

# Perfecting Quote-to-Cash with Acumatica Manufacturing Edition

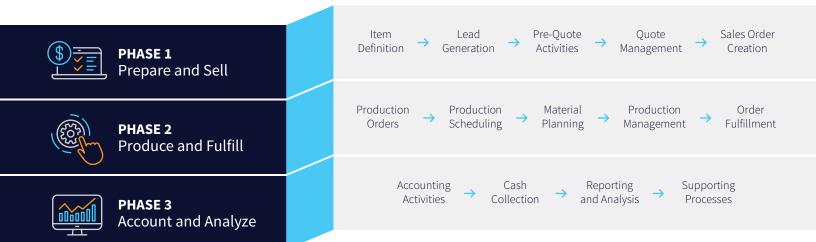
## Get Paid Faster with Configurable Quote-to-Cash Workflows

Every manufacturer has a slightly different quote-to-cash process. Some manufacturers forecast demand, build-to-stock, and fulfill orders from inventory. Engineer-to-order manufacturers use CAD applications to design custom products based on customer designs or internally developed specifications. Configure-to-order manufacturers setup features and options to create new items based on customer preferences. Estimating is critical for job shops that rarely stock products they quote and sell to customers.

Acumatica Manufacturing Edition provides flexibility to support many different quote-to-cash workflows with powerful applications to manage leads, sales, inventory, purchasing, manufacturing, shipments, and accounting. Extended applications support the quote-to-cash process for retail and commerce sales, field service appointments for installation and repair, and project accounting for jobs that include manufactured goods.

This Playbook illustrates how Acumatica supports simple and complex quote-to-cash processes for companies that manufacture, install, and service standard and custom-manufactured products.

The quote-to-cash process comprises three phases and 14 unique steps, from item definition and lead generation to reporting and supporting activities.



## PHASE 1: Prepare and Sell

Most manufacturing sales start well before the quote is created. Set up stock items for products and non-inventoried items for services. Leverage embedded marketing automation to generate business leads. Manage the sales cycle with lead assignment and opportunity activities. Acumatica Manufacturing Edition provides applications to create newly manufactured items for a variety of manufacturing environments. Create quotes and send them to customers for electronic approval. Convert quotes to sales orders and manage order details for a clean hand-off to manufacturing.

## Step 1: Item Definition

Manufacturers maintain stock and non-inventoried items used in sales, production, projects, and services. Deferral codes ensure accurate revenue recognition for sales of service, support, and other non-inventoried items. Generate unique items with Matrix Items using attributes such as length, width, style, color, and more. Contract items are set up as non-inventoried items to define services with price and provision policies for the original non-inventoried item sold and different non-inventoried items for renewals.

#### **Stock Items**

There are nine ways to create raw material and finished good stock items in Acumatica.

- Import items from vendor files
- Manual item creation
- Copy items from similar items
- Create items from templates
- Convert items from requisitions
- Generate finished goods from estimates
- Create items from the product configurator
- Import items from CAD or PLM applications
- Create items using attributes with matrix items

#### **Non-Inventoried Items**

Maintain non-inventoried items to include in bills of material (BOM) and quotes.

- Professional and field services
- Product documentation
- Digital downloads
- Manufacturing and office supplies
- Billable expenses
- Maintenance and repair supplies
- Consumable tooling
- Support contracts
- Other non-inventoried items

"We can now place orders faster and react to sales quicker. As a result, I think we'll be able to reduce our total inventory by somewhere between \$1.5 million and \$2 million dollars."



## **Step 2: Lead Generation**

Next, the marketing department develops marketing lists and executes campaigns to generate leads. Opportunities are assigned to sales reps based on the product line, sales territory, or other user-defined criteria. Schedule activities and store completed tasks with notes for each opportunity. Disqualified leads can be kicked back to marketing for additional activities.

#### **Lead Management**

Marketing activities drive business leads from events, email, inbound website traffic, trade shows, telemarketing, cold calls, referrals, and other activities. Import and manage marketing lists for email, direct mail, telemarketing, and different types of campaigns. Create and execute marketing activities with tasks and events to develop qualified business opportunities for sales, projects, and services to grow your organization.

