



## DSD / ScanForce Multi-Bin Basic FAQ

**I am a Sage 100c user and just learned that the DSD / ScanForce Multi-Bin Basic module is available. How do I access it? Will I be charged for the activation or for any resulting support?**

The DSD / ScanForce Multi-Bin Basic module may be downloaded from the DSD Business Systems Multi-Bin Basic product page: <http://www.dsdinc.com/enhancement/mbim-multi-bin-inventory-management/>

There is no charge to use the product if you are a Sage 100c User, and support is provided by Sage as part of your Business Care support plan.

**If I am not a Sage 100c user, but I use Sage 100 Inventory Management. Do I have access to Multi-Bin Basic module?**

No, the DSD / ScanForce Multi-Bin Basic module is only available to Sage 100c users. You may purchase the Multi-Bin Advanced module by contacting your Sage 100 Business Partner.

**What are my training options for the Multi-Bin Basic module?**

There are training videos available from the DSD Business Systems Multi-Bin Basic product page. You may also contact your Sage Business Partner to request training from them.

**If I have a question regarding the Multi-Bin Basic module, who should I call for support? Are there any support options for the product, other than Sage?**

You must contact Sage for free Multi-Bin Basic product support. DSD Business Systems also offers Premium Support at a low annual cost.

**If I am on a current Sage Business Care support plan, will I receive automatic upgrades for the DSD / ScanForce Multi-Bin Basic module? Will the upgrades come from Sage or DSD?**

DSD Business Systems will release new versions of Multi-Bin Basic within 30 days of a new Sage 100c Release. Those new versions will be available to download from the DSD Business Systems Multi-Bin Basic product page.

**Is the Multi-Bin Basic module completely compatible with other Sage 100c modules such as Bill of Materials and Work Order?**

The DSD / ScanForce Multi-Bin Basic module has integration with Bill of Materials, but not Work Order. The Work Order integration is available for purchase from DSD Business Systems.



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**I am currently a Multi-Bin Basic user and I need more advanced multi-bin capabilities. Who should I contact?**

You can contact your Sage Business Partner to request information about the DSD / ScanForce Multi-Bin Advanced product.

**I am a Sage 100c user and I already purchased and use the DSD Multi-Bin enhancement with ScanForce. If I install the new Multi-Bin Basic module, would that cause any problems?**

No, the DSD / ScanForce Multi-Bin Basic module installation will recognize that you are already on the Advanced version, and will install the Advanced features.

**I am a Sage channel partner. If I need help with Multi-Bin Basic in conjunction with a Warehouse Automation proposal, is there anybody available to assist me in the pre-sales effort?**

You can contact ScanForce to request information for the ScanForce Warehouse Automation products.

**I am a Sage 100c user currently using a warehouse automation package other than ScanForce as well as another developer's multi-bin product. May I switch over to the new Multi-Bin Basic module?**

Yes. You may contact your Sage Business Partner to request information for the ScanForce Warehouse Automation product.

**I currently use the Sage Manufacturing module (aka JobOps). Is the DSD / ScanForce Multi-Bin Basic module compatible with it?**

No. If you use Sage Manufacturing, then Multi-Bin Advanced and Multi-Bin Manufacturing products are available for purchase from DSD Business Systems. They are compatible with the Sage 100/100c Work Order or the Sage 100/100c Manufacturing modules. The Multi-Bin Job Ops integration is scheduled to be released April 2017.