

December 1998

# ADVANTAGE

BUSINESS COMPUTER SYSTEMS

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## *Featuring John Plyler's Home Center*

John Plyler Home Center has been a story of growth. The business began in a small, newly constructed building on Broadway in 1946. John primarily did wiring and plumbing those first few years. "There was a greater demand for plumbers because rural electricity came to this part in 1946 and 1946," John says. Also adding to business was people's desire to have running water and a bathroom inside their homes.

As other electricians moved into the area, John started focusing on plumbing. By 1952, the business had grown enough that John and his family moved out of the back of the building into their new house behind the store.



In 1956 they took a big step. They bought the Dr. Gould building on Broadway in downtown Glenwood. The old Gould building was remodeled in 1964 and a back building was added the next year. Around 1968 the business expanded into hardware by purchasing the back portion of Thrash Hardware. The Plyler's bought out Thrash in 1978 as their sons, Billy and Johnny, became more active in the store.

In 1983 Plyler's bought Caddo Building Supplies at the intersection on HWY 8 and Business 70. After renovating the building, they moved in March of 1984. Also during this time the chicken industry was taking off. There was a great demand for building materials for poultry house construction.

(cont.)

# Newsletter

P O Box 421  
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*Inside News.....*

*From the President....*

*Help Documents....*

*Frequently Asked  
Questions....*

*From Gregory Cuke....*

*Welcome to Our New  
Customers....*

*Year-end Instructions....*

*17" color Monitor....*

The Plylers moved to meet that demand. They bought a 7,000 square-foot building from Killian Lumber and moved it behind the store for lumber storage. They soon added two 3,200 square foot lumber sheds to keep up with the business.

In 1985 the Plyler's decided to purchase a computer system to keep up with the growing business. They purchased a computer system from Retsysco, which they soon found would not meet the needs of the business. At the Mid-America Lumberman's Convention, Billy met Greg Matatall and was very impressed with the Advantage Computer System. Billy looked at other systems but felt that the advantage System would meet the needs of the store and offered the best ability to electronically receive invoices from their hardware vendors. In 1986, Advantage moved all the information from the Retsysco system on to the Advantage System and trained the employees on the operation of the new system. In the years since, John Plyler Home Center has upgraded the system with each new change Advantage has made. As the business grows they make changes to meet their growing needs.



In 1990 they added an auto-stacking system which allowed lumber to be loaded and unloaded mechanically. The next big step came in 1994, when they added 16,000 square feet to the store, 8,000 in the showroom and 8,000 as a warehouse on the second floor. The entire store was updated and given a new look. At this time, ten new terminals were added to the Advantage System.

As they have grown, and the computer system has expanded, Advantage has helped by sending personnel to install the equipment and train employees on all the changes. In 1997 John Plyler's was one of the first Advantage users to install Imigit software on their computer system. Advantage personnel installed the software and trained the employees on the use of the software. Being on of the first usually means you get to clean up all the bugs before anyone else gets the programs, but this went very well and Plyler's was surprised about much time and money was saved when the first monthly statements were sent using the Imigit software.

Through the years since they have been on the Advantage Computer System, Plyler's has attended several of the training seminars that Advantage has each year and found them to be very helpful. As John Plyler Home Center has grown, Advantage has grown with them and helped them stay up-to-date on all the latest computer advantages.

The thrust of the business is again changing. As the area has begun to grow, the biggest end of the business has shifted to residential contractors and home building. Closures in Glenwood left the door open for Plyler's to move into the appliance business in a big way. John Plyler Home Center has received the Frigidaire VIP Award for the biggest appliance dealer in the state.

In January this year the Plylers bought nine adjoining acres, and they intend to add more bulk warehouse space. Johnny now oversees the contractor's division of the store while Billy heads general operations and purchasing. It has been along road from the small building on Broadway, but John Plyler Home Center and its 36 employees have positioned themselves to compete with the biggest on a regional level.

