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Happy Easter

Holiday Office Hours:

Closed Good Friday, March 25, 2005
Closed Easter Monday, March 28, 2005.

Normal office hours, 8:30 am to 5:30 pm, will resume on
Tuesday, March 29, 2005.

Are you looking for a better way to manage your employees?

ACCPAC HR Series 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. Designed to help you better manage your human capital, HR Series keeps your staff on track with clear, concise information at their fingertips – calculated and reported in real time.

By automating the tracking of critical details – HR Series empowers your staff to effectively manage even the most complex HR requirements. Free from time-intensive tasks relating to data management, your HR staff can concentrate on analyzing employee data and make informed decisions to help control costs, and focus on organizational development.

Here are some short (2-5 minute) Streaming Audio/Video Presentations that will give you a feel for the capabilities of ACCPAC HR Series.

- ACCPAC HR Series Overview
- ACCPAC HR Series Introduction, Set up, Security & Employment Manager
- HR Series Benefits, Attendance & Compensation Management (1,326 KB)
- HR Series COBRA Administration and Organization Charts (933 KB)

Visit ACCPAC's website at <http://www.accpac.com/products/HRSeries> to view short movie demonstrations of these products or contact us for an onsite demonstration.

Looking to Increase Your ACCPAC User Counts?

If you've been thinking about ordering additional Lanpaks, then now is the time! From now until March 30th you can order Lanpaks and for every 1 ordered receive a second free. **That's right!** It's a **2 for 1 Sale** on additional Lanpak purchases for your ACCPAC Advantage Series, ACCPAC Pro Series and ACCPAC CRM installation.

Offer is available to existing ACCPAC users and must be purchased on or before March 30, 2005. So don't delay contact Laraine at 604-598-8480 or email sales@altitudeinfo.com.

Save 20% off Option Products by March 31st

The Winter ACCPAC Options™ and Industry Solutions catalog is hot off the press and on its way to your mailbox! Inside, you'll find valuable information about ACCPAC Options products and more than 25 third-party solutions.

Plus, included inside is a special incentive allowing you to **save up to 20%** off your purchase of select ACCPAC Option Products by March 31st. To place your order or obtain additional product information contact Laraine at

604-598-8480 or email sales@altitudeinfo.com.

Zippy Notes to the Rescue!

Do you have sticky notes plastered all over your desk or computer? If you do, then you may be a candidate for Zippy Notes.

ACCPAC Options Zippy Notes empowers your entire staff by allowing you to annotate records in your database, providing additional information about customers, inventory and procedures, helping staff deliver world-class customer service.

ACCPAC Options Zippy Notes allows users to attach an electronic 'sticky' note to a field. The note will pop up whenever anyone accesses the field, even across different applications.

ACCPAC Options Zippy Notes ensures that information reaches the people who need it, when they need it. It reduces costly mistakes by giving staff convenient reminders and bits of helpful information. User-specific notes and note filtering offers you even more control over accessing and sharing your critical information.

Notes attached to particular data, such as customer or item number, will show whenever that data is accessed, even across different applications. ACCPAC Options Zippy Notes for Windows can be trained to work with non-ACCPAC applications, so clients can use it to integrate all of their business systems.

ACCPAC Options Zippy Notes is ideal for:

- sharing information among sales, customer service, inventory management, accounting and production departments.
- instantly presenting important information such as credit control, stock control or training.
- posting notes on most forms-based applications.
- posting notes in multi-user environments.

Save up to **20% off Zippy Notes** when you purchase by March 31st.

Call us for more details.

ACCPAC Alerts - Great Productivity Tool from ACCPAC!

ACCPAC Alerts Server provides a universal interface to all of your applications monitoring databases by consolidating data entry, automating tasks and communicating with all the right people.

For you, that means automated processes that reduce delivery cycle time and accelerate revenue. For your customers, that means doing business with a company they can count on for efficient, reliable, and attentive service.

Benefits:

- 'No programming required' approach to automate business processes across the enterprise.
- Keep employees and business partners informed for better decision-making.
- Improve customer service and retain customers longer.
- Provide 24 / 7 response to changing business conditions.
- Customizable, off-the-shelf package that is easy to implement and easy to modify as your business requirements grow and change.
- Automated processes that reduce delivery cycle time and accelerate revenue.

What makes the Alerts Server technology different?

- **Alerts – Awareness!**
Automatically delivers the right information to the right person at the right time, every time. For example, upon discovery of a low inventory situation, Alerts will automatically notify the purchasing manager to place a new order for the specified item(s).
- **ACCPAC Alerts Server – Action!**
Leverages awareness by taking action based on the conditions encountered. For example, upon discovery of a low inventory situation, The Alerts Server will automatically generate a purchase order from the accounting system for the specified item(s), route the purchase order to the correct supplier(s), notify any customers affected by the low inventory situation, schedule a callback in the CRM system for the corresponding sales rep(s),

and notify management that all of these actions have been taken.

Call us today for more information on ACCPAC Alerts!

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 is critical, therefore demonstrations are generally followed by an open question and answer session.

