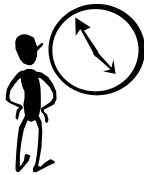


Work Is Not Time



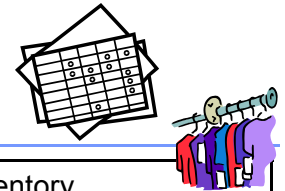
The most companies set 8 hours as working hours, from 8:30 am to 5:30 pm for example. Sometimes, office or factory workers misunderstand that spending 8 hours is “working”. They may get paid by hours they spend at the company’s office or factory. Regardless of how long

we work, our goal is to support our customers by fulfilling their work orders. They expect from us some results which are useful and beneficial to them. The people we want to satisfy include not only our customers but also our boss, our colleagues and our subordinates. All people

around us are our “customers”.

Our work is to bring the *result on time*. So, let’s ask ourselves this question once in a while. “Am I really working? Or am I just killing my time and time of others?”

Grid Inventory Management System, A Sophisticated Inventory Control



Grid Inventory management System (GIMS) is designed to facilitate inventory tracking and processing of invoice and purchase orders with several levels of inventory controls and classifications – by product size, color, width, style, location, vender, etc.

GIMS is very convenient for apparel, hardware, home furnishings, furniture, textiles, jewelry, foods, luggage and other industries, where a

sophisticated inventory control is required.

For example, you can inquire inventory item tally by primary grid (size), secondary grid (color), and location. GIMS also generates sales statistics or gross profit data by primary grid, secondary grid and locations.

GIMS is a product of Softkey Micro Systems in Canada, and it integrates with ACCPAC Advantage Series. OpenAxis implements GIMS with your ACCPAC system and train

Inventory				
Loc	Size	S	M	L
	Color			
LA	Ylw	2	3	2
	Red	1	5	0
	Blue	3	9	2
NY	Ylw	3	5	1
	Red	2	3	1
	Blue	2	8	2



your staff with our customized manual. For more information, please contact us at yoriya@openaxis.com or call Mr. Yuji Ioriya at 323-265-3000.

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Where do you claim your Tax Credits in Form 1040?

Foreign Tax Credit
Line 46

Alternate Minimum Tax
line 54

Overpaid Social Security Taxes
Line 66

Dependant Care Credit
Line 47

For more information on AMT, see OpenAxis News, February 2005 edition on our website, www.OpenAxis.com.

From the web site, please go to "About Us", and then "Newsroom".

2005 Tax Credits

Most people miss on their tax credits, mainly because they get in a big hurry as deadline approaches. To get the credit, we usually need to compute or fill out extra forms. But spending a few more minutes on your return could save you several hundred dollars; with that thought in mind, here's a primer on the most common tax credits for individuals.

Foreign Tax Credit

If you worked in a foreign country or have substantial income from outside the U.S., you probably know all about the foreign tax credit. It's intended to keep you from being taxed on the same income by two different countries. For example, if you simply invested in some international mutual funds and paid foreign taxes last year, you can claim this credit. All foreign taxes should show up on Forms 1099-INT and 1099-DIV. In all other cases, you must file Form 1116 to claim your credit.

AMT (Alternate Minimum Tax) Credit

If you paid the dreaded AMT in a previous year, you may have generated an AMT credit for 2004 tax bill. You definitely earned a credit if exercising incentive stock options triggered the prior year AMT hit. Compute your credit, using Form 8801 (Credit for Prior-Year Minimum Tax – Individuals, Es-

tates, and Trust).

Credit for Overpaid Social Security Taxes

If you had more than one employer in 2004 and earned over \$87,900 in combined salary, you almost certainly had too much Social Security tax withheld. Technically, this is treated as a tax prepayment, but the effect on your tax bill is the same as a credit.

Dependent Care Credit

If you pay certified person to take care of your child age under 13 so you can work, you could be eligible for the dependent care credit. The credit percentage ranges from 20% to 35% of qualifying expenses, depending on your adjusted gross income (AGI). For 2004, the maximum possible credit for one child ranges from \$600 to \$1,050; for two or more children the range is \$1,200 to \$2,100.



Credit is not phased out for high-income taxpayers. However, the lower dollar limits mentioned above will apply. Fill out Form 2441 (Child and Dependent Care Expenses) and claim your credit on Form 1040. To qualify for the credit, You must supply the name and Social Security number or tax ID number of the day care provider or the school. Be careful. You generally cannot take this credit if you also contribute to a pretax flexible childcare spending account through your employer. So you have to make a choice. The pretax flexible maximum amount you can claim is \$5,000. The pretax account is usually the way to go. Since it reduces your taxable salary, it cuts federal and state income taxes and Social Security and Medicare taxes too. So the effective tax savings rate will usually exceed the 20% effective tax savings rate that applies to most people who claim the credit.

