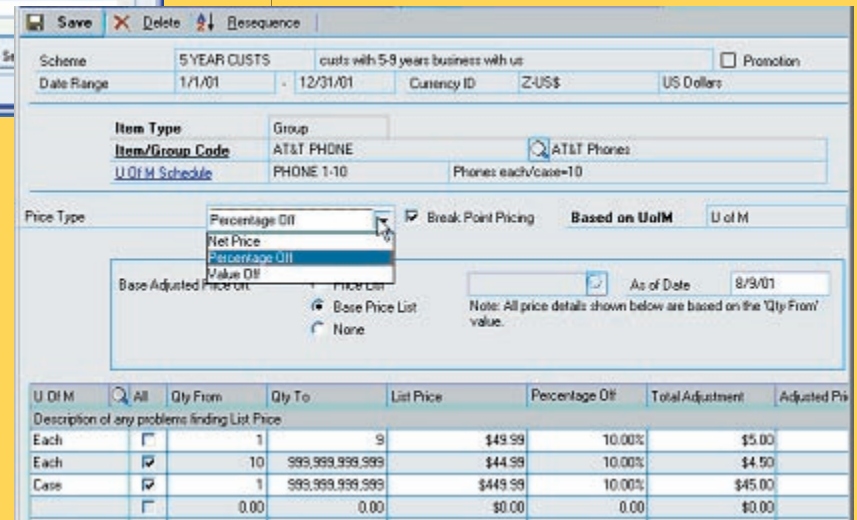
Enable your sales team to personalize pricing to meet customer demand and beat the competition, with customer-specific pricing and rules that can be modified quickly and easily.

- Maintain your prices with easy-to-use tools and wizards that give you the flexibility to offer promotional prices, change pricing lists on the fly, or set date-sensitive restrictions when needed.
- Personalize prices for individual items, customers, or groups of customers, while maintaining standard pricing elsewhere.
- Help secure customer contracts by meeting customer demand for personalized pricing, while maintaining the ability to change prices as needed.

Assemble
multiple components and costs
when creating a finished good.



Create
personalized extended pricing schemes for specific customers or
groups of customers.



“ MY PROFITS DEPEND ON OPERATIONAL agility.”

Streamlining your distribution process helps increase both your warehouse performance and efficiency and your operational agility. From maintaining a consistent, accurate workflow to developing better ways of producing bulk picks, the ability to harness the pack/ship/invoice cycle can improve both profitability and customer satisfaction.

ADVANCED DISTRIBUTION

Tailor your distribution cycle to meet the specific requirements of your business and your customers without adding extra overhead to your operation. Increased customer satisfaction and better warehouse performance combine to help maximize your net profit and improve customer satisfaction.

- Harness the pick/pack/ship process with user-defined procedures for more consistent, accurate workflow and improved control.
- Manage inventory more effectively with customized rules for shelf life and minimum stock levels.
- Improve effective customer service with easy access to current distribution information, using lookup windows and document search and update.
- Improve customer communication by linking your inventory and individual customer item codes to speed inquiries from service representatives and the customer.
- Avoid ordering bottlenecks and respond effectively to customer demand with automatic item substitution during promotions or item shortages.
- Meet specialized delivery needs with custom picking instructions for specific combinations of customers and items.

ADVANCED PICKING

Keep pace with competitive markets and low margins. New Advanced Picking capabilities provide you with the flexibility needed to minimize handling processes and costs for both single and multi-site operations.

