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ACCPAC HR Series 5.0 Automates HR Communications and Extends Employee Self Service

We are pleased to announce the release of ACCPAC HR Series 5.0, providing HR managers and employees with more tools to automate HR processes and enabling them to re-focus efforts on more strategically important activities. The new release includes a Correspondence Wizard to streamline employee communications, additional self-service features, and a new interface that enhances navigation for easier day-to-day use. ACCPAC HR Series is designed for small and mid-size companies with from 25 to 2,500 employees operating in any industry. It enables businesses to effectively collect, manage, calculate and report on employee data and to track critical details such as attendance, benefits, compensation and COBRA compliance.

"Businesses want technology to simplify their processes so managers can spend more time on larger issues that positively impact employees and the business as a whole," said ACCPAC Vice President, Product Management, Craig Downing. "With ACCPAC HR Series 5.0, HR managers have more tools to streamline their work while providing employees with direct access to the HR information they need."

Among the new features in ACCPAC HR Series 5.0 are:

- **Correspondence Wizard** - The new Employee Correspondence Wizard enables HR managers to quickly distribute standard communications to employees through the mail or through e-mail.
- **New Interface** - A new interface provides an updated layout with new icons and easy-to-use navigation tools. In addition, a redesigned Employee Finder simplifies and speeds employee record lookups.
- **Customizable Self-Service Instructions** - Management of the comprehensive Employee Self-Service module has been enhanced with the ability to customize text to provide more detailed instructions for employees who use Self-Service functions.
- **More Self-Service Data** - Cell phone numbers, secondary email addresses, hotel numbers and any other form of alpha-numeric contact information can now be recorded in the Employee Self-Service module.
- **Additional Approval and Security Rules for Self-Service** - Managers can now choose to approve or decline changes that their employees make in the HR Series Self-Service module before it takes effect. In addition, new security options have been added for My Self and My Family, including View, Change, and No Access.

ACCPAC HR Series can be operated alone or integrated with other ACCPAC end-to-end business management applications that include accounting, payroll, customer relationship management, and warehouse management, among others. ACCPAC HR Series also integrates with ADP payroll.

[Learn more about ACCPAC HR Series](#)

Outstanding ACCPAC Promotions

- [30% Savings on Upgrades](#)
- [3 months free on hosting](#)
- [20-50% off for onsite CRM](#)

Get Back On Track

If you're on an older version of ACCPAC and you'd like to get current, then ACCPAC has the special for you! From now until May 28, 2004 you can save up to **30% off** upgrade pricing on all modules and LanPaks when you move up to the current version of Advantage Series Enterprise Edition, Corporate Edition or Small Business Edition or Pro Series Edition.

Old Hardware - No Problem!

Have you been delaying your DOS to Windows upgrade because of your old hardware? If so, you should seriously consider hosting as an alternative. Hosting can have you up and running quickly and efficiently without invest a fortune in your IT Infrastructure. With ACCPAC Online you can be up and running tomorrow!

From now until June 25th, ACCPAC is offering **3 Free Months free** when you subscribe to Advantage Series Enterprise or Corporate Edition for at least one year and pre-pay their contract.

As a **bonus**, these clients will also receive **three months of hosted, integrated ACCPAC CRM free**.

Considering CRM?

Save big on all on-premises-deployed CRM modules (Enterprise Edition, Corporate Edition or Small Business Edition).

From now **through May 28, 2004**, they can take:

- **20% off** CRM Server, CRM SalesTeam Server and Users and
- **50% off** Integration Server, Remote User

Extensions, Solo User, Wireless Mobile User and CTI Server

How can CRM Help your Business?

OK you've seen the hype - **ACCPAC CRM "Best Product of the Year, Readers Choice, CRM Excellence, Editors Choice"**. But, are you asking yourself "What will a CRM system do for me"? If so, then we've put together a list of questions you should be asking yourself. If you answer yes to any of the questions below then we urge you to sign up for the ACCPAC CRM free trial to get a better understanding of the positive impact ACCPAC CRM can have on your business.

- Would you like to increase your sales revenues?
- Would you like to increase your margins?
- Would you like to improve customer satisfaction?
- Would you like to decrease your administration costs?
- Would you like to give your remote employees access to key customer information?

At a time when acquiring and retaining customers is more expensive than ever before, building customer satisfaction and loyalty is a key element of business success. To succeed you need a single, bulletproof e-customer relationship management solution that is flexible enough to create a complete picture of every client—and smart enough to deliver a personalized and valuable service.