## **Opportunity Management**

Qualified leads are converted to new business opportunities by the sales team. Configure sales processes, schedule tasks, add notes, and attach documents to manage each opportunity efficiently. Opportunities enable sales professionals to create and manage quotes and sales orders, create and schedule service orders, and configure manufactured finished goods for opportunity line items.



"We use the Acumatica Customer Management Suite religiously to track opportunities and leads, and what's going on with a contact, and we love that Acumatica integrates well with the Microsoft Office suite because we are also strong users of Excel, Power BI, and Outlook."



## **Step 3: Pre-Quote Activities**

The quote-to-cash process is different for make-to-stock, make-to-order, configure-to-order, engineer-to-order, and project-centric manufacturers. The next step in the quote-to-cash process defines finished goods and services to include on the sales quote.

#### Make-to-Order (MTO): Manufacturing Estimates

Job shops and make-to-order manufacturers define new finished goods by creating a manufacturing estimate. Manufacturing estimates are made from scratch or copied from previous estimates, existing bills of material and routings, or previous production orders. Initiate estimates from CRM account or opportunities screens, quote and sales order screens, or the manufacturing application. The estimator defines product quantities, component operations, and required tooling costs. Adjust fixed and variable costs, including labor, machine, material, tooling, and overhead. Mark-up estimated cost elements by a percentage or a value. The customer price is rolled up based on the cost elements, markups, and the quantity with one-time costs such as tooling amortized across estimated quantities. The estimating process provides a total cost by unit with flexibility to adjust costs and prices for both the unit and the estimated total based on the expected quantity to be sold. Send estimate quotes to customers for approval. Quickly convert new items to stock items in inventory for approved quotes.

## **Project-Centric Manufacturing: Project Accounting Integration**

Use project accounting to create estimates for multi-task customer quotes. Link manufactured finished goods to project tasks. Projects pull together production costs, purchases, time, and expenses for holistic project costs, budgets, timelines, and customer billing.

## Make to Stock (MTS): BOM and Routing Definition

Make to stock manufacturers create bills of material and routing operations to define manufactured subcomponents and finished goods. Import bills of material from files or use connected marketplace applications to synchronize bills of material from engineering CAD applications. Copy bills of material from existing records or create new bills of material from scratch. Associate bill of material items with manufacturing labor operations for time-phased planning and scheduling. BOMs support tooling requirements, overhead costs, phantom bills, and outside processes. Roll-up costs for inventory valuation and customer pricing. Demand forecasts drive the material planning process for make-to-stock finished goods, subcomponents, and raw materials.

#### **Configure-to-Order (CTO) – Product Configurator**

The sales or customer service representative uses a product configurator to create newly manufactured items based on attributes, features, options, and validation rules. New configurations are made from scratch or built using previous configuration definitions. Configure products from CRM account or opportunity screens, quote and sales order entry, and the manufacturing application. The product configurator creates the bills of material, routings, and finished good inventory records with cost and price roll-ups for the configured finished good.

## **Engineer-to-Order (ETO) – CAD/PLM BOM**

An engineering CAD design for the quoted product is developed by the manufacturer's internal design engineers or provided by the customer and imported into the manufacturer's CAD application. Convert the engineering bill of material from CAD into inventory items and manufacturing bills of material and routings in the ERP system using the Acumatica for Arena PLM Native Connector. Update existing items and bills of material and routing records when subassembly or finished good design changes are made in the CAD or PLM application. Use the Engineering Change Control application to create engineering change requests (ECR) and manage engineering change orders (ECO) with built-in approvals workflows with full audit trails to know what changed, when it changed, and who made the change.

#### **Purchase Order Requisitions**

Many quote-to-cash workflows involve new inventory items essential for developing accurate cost estimates and pricing for customer quotes. Requests for new items are created in the Purchase Order Requisition application. Requests are sent to vendors electronically to solicit bids with vendor quote submission and configurable workflows for internal purchase order approvals. The winning vendor bid is converted to a new item and inventory record when the requisition is approved and the customer approves the sales quote.

"What really threw us over the top with Acumatica is that it offered a full quote-to-cash cycle and it overlaid on top of a solid of our accounting system. Acumatica offered a service package, purchasing, inventory, a Client Relationship Management (CRM), quoting, manages projects and sales orders - all right there in one Operating System. We were shocked to find all of this functionality in one system."

