



Customer Support MMD Accounting Solutions Phone Access Codes

Steps to quickly navigate the Customer Support MMD Accounting Solutions phone system

Follow the steps below for these products:

- Sage MAS 90 and Sage MAS 200 ERP
- Sage PFW ERP

Step #1: Dial Toll Free Line by Product

Step #2: Press 3 (for New Case) or Press 4 (for Existing Case) Existing cases are routed to the analyst who is assigned to your case. If they are not available, your call will be routed to the next available analyst.

Step #3: Enter your account number

- *Step #4: Select CODE 1 through 4**
- 1 = Technical Support
 - 2 = Business Applications
 - 3 = Financial Applications
 - 4 = Integrated Solutions or Third Party Add-ons

*** Following is a list by module of codes to use.**

Sage MAS 90 and 200

Support #: (800) 371-3602

Support Fax #: (800) 700-0417

Code	Description
2	Accounts Payable
2	Accounts Receivable
2	ACT Link
3	Bank Reconciliation/Cash Management
2	Bar Code/Warehouse Automation
2	Bill of Materials
1	BOSS (aka Sage Software Online)
1	Business Alerts Installation
1	Business Insights Dashboard
3	Client Write-Up
2	Credit Card Processing
1	Custom Office

	Dynalink (800-944-5709)
1	EIS Installation
1	EIS GL/PR
1	EIS Questions
1	Explorer
3	F9
	Fax Master (800-425-9843)
3	Fixed Assets Link
3	FRX (Sage MAS 90)
3	General Ledger
1	Installation
2	Inventory Management
2	IT Inquiry (eBusiness Manager)
1	IT Installation (eBusiness Manager)
2	IT Order (eBusiness Manager)
2	Job Cost/Project Accounting
3	Magnetic Media Reporting
1	Master Developer Support
2	MRP
3	Payroll
1	PC Charge
	Point of Sale (888-583-3000)
1	Post Master
2	Purchase Order
2	Return Merchandise Authorization
1	Sage Software Online (formerly BOSS)
2	Sales Order
	SalesLogix (480-607-9738)
2	Starship Link
2	. Store
	Time & Billing (888-583-3000)
3	TimeCard
1	Visual Integrator (VI)
2	Work Order

Sage PFW

Support #: (800) 333-5242

Support Fax #: (800) 777-7336

Code	Description
2	Accounts Payable
2	Accounts Receivable
2	Advanced Allocation/Premier Budgeting
1	Audit Master
2	Bank Book
1	Business Alerts
2	Costing
1	Crystal Reports
2	Customer Insights
1	Customization Workbench
2	Formulas
2	FRX/FRX Advanced
2	General Ledger
2	Inventory
2	Labeling
2	Materials Requirement Planning (MRP)
2	MSDS
2	Multicurrency Manager
1	Pervasive SQL
1	PFWeb Decision Support
2	Premiere Consolidations
2	Premiere Currency Translation
2	Premiere InterCompany
2	Premiere Ledger
2	Production
2	Project Costing
2	Purchase Order
2	Sales Order
1	System Manager, Installation and Printing



Customer Support MMD Accounting Solutions Phone Access Codes

Steps to quickly navigate the Customer Support MMD Accounting Solutions phone system

Follow the steps below for these products:

- Sage MAS 500 ERP
- Sage BusinessWorks Accounting

Step #1: Dial Toll Free Line by Product

**Step #2: Press 2 (for Sage MAS 500 CS)
Press 3 (for Sage BusinessWorks CS)**

**Step #3: Press 3 (for New Case) or
Press 4 (for Existing Case) Existing cases are routed to the analyst who is assigned to your case. If they are not available, your call will be routed to the next available analyst.**

Step #4: Enter your account number

***Step #5: Select CODE 1 through 4**
1 = Technical Support
2 = Business Applications
3 = Financial Applications
4 = Integrated Solutions or Third Party Add-ons

*** Following is a list by module of codes to use.**

Sage MAS 500

Support #: (800) 944-5481

Support Fax #: (800) 378-6560

Code	Description
2	Advanced Consolidations
2	Advanced Manufacturing
2	Accounts Payable
2	Accounts Receivable
2	Advanced Planning & Scheduling
1	Business Insights – Analyzer
1	Business Insights – Explorer (aka BIE)
2	Cash Management
2	Common Information
1	Customizer
1	Crystal Reports

1	Database Alerts
2	Data Migration
2	Data Porter
2	eCustomer
2	eExecutive
2	eSalesforce (eOrder)
2	eTimesheets/Timesheet Pro
2	Engineering Change Management
2	Estimating
2	Explorer
2	Fixed Assets
2	FRX
2	General Ledger
1	Installation
2	Inventory Management
2	Inventory Replenishment
2	Manufacturing
2	Materials Requirements Planning (MRP)
2	MS Projects Link
2	Multicurrency
1	Printing Issue
2	Project Accounting
2	Product Configurator
2	Purchase Order
2	Saleslogix Link
2	Sales Order
1	SDK (aka AVT, Customization Tools)
2	Shop Floor Control
1	System Manager
4	Timesheets Professional Xfer
2	Warehouse Management
1	Web Reports

Sage BusinessWorks

Support #: (800) 447-5700

Support Fax #: (800) 371-5824

Code	Description
2	Accounts Payable
2	Accounts Receivable
1	Sage Software Online (formerly BOSS)
1	Sage BusinessWorks Upgrade Support
1	Sage BusinessWorks Installation
4	Sage BusinessWorks / Goldmine
4	ACT! Link
2	Custom Office
1	Data Conversion
4	F9
2	General Ledger
2	Inventory Control
2	Job Cost
1	Networking
2	Order Entry
2	Payroll
1	Printing
1	System Manager