

- **Important Announcement from ACCPAC International**
- **The Year Ahead 2004**
- **ACCPAC ePOS Point of Sale**
- **ACCPAC Options Account Code Change**
- **Easy Access to Key Information**
- **The Golden Rule of Search Engine Marketing**
- **Schedule of Events**
- **Technical Corner**
- **Contact Us**

Dear Valued Clients,

Altitude Information Systems would like to thank you for your dedication and loyalty by providing you with our complimentary monthly newsletter. The Advisor will be filled with industry news, business tips, a technical corner, schedule of events and will highlight new ACCPAC products & promotions.

We hope you find this useful in your every day business. If you have additional staff members you would like to receive this communication please forward their email address to advisor@altitudeinfo.com or visit our website to subscribe online at <http://www.altitudeinfo.com/newsletter.html>.

Important Announcement from ACCPAC International

ACCPAC announced on December 23, 2003 a definitive agreement under which Sage, also known as Best Software in North America will acquire ACCPAC. The acquisition is subject to regulatory approvals and is expected to be completed by the end of February.

We are confident that this will be a positive move for ACCPAC and that the product line will become an important part of the overall Sage product strategy. Unlike Computer Associates and Microsoft, Sage is exclusively focused on business applications for the small and medium size business market.

Here's what the CEO of Best Software had to say:

"With the addition of ACCPAC's integrated, end-to-end business management applications, Best Software will be better positioned to serve small and medium-sized businesses in North America," said Best Software CEO Ron Verni. "This acquisition reinforces our strength in key vertical areas while giving our customers additional quality products to choose from as part of the Best Software brand."

We feel that this acquisition will enhance product development, market penetration and provide clients with access to a higher level of corporate support and customer service offerings.

Please contact us if you have any questions or concerns about this acquisition. Look for more details on the acquisition as they become available.

[\[Return to Top\]](#)

The Year Ahead - 2004

As 2004 begins it is the perfect time to evaluate your business strategies for the coming year and align your technology needs. ACCPAC currently offers a number of integrated solutions that help business owners achieve the following goals:

- Expand to new markets
- Retain customers and manage relationships in order to gain loyalty and repeat business
- Increase productivity while reducing operational costs

- Empower workforce by providing on-demand information in a secure environment
- Retaining key employees and attracting new talent

Expand to new markets:

Offering your products and services to an expanded universe is much easier and cost effective in today's marketplace. ACCPAC offers a CRM solution and a web store that is integrated to the core accounting modules that allows businesses such as yours to offer their goods and services to a worldwide audience at a price point that is hard to beat. The ACCPAC web store is called [eTransact](#).

Retain customers and manage relationships in order to gain loyalty and repeat business:

Successful companies understand the competitive advantage attained by managing relationships. They see relationships as valuable business assets that need to be fostered and actively managed.

Imagine:

The ability to quickly provide your outside sales force with secure access to company information on their customers, inventory levels and enable them to place orders on a wireless device.

Track marketing campaigns and determine which campaigns work best for which clients.

Automate business rules and escalate customer service issues to appropriate levels of management so that your clients are serviced timely and efficiently.

[ACCPAC CRM](#) offers a multi-award winning web and wireless based solution.

Increase productivity while reducing operational costs:

[ACCPAC Warehouse Management System](#) (WMS) is a powerful, feature-rich solution for automating the inventory handling process in your warehouse. An efficiently managed warehouse is a requirement to achieve success in customer satisfaction, cost control and to keep your sales and fulfillment operations running smoothly.

Empower workforce by providing on-demand information in a secure environment

[ACCPAC Advantage Series](#) is a comprehensive, multi-tiered, Web-based business management system that provides access to your accounting system via a standard Web browser or the traditional ACCPAC desktop interface.

Citrix or Terminal Server

For enterprises needing instant access to all of their mission critical applications the Citrix MetaFrame access Suite or Microsoft Terminal Server connection is the easiest way for organizations to provide a secure, single point of access to enterprise applications and information on demand, while ensuring a consistent user experience anywhere, anytime, using device over any connection.