DERRICK ELLEDGE, VP OF OPERATIONS & CO-OWNER, POWER STORAGE SOLUTIONS

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Discover Why Businesses Rely on Acumatica to Perfect the Quote-to-Cash Process





## **Step 4: Quote Creation**

Acumatica has defined workflows for everyday manufacturing processes. These processes can be tailored to meet specific business requirements. For example, some manufacturers quote product sales, while others provide quotes for larger projects, field services, or support contracts. Sales quotes are converted to sales orders, while service quotes are converted to service appointments. Approved project quotes define the project and related tasks. Contract quotes are easily converted to new contracts or contract renewals.

#### **Sales Quotes**

Create quotes from sales order entry for quote order types or from CRM opportunities. Copy quotes from prior quotes or sales orders and email them to customers directly from the application. Create quotes for manufactured items from estimate entry or sales order entry by referencing the manufacturing estimate. Customer service can access the product configurator from quote entry to create configured finished goods.

Acumatica provides flexible pricing, including quantity and volume discounts as a percent or an amount. Specify multiple discount rules and sequences or allow the system to automatically apply the best discount combination for individual items, groups of items, and documents. Establish rules and policies for price overrides by warehouse, quantity sold, or unit of measure. Define workflows for discount approvals for quotes or orders that require supervisor approval. Supervisors and managers on-the-go can review and approve discount requests from their mobile devices.

#### **Project Quotes**

Business and professional service organizations create quotes for customer projects. Project templates streamline the quotation process. Quotes include estimates, tasks, billing details, and tax information to calculate project costs, expected revenue, and gross profit margin. Quotes are easily converted to projects with options to populate labor cost rates, activate tasks, include notes and files, and link activities.

### **Service Quotes**

Quotes for one-time break-fix services or long-term service contracts are created in Acumatica and converted to sales orders, service appointments, and service contracts, respectively.

#### **Support Quotes**

Create quotes for one-time support engagements or long-term support contracts as quote types from sales order entry or CRM opportunities. Quickly convert quotes to sales orders and support contracts.

#### **Electronic Signatures with DocuSign**

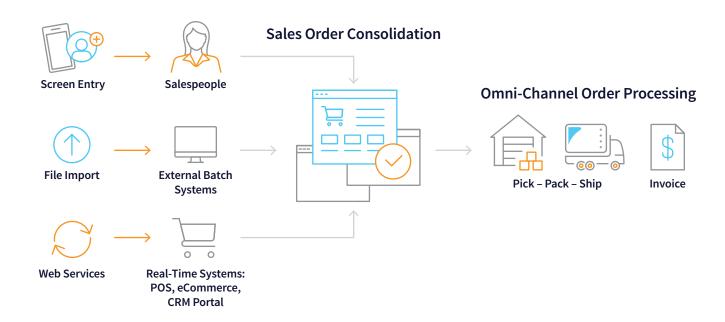
Acumatica integrates seamlessly with <u>DocuSign</u> to automate quote and sales order approvals. The DocuSign integration provides a dashboard displaying completed documents and pending documents. When the customer approves the quote, the signed copy is synchronized into Acumatica and attached to the quote record. Tailor workflow to change the record type from quote to sales order with a notification to the sales manager.



## **Step 5: Sales Order Creation**

Convert prospects to customer accounts when sales orders are generated from opportunities. Workflow notifies accounting to complete the account setup with credit checking, defined credit terms, credit limits, shipping locations, accounts payable contacts, and more. Additional details, such as sales tax and commission schedules, may be added or adjusted to complete the sales order. Reserve required stock to ensure availability for fulfillment or production.

Manufacturers with smaller warehouse facilities and simple processes can bypass the pick and pack process to generate shipments directly from sales order entry if they have adequate stock on-hand to fulfill the order. Project quotes may be converted to projects, and service quotes converted to service orders directly from sales order entry. Generate sales orders from point of sale transactions, commerce storefront orders, file imports, or electronic data interchange (EDI) transactions through connected applications.



"Full supply chain visibility will enable us to target the areas where we have issues and tackle them, to ensure we are operating efficiently and driving growth across sales, supply chain, manufacturing and finance."