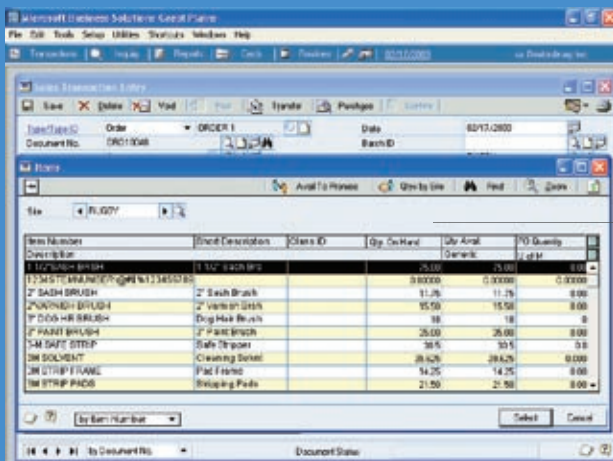
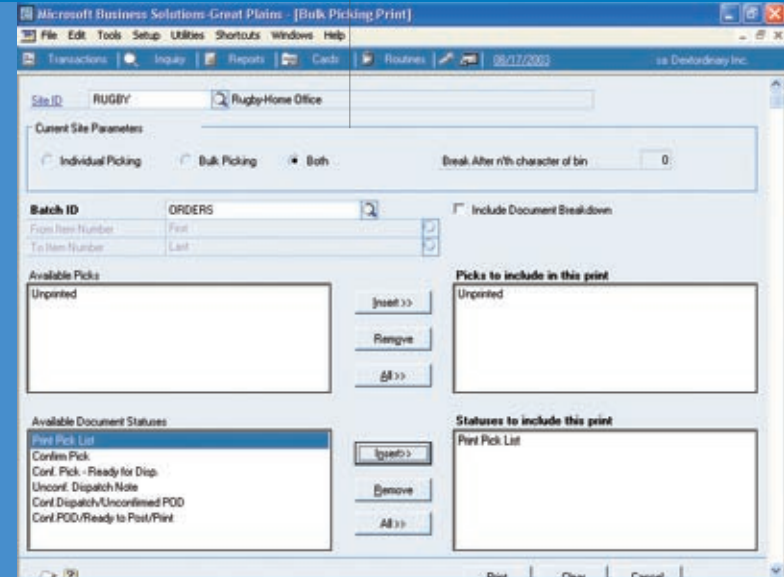
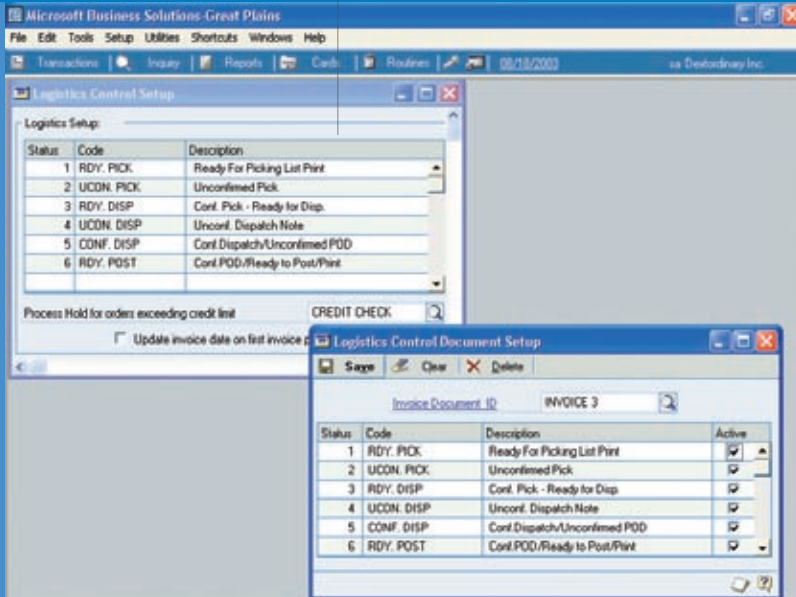
- Improve productivity and profitability for multi-site operations by determining preferred bulk and individual picking methods.
- Get maximum throughput and customer service by tailoring site level operations with configurable picking rules.
- Increase picking productivity with shorter pick journeys and goods sent straight to the loading bay.
- Save time and effort with consolidated (bulk) picking lists across numerous orders for common items.
- Increase operational efficiency with individual picking lists generated in bin/bay sequence.

Establish

consistent, accurate workflow procedures by defining up to six stages within the order-to-invoice cycle.

Save time

and effort by issuing consolidated (bulk) picking lists across numerous orders for common items.

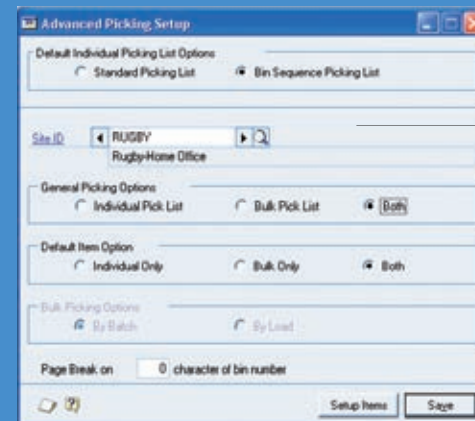


View

inventory levels for specific items at a glance.

Tailor

operations at the site level by specifying whether or not bulk picking is in use.



“ I WANT TO STAY IN THE driver’s seat. ”

Effective management of your purchasing process lets you streamline this mission-critical aspect of your business and provide the right information, goods, and services at the right time, in the right place.

PURCHASE ORDER PROCESSING/RECEIVING

Cost control is a key requirement for maintaining a healthy, efficient business. Purchase Order Processing/Receiving addresses the entire purchasing cycle—from requisition of supplies, inventory, and services to receipt of goods. You’ll have the means to control corporate spending, streamline business practices, and improve access to information you can use to shape your buying decisions.