### *From the President's Desk:*

With year-end upon us it is now time to think about those procedures that haven't been thought of for almost a year now. Mentally "putting away" all of the year-end procedures and not pulling them out until the eleventh hour of the last day, is not our recommended procedure. If you haven't already begun preparations for this process, you are actually running a little behind. Let's start this ball rolling and make sure that any questions are answered beforehand, in order that we will be prepared to make a smooth transition between 1998 and 1999. Please keep in mind that the support technicians will begin to experience an increased volume of calls, so we will begin staffing accordingly. If for some reason, you experience a delay in support type issues, please bear with us, and we will get your issue resolved as quickly as possible.

We are spending a considerable amount of our time recruiting new staff members and getting them trained and knowledgeable on both our product and the industry we serve. This will mean that from time to time you will be speaking with a person that may not instantly know the answer. But that person certainly has the resources to get assistance for you in a timely fashion. The necessity to increase our staff is due to the success we are having in our current marketplace as well as several foreign areas. The continued success of our company should help solidify the fact that you are working with a company that is excelling today and one that has built a firm foundation to propel us into the next century.

Keep in mind that we are always looking for "qualified" individuals to join our team and would appreciate any referrals that you can provide us, both as prospective customers or potential employees.

*Scott Stanford*

### *From the Desk of Gregory Cuke: Vice President of Sales and Marketing*

This month I want to tell you a little about what we are doing in terms of our growth and plans for the future. This year has been an outstanding year for us. We won a major contract to install approximately 300 systems for a nationally known name and have more recently moved into Canada. On the U.S. front, we have continued to change out systems from all of our major competitors. This year we have converted systems from Triad, Dataline, Enterprise, CSD, Profitmaster, and Dimensions to name all of the majors, and then of course we have converted lots of smaller systems. The Y2K continues to be a major concern, which causes many of our customers to leave their current systems and purchase compatible systems.

Our support team has grown and has been one of the major reasons that we have continued to convert competitors systems. We are still able to provide support at times that our competitors are unable or unwilling to, and we are able to resolve issues in a more timely manner than our competitors and at a fraction of the cost.

We are all proud of our achievements this year, and I would like to thank you for your assistance where it has been willingly given. The major difference between Advantage and most of our competitors is that we view our customer relationships as partnerships. I am always excited by your success, and I appreciate your participation in our success.

*Gregory Cuke*

# HELP DOCUMENTS

Located on the “How to reference files” menu option in the various modules.

## ACCOUNTS PAYABLE:

- **ACCOUNTS PAYABLE AUTO-VOUCHERING:** Steps to setup and use this time saving function
- **ACCOUNTS PAYABLE PARTIAL PAYMENTS:** Instructions on how to use this feature when writing A/P checks
- **ACCOUNTS PAYABLE PREPAID VOUCHERS:** Documentation on creating a prepaid voucher and purchase order
- **ACCOUNTS PAYABLE RECURRING VOUCHERS:** What are recurring vouchers and how to use them
- **ACCOUNTS PAYABLE SUGGESTED PROCEDURES:** Suggested procedures for daily, weekly, monthly and pre-year-end to keep your Accounts Payable clean and balanced
- **A/P TOTALS REPORT:** Instructions on how to use this report to balance your A/P to your G/L

## END-OF-MONTH:

- **DATA TAPE ARCHIVES:** A discussion of data tape usage
- **DELETING DATASETS:** How to delete obsolete datasets from your hard drive
- **EOM CLOSING PROCEDURES:** Procedures to be completed in each module before end-of-month closing
- **EOM MULTI-STORE CLOSING:** Steps for running the automatic end-of-month in a multi-store environment
- **EOM REMINDERS:** An overview of the end-of-month procedures
- **EOM SINGLE STORE CLOSING:** Steps for running the automatic end-of-month in a single store environment
- **HARD DRIVE SPACE MANAGEMENT:** A discussion of how to manage your hard drive space
- **HISTORY ARCHIVING:** All the steps involved in archiving history
- **MONTHLY HISTORY ARCHIVING:** A discussion of archiving
- **UNDERSTANDING MULTI-STORE EOM PROCESSING:** A discussion of doing end-of-month in a multi-store environment
- **WHEN EOM FAILS:** Explanations and instructions on what to do when you have a failed end-of-month
- **PRE END OF YEAR PROCEDURES:** Steps to take before the end of year to clean up and balance the individual modules to the G/L
- **YEAR-END PROCEDURES:** Steps to complete the year-end processing
- **YEAR-END REMINDERS:** Reminders of operations that need to be completed at the calendar year-end

