



This communication is provided to our clients, other current and prospective users of the MAS 90 or MAS 200 software, and our accounting and technology partners. To remove your name from the mailing list reply to this e-mail and type 'remove' on the subject line.

August 2005

Dear MAS90 or MAS 200 User,

About Our Newsletter - I did receive some feedback about the **info* newsletter. Most do not read it and a couple of clients suggested we save our money, which I appreciate. We will strive to provide useful information through this e-mail on a monthly basis and via our Web site.

It's Sage Again - Best Software in the U.S. has gone back to the Sage brand after settling a conflict with another company, which caused the name change to Best in the first place. You will see the Best name appear for awhile yet in various places, but the transformation should be complete by 2006.

MAS 90 and MAS 200 Version 4.1 – Version 4.1 is scheduled to start shipping in late September. The major emphasis is on extending the new underlying technology, enhanced customizer capabilities, and user interface that you see in the general ledger to accounts receivable, sales order, RMA, and bank reconciliation, as well as adding to the specific functionality of these modules. There are also updated versions of Crystal Reports, Starship, and Business Alerts. The 4.1 release brochure is available on our Web site for viewing and downloading: http://www.inetbusinesspartners.com/docs/mas90_200_4.1_brochure.pdf. Our general advice on installing 4.1 is not to be too hasty, but wait until the first collection waw of program fixes comes out in a couple of months. However, if you see some new features that will really help your business, proceed by all means. The upgrade itself will be not be as technically challenging as going to 4.0 or 4.05 was initially. Once we get our hands on it and evaluate the installation process, we will dispense some additional advice. You can anticipate some additional work and delay if you have custom modifications in sales order or accounts receivable.

MAS 90 and MAS 200 Training Resources - I'm frequently asked by our clients about how to get MAS 90 training. Denver no longer has an Authorized Training Center for traditional classroom training, and traveling to other centers around the country makes that alternative unappealing from a cost standpoint. Actually, software training has been going through a transition with more reliance on Web-based e-Learning for the basics and customized "face time" training that addresses specific company needs. Sage has increased its offering of e-Learning courses. They are relatively inexpensive and easy to schedule and attend. All you need is a broadband Internet connection and a browser. To view what's available and the details go to <http://www.bestsoftware.com/education/index.cfm?action=s0&t=2>.

More recently we have been asked to provide customized training by several of our clients, which motivated our looking at how to deliver training that's effective and affordable. Effective and affordable are relative and related terms. Effective custom training requires knowledge of

the client's environment and preparation time as well as good instructor skills. In no way is personalized live training going to be cheap, but not doing it can lead to a greater risk of costly mistakes and continued inefficiency. We need to realize our hourly rates to make it viable from a business standpoint. That being said here is how we would proceed typically in performing a training engagement:

- 1) Define training needs by functional area and identify employees to be trained. We have a training needs template that will aid this process.
- 2) Estimate preparation and training time, including instructor familiarity with client's environment and specific issues.
- 3) Present price proposal and get client's acceptance.
- 4) Schedule training time and place. Two-hour time blocks work best. Conducting the training at the work site is acceptable if there are no interruptions; otherwise going to our offices or other off-site location works better.
- 5) Copy client's live data to a 'training company' to use during hands-on instruction.
- 6) Prepare customized lesson plans and handouts.

If you have training needs, let us help you determine the best approach.

Customer Referral Program, Win a \$100 Gift Certificate...and More – We love sales referrals from our clients and business partners. Sales are what helps us stay in business and grow, so we will be around to continue providing good service. We are also actively seeking to acquire other companies that use MAS 90 as support clients. Because of some volatility among the local resellers there are MAS 90 users who are seeking a stronger, more reliable support resource. For referring us to either a new MAS 90 prospect or potential support client we will award the responsible person a \$100 gift certificate to spend at the Cherry Creek Shopping Center. All you have to do is contact the prospect and ascertain their willingness to talk to us, and then call us. Should a new MAS 90 candidate decide to purchase the software, we will pay your company a flat 5% fee calculated on the product purchase price upon consummation of the sale. This could be \$1000 or more.

MAS 90 and MAS 200 Existing Customer Promotions Through September 30, 2005

- * Save \$2,265 on Paperless Office Extended Solutions Two-module bundle
- * 10% off One, or 15% of Two or More Sage MAS 90 or 200 modules
- * Save \$100 on User Creit with Upgrade from MAS 90 to MAS 200
- * 20% off Purchase of Accounts Payable or Bank Reconciliation Extended Solution Products
- * Save \$500 on Silver and \$800 on Gold Support Plan Upgrades
- * Save 20% on Lapsed ClientCare Plan Renewals - Plus 20% on a MAS 90 or MAS 200 module of choice

Sincerely,



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