For additional information please contact us at info@altitudeinfo.com

Retaining key employees and attracting new talent:

[ACCPAC HR Series](#), is a comprehensive human resource management system. It is a powerful, feature-rich human resource (HR) management solution that enables mid-sized enterprises to effectively collect, manage, calculate and report all employee data.

ACCPAC HR Series offers a comprehensive suite of modules to meet all of your HR management needs, including:

- HR Series Core Module (required)
- HR Series Payroll Link

- HR Series Employee Self-Service
- HR Series Applicant Manager
- HR Series Alerts Library

For more information on any of these integrated solutions please contact us at info@altitudeinfo.com

[\[Return to Top\]](#)



ACCPAC ePOS is a comprehensive Point of Sale (POS) solution for fast-paced, high-volume, multi-site retail operations. Whether you need to manage a single retail location, or face the challenge of tying together dozens of stores with multiple POS registers at each location, ACCPAC ePOS offers you full integration with your ACCPAC Advantage Series solution. With ACCPAC ePOS, you can keep your finger on the pulse of your retail activities.

Integration with all retail technologies (including barcode scanners, real-time credit card processing, weigh scales, pole displays and more) further increase your check-out speed and



[\(Click here\)](#)

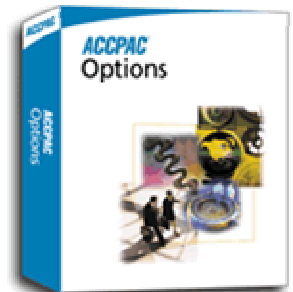
For more details

accuracy while providing real-time integration and reporting across the enterprise.

[\[Return to Top\]](#)

ACCPAC Options - Account Code Change

If you've wanted to change your account codes but, thought it would jeopardize your historical data then this is the ACCPAC Option product for you. Account Code Change makes it easy to change, combine, and copy account codes while still maintaining historical transactions. You can use account code change in the following modules.



- General Ledger
- Accounts Receivable
- Accounts Payable
- Inventory Control
- Order Entry
- Purchase Orders
- US Payroll
- Canadian Payroll
- Tax Services

Change account codes and descriptions quickly and easily. Just type in the new account code then post. You can also change the account segment lengths.

A range of account codes can be changed by using the "change by example" option. The format, or structure, of a single account code can be changed by selecting the new structure code.

When entering changes on an individual basis, you now have the ability to combine account codes. All information, including account balances, history and transactions from the original account will be combined into another existing account. The original account number is removed from the ACCPAC system.

You can now copy account codes quickly. Information such as the account master file and allocation instructions will be copied to the new account. Any GL activity or history information does not get copied. The original account code information will remain unchanged.

Once you have entered all of your changes, you have the option to view your changes before proceeding to post them. All of the records in ACCPAC are automatically converted and your account history will move to the new account code! After your changes have been posted, print the audit trail for a record of the changes made.

For more information or to acquire Account Code Change contact us at the number listed below or visit <http://www.altitudeinfo.com/optionsadvantage.html>.

[\[Return to Top\]](#)

Easy Access to Key Information

Add-on Solutions by UniDevCo

Easy access to accounting information is the key to a great accounting system. To enhance this functionality and provide you with a better overall ACCPAC experience we would like to introduce you to the products from UniDevCo.

UniDevCo has taken business intelligence to a whole new level with a series of add-on solutions that are sure to enhance your ACCPAC Accounting experience. With easy access to key information, UniDevCo products help you make informed decisions about your business.

- Determine the direction of future marketing efforts with comprehensive [Sales Analysis](#).
- Tightly control inventory, purchasing and orders with [Stock Card](#) and [Ops Inquiry](#).
- Closely manage customer accounts with [AR Inquiry](#) to improve cash flow. Take control of your data with UniDevCo products and let it contribute to your bottom line.