## ACCOUNTS RECEIVABLE:

- **A/R CHARGE OFF CUSTOMERS:** Instructions on charging off a delinquent account
- **A/R DAILY BALANCING:** Instructions on how to balance your A/R to your G/L
- **A/R MASTER AND DETAIL OUT-OF-BALANCE:** What to do if you find this problem on your A/R totals report
- **A/R SUGGESTED PROCEDURES:** Suggested procedures for daily, weekly, monthly, pre-year-end and year-end to keep your Accounts Receivable clean and balanced
- **A/R UNAPPLIED PAYMENTS:** When to create unapplied payments and how to apply credits and unapplied payments to invoices
- **ADJUSTING A/R DETAIL FILES:** What to do if you have mistakes, such as wrong dates, charges on the wrong account or job, etc.
- **CASH APPLICATIONS:** Everything you always wanted to know about A/R payment posting
- **CONFIGURING A/R DISCOUNTS:** All the steps in A/R, Point-of-Sale, and Inventory needed to configure customer discounts
- **INSTALLMENT ACCOUNT SETUP AND SALES PROCEDURES:** How installment accounts work, how to set them up and what procedures to follow at Point-of-Sale
- **MANUAL INVOICE POSTING:** When and how to use A/R invoice posting
- **MASS CHANGE CUSTOMER FIELDS:** Instructions on using this option to make changes to the entire customer database
- **MOVING INVOICES TO ANOTHER JOB ACCOUNT:** Instructions and explanations of different methods of moving an invoice from one job to another for a customer
- **PAST DUE LETTERS:** Creating past due letters using the Fenix word processor
- **POSTING/REPORTING OF SERVICE CHARGES:** Steps to posting service charges and the reports available to track them

## END-OF-DAY:

- **EXECUTING END-OF-DAY:** Steps to complete the automatic end-of-day procedure
- **WHEN END-OF-DAY FAILS:** What to do when your end-of-day procedure fails
- **REPRINT END-OF-DAY REPORTS:** How to reprint the end-of-day reports

## GENERAL LEDGER:

- **BEFORE USING THE GENERAL LEDGER:** A discussion of preparations needed before using the General Ledger
- **G/L CLOSING FISCAL MONTH OR YEAR:** Instructions for closing the General Ledger fiscal period
- **G/L CLOSING WARNINGS:** Warnings you will receive when closing the G/L with unposted batches or out-of-balance
- **G/L CUSTOM FINANCIAL REPORTS:** How to use the custom financial report generator
- **G/L TIPS FOR SUCCESS:** Suggestions for finding potential problem areas by module
- **GENERAL LEDGER SUGGESTED PROCEDURES:** Suggested procedures for daily, weekly, monthly, pre-year-end and year-end to keep your General Ledger clean and balanced
- **MANUAL JOURNAL ENTRIES:** How to create manual journal entries
- **RECURRING JOURNAL ENTRIES:** Uses and instructions on how to create recurring journal entries
- **SUGGESTED PROCEDURES:** Suggested procedures for daily, weekly, monthly, pre-year-end and year-end to keep all the modules clean and balanced
- **UPDATE G/L BEGINNING BALANCES:** Instructions for updating the beginning balances after all year-end adjusting entries have been made
- **ACCOUNTS RECEIVABLE AUDIT TRAIL:** Explanation of A/R entries posted to the General Ledger
- **GENERAL LEDGER AUDIT TRAIL:** Explanation of manual journal entries posted to the General Ledger
- **INVENTORY CONTROL AUDIT TRAIL:** Explanation of Inventory entries posted to the General Ledger
- **PAYROLL AUDIT TRAIL:** Explanation of Payroll entries posted to the General Ledger
- **POINT-OF-SALE AUDIT TRAIL:** Explanation of Point-of-Sale entries posted to the General Ledger
- **PURCHASING AUDIT TRAIL:** Explanation of Purchasing entries posted to the General Ledger
- **BALANCING THE GENERAL LEDGER ACCOUNTS:** Instructions on balancing the trial balance and financial statements
- **BALANCING THE A/P TO THE G/L:** Instructions on how to balance A/P to the G/L
- **BALANCING THE A/R TO THE G/L:** Instructions on how to balance A/R to the G/L
- **BALANCING THE INVENTORY VALUE TO THE G/L:** Instructions on how to balance Inventory to the G/L
- **BALANCING THE SALES REGISTER TO THE G/L:** Instructions on how to balance the sales register to the G/L
- **REPORT BALANCING TIPS:** Explanations of how the various balancing reports work
- **CORRECTING BATCH DETAIL WITH BAD STATUS CODES:** How to correct bad account numbers in G/L batches