Manufacturing begins prior to sales based on forecasted demand in make-to-stock environments. In most make-to-order scenarios, manufacturing starts after the sales order is created. Make-to-order manufacturers typically create the production order directly from the sales order, project, or service order. Production orders are scheduled against finite capacity constraints. Purchase orders and production orders for dependent raw materials and subassemblies are suggested through the time-phased material requirements planning (MRP) application. Material and labor transactions are entered throughout the production process or backflushed automatically for work in process costing. The finished goods inventory is updated and ready for order fulfillment.

## Step 1: Production Order Creation

Production Orders are created based on demand forecasts in make-to-stock manufacturing environments. Sales orders consume forecasted demand. MRP helps planners make sense of actual and forecasted supply and demand with recommended production order quantities, dates, and other details to ensure finished goods inventory is available. Consolidate suggested production orders to cover multiple sources of demand.

Job shops and both configure-to-order and engineer-to-order manufacturers create production orders directly from the sales order. The production order is then scheduled for manufacturing. Many make-to-order manufacturers make production orders directly from sales order entry but use MRP to manage dependent demand for subassemblies and purchased raw materials. Customer service representatives use Capable to Promise (CTP) to understand how much product is available for sale for a specific date or when a requested quantity of product will be available for shipment.

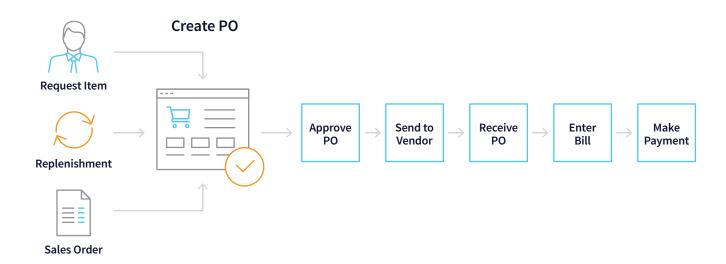
Project-centric manufacturers create production orders from project tasks. This process links the production order with the project for costing and billing. MRP picks up dependent demand for planning downstream subassembly production orders and raw material purchase orders.

## Step 2: Scheduling

Production orders are scheduled manually or automatically, either forward from the current date or backward from the requirement date. Manage shop calendars and black-out holidays. Add shifts and add labor resources to crews to increase throughput. Schedules support a mix of finite and infinite capacity constraints for work center, machine, and tool availability. Schedules march through the production order routing to establish start and end dates and times for each manufacturing operation. Set production order priorities to schedule critical orders first. Scheduled operations update work center, machine, and tool dispatch reports providing visibility for users to identify which production order operations are scheduled by resource.

## → Step 3: Material Planning

Purchase required raw materials manually from the Purchase Order Entry screen. Matrix grids and tables streamline purchasing across product families. Use the Purchase Order Requisition application to solicit bids from potential vendors for new items that do not exist in inventory. MRP uses inventory settings such as safety stock, min and max stocking levels, and other defaults to recommend purchase orders where sales order and other demand results in insufficient stocking levels for required raw materials. Create warehouse replenishment relationships to generate transfers between warehouse locations and view suggested production orders with MRP. Items may be purchased via drop-shipment directly to customer locations. Acumatica also supports blanket purchase orders with release dates and quantities for vendor contracts. Marketplace applications support quality control testing for inventory receipts. Receipts can trigger notifications for items on backorder. Preferred stocking locations assist employees with the receipt and put-away process.



"I remember the first time I learned I could copy a BOM. I felt like a kid on Christmas morning because I didn't have to put all the information in a second time."

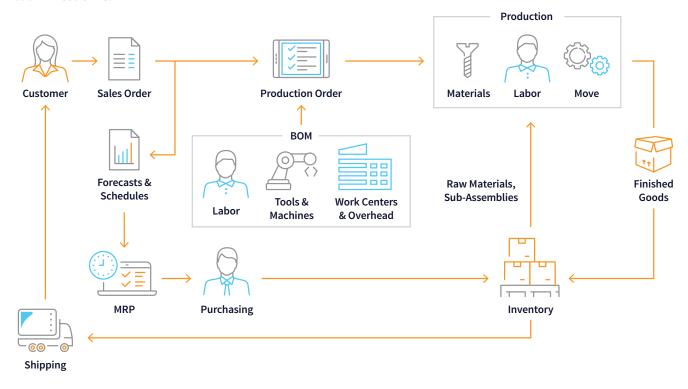
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## **Step 4: Production**

Employees issue materials to production or use backflushing to allocate material quantities and costs to WIP as they enter labor for each operation. Material transactions are easily automated with embedded barcoding using barcode scanners or other mobile devices to improve data accuracy. Barcodes are useful for lot and serialized raw materials to ensure that the right materials are issued to production, and the data is captured for quality and compliance reporting. Use barcode scanners to move work in process to upstream manufacturing operations.

