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UniDevCo Module

OPS Inquiry, a collection of inquiry programs is designed on the data in ACCPAC modules - Order Entry, Purchase Orders and Inventory Control. It can easily enhance accuracy and speed of your computer processing while you are talking to customers.

UniDevCo timely provides operational data of Accounts Receivable, Sales, Products, and Purchases by Customers during order taking.

AR Inquiry, Sales Analysis, Item Inquiry and other UniDevCo programs are integrated with ACCPAC Advantage programs and can be installed easily.

OpenAxis' experienced IT specialists can train your staff quickly how to use the above Ops Inquiry.

To obtain more information on how ACCPAC and UniDevCo program can help your business, please contact OpenAxis at (323)265-3000 or visit our homepage, www.OpenAxis.com.

UniDevCo Modules

- Operation Inquiry (comprehensive Inquiry module)
- AR Inquiry
- Sales Analysis
- Item Inquiry
- Serial Inventory Control

Quick and Accurate Order Taking

When you take sales orders from customers over the telephone, you need to quickly find product and customer information on the computer screen for the following benefits.

- Save your time and customer's time
- Increase sales volume
- Enhance accuracy and speed of Order entry – (avoid wrong products, wrong shipping locations.)
- Promptly access customer's credit history.

UniDevCo, an OpenAxis' s partner, provides the above functions integrated with ACCPAC Advantage series. It includes Accounts Receivable Inquiry, Sales Analysis and Ops Inquiry. The Inquiries work with ACCPAC modules of order entry, purchase orders, and inventory control.

Accounts Receivable Inquiry (AR Inquiry)

UniDevCo's AR Inquiry is

made of 3 components: Customer Inquiry, Customer Filter, and AR document.

Customer Inquiry

Provides access to all customer information including history of orders, inventory items and credit.

AR Inquiry multi-tab displays all customer data including:

- Unposted AR documents
- Unposted AR receipts and adjustments
- AR history
- Item History in summary and detail by customer
- Current credit standing and comments – write offs, orders, invoices, credit notes, unposted receivable.

You can also easily access to customer statistics – average days to pay, in-

voices paid, write offs, returned checks, and total discounts while taking orders.

Customer Filter

Enables you to concentrate your efforts on only those clients that fit specific criteria such as days over dues, dollars over limit and call back date.

AR documents

Allows you to find documents by document number without knowing customer names, view all documents details on one display screen, scroll all AR documents and drill down to customer detail.

Topic in the Next Issue:

UniDevCo - Sales Analysis

(If you are interested in these products, please feel free to ask FREE demo.)

People Change Only If You Change

We often face a situation where we wish that other people would change their own thoughts, ideas or behavior. We wish our wife, children, colleagues, or bosses to change so that we do not get frustrated.

At this point, we have stereotyped them: ex.) My

wife spends too much money for the unnecessary or my boss is lazy. However, we usually do not notice that at the same time we make them whatever we stereotype them. This is a typical story.

Lack of Proactive Attitude
Our staff was very royal to



the company and worked diligently on any given assignments. However, the manager had an issue on his passive work attitude. When his clients have some issues to

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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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be discussed and solved, he waited until the clients brought up the issues.

When he could not solve the issues by himself or regarded the tasks as “not my job”, he just said to the clients, “I do not know. Please ask somebody else.”

We as the management expected our staff members to proactively answer to the client, such as, “We cannot solve this issue at this time, but let me make research or contact other professionals. I will get back to you tomorrow.”



Evaluation of Passive Staff

We often think that the passive attitude like his as his character or personality. By concluding so, we unintentionally satisfy ourselves on evaluating the others.

We tend to conclude that it is because of their personality that they act that way.

No Solutions by Labeling

However, labeling him with “passive work attitude” does not change him to serve clients in a more proactive way. Worse than that, “we” just made him “passive” person without creating any solutions.

Stereotype Evaluation

The staff would receive the messages on evaluation. When he receives the stereotyped evaluation, it definitely

hurts his feelings. He would think, “I’ve been loyal to the company and have been doing my best for many years. Why does the management negatively evaluate my performance?”

Remember, at the point when he leans of himself as a “passive” person, he will not change that attitude until we change our perspective to him.

Then, What Should We Do?

The staffs’ passive attitude to clients is often a reflection of management philosophy or lack of management leadership; therefore, what we should change is our own idea and attitude toward him.

In this case, the manager asked him about the clients’ issues without evaluating his performance.

They discussed what happened at the clients, his opinions about the incidents, and how they could assist the clients to solve it quickly. The manager worked together with him on the actual issues and focused on solving them.

By doing so, the manager learned the following:

Clear Expectation

The manager should provide clear job descriptions and expectation to him. The expectation must match up with the company’s direction.

Experience

He has seldom been at client office; therefore the manager created more opportunities to go out and have face-to-face meetings with clients.

Confidence

The manager provided him the feedback of his work at proper timing. By doing so, he received training and he could build up his confidence with clients. He should be able to feel 100% of management’s trust on his performance.

He is now very proactive and the clients are satisfied with his performance. He has changed because the manager changed: The manager changed his own attitude toward the staff.

If you get frustrated by someone’s ideas or behavior, the first step to cure is to change yourself.

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