



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

ACCPAC Advantage Series 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.

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, e-Commerce, Warehouse Management, and Human Resource Management.

Life Tips

To accomplish great things, we must not only act, but also dream; not only plan but also believe.

— Anatole France

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.

Eight customer expectations that you need to know

Knowing what your customers expect from you, your product, or your business could very well be the most valuable knowledge you can possess. Then, it's important to grasp eight customer expectations that, when met, will help create solid relationships and improve the chances of a sale.

#1 Solid Information. How often have you had a sales person tell you something that you KNEW was a lie or a stretch of the truth? It probably left you feeling 1) distrustful of anything else said and 2) the salesperson must think you're an idiot. Neither feeling is what you want to leave with your customers.

Therefore, when a customer asks about a product or service, provide solid information. You're immediately conveying respect for the customer's ability to make sound decisions. When customers recognize that they are respected, they will be more open, inquisitive, and willing to do business.

#2 Options. People don't want to hear that there is only one way or only one solution to their problem. They want choices. Options are essential because

they create dialogue. Once a customer asks questions and you respond, a relationship develops and BINGO! Sales will follow.

#3 Single-Source Service. During the product or service development stage, take time to think through the customer's needs. This will enable you to configure and bundle services for the client's benefit from the point of sale and beyond. Other advantages of taking this approach will be focused responsibility, stronger relationships, improved quality, new levels of flexibility, and more convenient communication.

#4 Cutting-Edge Technology. Your customers undoubtedly look to you to help keep them at the forefront of technology. Thus, it's essential that your company utilize the latest tools for communicating and distributing products and services. Every business should now have a Web page for distributing company and product information and e-mail as a communication tool.

#5 Superior Communication. Customers expect a high comfort level in their communications with suppliers. Be responsive, offer

feedback, and keep them updated every step of the way!

#6 New Ideas. Make your customers aware of your new ideas. It will promote an image of a company that's alert, progressive, and ahead of the pack. However, customers also want substance. So, make sure your ideas will improve their operations, reduce costs, improve efficiency, and minimize risk.

#7 Ongoing Relationship. Do your best to develop a relationship that reinforces why your customers should do business with you. Stay in front of the customer continually through newsletters, problem-solving case histories, product updates, and general industry information. Communicate your company's capabilities.

#8 Candor. Candor goes a long way in establishing your credibility, and it results in customer confidence. Strive to *win* the customer, not just *sell* the customer.

Remember, if you can satisfy your customer *before* the sale, chances are good that they will be satisfied *after* the sale too.

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

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



Manufacturing Insights: The Real Assessment of Accurate Inventory Control to Your Business

If you asked a production manager whether they need inventory control system to operate, he/she would undoubtedly say yes and nod in total agreement. However, if you asked him/her how an accurate inventory control system can contribute to the business, you would probably not get a straight answer. Many manufacturing companies ignore the importance of having accurate inventory control system to support their businesses, because the people in the company do not understand the true value of the system.

Inventory control system allows you to manage all items in multiple warehouses and track all transactions related to those items. It is the bridge that links various departments together. Inventory-related transactions include purchases of raw materials, supplies, tools, and resale merchandises; production of finished goods; transfers between warehouse locations; month-end physical inventories; sales of resale merchandises and finished goods; and many others.

To illustrate, a new line of bicycle was introduced by a local bicycle manufacturing company. Production personnel entered the new products into the system without setting up accurate Bills of Materials to accompany them. When assembly line started to produce the new products, manufacturing orders were generated and completed in the system. Since there were no bills of materials for these products, the corresponding raw materials inventory level in the system was not affected, while in fact, the raw materials was already physically depleted in the warehouses. Based on the figures in the system, purchasing agent decided to hold off on raw materials purchases for the new product line's production. Let us assume that sales department accepted a huge order of the new product line with a strict lead time just enough for production. As you would expect, due to lack of raw materials available, production could not get the product ready by the promised deadline. Can you imagine the kind of damage this incident will cause to the company?

Without good inventory control system, your staff in various departments will not be able to make quick informed decision during operation. Sales department cannot provide the prospects/customers with reliable delivery date causing lost sales and growing distrust from the customers. Purchasing department cannot make good judgment on raw material purchases to keep enough available inventory for production resulting in unnecessary raw material purchases, less warehouse space, and increased inventory turnover. In short, accurate inventory control system is an indispensable asset that touches all aspects of your business.

Thank you !!

Warmest thoughts and best wishes for a wonderful holiday and a very Happy New Year!!



We will continue to provide better services to you ...
We have total confidence that we will improve your business.