Labor transactions are captured on mobile devices with the Manufacturing Data Collection application to clock-in and clock-out of production activities. Time transactions flow seamlessly to Time Cards and the native Acumatica Payroll application. Manufacturing Data Collection streamlines material movement, material issues to production, and labor entry through manual or barcoded transactions with lookups to find inventory items by location.

Managers keep their pulse on production using personalized dashboards to monitor production orders and work in process schedules and costs. Dashboards provide drill-downs to understand what's happening on the shop floor in real-time.



"People previously had to wait to get product and wait to load trucks. Now we don't have that problem. Everything is made to stock and everything is ready. We typically had to wait for production to cut hundreds of pieces of foam to fill our Florida truck on Monday morning, and this week we only had to wait for them to cut two."

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## Step 5: Fulfillment

Completed production orders decrement WIP costs and quantities, and update finished goods inventory. Items are now available for order fulfillment. Smaller manufacturers pick, pack, and ship in one step, while larger manufacturers separate each step in the process with multiple employees performing each action.

## **Picking**

The first step in the process is picking. Picking can be manual or automated using advanced wave or batch picking methods with or without carts. Barcoding validates the correct items, and serial or lot numbers are picked.

## **Packing**

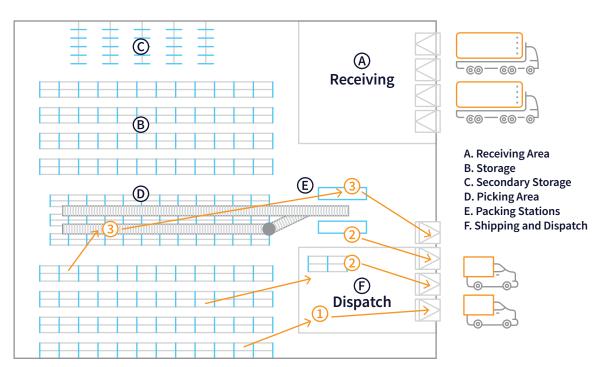
Barcoding expedites data capture by identifying each item packed for the shipment. Acumatica supports user-defined packaging definitions and unit of measure conversions providing ample flexibility for manufacturers.

#### **Shipping**

The last step in the fulfillment process is shipping. The shipment is prepared inside Acumatica with carrier integration via connected shipping applications to transmit shipment orders and associated shipping documents such as bills of lading, packing slips, and other shipment information. Compare shipping options to identify low-cost options or shortest delivery time based on customer needs and internal shipping policies. Scale integration and packaging dimensions stored in Acumatica calculate shipping costs. Connected applications support small parcel, less-than-truckload (LTL), and truckload shipments.

## **Shipping Flows**

- Single order picked, packed, shipped.
  Option to specify box contents and select carrier.
- Use cart to pick multiple orders and bring them to a packing area for boxing, labeling, and shipping.
- Supply picking stations via bulk transfers with breakdown. Pick, pack, label, and ship with options described in #1.



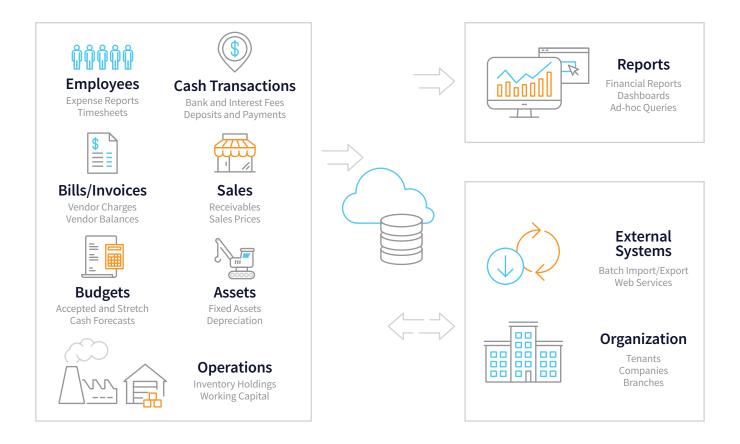
# Account and Analyze



Accounting engages in the quote-to-cash process at various points for invoicing, vendor payments, and related activities. Invoices are typically sent after the order has shipped. However, some companies send multiple invoices for large items like capital equipment that take longer to make. Vendor invoices are received, vouchered, and paid. Collection activities are managed for past due invoices with phone calls and email communication. Additional activities and reports complete the process with sales commissions and detailed analysis. There are many other supporting applications and processes crucial to perfecting the quote-to-cash process that should not be ignored.