With over 14 years experience as an ACCPAC Development Partner, UniDevCo has emerged as a leader in providing quality vertical solutions designed to meet the growing needs of the ACCPAC user.

Call us today to receive more information and a demonstration of the UniDevCo products or visit www.unidevco.com for additional details.

[\[Return to Top\]](#)



The Golden Rule of Search Engine Marketing

An article from www.inc.com

The best way to move up the search result list is to learn what kinds of things affect your rankings, and then to analyze the pages that ranked higher than yours for real clues on how you can achieve a higher ranking.

Search engines change their ranking algorithms from time to time. A page in your Web site that earned a top ranking last week might drop in the rankings a few months later. Then, left untouched, that same page could climb right back into its old search position a while later, although this is unlikely to happen by chance.

The trick to always being on top is to learn the variables that you can make adjustments for, and analyze the contents of the top Web sites to see what they're doing better than you.

Literally, click on the listings for sites that place ahead of yours. When you visit a site, select the "View" pull-down menu in Netscape and then the "Document Source" selection on that menu. You can do the same in Internet Explorer. This allows you to view the actual HTML code that makes up the page. Ask yourself, "Is a particular keyword more prominent or used more frequently in the title tag than in mine?" "Is a particular keyword more prominent or used more frequently in the keyword meta tag?"

You should also consider whether a keyword is repeated more often in the site's description META tag, the first 25 words of the viewable page.

This can be in a headline or in the actual body copy that makes up the page. Count the total number of occurrences on the competing page, note where the keyword is placed, note the total words, and rework your Web page to emulate the page's keyword concentrations and placement. Perhaps the page uses the keyword in the heading tags, or maybe keywords appear in hyperlinks to other internal pages or some other way that you had not considered. Do not copy the page. Copying your competitor's HTML code or language could constitute plagiarism and possible copyright violation.

This is the proven way to isolate the variables and climb ahead of other sites in search engines.

[\[Return to Top\]](#)

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.

Advantage Series Project and Job Costing

1/15/2004 12:00 pm - Advantage Series Project and Job Costing Overview

1/26/2004 12:00 pm - Advantage Series Project and Job Costing Overview

ACCPAC eCRM

1/9/2004 1:00 pm - Experience CRM Nirvana: (AAS)

1/16/2004 1:00 pm - Experience CRM Nirvana: (AAS)

2/6/2004 1:00 pm - Experience CRM Nirvana: (AAS)

ACCPAC HR Series

1/13/2004 12:00 pm ACCPAC HR Series Overview

1/29/2004 12:00 pm ACCPAC HR Series Overview

ACCPAC Insights

1/15/2004 1:00 PM - ACCPAC Insight Overview

2/17/2004 1:00 PM - ACCPAC Insight Overview

3/18/2004 1:00 PM - ACCPAC Insight Overview

ACCPAC CFO

1/19/2004 12:00 ACCPAC CFO Product Overview

Start times are listed in Eastern Standard Times. [Call us today](#) to schedule for one of these events.

Technical Corner

Tips and Tricks - Using Keyboard Shortcuts

Using the mouse is great for things like navigating the ACCPAC desktop, quickly moving to a specific field, and re-arranging columns. For efficient data entry, using keyboard shortcuts can be much faster. Fortunately, ACCPAC Advantage version 5.0 introduced significant enhancements for users who rely on keyboard entry. Here are some shortcuts you can use in ACCPAC:

Keys to use throughout ACCPAC screens:

- **F1** Display the online Help window. Context-sensitive.
- **Alt+X** Press the Alt key plus an underlined letter to activate a button or menu on the screen (for example, Alt+S activates the "Save" button).
- **Spacebar** Press the spacebar to activate any button with the "focus". The focus is represented by dotted lines around the button.

