

February 1999

ADVANTAGE

BUSINESS COMPUTER SYSTEMS

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

Featuring: DAVIS LUMBER COMPANY

Davis Lumber Company was started in 1948 by the late Franklin Davis. He began in an old auto garage on East Street in Texarkana, Arkansas with no actual inventory. He took orders during the day using a catalog furnished by William Cameron Company, a local wholesaler. Then he delivered late in the afternoon or evenings with the help of his wife, Francine. He soon added his father, Floyd, and his brother, Carroll, to the company as the business started to grow beyond his own limitations.

In the mid 1950's, they bought a lumber mill that was located on the property that they occupied. At first, Davis Lumber Company milled its own dimension lumber and bought its finished lumber from Junkin Lumber Company located just down the highway. The business continued to grow, and in the early 1960's a tin building, which still stands on the property, was built to house a small retail area in the back and two small offices in the front. At this time, a small inventory of paint and wood paneling was added to create the first retail stock other than lumber.

In the early 1960's, Davis Lumber Company added a roof truss manufacturing plant. It was the only one that existed between Dallas, Texas and Little Rock, Arkansas at that time. It was then called Home Components, and is now Davis Roof Truss Manufacturing Company. They manufactured roof trusses and pre-made wall framing sections for houses. The truss plant continued to grow and moved into its current building in the early 1970's.



Davis Lumber Co. Texarkana Original Store

About this same time, Wholesale Paneling, their current wholesale company, was started to centralize the buying for the lumber companies. Its original name came from its business of buying and importing wood paneling which was used heavily at the time in the place of drywall for interior walls of homes. Several retail stores (cont.)

Newsletter

P O Box 421
Big Sandy, Tx 75755-0421

Inside News.....

*Basic-Database
ConversionClasses...*

*Frequently Asked
Questions...*

*Letter from the
President...*

Timely Connections...

Advantage Academy...

*Sales and Marketing
Update...*

Laserjet 4000...

*Customer Service
Extentions...*

called "House of Paneling" were opened, including their current locations in Hope, Arkansas and Malvern, Arkansas. The paneling fad ended after several years but this remains an important part in the history of Davis Lumber Company. Their current offices are in a building that was once a House of Paneling Store.

The 1970's were good economic times and the businesses continued to prosper and grow. In the early 1970's a new store was built and the Davis Lumber Company was moved to its current location facing Highway 71 South.

In May of 1972, Franklin Davis died suddenly of a heart attack at the young age of 42. At that time, John Earnest, a partner with financial interests in the companies, took over as general manager for about one year until he was bought out by the Davis family, Rodney Ellis, and Sam McJunkins. Rodney Ellis took over as general manager of the company in 1973, and continued in that position until his retirement in 1994. Under Ellis's management, the company grew into one of the top 250 lumber companies in sales volume in the United States. He also successfully managed these companies through one of the most turbulent economic times since World War II, the 1980's. This was no small feat considering the double digit inflation, interest rates and recessionary environment that prevailed during these troubled economic times. The companies still held their own and even grew some during this period. In 1986, Texarkana Door Systems, a door and window manufacturing operation, was started to compliment the other businesses. It also prospered, and still continues to operate successfully in Texarkana.

In the spring of 1989, Davis Lumber company installed the Advantage System. The company had grown to a size that made it impossible, from a management standpoint, to accurately track the day-to-day movement of material and sales, or control receivables in an efficient manner. They chose Advantage because the software was written exclusively for lumberyards and was very simple to use. The greatest benefit to them is "Inventory Control." At this point, they do not use the multi-store features to the fullest, but the parts they do use have helped them determine the needs of their three retail locations. Their centralized buying company, Wholesale Paneling, Inc., uses the inventory information to project their purchases of commodity items as well as seasonal items.



Davis Lumber Co. in Texarkana

In 1994, Rodney Ellis entered semi-retirement from his position of general manager of the Davis companies and sold his interests back to the Davis family. Long time employee and family friend, Roger Clemmons, took over the position of general manager of the Davis companies. Clemmons oversees all aspects of the day to day operations and financial management of the companies today, along with sons of the late Franklin Davis, Michael and Mark, current owners of the company. Francine Davis, the widow of Franklin Davis, is President of the companies. She lives in Texarkana and maintains an office to keep a watchful eye on her companies.