Sales Return Control - Return Material Authorization

Sales returns happen to any businesses. Some people build up customer's loyalty by properly and timely handling the returns. Businesses that can do the best job of handling the sales returns develop long-lasting relationships with their customers.

Return Material Authorizations (RMA) and Repair Tracking developed by Orchid Systems can automate the sales return process of authorizing and managing returns, repairs, and replacement orders. RMA provides you with better customer services, productivity increase at warehouse and accounting departments, and inventory cost reduction.

Better Customer Service

RMA improves customer service by reducing the processing time of credit notes and replacement orders, and inventory update. It integrates with ACCPAC Order Entry and Inventory Control modules. RMA handles and classifies the returned items in several stages, and flag them as "received", "inspected", "completed", and so on. Accurate accounting documents will be generated without re-keying of data.

Better Inventory Control

RMA automatically updates the quantity of items available for sale when an item is returned. Item costs are simultaneously updated in ACPAC Inventory Control.



Clear Status of Returns

If returned items will not put back into stock, RMA also provides various status information to track inventory movement between customers and your company. You can communicate to customers the status of the return and repair at any time.



The above are a few benefits you can find out at RMA. Please contact us at yioriya@openaxis.com or at [323-265-3000](tel:323-265-3000).

OpenAxis now assist hotels with the following issues:

Property Tax Reduction:

OpenAxis helps hotels save hundreds of thousands of dollars through property tax appeal and through better managed fixed assets.

Income Tax Reduction:

A hotel saved \$300, 000 income tax through better managed fixed assets using Worth It program that OpenAxis assisted to install and implement.

Quality Control;

OpenAxis has developed a new software, EzQC, to make an "Easy Quality Control" of your daily maintenance work possible.

For more information about how OpenAxis 's experiences benefit your hotel operations, please feel free to call us at 323-265-3000.

E-mail Etiquette: E-mail that Upsets Readers

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
EDI and E-Commerce Solution
Returned Merchandize Authorization

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As e-mail has become a major communication tool, we see an increasing number of communication problems caused by improper e-mails, such as “e-mails with ambiguous purposes”, and “long e-mails that are hard to replay”. Therefore, many of us try writing simple and straight e-mails. However, the simplification can often lead to another problem of hurting receiver’s feelings.

Careless E-mails

These simple e-mails are not necessarily written in a rude matter. They often offend readers despite of polite expressions. For example, how do you feel if you receive this e-mail?

Your proposal has many technical terms and it is difficult for clients to understand. Would you rewrite it by tomorrow?

Although the writer did not mean to insult the receiver, the receiver may get the impression that the writer is upset with the receiver.

E-mail vs. Other Communication Tools

E-mails more likely upset others than other communication tools do, and here is why.

In general, we tend to take any evaluation on our work “personal”. This can be avoided in a meeting

or phone conversation where you feel facial expressions, body languages or tone of voice. As we talk, we can react to the observed emotions and adjust wordings simultaneously. E-mails lack this advantage, and only the emotional state of the readers affects how they interpret the e-mails.

Writer’s Solutions

Then, how can we avoid hurting readers’ feelings while keeping the e-mail short and simple?

First of all, start your e-mail with a sentence that gives a good feeling to the reader, for example, “Thank you for your proposal.”.

Secondly, make it clear that your e-mail is about your “personal

opinion” by using “I” as a subject of your sentences.

“It is difficult for clients to understand.” sounds like the opinion is objective and absolute. Adding a phrase, *“I personally feel”* makes it easier for the readers to accept “your” opinion.

Also, *“I’ll appreciate it if you rewrite it by tomorrow.”* sounds nicer than *“Would you rewrite it by tomorrow?”*.

Third point is to use more positive expressions. See how we can change the negative word, “difficult”, to a positive word, “easy”, in the following example.

“Your proposal would be eas-

ier to understand for clients if you avoid using technical terms.”

The most important thing is to think about your messages from the receiver’s point of view.

Two-way Communication

Communication always has two ways and reflects relationship of a sender and a receiver.

A receiver also needs to understand “writer’s feelings”. When the writer is actually upset with us, we need to take a breath and think of what we had done to make the writer send us the e-mail. Thoughtful communication builds a good business and personal relationships.