Here's what customers are saying about ACCPAC CRM

Broad, Proven Functionality

"Each department, from sales and marketing to receivables and customer service, kept its own information. With separate databases of information throughout the organization, individuals were forced to perform tasks without working from a consistent view of our customers. ACCPAC CRM resolves those issues."

Jeff Brewer, CEO, Metrohm-Peak

Backoffice Integration

"The real clincher was the out of the box

integration between ACCPAC Advantage Series, our accounting solution, and ACCPAC CRM. With no integration expense, this solution actually paid for itself as soon as we opened the box."

Tim Baker, Director of IS, Source Technologies

Flexible Technology - Easy to Deploy

"With ACCPAC CRM we could create a Web-based WAN between all of our offices so that every individual in our company could leverage common data to improve internal operations as well as the customer experience."

Mike Coatney, President, ACME Truck Line.

[Click here](#) to learn more about ACCPAC CRM

Take your Service Business to a new level with Service Manager from Technisoft

If your looking to streamline your service company by tracking service calls, jobs and equipment, then we'd like to introduce you to Service Manager by Technisoft.

Service Manager is a fully integrated ACCPAC solution focusing on the Service and Job Management industries and includes: Quotations, Job Entry & Invoicing (recurring), Templates, Job and Resource Scheduling, Symptom / Fault / Solution HelpDesk and Analyser, Maintenance, Agreements, Warranty and Serialised Tracking, Metering, Manufacturer Returns RMA's, Model & Equipment Database, Site and Equipment History, Rentals, Purchase Requisitions, Unlimited instructions (Internet enabled), Sub Contracting, Profit Analysis by Market Classification, and more... in one integrated working environment. Service Manager also includes

- Internet and mobile computing (PDA) facilities for Business-to-Business and Business to Consumer applications.
- Realtime Work In Progress, Profit Analysis and Statistics for Projects, Jobs, Quotes, Sales.
- Graphical Job, Phase, Employee, Equipment, Resource Scheduler and Planner.

- Maintain Agreements, Maintenance, Meters, Warranty, RMA's , History for site & equipment.
- Fully integrated with ACCPAC core modules Internet* and Hand Held* device capability.

[Call us today](#) to learn more about how Technisoft Service Manager can help your business.

How to Correct Common Marketing Mistakes

by Kevin Nunley

<http://www.DrNunley.com>

A well-tuned marketing campaign is a beautiful thing. Your advertising not only connects with just the right prospects, but it seems everyone is talking about you, your product, or service.

Sales come in at a nice pace. Profits mount as you quietly chuckle thinking how little you spent on marketing. Suddenly, moving your company forward doesn't seem hard at all.

Unfortunately, marketing rarely works that easily, at least at first. Rhonda, who is marketing director for a mid-sized business-to-business company, purchased an expensive series of television ads to boost product awareness. "I thought getting our brand in front of so many people would naturally increase sales, but it didn't happen," she laments.

Meanwhile, Ted, working hard to get a home-based business opportunity started, sunk his entire three-month marketing budget into a sales letter to 1,000 prospects. Only a few responded leaving Ted wondering what he did wrong.

Most marketing gets held back by a few very common mistakes. Let's look at a few along with ways you can easily correct them to get your advertising back on track.

- **Mistake #1:** Your marketing gets lost in the crowd. Each of us gets bombarded by

thousands of advertising messages every day.

- **Mistake #2:** Marketing targets an audience that is too broad. Before you can address the specific concerns of a prospect, you have to narrow the groups of people your marketing is reaching.
- **Mistake #3:** Your ad budget gets blown in a one-shot marketing gamble. This is one of the most common and often heart-breaking problems. A new store will spend everything they have on one radio remote, full page newspaper ad, or direct mailer. If the first try doesn't work (and it often doesn't), there is no money left for a second or third try.
- **Mistake #4:** Marketing isn't consistent. The old saying among veteran marketers is the first ad never works. You get consistent, long-term results by continuing your ad over weeks and months.
- **Mistake #5:** Marketing fails to tie different media together. Too many times the direct mail campaign a company does has little to do with the magazine ads they are running. Instead, make your ads in different media all relate to each other.
- **Mistake #6:** Finally, don't believe the hype that the Internet is somehow dead or dying. USA Today recently reported the number of people using the Web has doubled since the Internet Boom in 1998.

[Read the complete article](#)

Schedule of Events

These Live Webinars are conducted by ACCPAC experts using intranet "WebEx" technology and a voice-line for conferencing. ACCPAC understands addressing all customer questions are critical, therefore demonstrations are generally followed by an open question and answer session.

