



# OpenAxis News

January 1, 2003

*Smart Solutions for Smart Enterprises*

## ACCPAC ePOS - Fully Integrated Point of Sale Solutions

ACCPAC ePOS is a comprehensive Point of Sale (POS) solution for fast-paced, high-volume, multi-site retail operations. Whether you need to manage a single retail location, or face the challenge of tying together dozens of stores with multiple POS registers at each location, ACCPAC ePOS offers you full integration with your ACCPAC Advantage Series solution. With ACCPAC ePOS, you can keep your finger on the pulse of your retail activities. Integration with all retail technologies

## Life Tips

If you are patient in one moment of anger, you will escape a hundred days of sorrow.

— Proverb

(including barcode scanners, real-time credit card processing, weigh scales, pole displays and more) further increase your check-out speed and accuracy while providing real-time integration and reporting across the enterprise.

To obtain more information on how ACCPAC can help your business, please contact us at (323)265-3000.

## How Your System Can Automate Your Business Processes

It has been more than two decades since Information Technology started getting into our daily works as well as lives. Since then, we have gotten increasingly dependent on computer system to accomplish our works. However, nowadays, there are still numerous businesses that operate in the old ways even when they already have a system in place to be utilized. Fear of change has always been a factor in this kind of circumstances. Yet, it is mainly their lack of knowledge on how to use the system to simplify and automate their operation that causes them to behave that way. Understanding how you can utilize computer system to work for you can help you realize a more efficient and smoother operation for your business.

Customer retention is a common challenge for businesses of any nature. Companies spend millions and millions of marketing dollars to retain their customers as well as to obtain new customers. In order to accomplish this effectively, they need to be able to target their marketing campaign to audiences that will provide beneficial results for the companies. To illustrate, one food and beverage distribution company tries to promote its products sale through Christmas discount

offer to existing customers who start purchasing this year but have not purchased from the company for the last three months. Preparing the customer list that meets the criteria when you have a huge customer database can get really tedious if you do not have the system to assist you. Accounts Receivable system that supports easy exporting to Excel can simplify this task considerably. It allows you to export customer profile information that meets specified parameters, such as customer starting date and last invoice date. The list in Excel can then be linked to Word through mail merge function to print the address labels for the marketing mailings.

For companies that grant monthly sales commissions to their sales reps, generating accurate and timely commission calculation report can be a daunting task. The level of difficulty mainly depends on how many reps the company employs and how complex the sales commission structure is. Performing the commission calculation manually for a highly complex structure could mount up to five days of head-scratching and heavy paper-intensive works. Spreadsheet software, such as Excel, might help ease the burden a little bit, but there are still dupli-

cate works involved. Some currently available business systems in the market however will allow for at least some degrees of report customization that will allow the system to calculate all the commissions for you based on the sales number recorded in the system within the period range selected. Five days of calculation work is squeezed into an hour of report generation time. Human errors or calculation mistakes will not be a factor anymore. As a result, you can free up your accountant's time while obtaining reliable and timely information. That is what we call efficient operation.

Computer system is a business tool to help you automate your business processes as well as to assist in your decision making process. Do not let your operation bury in paperwork. Let us start utilizing the system to improve your business and gain the competitive edge through efficient operation.

- OpenAxis, Inc.



At OpenAxis, we focus on the implementation of IT solutions for small- and medium-sized businesses.

We provide management and computer consulting services by identifying issues, implementing solutions, and managing all your IT needs.

### **Comprehensive Solution:**

Accounting Solution  
Operation Solution  
Manufacturing Solution  
Other Integrated Solution  
Customized Solution  
E-Commerce Solution

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## **Business Tips: How to prepare for IRS Audit**

Being audited by the IRS has to rate right up there with having a root canal as one of the worst experiences ever. And yet, if you have adequate documentation to back up your deductions, there is really nothing to fear. The key is knowing what to expect in an IRS audit and how to be ready if an auditor shows up at your door.

To begin with, your chances of NOT being audited are excellent. Typically, the IRS audits only 1 to 2% of all the individual tax returns for any given year. Your chances of winning the lottery are probably better than being audited... unless you're in a targeted industry (such as construction), a third-party report doesn't match up with your return, or you're just unlucky.

Most returns selected for audit vary significantly from an industry "norm" based on a computer scoring system or they score high in certain problem areas, such as returns that claim gambling losses. Other returns may have a suspected or probable error that has been brought to the IRS' attention by a third party.

If you are one of the "chosen" taxpayers, don't panic. Your audit will go much smoother if you heed the following advice:

- Keep good records. Document every deduction; keep brokerage statements and records of investments for 3 to 6 years after reporting a sale; keep past tax returns; and keep all home records including closing statements and records on casualty losses.
- Don't irritate the IRS! Avoiding their letters and phone calls may only worsen the situation. And while you're at it, treat the IRS agent with respect.
- Call a CPA or tax attorney immediately. They know what to expect in an audit, what questions to answer, and what to ask the IRS in return.
- If you choose to go through it alone, don't volunteer any information. Answer the agent's questions, but don't elaborate on the answer or bring up unnecessary information.
- If you've been audited recently, tell the agent. You may be able to avoid the audit altogether, or at least limit the scope of the audit.
- If you don't agree with the IRS' findings, you have the right to appeal.

## **Windows Tips: Create a new toolbar**

Right-click the taskbar, choose **Toolbars/New Toolbar**, and choose a top-level item like **My Computer** or **My Network Places** or **Computers Near Me**. This makes it that much quicker to access folders on your system, your CD-ROM, removable disks, and other machines on your network.