1998 marked the 50th anniversary of Davis Lumber Company. The business continues to grow and prosper, and is stronger financially than ever. This is a testament to the hard work and dedication of hundreds of employees that have worked here through the years. These valuable team members have made Davis Lumber the strong company that it is today. Davis Lumber Company looks forward to the challenges which lie ahead in the new millennium. They plan to meet these challenges head on and continue to serve their customers well, because without happy and loyal customers there is no future for any business.

From the President's Desk

We now have another year-end behind us and are not as weary as we were last year. It was very obvious that more of you spent time this last year preparing prior to the last minute and our call volume reflected that. Last year at this time we were beginning to wonder if the calls would ever stop (even just slow down a bit). Advantage has always put forth a concerted effort to get the customers prepared with newsletters and documents. We can't thank you enough for pitching in and assisting us all by reviewing those procedures and making any necessary adjustments to your systems prior to that twelfth hour on the last day. This has provided for a considerably improved "callback response time" over last year. Please keep in mind that even with this reduction over last year, it is still possible to experience an unusual delay compared to normal with our current call volume.

It is with many thanks that we charge off into what should be the best year in the history of our company. This means that we will be continuing to add additional staff members to absorb the added workload and allow us to maintain the level of service that you have come to expect. This means that you will from time to time be speaking with a new voice and one that might not immediately have the answer however these people certainly have the resources available to them to get your problem resolved in that same timely manner. I know many of you have become accustomed to speaking with certain individuals, but it is important to remember that this may create a scenario that causes a longer response time. This is all right for more involved projects but not recommended for normal quick questions.

A special note for those "Basic" customers: a great many of you have converted to the "Database" and many others are scheduled to convert. That still leaves a number of you out there. I know that it can be comfortable to stay with a version that you have had for years, but the number of additional features and built in flexibility of the "Database" add so much to your productivity that it becomes the only logical choice when you really think about it. Additionally, it will open you up to a larger number of support technicians to help you solve problems instead of waiting for the few old ones familiar with the "Basic". I would encourage each of you remaining to take a few minutes to call me, and let's talk about what is involved and how we can get you updated as soon as possible.

Thank You

Scott Stanford

HP LaserJet 4000 Series Printer

Spend less time on printer issues

- Easy installation, configuration and management with the HP JetAdmin and HP Web JetAdmin printer management software
- Less frequent paper and toner restocking with a 600 sheet standard input capacity

Get great looking output, fast

- 1200-dpi quality without the usual speed, memory and network traffic penalties
- Increased data throughput and faster processing
- New 10,000 page toner cartridge reduces the cost per sheet to about two cents each

Lower cost of ownership

- More standard features right out of the box
- Lower printing cost-per-page
- Uses average single copy paper that can be purchased anywhere.

Laser compatible forms

- Laser compatible forms are available.
- Contact the forms department for quotes on preprinted laser forms at extension 246 or 204.

Every report that is in the Database version of the system can be printed with this printer.

\$1,595.00

plus tax and shipping

To place an order or for more information contact your sales reps or call the Advantage Corporate office for Donna at ext 216 or Dian at ext 242.

**From the desk of Gregory Cuke;
Sales and Marketing Update**

1998 is now but a memory, and 1999 is getting into full swing. It's time now for the trade show circuit. Hopefully we will be seeing a lot of you in more social settings.

1998 was a good year for Advantage and I hope that it was for all of our customers. I would like to thank those of you that continue to promote Advantage as a company. Many of you take time to speak to prospective customers, and I am sure that your kind words and confidence in us helps in all cases. Our continued success means that the software will continue to be improved year after year and continue to give you that competitive edge.

Herb Matatall has been keeping everyone up-to-date with the maintenance of their systems. I would like to talk a little this month about those older systems that are out there. During the last five years, the technology in our boxes has changed drastically. About every 90 days a newer faster computer comes out, and I don't believe that will change any time in the near future.

Here at Advantage, we try to keep our new systems up to the latest and greatest that is available at the time of the sale. That way you get the most out of your new system, and you are not buying equipment that is already obsolete. We do, however, still have some customers out there that are running on 5, 6 or 7 year old computers. I know that most of you don't get excited about buying a new computer like you would a new truck or fork lift, but believe me, upgrading to the newer, faster technology will be like a change of life for you.