ACCPAC Advantage Series
May 20, 2004 - 10:00 AM - ACCPAC Advantage Series
June 24, 2004 - 10:00 AM - ACCPAC Advantage Series
ACCPAC Project & Job Costing
April 26, 2004 11:00 AM - Advantage Series Project & Job Costing Overview
ACCPAC CRM
April 7, 2004 - 10:00 AM - Experience CRM Nirvana: (AAS)
April 23, 2004 - 10:00 AM - Experience CRM

Nirvana: (AAS)
ACCPAC HR Series
April 6, 2004 - 9:00 AM ACCPAC HR Series Overview
April 20, 2004 - 9:00 AM - Experience CRM Nirvana: (AAS)
April 27, 2004 - 9:00 AM - Experience CRM Nirvana: (AAS)
April 15, 2004 1:00 PM - ACCPAC Insight Overview
ACCPAC Exchange
April 8, 2004 10:00 AM - ACCPAC Exchange Overview
ACCPAC Warehouse Management
April 21, 2004 10:00 AM - AWMS with Advantage Series
04/13/2004 10:00 AM - ACCPAC ePOS Overview
May 20, 2004 - 10:00 AM - ACCPAC Advantage Series

Call or [email](#) us today to register for this event.

Technical Corner

- [How to determine which service packs you have installed.](#)
- [Latest ACCPAC Hot Fixes](#)
- [Rate Type cannot be blank error](#)
- [Win32 Error when running Summary or Print Preview reports](#)

Determining which service packs (patches have been installed.

Log into AAS (ACCPAC Advantage Series), using your regular user ID.

From the top tool bar click on HELP then choose SYSTEM INFORMATION.

This screen will display each module version number, directly followed by the service pack level. (Note: The red checks on the left side of this screen indicate active modules for this data set.) Compare your list with the versions and service pack levels listed [here](#).

If your service pack levels are not current, contact Altitude Information Systems if you need assistance downloading and installing the updated services packs.

Caution – Please check with our office before installing any service packs. There will be situations when a patch may cause a conflict with other modules or if you have installed ACCPAC-related software, programs developed by ACCPAC Developer Partners such as UniDevCo or MISys, ACCPAC Options products, or other "non-core" modules.

Latest ACCPAC Hot Fixes

ACCPAC® has new Hot Fixes for ACCPAC Advantage Series™, ACCPAC Pro Series™ . If you are experiencing any of these problems please call us today to acquire the fix.

ACCPAC Advantage Series

- Accounts Receivable 5.2A – When printing the Aged Trial Balance by Summary, it does not sort by group.
- Order Entry 5.2A – Problem applying a credit note to an invoice that does not exist in Accounts Receivable.
- Order Entry 5.2A – Using the Manufacturer's item number in the F9 Zoom or the Item/Tax windows in Order Entry will return 'Invalid Input. Item Number does not exist.'
- Purchase Orders 5.2A – With Serialized Inventory installed and activated, if an existing serial number is assigned during Purchase Order Receipts entry then the serial number is incremented to the next number.

ACCPAC Pro Series

- Accounts Payable 7.2 – Unable to void checks when the system date is changed to a prior fiscal year.
- Job Cost 7.2 – Performance of Recalculate Totals in Job Cost may be reduced when using Microsoft® SQL Server™ and large data present.
- Work Orders 7.2 – Possible incorrect lot used when editing and completing work orders.

Q: I am receiving an error "Rate Type cannot be blank" when posting an O/E Order on a single currency database where the A/R customer records were imported.

A: The Issue only occurs in a single currency database where the user imports A/R Customers to ACCPAC without the IDRATETYPE field on the import file or leaving it as a "BLANK" field

Q: I am receiving a Win32 Error when running Summary or Print Preview reports, what do I do?

A: CAUSE: Cmd.exe (usually found in /system32 folder) on the CRM server does not have the correct permissions. With Windows XP and Windows 2003, the cmd.exe executable now comes "locked-down" by default with Deny security permissions for the IUSR_ user. Resolution: Give the cmd.exe correct permissions for what ever identity IIS is running under.

Contact Us



Suite 303, 7297 - 138th Street

Surrey, BC V3W OE5 Canada

Phone: (604) 598-8480

Fax: (604) 598-8481

advisor@altitudeinfo.com

email: info@altitudeinfo.com

www.altitudeinfo.com

If you would like to be removed from this mailing list please let us know by emailing us at advisor@altitudeinfo.com