- Control purchasing processes with cost variance tracking, receiving/invoicing against multiple purchase orders, comprehensive receipt information, and posting.
- Get instant answers with complete tracking of open or historical purchase order and receiving documents by order number, item number, or date.
- Increase purchasing efficiency with automated roll-up of similar items, multi-site and drop-ship delivery, and individual line-item level management of purchase orders.
- Maintain audit control with cancelled item tracking, line-item ordering and status information, document revision tracking, and customized landed cost definition.

eREQUISITION

Online purchase requisitions, approval, and tracking make the requisition process faster and more efficient than the paper-based requisition process still used by many businesses.

- Merge requisitions from individual vendors into a single purchase order to lower administrative costs for both you and your vendor and provide for greater volume discounts.
- Manage requisitions more effectively, with a streamlined requisition process and online approval and tracking for both routine and specialized orders.

PO GENERATOR

Automatically create purchase orders in response to quantity shortages on customer orders. PO Generator allows you to define levels based on your current stock situation in relation to stock goals, through order point or min/max settings. The generated purchase order can then be managed, reviewed, and edited prior to release.

LANDED COST

Track and manage the total cost associated with an inventory item, including freight, insurance, and duty. These costs can then be automatically assigned or modified on a purchase order as items are received.

Enter and manage
transactions from one central location.

The screenshot shows the 'Receivings Transaction Entry' window in Microsoft Business Solutions - Great Plains. The window title is 'Microsoft Business Solutions - Great Plains' and the menu bar includes File, Edit, Tools, Setup, Utilities, View, Options, Shortcuts, Windows, and Help. The status bar shows 'Transactions', 'Inquiry', 'Reports', 'Cards', 'Routines', '08/01/2003', and 'sa Dextordinary Inc.'.

The main form contains the following fields:

- Type: Shipment/Invoice
- Receipt No.: RCT0003
- Vendor Doc. No.: V003
- Date: 12/15/1999
- Batch ID: RECEIPTS
- Vendor ID: 110ADV
- Name: Lighting Technologies
- Currency ID: USA

PO Number	Item	Qty Shipped	Unit Cost	
U of M	Site ID	Quantity Ordered	Quantity Invoiced	Extended Cost
Description		Previously Shipped	Previously Invoiced	
PO0018	4' STEPLADDER	2.00		\$27.05
PO0018	NON-IV1	2.00		\$5.00
PO0018	1 1/2"SASH BRSH	4.00		\$3.95
		0.00		\$0.00

Summary fields:

- 1099 Amount: \$0.00
- Subtotal: \$79.90
- Trade Discount: \$0.00
- Freight: \$0.00
- Miscellaneous: \$0.00
- Tax: \$0.00
- Total: \$79.90

Payment Terms: P-N-TXB-%AD%P

Buttons: Distributions, User-Defined

Generate
purchase orders
automatically based on
changes in inventory
status.

The screenshot shows the 'Purchase Order Generator Item Maintenance' window in Microsoft Business Solutions - Great Plains. The window title is 'Microsoft Business Solutions - Great Plains' and the menu bar includes File, Edit, Tools, Setup, Utilities, Shortcuts, Windows, and Help. The status bar shows 'Transactions', 'Inquiry', 'Reports', 'Cards', 'Routines', '08/01/2003', and 'sa Dextordinary Inc.'.

The main form contains the following fields:

- Item Number: 11/2"SASH BRSH
- Description: Craftsman Bush 1 1/2" Sash
- Site: Inlet Values
- Base ID: 10NY
- Planner ID: Tony L
- Order Policy: Code Point
- Fixed Order Qty: 0.00
- Order Point Qty: 25.00
- Order-Up-To Level: 200.00
- Number of Days: 7
- Order Quantity Modifiers: Minimum: 0.00, Maximum: 0.00, Multiple: 1.00
- Reorder Variance: 0.00
- Safety Stock: 0.00

Buttons: Save, Clear

Buttons: OK, Cancel

“ I WANT TO TAP INTO THE **global** MARKETPLACE. ”

“Our online success would have been impossible without eCommerce and the Microsoft .NET platform. With a single architecture we are able to integrate disparate inventory systems, create inter- and intra-enterprise transactions and power four Web-based stores. Being able to create a multi-faced commerce system using a single platform drastically decreases the cost of deployment which in turn has a dramatic impact on our profitability.”

PAUL DIETRICH

ICS CONSOLIDATED

By aligning your business practices with the Internet, you can open new sales channels, provide better customer service, and deliver accurate information any time, from any location. With Microsoft Great Plains, you can build customized e-commerce storefronts that reach new and existing customers via the Web, whether they're across town or on another continent.

eCOMMERCE

eCommerce simplifies electronic store creation, giving you the opportunity to build a powerful new sales channel without traditional brick-and-mortar investments and expensive overhead.