- **CORRECTING OUT-OF-BALANCE BATCH ENTRIES:** Steps to find and correct out-of-balance G/L batches
- **GENERAL LEDGER BATCH ARCHIVE:** A discussion of archiving the G/L batches
- **GENERAL LEDGER BATCH POSTING AUTO REVERSE:** How and when to use the Auto Reverse feature in manual batches
- **GENERAL LEDGER BATCH PROCEDURES:** Everything you always wanted to know about G/L batches
- **ADDING FISCAL YEAR BEGINNING BALANCES:** Steps to enter beginning balances in start up situations
- **CHANGING A G/L ACCOUNT NUMBER:** How to change an existing account number to a new number
- **CHANGING A G/L ACCOUNT TYPE:** Steps to change the account type on an account with current activity
- **G/L ACCOUNT MAINTENANCE:** Instructions on how to add, change or delete G/L accounts
- **SETTING G/L DEFAULTS:** A list of all the places General Ledger account defaults must be configured

## INVENTORY:

- **APPLYING INVENTORY MATRIX PRICING:** How to set up and use matrix pricing
- **BILL OF MATERIALS KIT:** Steps for creating kits in Inventory Control
- **COMMON ITEM SETUP:** What are common items and how to use them
- **DIFFERENCES BETWEEN CYCLE AND PHYSICAL COUNTING:** An explanation of the differences, and how and when to use each type of inventory counting
- **GENERIC CUT PROCEDURES:** Instructions on how to use the generic cut option
- **INVENTORY ADJUSTMENTS:** The correct method for adjusting inventory counts or costs
- **INVENTORY CONTROL SUGGESTED PROCEDURES:** Suggestions for daily, weekly, monthly, pre-year-end and year-end to keep your Inventory clean and in balance
- **INVENTORY COUNT PROCEDURES:** Instructions for conducting and recording an inventory count without count sheets
- **INVENTORY COUNT TIPS:** Pre-inventory helps and considerations
- **INVENTORY COUNT WITH COUNT SHEETS:** Instructions for conducting and recording an inventory with count sheets
- **INVENTORY COUNT PROCEDURES WITH SCANNER:** Instructions for conducting and recording an inventory using a scanner
- **INVENTORY COUNT USING DATA COLLECTOR:** Instructions for conducting and recording an inventory using a data collector
- **INVENTORY LABEL PRINTING:** How to create and print labels from the label database

# HELP DOCUMENTS

*Located on the “How to reference files” menu option in the various modules.*

- **INVENTORY TRANSFER ONE WAY:** Creating inventory transfers between stores that do not have a common CPU
- **INVENTORY TRANSFER PROCEDURES:** Creating inventory transfers between locations that share a common CPU
- **INVENTORY VENDOR DATABASES:** A discussion of how the vendor records work with the inventory items
- **PRICE ROUNDING OPTIONS:** An explanation of how price rounding works and how to configure your system
- **REQUEST FOR VENDOR DOWNLOAD:** Form letter you can send to your vendor to initiate download setup
- **TREATING INVENTORY ITEMS:** Instructions on how to use the inventory treating option