Apart from just the computer itself, we are no longer using the old Maxpeed ports because we have found that the newer port devices are more reliable and less susceptible to lightning strikes. Any of you who may have suffered storm damage in the past will appreciate what I am saying. So before the busy time of spring and summer are here, give me a call at EXT **222**, or speak to Dian at **242** or Donna at **216** about what your needs may be for a new computer system.

Timely Connections

With Herb Matatall

Now that we've made all of those New Year's Resolutions,.....It's time to follow through!

- 1) Did you do your monthly rootnboot?
- 2) Clean your floppy drives and tapes drives!
- 3) Did you schedule an upgrade from the basic system to database?
- 4) Did you make that ready kit? (Check out the January newsletter?)
- 5) Did you make a monthly schedule to "Blow out" (clean up) your system?
- 6) Keep copies of all required data in a safe, dry, cool place off of the premises?
 - Program update tape, EOY data backup
 - EOM history backup, EOD data backup
 - Rootnboot backup and floppies
- 7) Start rebooting your system weekly?
- 8) Reorganize your databases monthly before end-of-month?
- 9) Clear your end-of-day and end-of-month log files to save disk space?
- 10) Backup and delete old history archives.

Instructions for all of these processes can be found in the "How to reference files" within the Advantage system.

Other options > How to reference files

We can help each other just by doing the above servicing items! Thank you!

Just a note....

TAPE DRIVE ISSUES:

If you are one of those who have experienced tape drive issues, call Herb Matatall at extension 280. We think we've solved this very elusive issue.

NEXT MONTH...

Theft happens! Statistics prove that 20% of your employees will steal from you, regardless of what you do to prevent it. Another 20% will never steal from you and the remaining 60% will generally not steal, but given opportunity and the need, they too will steal. Policy and procedures should be effected to make it extremely difficult to steal and when you catch someone, a visual demonstration of the consequences can be a very effective deterrent to those watching.

Frequently Asked Questions

Accounts Receivable Payment Posting

Q) Why change the A/R payment posting?

A) Analyzing our support call log, we found a large number of people calling in with problems in payment posting. That indicated to us that changes needed to be made.

Q) What are the new fields for?

A) A field has been added to the payment entry screen to show a cumulative total for JED's and JEC's posted. In open item mode fields have been added to show how much of the amount to post is *remaining*, and the accumulated amount of invoices selected to be *applied*.

Q) What is the difference between open item and balance forward posting modes?

A) **Open item**= Requires that you select the invoice and enter the payment amount for each invoice being paid. **Balance forward**= The system begins with the oldest unpaid invoice and posts payments until it posts the full amount of the payment.

Q) What are the differences in the detail screen?

A) **Open item mode**: The columns have been reformatted to display information specific to each invoice. The debit and credit columns have been combined into one column, using the negative sign to indicate credits. The data has been reformatted to allow the addition of a column to display the amount you entered to apply to each invoice. You will see the invoice balance in the last column.

Balance forward mode: No change.

Q) How do I change from open item posting to balance forward posting?

A) The [F5] key toggles between open item and balance forward posting modes and screen displays.

Q) What does it mean when I get the message "Found a balance forward total that matches the amount you wish to post?"

A) The amount you entered in the "Payment received" window matches an amount in the account's running balance. When you answer [Y]es to "Do you wish to post this balance forward," the payment is automatically posted to the account in balance forward mode with no further action on your part. If you answer [N]o, you proceed with payment posting in a normal fashion.

Q) Does the "Found a balance forward total that matches the amount you wish to post" option only work for balance forward customers?

A) No, this option works for both balance forward and open item customers. However it does not take into consideration any discounts that the customer may be entitled to, but did not take. This option does not work on customers with jobs, who pay balances on multiple jobs with one payment if you enter the full amount of the payment received in the payment received window. If the payment received matches a balance on a specific job, the "Found a balance forward total match" option will appear for that one job.

Q) Which payment actions create applied amounts and which post immediately?