Keys to use in a Finder field:

- **F5** Display records in a Finder that you can select from.
- **Ins** Press the Ins or Insert key on your keyboard to clear the screen or start a new record.
- **Page Down** Display the next record according to the selection criteria.
- **Page Up** Display the previous record according to the selection criteria.
- **Ctrl/Page Up** Display the first record.
- **Ctrl/Page Down** Display the last record.

Keys to use in Column/Grid screens:

- **Ins** Insert a blank row to add a new record.
- **Del** Remove the selected row.
- **Tab or Enter** Go to the next or previous column in a list (Shift+Tab or Shift+Enter to go back).
- **Pg Up** Go to the top row in view.
- **Pg Down** Go to the bottom row in view.
- **Home** Go to the first row in a list.
- **End** Go to the last row in a list.
- **F9** Zoom In/Out Enlarge the selected field to display a pop-up window with more information.
- **F10** Maximize/Minimize Increase or decrease the number of lines displayed in a list.

To view other Tips & Tricks for ACCPAC visit our Tip of the month section on our website at <http://www.altitudeinfo.com/tipofthemonth.html>.

Eliminating Unwanted Pop-ups

Where do they come from? How can I protect myself from unwanted parasites that find their way to my computer and create unwanted pop-ups.

Parasite is a shorthand term for unsolicited commercial software. A parasite is a program that gets installed on your computer which you never asked for, and which does something you probably don't want it to, for someone else's profit.

The parasite problem has grown enormously recently, and many millions of computers are affected. Unsolicited commercial software can typically:

- plague you with unwanted advertising ('adware');
- watch everything you do on-line and send information back to marketing companies ('spyware');
- add advertising links to web pages, for which the author does not get paid, and redirect the payments from affiliate-fee schemes to the makers of the software (such software is sometimes called 'scumware');
- set browser home page and search settings to point to the makers' sites (generally loaded with advertising), and prevent you changing it back ('homepage hijackers');

Where do they come from?

There are three major ways unsolicited commercial software can make its way on to your machine:

- Some freeware programs are 'bundled' with parasites, which are installed at the same time. Often if you are careful to read the small print when you install the software it will warn you about this, and it is sometimes possible to opt out. So always skim the license agreement when you install and don't just click Next-Next-Next... but you still can't be sure they'll tell you.
- Many parasites load using Internet Explorer's ActiveX installation option. When a web page includes a link to an ActiveX program, a window will appear asking if the user wishes to execute it. If 'Yes' is clicked (or if IE security settings are set lower than normal so that it never even asks*), the software is allowed to run and can do anything at all it likes on our computer, including installing parasites.

For this reason, you should *never* click 'Yes' to a "Do you wish to download and install..." prompt unless you are 100% sure you trust the publisher of the software, which might not be the publisher of the web site you are viewed — read the dialogue box very carefully.

Sometimes sites (or pop-up ads) try to fool you into clicking 'Yes' by stating that the software is necessary to view the site, or opening endless error windows if you click 'No', or claiming that the digital certificate on the code means it is safe. It means no such thing. 'Microsoft Authenticode', signed by companies like Verisign, means only that the company that wrote the software is the same as the company whose name appears on the download prompt — nothing more.

How can I reduce my risk of unwanted Ad Solicitation

You can do your best to guard against this by ensuring you have the latest updates and patches from [Microsoft](#). Still, there are usually a handful of security holes that have not yet been corrected, so you can never be 100% sure you are safe.

One way of reducing your risk of exploitation is to go to Tools->Internet Options->Security and set the security level for the Internet Zone to 'High'. (If no slider is visible, click 'Default level to make it appear first.) Then set the security level for the Trusted Zone to 'Medium' and add the sites you use and trust to this zone; you may need to do this quite often as many badly-designed sites just won't work in high-security mode.

An alternative solution for the last two problems is just to use a different web browser for everyday browsing, and Internet Explorer only for sites you trust that stubbornly refuse to work with other browsers.

[Read the complete article or click to view a list of known parasites.](#)

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