## POINT-OF-SALE:

- **BACK ROOM AUTHORIZATION PROCEDURES:** How to set up and use the back room credit authorization option
- **CONFIGURING F2 CUSTOM MENU OPTIONS:** Instructions on how to create individualized option menus for sales reps
- **CORRECTING SALES TAX THROUGH POS:** Step by step instructions on how to correct sales tax
- **CREATION AND USE OF GIFT CERTIFICATES:** How to setup and sell gift certificates
- **DIRECT SHIPMENTS:** Complete instructions on how to use direct shipments
- **EQUIPMENT RENTAL PACKAGE-SETUP AND USAGE:** Instructions for using the equipment rental option
- **INSTALLMENT ACCOUNT SETUP AND SALES PROCEDURES:** How do installment accounts work, how to set them up and what procedures to follow at Point-of-Sale
- **POS CASH DRAWER PROCEDURES:** Instructions on how to set up and use cash drawers at Point-of-Sale
- **POS FORM AND PRINTER CONFIGURATION:** What to do to set up new forms and printers for Point-of-Sale
- **POS SUGGESTED PROCEDURES:** Suggestions for daily, monthly, pre-year-end and year-end procedures to keep your Point-of-Sale module clean and balanced
- **SPECIAL FUNCTION TRIGGERS:** What are special function triggers and how to set them up
- **USE OF DEPOSITS AT POS:** How to use deposits and how they affect the General Ledger and Accounts Receivable

## PURCHASING:

- **Vendor Instructions for Electronic Purchasing:** Documents by specific vendor name give instructions on how to do electronic purchasing for that vendor, *i.e.*, ABS, Ace, TruServ, HDW, HWI, Handy, House-Hasson, Moore-Handley, Orgill, Servistar.
- **ELECTRONIC PURCHASING:** An explanation of how electronic purchasing works
- **GENERAL INFO ELECTRONIC PURCHASING:** Information on getting started using electronic purchasing
- **BACKORDERS:** Explanation of how backorders work and how to create them
- **MANIFEST PROCEDURES:** Instructions on how to use the manifest options
- **PURCHASE ORDER CORRECTIONS:** The steps to take to correct purchase orders
- **PURCHASING DISCOUNTS:** How to record discounts from vendors on purchases
- **PURCHASING SUGGESTED PROCEDURES:** Suggestions for daily, monthly and pre-year-end procedures to keep your purchase orders up to date
- **SUCCESSFUL PURCHASING PROCEDURES:** A discussion of how to make your purchasing procedures work for you

## PAYROLL:

- **PAYROLL SUGGESTED PROCEDURES:** Suggestions for daily, weekly, monthly, quarterly, pre-year-end and year-end procedures to keep your payroll clean and in balance
- **PAYROLL TIME CLOCK PROCEDURES:** How to use the Advantage time clock option
- **TIME CLOCK USES:** A discussion of the use of the time clock and the many available management reports

## FREQUENTLY ASKED QUESTIONS:

**Q) Why is my A/P Voucher Listing report showing paid vouchers from last year?**

**A)** Accounts Payable now accesses history in all of its reports. To eliminate prior years from the report, enter the current year in the voucher date range, such as 1/1/98 to 12/31/98.

**Q) How do prepaid vouchers work?**

**A)** Vouchers generated and paid prior to receiving the merchandise can be tied to the purchase order by answering [Y]es to the prepaid field on both the voucher and the purchase order. If you are using auto-vouchering, the system will not create another voucher when a prepaid purchase order is received. If you want to use an accrual account for prepaid vouchers, instead of the normal distribution account, the system will automatically reverse the amount from the accrual account and enter it into the normal distribution account when receiving the purchase order. This gives you the opportunity to track prepaid purchases in a general ledger account, such as prepaid inventory.

**Q) How can I create a prepaid voucher for inventory purchases?**

**A)** In Purchasing>Posting Procedures>Purchase order maintenance create the PO as usual. In A/P> Posting procedures>Voucher entry, create a voucher for the vendor in the amount of the PO. Enter the PO number and answer [Y]es to “Prepaid Voucher.” Return to Purchase order maintenance and press [F2] to update the PO. [Page Down] to the second screen of the header. Answer [Y]es to “Prepaid order?” Enter the voucher number in the pop up window. Receive the PO normally when the merchandise arrives.

**Q) We would like to use the check reconciliation program but don't want everyone to be able to see the payroll checks. How can we handle this?**

**A)** You can create a payroll check protection password. Go to End-of-month/year>Administrative menu>EOM header configuration>Screen 4. After you have configured the password, only users knowing the password will be able to see payroll checks in the reconciliation program. Without the password, users will only see accounts payable checks.