- Reduce workload and overhead by integrating Supply Chain Management modules and your electronic storefront. Customer, inventory, and pricing information are all accurate and up-to-date on your Web site, eliminating the need to maintain two systems.
- Empower your customers by enabling them to enter their own shipping and billing addresses, plus credit card and purchase information. They'll make sure the information is entered the way they want; you'll save time and reduce data errors.
- Build a large pool of new customer records automatically through your storefront, without having to enter records individually.
- Make it easier for customers to place orders and reduce transaction costs with customer-specific pricing, automatic sales tax calculation, and automatic credit card verification.
- Simplify processes with batch review of orders before posting. All process holds available in Sales Order Processing can be applied to orders received via the Internet.

eORDER

eOrder helps you build security-enhanced, business-to-business ordering systems over the Internet.

- Motivate customers to keep coming back by enabling them to enter orders directly into the Sales Order Processing system, and then check on the status of their orders—any time, day or night.
- Avoid duplicate order entry efforts for remote-office or traveling employees by enabling them to enter orders directly into your system from any location.

“ I WANT THE **right** INFORMATION AVAILABLE TO THE **right** PEOPLE. ”

Important business decisions require access to accurate, consistent business information. Microsoft Great Plains provides flexible reporting tools that meet a wide range of needs, along with Web-based access to applications and information that helps you unlock employee potential and extend the reach of your business to customers and suppliers.

REPORTING TOOLS

Powerful, customizable reporting tools allow you to stay on top of business details and analyze data to make informed, strategic business decisions.

Reporting tools that are built into Microsoft Great Plains include the following:

- Report Writer lets you easily create, update, and modify all the reports and forms your organization uses. Flexible scheduling options let you publish reports in a variety of file formats including HTML and PDF.
- SmartList allows you to instantly create and save sophisticated queries for detailed customer, employee, vendor, general ledger, and inventory information. Queries also can be imported into Microsoft Excel and Microsoft Word.
- Export to Microsoft Excel capabilities enable you to import data directly into Excel 2003 for easy analysis and reporting using a built-in data source.
- Smart Tags are context-sensitive links that allow you to drill back instantly to Great Plains information while working in Microsoft Office. Users who don't run Great Plains can access this information through the Office XP Smart Tag Viewer.

Other industry-standard reporting tools include Crystal Reports® 9.0 Professional, for creating presentation-quality views of data; Microsoft Business Solutions for Analytics–Enterprise Reporting, for managing complex, distributed analysis and reporting; and Microsoft Business Solutions for Analytics–FRx® Professional and Forecaster, for advanced financial reporting and budgeting needs.

MICROSOFT BUSINESS PORTAL

Provide role-based, immediate access to Microsoft Great Plains applications and information through a Web-based portal—Microsoft Business Solution Business Portal.

- Publish key information including sales reports, outstanding purchase orders, and budgets reports to enable employees to make informed decisions.
- Take the hassle (and expense) out of tasks by enabling employees to enter and process timesheets, expense reports, requisitions, and other tasks through a Web browser.
- Share information and processes with your customers and suppliers across your extranet, with built-in role-based security.
- Deliver full Web-based access to applications via a Web browser, allowing easier access to information and applications.

“ I WANT **one solution** THAT WORKS ACROSS MY ENTIRE BUSINESS. ”

INCREASING THE RETURN ON YOUR TECHNOLOGY INVESTMENT

Integration extends the reach of Supply Chain Management applications by making data and capabilities accessible across Microsoft Great Plains. You save valuable time that would otherwise be spent with redundant data entry tasks, repetitive searches, and laborious report creation. You enhance your workers' productivity, allowing them to work more effectively.

There are a number of integration points that can be of great value to your business.

- The Supply Chain Management series integrates with Great Plains Financial applications, including General Ledger.
- Purchase Order Processing integrates with Great Plains Fixed Asset Management to unify and streamline asset management.
- The System Manager in Great Plains can use Microsoft Visual Basic for Applications (VBA) to add business-specific functions into data entry and inquiry windows.

“Great Plains helped our business to consolidate our ‘islands of information,’ enabling us to deliver a higher level of customer service and work more efficiently.”

Louie Lago

*Director of Operations and Technology
Pacifco's Beauty Products*

Microsoft Business Solutions ApS, which includes the businesses of Great Plains, FRx Software Corporation and Microsoft bCentral™, offers a wide range of business applications designed to help small and midmarket businesses become more connected with customers, employees, partners and suppliers. Microsoft Business Solutions applications automate end-to-end business processes across financials, distribution, project accounting, electronic commerce, human resource management, manufacturing, supply chain management, business intelligence, sales and marketing management, and customer service and support.

MICROSOFT BUSINESS SOLUTIONS—GREAT PLAINS

A solid foundation for building business success.

More information about Microsoft Business Solutions can be found at
<http://www.microsoft.com/BusinessSolutions>

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Microsoft
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