## → Step 1: Accounting

Every manufacturing, sales, and purchasing transaction flows back to the general ledger for financial reporting and analysis. Accounting ensures that invoices are sent, cash is collected, and vendors are paid on time. Manufacturers have other specialized accounting requirements for employee payroll, bank feeds, expense management, project accounting, contract billing, intercompany accounting, deferred and recurring revenue, multicurrency, and more.



#### **Vendor Payments**

Automatically sync vendor invoices for raw materials and outside process services from email or via EDI transactions. Artificial intelligence with machine learning identifies the vendor, items, prices, payment terms, and other vendor invoice details automatically. Manage recurring bills by setting up defaults for frequency and timeframes. Streamline vendor refunds and 1099 tax documents. Pay vendors online, by credit card, or through ACH. Automation streamlines the voucher process, ensuring prompt payment to your best vendors with minimal effort. Email reports and documents to vendors.

## **Customer Invoicing**

Generate invoices automatically from customer shipments. Project-centric manufacturers generate invoices from projects for work completed. Invoices are generated for service appointments or recurring customer service contracts. Create invoices for service and support contracts billed monthly or on user-defined frequencies. Acumatica supports deferred and recurring revenue with ASC 606 and IFRS 15 compliance. Acumatica includes tax management and supports multiple currencies for international accounting and customer requirements. Charge late fees and manage sales tax requirements.

"We can look at the data when we want it, how we want it, and really make better decisions about what products we should be selling where and which products we should drop and which products we should promote."

BRAM KLEPPNER, CEO, DANFORTH PEWTER

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## Step 2: Cash

Acumatica provides tools to help manufacturers get paid faster. It all starts with accurate and easy-to-understand invoices. Flexible billing cycles and automation ensure that customers receive invoices promptly.

Manage credit and collection activities with embedded tasks, cashflow dashboards and reports, dunning letter templates, and native email integration. Proactive collections and access to information throughout Acumatica enable accounting professionals to reduce days sales outstanding (DSO) with minimal effort.

Integrated applications enable customers to remit credit card payments safely and securely online. Payments may also be made through electronic funds transfers (EFT) or paper checks. Automated bank feeds synchronize transactions from your bank or lending institutions.



## **Step 3: Reporting**

You cannot perfect the quote-to-cash process without access to real-time, accurate information. Acumatica dashboards, generic inquiries, financial reports, alerts and notifications, and business intelligence ensure your process is on-track with notifications when processes are outside the norm.

#### **General Ledger**

General Ledger (GL) is the central repository for your financial information, including the chart of accounts, financial periods, ledgers, and allocations. Because GL is fully integrated with the entire Acumatica system, you can make entries in other modules such as manufacturing, purchasing, and sales, and post them to GL. Combine data from multiple entities for consolidated reporting and analysis, various currencies, or different account structures.

### **Financial Reports**

Create different views of the data or dimensions using Acumatica sub-accounts. Unlimited reporting dimensions are available to slice financial reports by product, department, or any user-defined segment. Display consolidated and summarized data in monthly, yearly, and quarterly views.

#### **Dashboards**

ERP Dashboards are a convenient way to display essential data to manage your business by exception. Understand real-time financial, operational, and organizational information, and analyze trends and key performance indicators by role. Acumatica dashboards offer flexibility with clear visualizations of complex data for charts and tables with drill-downs to source transactions.

#### **Business Intelligence**

Acumatica leverages powerful business intelligence tools, such as Microsoft Power BI, to help you aggregate your data from multiple sources, extract actionable information for strategic and tactical decision-making, and present it visually to stakeholders. Business Intelligence enables you to make sense of all the raw data from your system, such as finding your most profitable products and sales regions, identifying the weak links in your supply chain, or understanding bottleneck resources in the manufacturing process.

