

**The CPA Software News awards ACCPAC Advantage Series in the high-end and mid-range category accounting system**

ACCPAC Advantage Series, formerly known as ACCPAC for Windows, was awarded a five-star rating and a four-star rating for its Enterprise Edition in the high-end category and Small Business Edition in the mid-range category, respectively, in CPA Software's most recent software review.

It was not the first time that ACCPAC products receive this kind of prestigious acknowledgement from the accounting software industry. ACCPAC Advantage Series has been known for its fully integrated suites of end-to-end business solutions that includes Accounting and Operations, Customer Relationship Management, eCommerce, Warehouse Management, and Human Resource Management.

**Life Tips**

Undoubtedly, we become what we envisage.

*-Claude M. Bristol*

Its scalability and its flexibility on the reporting end contribute to its success penetrating the mid-size enterprises market. Advantage Series supports a number of databases, including Pervasive.SQL, Microsoft SQL Server, Oracle, IBM DB2, and CA Ingres II, making it a software of choice for companies of any size.

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

## Four States of Mind - Which One Would You Choose?

I think that everyone has an experience like helping dad clean up his shoes when you were a kid. But when you helped him, what was on your mind? For example,

- A. I was hoping that dad would give me some money in return.
- B. I could not help doing it because I could not defy his order.
- C. I expected dad to say "Thank you" or "Good job" so that I would feel better.
- D. I was helping him because I would become happy too once my dad becomes happy.

Which one is the closest feelings when you helped your dad? Do not be embarrassed as there is no right or wrong. These are merely different states of mind that represents your feelings. When you look at management, however, it is really important to know these differences. Which state of mind do you expect your staff to have while they are working for you? For example,

- A. I am doing this job just for the money. I do not even care the results of what I am doing.
- B. I am doing this job because my boss told me to do so.
- C. I am doing this job because I want my boss to recognize and evaluate my work.
- D. I am doing my job because

I want to give satisfaction to customers.

The reason why it is so important is because this affects your staff's productivity. In general, there are so many "D" type persons in a company that is making profit and growing rapidly. Therefore, you, as a manager, should be concerned with how your staff are doing. You can make them very busy, you can make them very efficient, but you can even make them very effective when you consider these states of mind. Moreover, you should also notice that one person could be in all four states of mind depending on how he/she feels. Surprisingly, what they think or feel is a mirror of what YOU think of them. Therefore, these four states of mind are also the results of your state of mind. To illustrate,

- A) If you treated your staff as just routine workers and thought that you have to check their work and correct mistakes all the time, it might be hard for you to have a smooth operation. You would actually be checking what they are doing, not what they would be bringing out. Your concern would tend to focus on their mistakes, not the achievement they have done. Your vision would become narrower and you grasp the entire operation as a picture; therefore, you could not see any system inefficiencies or

deficiencies any more that would give birth to various problems for the staff. Then, what do you think would happen? Your staffs would no longer be cooperative. They would not care about the company any more. They would not worry about the problem you have because you do not worry about theirs either. Guess what? You just make your staff "A" type of person.

B) "Do this job well or I fire you." You might get a desirable result at first if you take this kind of threatening approach because your staff may work hard just to avoid being laid off. In this case, your main concern is only "result", you do not care about the process itself. However, as a result your staff would never respect you and consequently, your staff could never respect their own job. In longer term, their motivation would become deteriorated and they would never work more than you would force them to work.

C) If you want your big boss to recognize and evaluate your work, then your staffs think the same way. This seems to be no problem, right? However, who takes care of customers? If you want your big boss to recognize and evaluate your work but you want your staff to take care of customers, you are going in totally opposite direction simultaneously.

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

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D) If you give your priority to your staffs' success, then your staff will be successful. Remember that success is an ongoing process, not an achievement; therefore, you should always consider not what they are doing or what they have done, but how they are doing. You should always think about their current problem, regardless whether it is related to job or not. You should always try to serve your staff better. Then, your staffs will behave exactly the same way to the customers.

Notice that for type "A" to "C", a person's primary focus is oneself, and only "D" type thinks of others first. Again, there is no right or wrong for which state of mind you choose. The management is, after all, evaluated only by the result, and if you show a good performance, it is a good management. But if you want your staffs to think of others first, such as the customers, you should think of your staffs exactly the same way as you expect your staffs to think of your customers.

## **How to Overcome IT Challenges for Small Companies That Have Outgrown Their Current System (Part II)**

As previously mentioned in the first part of this article, published on OpenAxis News dated October 1, 2002, this huge undertaking by small companies to implement a solution in order to replace its outdated or outgrown system has proven to cause more damage than good. I would like to reiterate that their failure to identify the challenges ahead of time and create a strategy to overcome them is the main reason for the collapsing project.

One of the challenges is mapping out key business processes. It has been our consulting belief to approach project implementation by first understanding the company's existing operation flow and identifying its key business processes. Many small companies overlook the importance of this and jump right in to implement new system in one department causing much havoc to the flow of information with other departments and ending up building temporary integration bridges to make it work. This would cause the project cost to bloat far above the budgeted amount without even having the true-integrated system to handle the entire operation. One of the suggested method is to bring all key personnel from various departments together to discuss the company's entire operation and define key business processes. This will instigate more targeted system/software selection and more efficient system implementation.

Overcoming the fear of change within your personnel is another common ordeal that you have to encounter to implement an ERP system. It is by nature that people only embrace changes that they can control at some degree. If you get your key personnel involved starting from the software selection process to the project completion, you will see that the resistance is substantially diminishing. A good involvement plan will not only provide them with some control and sense of direction where they are going with the changes, but it will also enforce the quality of the project itself.

If you take into consideration all these challenges mentioned above along with several others not mentioned in this article and make necessary planning arrangements, I believe your ERP implementation will be fruitful and will bring you closer to your goal.

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### **ACCPAC Tips: Multiple Unit of Measure in Inventory Control**

ACCPAC Inventory Control allows users to maintain multiple Unit of Measure (UOM) for a single item inventory both for inventory stocking purposes and selling purposes. As an example, if one case contains 6 units of the product and you want to maintain this product in both UOM, which are 'EA' and 'CS', you have to setup both UOM in the Units tab of I/C Items window.

Type 'EA' for the UOM, '1' for the conversion factor and 'Yes' for the Stocking UOM.

Type 'CS' for the UOM, '6' for the conversion factor and 'No' for the Stocking UOM.

Have a question on Microsoft Windows or Office products?  
Ask our specialists and they can answer you on this newsletter.  
Please feel free to email your question to [techsupport@openaxis.com](mailto:techsupport@openaxis.com).