A) **Open item mode**: Cash, check, card, gift certificate and coupon payment actions create applied amounts. When the full amount received has been applied, press [F10] to post. Selecting the Discount payment action to create discounts will always be open item mode. It creates applied amounts, which are posted by pressing [F10] before entering any payment amounts. JED, JEC and service charge removal are also always open item posting mode. They create applied entries and are then posted by pressing [F10]. **Balance forward mode**: The payment actions, cash, check, card, gift certificate and coupon, are posted automatically after you enter the amount of the balance forward payment in the window and press [F10] to accept.

Q) What documents are available to help me with payment posting?

A) In Accounts Receivable->How to reference files, there are two documents: "Cash Applications" and "A/R Unapplied Payments." Also in the "Frequently Asked Questions" database, there are various questions. Using the key word sort, enter "payment" or "arcrpytm" to locate the questions related to payment posting.

Q) How does the system decide which customers are open item and which are balance forward?

A) The system uses the statement type created in the customer record to determine how to open the payment posting screen. You can toggle to the other posting mode by pressing the [F5] key.

ADVANTAGE

BUSINESS COMPUTER SYSTEMS

ACADEMY

TRAINING CLASSES

TWO SESSIONS OF THE ADVANTAGE ACADEMY ARE PLANNED!

1) Basic/Database Conversion Class

February 16-18th

2) Database Classes

March 15-18th

SESSION ONE:

BASIC TO DATABASE CONVERSION SESSION SCHEDULE

Due to the large number of users wanting to convert from the Basic to the Database at the first of this year, we will be squeezing in a class designed especially for you! The classes will begin at 8:00 AM daily and continue until 6:00 PM. Tape recorders are welcome. Bring a copy of your data so that we may actually convert it on Monday. You will then use your own converted data the balance of the class session. Once you have attended the conversion session of the Advantage Academy you will be prepared for your live conversion from the Basic to the Database software. Take the time, under the guidance of our instructors, to configure and learn the database advantages for your business.

Tuesday February 15, 1999

8:00 - 10:00 AM -Conversion process
Being prepared, data integrity

10:15- 12:00 PM -End of day/month/year
Configuration and procedures

1:00 - 2:15 PM -Security databases
Configuration

2:30 - 4:30 PM -General Ledger
Configuration

4:45 - 6:00 PM -General Ledger
Batch posting, journal entries

1:00 - 2:30 PM -Payroll
-Configuration and checks

2:45 - 4:00 PM -Inventory Control
-Configuration, item setup

4:15 - 6:00 PM -Inventory Control
-Vendor records, matrices

Wednesday February 16, 1999

8:00 - 10:30 AM -Accounts Receivable
-Configuration, statements, payments

10:45 -12:00 PM -Accounts Payable
-Vouchers, checks and voids

Thursday February 17, 1999

8:00 - 10:00 AM -Purchasing
-Configuration, PO's

10:15 -12:00 PM -Purchasing
-Receiving

1:00 - 2:30 PM -Point-of-sale
-Configuration

2:45 - 4:30 PM -Point-of-sale
-Sales, quotes and estimates

ADVANTAGE ACADEMY - WINTER SEMESTER

March 15-18, 1999 Monday - Thursday

To be held in

BIG SANDY, TEXAS

Free Classes for all Basic and Database Version Users

The classes will begin at 8:00 AM daily and continue until 6:00 PM. Tape recorders are welcome. Hands on computer work will be done by all.

REPORT GENERATOR CLASS

System administrators and other knowledgeable computer staff are encouraged to attend these classes. This class is not recommended for new or inexperienced users.

SYSTEM ADMINISTRATION CLASS

History archiving, setting up terminals, printers, users, forms, reorganizing data, and other routine maintenance procedures will be discussed. A must for all new users. End of month and end of day procedures will also be covered.

DATABASE ACCOUNTING APPLICATIONS

Designed for bookkeepers, owners and system administrators, the accounting classes will provide additional insight into routine procedures. New users and existing users should plan on attending these in-depth classes to gain a well-rounded understanding of the system as a whole. These classes will assist in implementing new applications of the system and to improve the accuracy and efficiency of routinely used applications.

DATABASE SALES, INVENTORY & PURCHASING

Purchasing agents, receiving clerks, inventory control managers, bookkeepers and store managers are all excellent candidates for this session. You're using these applications now, but can you be getting more benefit from them? Accuracy, efficiency and effectiveness are the reasons most computerized. Learn tools that will allow you to get the maximum useage from your Advantage System.

