

November 1998

ADVANTAGE

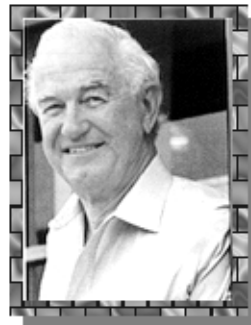
BUSINESS COMPUTER SYSTEMS

(903)636-5200 Fax (903) 636-4674

Presenting ACME LUMBER AND SUPPLY

Johnny Chuoke, Sr., started Acme Lumber and Supply company, Inc. in 1944. From that original small store, Johnnie Chuoke, Jr. has taken the company to five stores in San Antonio, Texas. Acme employees eighty-five people in their five locations. Four years ago, they decided to go with Ace as their primary vendor. Johnnie invested in new Ace signage, merchandise and fixtures for all the stores. The original location, on Casa Blanca Street in San Antonio, was transformed from a 52-year-old lumber warehouse into a modern Ace store. Ace provided the national recognition that Acme needed to compete with five Builders Squares and six Home Depots in San Antonio. Since name brands are important to shoppers, Ace's National TV ads and circulars provide Acme Lumber with the name brand recognition all shoppers look for.

In San Antonio Johnnie Chuoke is known as the "Happy Handyman" and does a weekly radio show with Trudy Chuoke, his daughter. His philosophy is to encourage people to do it themselves and save money. "Everything is easy to do if you know how," says Johnnie, "and I am here to talk you through doing it right, the first time!" Painting is a favorite project with Johnnie, and according to Johnnie "No matter what the weather, it's always a great day to paint." Along this line, Acme also sponsors a monthly paint seminar taught by San Antonio Artist Debra Young.



Acme bought an Advantage Business Computer System four years ago. Acme said, "We thought they had the best software and equipment that the market offered." From the initial installation to the 24 hour support, Acme Lumber has depended on Advantage to help keep their business running smoothly. Acme's motto is "Acme lumber where you're always someone special", and that's the way Advantage has always treated us!"

Newsletter

P O Box 421
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From the President's Desk:

During the course of a normal business day at Advantage, I must reach for the phone in excess of a hundred times. This has never been more evident than it was a couple of weeks ago when for no explainable reason a phone system that is only 1 1/2 years old decided it was no longer going to work. For those of you who have recently purchased phone systems you know how quickly you can spend tens of thousands of dollars. The vendor decided the best plan was to repair the just out of warranty system; Thus began four days of extreme frustration and I'm sorry to say the worse support in the history of our company. By the second day, the need to replace the entire system was evident and it was ordered for overnight delivery. The actual replacement and ironing out the kinks of the installation took another two days. This resulted in a total of four days; For those of you who needed our help and had to contend with trying to get through to us, I sincerely apologize for the inconvenience and appreciate your patience with us. The new system is now in place and everything is getting back to normal

Scott Stanford

KEEP THOSE SHIPPING BOXES!

Any time you get computer equipment, keep the original boxes and packing materials. For multiple pieces of equipment that are the same, you could keep one or two boxes instead of all of them. But if you must return the equipment for any reason, you will need the box. In addition, if a claim must be filed for damage from shipment, it will not be accepted from the shipping vendor (UPS, Fed Ex, etc) without the packaging. When computers, printers, monitors, etc. are shipped in other boxes and without the proper cushioning materials, they generally arrive damaged in transit. Keep the boxes at least as long as any warranty period on the equipment.

YEAR-END COUNTDOWN IS UNDERWAY!

If you have not started preparing for the year-end, now is the time. In last month's newsletter there is a detailed article on what to do in each module to prepare for year-end closing. If you missed it or misplaced your copy of the October newsletter, call us and we will fax you a copy. In summary, review the following procedures;

Year-end closing preparation:

- * The General Ledger needs to be balanced to the corresponding subledgers or detail.
- * Reconcile your bank statement to the G/L bank account balance.
- * Clean up Accounts Payable vouchers and voucher distributions.
- * Clean up Accounts Receivable accounts of unapplied payments and credits.
- * Clean up customer job accounts, closing and/or deleting completed jobs.
- * Clean up open inventory transfers.
- * Complete a physical inventory count.
- * Clean up open sale orders, quotes and estimates in Point-of-sale.
- * Clean up open purchase orders and backorders.
- * Confirm YTD payroll information and tax liabilities.

The preparation you do now will make your year-end closing less stressful for all of us. Don't wait until the last minute to begin.

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

Advantage has close ties with several of the major buying groups, one of which is Allied Building Stores. Over the years we have installed systems in ABS customers to the point where we now have 28% of the ABS stores using the Advantage System. Eight of those have been installed this year. I hope that we can earn the confidence of several more ABS customers in the next few months.