## **Operational Reports**

Acumatica tracks transactions across business entities, including sales, inventory, purchasing, projects, and services. Reporting accesses raw information and presents it in the form of reports containing actionable data for informed decisions. Create elegant reports without programming experience using the native Analytical Report Manager and modify hundreds of existing reports with ease.

#### **Alerts and Notifications**

Automate text or email notifications for low inventory stock, late orders, large sales orders, high manufacturing cost variances, broken promises to pay by customers, and other scenarios to stay on top of the full quote-to-cash process. Manage your business by exception with real-time insights to drive growth and profitability.

#### **Generic Inquiries**

Generic Inquiries offer a way to extract the specific data you need and present it to reporting functions for analysis. The Generic Inquiry writer is a reporting tool that accesses any data in Acumatica—including data stored in customized fields or external data synchronized into the database. Export data to Excel or format it OData. The OData formatting option exposes the data in the open data format supported by business intelligence tools like Microsoft Power Bl. Generic Inquiries require no prior coding knowledge.

Select the data you need using wizards that walk you through the process. Generic Inquiries can be reused and modified for a variety of purposes.

#### **Sales Commissions**

Calculate commissions with split commissions for multiple salespeople. Link commissions to specific line items and pay employees when the invoice is issued or paid. Calculate commissions monthly, quarterly, or annually.

"Whatever Fidelux executives need to see as a snapshot, I can build it...We love Acumatica's dashboards. We are in the process of integrating Microsoft's Power BI to pull information for our sales team reports to send to our distributor agencies, and the overall transparency of Acumatica has been very helpful to me."

LESLIE ALT, SENIOR SOFTWARE SUPPORT SPECIALIST, FIDELUX

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## **Step 4: Supporting Processes**

It is impossible to perfect the quote-to-cash process if you don't have a complete business system that supports quote-to-cash activities. Acumatica is a holistic manufacturing ERP system with applications to manage your entire enterprise. Empower employees with role-based information, mobile time and expense entry, and native payroll processing. Embedded document management, task management, and access to every business function are available on mobile devices anytime and anywhere.

Maintain complete visibility of fixed assets and depreciation calculations. Add fixed assets for office and shop floor equipment directly from AP purchases, import from a file, or add them individually. Select from a large inventory of pre-defined depreciation schedules or create custom schedules for accurate accounting and reporting.

Manage engineering changes with connected CAD or PLM applications and native engineering change orders. Exceed customer expectations with adaptable omnichannel features. Manage returns for credit, formalized return merchandise authorization (RMA), or return for exchange.

## Perfect Quote-to-Cash Processes with Acumatica Cloud ERP

Manufacturers and distributors perfect the quote-to-cash process and get paid faster with a comprehensive and modern ERP application like Acumatica. Manage every step effectively and with the flexibility to adapt the system to the way you do business.

Streamline item creation for stock and non-inventoried items. Use manufacturing estimates, the rules-based product configurator, Acumatica for Arena Native Connector, and Engineering Change Control applications to manage finished goods. Acumatica's embedded CRM includes marketing automation for lead generation with configurable sales processes and automation to manage complex product sales cycles.

Harmonize production plans with resource constraints and material planning processes to ensure maximum throughput. Backflush material and labor processes for accurate and faster transactions. Streamline operations with supporting accounting activities, sales commissions, engineering changes, subcontracted, outside processing, and more.

With Acumatica, you have a complete and connected business application with powerful tools to analyze data in real-time. Manage your business by exception with role-based dashboards, real-time reports and inquiries, and connected business analytics.

Acumatica Manufacturing Edition is a future-proof, cloud ERP application built on a modular and adaptable platform with open APIs for rapid integration to external systems to help manufactures thrive in the new digital economy.

Acumatica is designed for midmarket manufacturers that struggle with disparate, siloed systems providing end-to-end business management solutions that can be accessed in the cloud using a standard web browser or mobile application.



"Acumatica provides all the fundamentals needed to run your business, so when you are ready to take the next step and expand or move into a new market, there are strong systems and processes in place to take that on."

KEVIN BOYLE, DIRECTOR OF IT SPECIFIED TECHNOLOGIES



Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices, and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future.



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