Learning what these applications are about, how they are used, what you can hope to gain from them, etc., will be addressed in these classes. The more you use of the Advantage System the more benefit you will receive from your investment.

HANDS ON HELP

Support reps will be available at the end of each day to assist you in any issues specific to your company. If you plan to take advantage of the one-on-one help, please bring a data tape and any needed specifics.

SESSION SCHEDULE

SESSION ONE: Miscellaneous Classes Monday March 15, 1999

Report Generator Classes

8:00 - 10:30 AM -Beginning Level

Accounts Payable Class

10:45 -12:00 PM -Accounts Payable

1:00 - 2:15 PM

System Administration Class

2:30 - 4:00 PM -Database maintenance

4:15 - 6:00 PM -System maintenance

SESSION TWO: Accounting Applications Tuesday March 16, 1999

8:00 - 9:00 AM -Report Generator

9:15 - 10:30 PM -General Ledger

10:45-12:00 PM -General Ledger

1:00 - 2:15 PM -General Ledger

2:30 - 3:30 PM -Accounts Receivable

3:45 - 4:30 PM -Accounts Receivable

4:45 - 6:00 PM -Payroll

SESSION THREE: Sales and Purchasing Wednesday March 17, 1999

8:00 - 9:00 AM -Report Generator

9:15 - 10:30 AM -Inventory Control

10:45 - 12:00 PM -Inventory Control

1:00 - 2:15 PM -Inventory Count Procedures

2:30 - 3:30 PM -Purchasing

3:45 - 5:00 PM -Purchasing

5:15 - 6:00 PM -Electronic Purchasing

Thursday March 18, 1999

8:00 - 9:00 AM -Report Generator

9:15 - 10:45 AM -Quotes and Estimates

11:00 - 12:00 PM -Point of Sale

1:00 - 4:00 PM -Point of Sale

**FOR REGISTRATION FORMS
DIAL EXTENSION 242 OR 216**

ADVANTAGE BUSINESS COMPUTER SYSTEMS, INC

CUSTOMER SERVICES

Mailing address:
 P O Box 421
 Big Sandy, Tx 75755

Shipping address:
 Rt 4 Box 879
 Big Sandy, Tx 75755

Telephone: (903) 636-5200

Fax: (903) 636-4674 (903)636-5434

Accounting Issues:

Mark Shrewsbury Ext 230

Form Issues:

Blanca Whited Ext 246

Crystal Turner Ext 204

Hardware Issues:

Herb Matatall Ext 280

Additional extensions:
 207, 210, 213, 244, 285, 286, 287

Programming Issues:

Tina Chowning Ext 296

RMA Issues:

Meree Billyard Ext 218

Sales and Scheduling Issues:

Gregory Cuke Ext 222

New supplies/equipment Ext 216, 242

Additional on-site training Ext 242

Basic/database conversion Ext 242

SCO licensing Ext 216

System upgrades Ext 222, 229, 216, 242

Software Support Issues:

Larence Shaddox Ext 211

Les Kiepke Ext 226

Phil Abraio Ext 273

Cindy Anderton Ext 223

Fahed Hattar Ext 247

Al Klotz Ext 209

Kim Knight Ext 274

Alicia McEvoy Ext 291

Becky Middleton Ext 217

Donni Snow Ext 247

New Installs:

Ed Brown Ext 225

Ed Baldrige Ext 224

Operator:

Judy Land Dial 0

CEO Greg Matatall Ext 214

CFO Janet Matatall Ext 215

President Scott Stanford Ext 229

V P Sales/Mktg Gregory Cuke Ext 222

SOFTWARE SUPPORT

800-452-2502 Dial 1

Normal software support hours	Monday - Friday	6:00 AM - 10:00 PM	CST
	Saturday	6:00 AM - 8:00 PM	CST
	Sunday	8:00 AM - 8:00 PM	CST

HARDWARE SUPPORT

800-452-2502 Dial 2

Normal hardware support hours	Monday - Friday	6:00 AM - 8:00 PM	CST
	Saturday	6:00 AM - 5:00 PM	CST
	Sunday	8:00 AM - 5:00 PM	CST

After-hours emergency support **800-452-2502 Dial 7**