ACCPAC Advantage Series
March 18, 2005 - 10:00 AM PT
ACCPAC Project & Job Costing
March 24, 2005 - 11:00 AM PT
ACCPAC CRM - Customer Relationship Management
March 14, 2005 - 10:00 AM PT
ACCPAC HR Series - Human Resource Solution for ACCPAC
March 22, 2005 - 9:00 AM PT
April 21, 2005 - 19:00 AM PT
ACCPAC eTransact - The ecommerce solution for ACCPAC
March 14, 2005 - 10:00 AM PT
ACCPAC Exchange
March 23, 2005 - 11:00 AM PT
March 31, 2005 - 11:00 AM PT

Call us at the numbers below to register for an event.

Technical Corner

Hot Fixes

ACCPAC has new hot fixes for ACCPAC Advantage Series and Option Products. These hot fixes will be included in future Service Pack releases. If you require the need for the fix prior to the Service Pack release, then please contact our office and we will make arrangements to deliver it to you.

Advantage Series

- **Accounts Receivable 5.2** – "The discount base amount cannot be negative" error occurs when upgrading Accounts Receivable from 5.0 to 5.2.
- **General Ledger 5.2** – Finder does not display results when sorting the Chart of Accounts report by segment.
- **General Ledger 5.2** – Rounding problems may occur when posting Inventory Control Assembly transactions to General Ledger where fractional quantity is used for the items.
- **Order Entry 5.3** – Importing shipments on the Order Entry Shipment Entry screen errors out even when there is nothing wrong with the import file.
- **Inventory Control 5.3** – The Assembly of a Bill of Material (BOM) may post different costs to the component items.
- **Accounts Payable 5.2** – "The distributed amount does not equal the document total" error occurs when distributing an invoice to more than 99 lines.
- **Order Entry 5.3** – The Non-Datapiped version of the Order Entry Picking Slip forms are now available.
- **Accounts Receivable 5.3** – Not all fields are printed on Statement when printed on the preformatted statement spec ARSTMPRE.RPT.
- **Order Entry 5.2** – Processing an Order Entry Credit Note against an item with zero quantity on hand posts the transaction detail at zero cost.

ACCPAC Options

- Financial Link Professional 5.0 & 5.3 – Errors 5202 or 5297 appear when trying to create or open a report set.
- Lot Tracking 5.2 – The costs from Inventory Control 5.3A Receipt transactions may not update the Lot Number List properly 5.2A.
- eFile 3.0 – Incorrect province is imported into the Province State field for the employee address.
- Zippy Notes 1.0 – Zippy Notes printing issue occurs.

Latest Service Packs

Service Packs are important for you to ensure that your accounting system runs properly. Service packs include minor enhancements to the software as well as fixes to correct issues reported by users. The following lists the latest service packs available and instructions for you to check to see what Service Packs you have installed on your system.

Check For Current Service Packs

At the top of your ACCPAC window, click Help, then System Information. This will list the ACCPAC modules, versions and service packs that are currently installed on the workstation. Note which modules have a red checkmark to the left, along with which versions and service packs are listed to the right. These are the modules that are active for the company you are logged into. From this screen, also note the path of your “Shared Data Directory”. You will save downloaded service packs to subfolders of this directory.

Version 5.3 Service Packs

System Manager Service Pack 1 » SM050201.exe	Canadian Payroll Service Pack 1 » cp041115.exe
General Ledger Service Pack 1 » gl050301.exe <small>New!</small>	US Payroll Service Pack 1 » up041115.exe
Project & Job Costing Service Pack 1 » PM041215.exe	

Version 5.2 Service Packs

System Manager Service Pack 4 <small>Updated!</small> » sm041210.exe	Inventory Control Service Pack 4 » ic041201.exe
General Ledger Service Pack 3 » gl041130.exe	Order Entry Service Pack 5 » oe041201.exe
Accounts Receivable Service Pack 4 » ar041026.exe	Purchase Orders Service Pack 4 » po041201.exe
Accounts Payable Service Pack 4 » ap041201.exe	Project and Job Costing Service Pack 2 » pm041103.exe

Version 5.1 Service Packs

System Manager Service Pack 3 » sm030625.exe	Inventory Control Service Pack 3 » ic030625.exe
General Ledger Service Pack 1 » gl030609.exe	Order Entry Service Pack 2 » oe030702.exe
Accounts Receivable Service Pack 3 » ar031127.exe	Purchase Order Service Pack 2 » po030627.exe
Accounts Payable Service Pack 2 » ap031201.exe	Project & Job Costing Service Pack 1 » pm030706.exe
US Payroll Service Pack 2 » up031124.exe	Canadian Payroll Service Pack 2 » cp031124.exe
US Payroll Service Pack 3 » up040901.exe	Canadian Payroll Service Pack 3 » cp040901.exe

Technical Tips on the Web

Altitude Information Systems is committed to providing you with superior customer service. Our dedication to your success has compelled us to post these tips monthly and to provide you with a library of tips on our website.

If you have suggestions on tips you might find useful please let us know by emailing advisor@altitudeinfo.com.

Click the following URL to visit our Tip of the Month Section.
<http://www.altitudeinfo.com/tipofthemoth.html>

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