We recently had our very first Advantage users meeting at an ABS meeting. I would like to thank those of you that participated. It is largely through your input and commitment that that we have been able to establish Advantage as one of the leading companies in this industry.

I would like to encourage you to assist other members that are now faced with the decision to buy a new system. We look forward to seeing you in our future ABS meetings. It is your collective input that will be rewarded with more enhancements to the already feature-rich Advantage software.

Gregory Cuke

17" COLOR MONITOR

- 17" antiglare, flat screen, high-contrast picture tube
- 0.28mm dot pitch
- IBM compatible
- Multi-scan
- Universal power supply
- Power management
- Digital controls for sizing & distortion
- On screen display
- DDC 1/2B

DDC STATEMENTS

New DDC Compatibility simplifies the installation and set-up process for users.

**Priced to SELL at \$349.00 and
plenty in stock.**

**To place your order today,
call extension 216 or 242.**

HAVE YOU CHECKED YOUR BATTERY BACKUP LATELY?

Attached to main system (CPU) is a battery backup, used as an alternate power source, in case of a power outage. They are not used to power the system, in the case of a power outage, but merely to keep the system up while you properly shut it down. Since these are batteries, they must be tested regularly to establish the battery life.

TO TEST

- Verify that the system and monitor is plugged into the battery backup.
- Take the system down.
- Unplug the battery backup, when you see the following message: "The System is Down" "Safe to Power Off"
- Do not bring the system up.
- Note how long the system stays on, before shutting itself down.
- Turn the system off.
- Plug the battery backup back in.
- Turn the system on.
- Bring up the system.

Since you are testing the battery at the lowest demand level, if the uptime is less than 10 minutes, the battery should be replaced. A fully charge battery will last only 20-30 minutes depending on the size of the system it is supporting. The life expectancy of a battery is approximately 30-36 months.

New batteries may be ordered from your area sales representative.

Check your battery today!

**Our office will observe
Thanksgiving day as a
holiday. Staff will be
available for
emergency support.**

Timely Connections

Did you know that the information you generally call us about is right under your fingertips? Take a look at the following information;

Other Options->How to reference files->Hardware reference files. (These documents are also on the 9707 version of the program in **Other Options->Reference files->Hardware.**)

Cash Drawer

Find a document on hardware setup of the cash drawer.

Links/collector

There are detailed instructions on data entry, downloading purchase orders, and inventory count procedures.

DigiFax setup

These documents deal with the installation and setup of the DigiFax.

Modem

You can find information on modem and fax switch setup and trouble-shooting modems.

Printers

Various documents tell you how to configure and trouble-shoot supported printers.

Scanners

Find information on American Micro systems and Percon Scanners.

Terminals

Configuring and trouble shooting documents for the supported terminals are found here.

As a reminder, do not forget the importance of your routine maintenance program. This involves doing your monthly root backup procedures, taking the system down weekly, cleaning your drives, printers, keyboards, etc. A quick and thorough job will save you stress, heartache and money.

The more you take advantage of reference tools the greater the savings of your time. Making a notebook containing documentation on procedures from newsletters and the above listed "How to" reference files will enable you to have solutions to many of your problems at your fingertips.

For additional reference tools see our website at www.abcsinc.com. The last year of newsletters are online for you to view or print at your leisure.

Herb Matatall

UPDATE TAPES-

They're On Their Way!

The 9809 version of the database Advantage System is currently being released. Tapes are being sent out on a staggered basis to all stores in good-standing. If you have not received yours, be patient. It is coming.

When you receive your update tape, consider the following before activating the tape:

-Loading of the update can be done during the day. The activation CANNOT.

-READ THE RELEASE NOTES prior to activation. There are changes you will need to be aware of prior to going "live" on the release.

**LAST CHANCE TO ORDER
YOUR 1998 IRS TAX FORMS
ALL ORDERS NEED TO BE IN
BY NOVEMBER 10TH!**

Metrologic Scanner

The MX005 RS-232 wye box is a very simple, reliable, and inexpensive means of allowing an ASCII RS-232 terminal to share a single RS-232 communications port on a host system. It is not a perfect solution for all applications, but it is a good solution for applications with a cooperative force.

This is a simple device that does not provide any buffering or lock out of the terminal data while the scanner is transmitting or vice versa. It is suitable for applications where operators are trained to use either the terminal keyboard or the scanner, but not both simultaneously.

This solution is different from many "Modem splitter" and "Y" cable devices because it does not block out the 12 volt component of the RS-232 signal.

**CALL TO ORDER ONE
TODAY FOR ONLY
\$995**

**To place your order or
for additional informa-
tion call EXT: 216 or 242.**