**Q) Where has the check reconciliation program been moved in the new 9809 version of the program?**

**A)** Check reconciliation has been moved to the Accounts Payable menu.

**Q) Can using generic inventory items cause balancing problems?**

**A)** Yes. By definition generic items have no quantity or cost to affect inventory. When a generic item is sold, you are asked for a price and cost. If you enter a cost at Point-of-Sale for the generic item, the sales register will show a profit and gross margin for the generic item. If you are comparing inventory reports to the sales register, you will have differences since the inventory reports reflect no cost or gross margin for generic items.

**Q) Is there a report that will show me what was posted to the General Ledger on a daily basis by account number?**

**A)** Yes, the General Ledger Daily Activity Report lists a summary by account number of the dollars posted to the General Ledger. This report can be configured to print with your automatic end-of-day reports. Go to End-of-Day>Administrative menu>EOD header configuration>Screen 10 and turn on the General Ledger Daily Posting report.

**Q) Is there a report to help me reconcile sales and ROA by workstation on a daily basis?**

**A)** There is a trio of reports that will help you reconcile daily. You can configure the Sales Reconciliation reports to print with the automatic end-of-day by going to End-of-day>Administrative menu>EOD header configuration>Screen 3. The Reconciliation report breaks down sales and ROA by type of currency. The Terminal Reconciliation report presents the information by terminal number. The Terminal report breaks down cash sales by terminal. Also as a part of the Terminal report you get a Daily Transaction and Sales Flow Report. This report is a flow chart broken down in hourly increments to help you see peak activity times. These reports are also available on the Point-of-Sale>Reports menu>Reconciliation reports>WS sales/payment reconciliation.

*We wish you a Happy Holiday Season and would like to remind you that we observe December the 25th as a holiday. We will be available for emergency support only, Thank You.*

# Welcome New Customers To Our Team Of Advantage Users

**ALBEMARLE BUILDERS  
SUPPLY**

Elizabeth City, NC

**G. R. MITCHELL, INC.**

Willow Street, PA

**FOREST PLYWOOD, INC.**

Phoenix, AZ

**ANSLEY BUILDING MATERIAL**

Dothan, AL

**BIBLE HARDWARE**

Abilene, TX

**SPENCER LUMBER**

Auburn, AL

**GILCREST-JEWETT LUMBER  
COMPANY**

Des Moines, IA

**E & W SUPPLY MATERIAL CO.,  
INC.**

Headland, AL

**NEVIS LUMBER**

Nevis, MN

**MILLER TRUE VALUE**

Tifton, GA

**FOUST FEEDS/PURINA MILLS**

Amarillo, TX

**SOUTHWEST POWER FENCE**

San Antonio, TX

**SWIFT SUPPLY**

Atmore, AL

**STOVALL BUILDING SUPPLY**

Toccoa, GA

**DOWLING LUMBER CO., INC.**

Hartford, AL

**WALLBOARD DISTRIBUTORS**

Branford, CT

**BLANCHARD BUILDING CEN-  
TER**

Blanchard, OK

**THE McHENRY SUPPLY COM-  
PANY**

West Union, OH

**WRAY LUMBER COMPANY**

Wray, CO

**AMERICAN PRODUCTS, INC.**

Charlotte, NC

**BUY-RITE**

Pennsauken, NJ

**FULLER BUILDING SUPPLY**

Selma, AL

**STAR BUILDING MATERIALS**

Winnipeg, MB, Canada

**BLANTON/MACHINE**

Loris, SC

**SPENCER LUMBER**

Dadeville, AL

**STAHLMAN LUMBER COMPANY**

Stafford, TX

**AIKEN LUMBER COMPANY**

Aiken, SC

**BLANTON SUPPLIES**

Loris, SC

**KAUFMAN LUMBER COMPANY**

Little Rock, AR

**WESTERN FARM & HOME  
CENTERS, LTD.**

West Plains, MO

**HOOVER BUILDING SUPPLY**

Burnet, TX

**THOMAS KINCADE GALLERIES**

Riverside, CA

**NORCO NORWOOD SASH AND  
DOOR**

Cincinnati, OH

**ROLLING HILLS/PURINA MILLS**

Ft. Mills, SC

## 17" COLOR MONITOR

- 17" antiglare, flat screen, high-contrast picture tube
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- Power management
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- New DDC Compatibility simplifies the installation and setup process for users.



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