

EDI Solution seamlessly integrate with accounting system

Edisoft Merchant offers users of major accounting systems a "one-click solution" that truly defines seamless integration. Once the orders are in accounting system it takes over all further processing, just as if those orders were keyed in manually. That's what "seamless integration" means.

Merchant supports an unlimited number of trading partners and Value Added Service Providers (VASPs). Templates are designed to meet each trading partner's requirements. Flexible capabilities include mapping many varieties of product and ship-to codes.

Edisoft Merchant distinguishes itself by providing superior user productivity and world-class document management. One of the most important and powerful features of the Edisoft Merchant translator is the capacity to perform daily tasks easily and recover from problems quickly.

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

How to Control "Sales Return"

Sales returns are inevitable. Your customers often claim returns of your products for any reasons. Most stores accept returned products even those not defected, but how do you deal with sales returns?

Sales Returns – Cons

Sales returns cost a lot. For each returned product, your employees need to receive, inspect, unpack, repack, ship, process computer data and paper work. What a waste of time for you and your customers! Inventory control becomes more complicated and worsens cash flow, also.

Sales Returns – Pros

Sales returns can be one of the most resourceful information from your customers. By accepting returned products, you may avoid hassles of dealing with unhappy customers, but don't forget that a sales rerun is a great opportunity to learn more about your customers and yourself.

Without pinning down and identify specific causes, you can neither learn from sales returns nor improve your product quality.



Sales returns happen when products are:

1) Defect or damaged.

Find out when, where, how and why it happened. The reason can be mishandlings of tracking companies or your shipping department, weak packing materials, quality control problems at manufacturing department, or defect products and parts from vendors.

Find your opportunities for improvements.



2) Different from what customers want

Customers quite often change their mind as you may do yourself. They may want different size, color, and design even if the products are of good quality.

3) Wrongfully Priced

You may charge more than a customer's accepted price at store. Price tags, or pricing system in your computers might not have been reflected recent sales discount advertisements.

4) Shipping to Wrong Location

Sales order tracking staff or shipping staff can make a mistake on shipping lo-

cations, or the master customer data in computer may not be updated promptly.

Management Support

Sales returns are great opportunities to capitalize your customers' experiences ([Capitalization](#)) and build up customer royalty ([Goodwill](#)). If you handle sales returns timely and make customer happy, then it is "win-win" situation. Your time and effort to handle sales returns are not wasted but capitalized.

Returned Material Authorization (RMA)

It's easy to be said than done. However, to process sales returns efficiently and correctly, there is a helpful tool, a sales return administration system called "Returned Material Authorization". It enables you to automatically control sales return processes at different stages.

OpenAxis knows how you can make the best out of RMA, because we understand management, operations, computers, and accounting systems.

We'll tell you more about the benefits of RMA in a coming OpenAxis News.

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
- Returned Merchandize Authorization

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Who's really responsible for hacker attacks

Good con artists are rarely spontaneous. They take time to observe their victims' behavior, then find subtle ways to exploit the predictable foibles of human nature. And, while the resulting scams may seem elaborate, once they're explained, you see how simple they really are.

The same is true with criminal hackers online. The best hacks have been accomplished without special tools or technology. What they need is time--to map target networks and then locate convenient ways in.

More often than not, hackers gain entrance to networks not through gaping software or hardware security holes, but through some sort of human error. Sometimes it's as simple as forgetting to change the default password on a router. Famed hacker Kevin Mitnick made a career out of breaking into corporate systems not with technically complex exploits but with basic "social engineering."

A book from Syngress Press, [Stealing the Network: How to Own the Box](#), supports the theory that most hacks are the result of human, not computer, weakness. The authors relate a number of fictional scenarios in which corporate networks are broken into because humans left them vulnerable.

There are more subtle reasons for online crime, as well, such as revenge. The book tells the (fictional) story of an out-of-work IT tech who decides, after a year of unemployment, to get back at his former company. He stalks one of the company's HR employees, and eventually discovers a Post-It note containing a remote dial-in access number and password that the staff carelessly leaves behind in a cyber cafe. When the dial-in number fails to provide the sort of access he wants, the unemployed man forges a security ID out of discarded company letterhead, clear plastic coating, and electrical tape (to suggest a magnetic strip along the backside) and gains physical access to the company headquarters and ultimately the server room itself.

While the book depicts extreme behavior, the scenarios are realistic. For instance, in one story a hacker is able to steal software code because a system administrator names the servers after their functions--FTP server, mail server, staging server, and so on. This can occur in real life, and makes the life of a criminal hacker that much easier. A reoccurring mantra in the book seems to be, "I'm not hacking the system. I'm hacking the people who designed it."

Some complain that this kind of book glamorizes hackers and empowers those considering online crime to be more effective, but it can also educate victims. Let's become more aware of how online crimes are actually committed so that we can better protect ourselves in the future.

Please give us a call if you have any questions on security or RMA system. (323-265-3000)