



New Product: ACCPACCRM.COM

ACCPAC International, Inc., launched ACCPACcrm.com (www.accpacrm.com), a new online service that provides Customer Relationship Management (CRM) to businesses of all sizes. Accpacrm.com has key strongpoint such as:

- The option to move to or from traditional "on-site" deployment at any time, for any reason;
- Local service and support through an established, worldwide channel of more than 650 ACCPAC CRM Solution Providers, Certified Consultants and Development Partners;

Life Tips

I do not know any shortcuts to doing a good job.

— Sandra Day O'Connor

- Integration with back office accounting;
- Advanced customization capabilities, and;
- Affordable, competitive pricing as low as \$17 per user, per month.

ACCPACcrm.com effectively serves the growing demand for CRM solutions that are affordable, flexible, can be implemented quickly, and are available to users wherever they may be located.

ACCPAC Ships New Advantage Series 5.2 With Advanced Order Management

ACCPAC International, Inc., announced the release of version 5.2 of its award-winning ACCPAC Advantage Series Accounting System. This latest version provides small and mid-size businesses (SMBs) with dozens of functional enhancements throughout the system including improvements in the Order Entry (OE), Inventory Control (IC), and Purchase Orders (PO) modules that make it even easier to manage the entire order processing cycle.

Advanced Order Management - Faster, Easier, More Flexible

Order management has been significantly improved throughout ACCPAC Advantage Series OE, IC and PO modules with a focus on ease of use even while supporting the more complex needs of fast-growing and larger organizations.

Faster data entry with recognized manufacturer's numbers. The system now recognizes and maps manufacturer's item numbers to IC item numbers, including UPC codes, ISBN numbers, and short-cut codes that can be used to speed up data entry. The

OE and PO modules allow users to enter the manufacturer's item number instead of the IC item number when processing transactions.

Improved quote management. Users can keep and reuse quotes, include all or just some of the details of the quote on a new order, and include multiple quotes on a single order.

Enhancements to shipment and invoicing relationships. OE clerks can include multiple orders on a single shipment and include multiple shipments on a single invoice. In addition, users can specify the shipping method for each item to allow items shipped with the same method to be grouped and printed on the same packing slip, and specify the shipment tracking number for each detail.

Simplified order creation and management. Users can create an order by simply selecting and copying details of existing customer orders. They can also now commit a quantity to a specific order to ensure the quantity is guaranteed to be available for shipping and specify a dis-

count on each detail of an order, shipment and invoice.

Improved inventory distribution. Users can now disassemble master items that have been built from components in a bill of materials, and return components to inventory as separate items. They can also transfer inventory directly and immediately between locations, or transfer goods via goods-in-transit locations to reflect more accurately the movement of goods between locations.

In addition to these enhancements in the order management cycle, the new ACCPAC Advantage Series version 5.2 General Ledger module provides new features that further improve transaction management and reporting. Among these are security by GL account and segment; a new function to easily reverse posted transactions; performance enhancements in the financial reporter; and the ability to print/send financial reports to multiple destinations, including e-mail.

(For more product information, please call (323) 265-3000)

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

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OpenAxis, Inc.

901 Corporate Center Dr. Suite 400
Monterey Park, CA 91754

Phone: (323) 265-3000
Fax: (323) 265-3330
Email: info@openaxis.com
www.openaxis.com



Business Tips: A new way to measure success

Football teams have a clear-cut way of defining success - a glance at the scoreboard at the end of the game or at the win/loss columns at the end of a season tells them everything they need to know.

But in the business world, it's a bit more tricky. Some look at profit, revenue, or ROI. While these numbers must be critically assessed, they can't help you judge whether your business is positioned for future success. In order to do this, you need to measure the current activities from many perspectives. Not only must you measure traditional financial and productivity aspects, you must also look at:

**Customers,
Internal Business Processes
Learning and Growth.**

Look Beyond The Surface

To gain a greater understanding of how your business appears to customers or clients, you should consider customer satisfaction and repeat purchases.

Internal process measures focus on the company's actual work. They could include cycle times and product defects or other quality measures. For example, a bank may want to measure the time it takes to process a loan; a distributor would measure the percentage of properly filled orders; and a doctor's office might measure patient wait times.

Measures for the learning and growth category focus on the skills and competencies that your business must develop to achieve its goals. These could include employee training, hiring criteria, or development of certain behaviors.

How might a retail business employ this measure? It might measure the ability of staff to develop a set of customer service skills. A manufacturer, on the other hand, would focus on bringing employees up to speed on statistical quality control methodologies.

Getting Started

To implement these "new, future success" measurement systems, both management and employees must get involved. Together, they should select goals and then determine specific measures in four categories: customer, internal processes, learning and growth, and financial.

These goals should be driven by the company's strategy. If a business' strategy is to become the most profitable property management company in its area, then the goals and measures could focus on the highest levels of customer satisfaction, while optimizing internal lease processing and maintenance processes for efficiency.

It's critical to choose goals with measurement in mind. Even though it's unrealistic to implement all measures immediately, achievement of goals can be assessed with measures that can be done with reasonable effort, at reasonable expense, and in a timely manner.

You can also start with a small number of measures and then add a more comprehensive set after mastering the initial set. Implementing these measurements will help you get beyond the numbers and into the heart of your organization's mission. It's only then that you will have a clearer view of your company's road to success.

Have a question for Microsoft Windows or Office Product? Ask our specialist and they can answer on this newsletter. Please feel free to email your question to techsupport@openaxis.com.