

March 1999

ADVANTAGE

BUSINESS COMPUTER SYSTEMS

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

Best Electric and Hardware, Co.

Best Electric and Hardware in Tulsa, Oklahoma was founded by Leroy and Sharon Welborn in 1977. Even though Leroy graduated from Texas A&M with an engineering degree, he decided that he didn't want to be an engineer. After graduation he went to work as an outside salesman with Square D company. After ten years with Square D, he went to work for McGraw Edison, another electrical company. After twenty years of sales experience in the electrical field, Leroy bought a small two-man shop in Tulsa known as Best Electric Company.



Five years after purchasing Best, another opportunity presented itself. The Welborns were able to purchase the Shakey's Pizza Parlor building, only one block north, which enabled them to move from the original 1,500 square feet to a building that was 6,000 square feet. After two more additions, it has grown to 15,000 square feet. Prior to 1991, Best Electric and Hardware was strictly retail. At that time an outside salesman was added to solicit business from industrial and commercial accounts, churches, etc. More outside salesmen have been added to continue the company's growth in the commercial area. There are now a total of eighteen employees at Best Electric and Hardware.

Best Electric serves a relatively affluent area in the older part of Tulsa. The Brookside area has many, older, more expensive homes, and has remained a financially strong part of Tulsa. That means that Best caters to the upscale hardware needs of the area. They carry Baldwin Hardware and Hinkle brand cutlery from Germany. Both lines are high end products.

When Handy Hardware came into Oklahoma in 1990, Best Electric and Hardware was one of the first to join. Handy's strategy was right in tune with what Best needed. Handy is their prime source for electrical merchandise, like boxes, light bulbs, the staple items in Best's inventory.

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Newsletter

P O Box 421
Big Sandy, Tx 75755-0421

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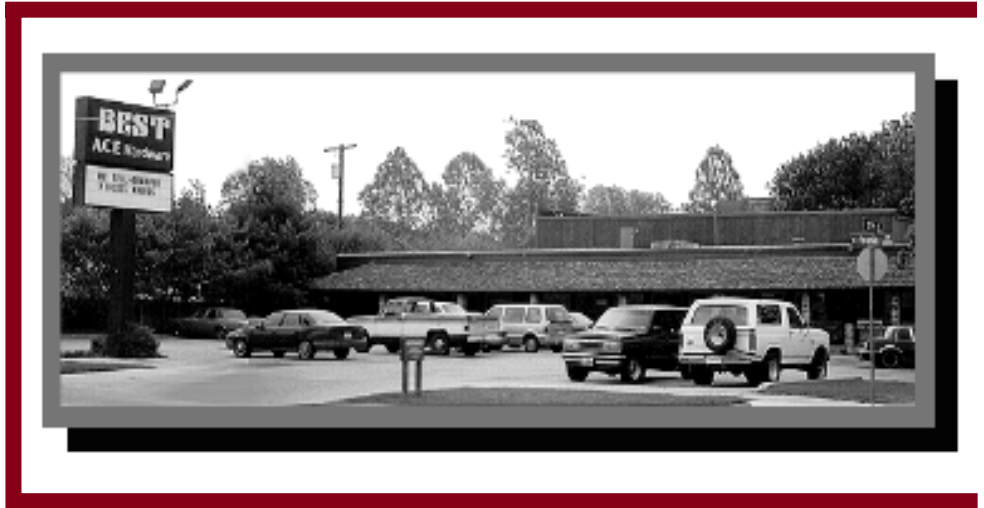
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About thirteen years ago, Best Electric and Hardware bought their first computer system. After realizing the limitations of their original system, they switched over to Advantage in January, 1994. They had done a great deal of research before hand, because they didn't want to waste their computer investment dollars. According to Leroy, "Advantage is great". The reason Best chose Advantage, first of all, is it's more versatile. Secondly, Leroy says, "It's a lot cheaper. You can get a lot more with less money, or the same money, than the others we looked at." But the greatest benefit and the reason it pays for itself, Leroy feels, is the inventory management. Because it is fully integrated, the Advantage Computer System enables management to run as tight a ship as they desire. Leroy and Sharon attend every session of the Advantage Academy. They think it's great that Advantage has classes in Big Sandy which they can attend to help them learn more about what the program can do for their business.



Best Electric is a family business. Leroy serves as President of the company. Leroy's wife, Sharon, does an excellent job running the payroll and receivables. She works almost as many hours as Leroy and Leroy declares, "without her, there wouldn't even be a Best Hardware." Working together allows Leroy and Sharon to share ideas with each other. Since Sharon is a crafty, decorative type person and Leroy is a technical engineering type person, they see the different sides of the business. Although this can cause conflicts, they have been able to put their differences to good use in building their business. Their son, Greg, followed in his father's footsteps going to Texas A&M and getting an engineering degree. He is now in a five-year plan to buy the business.

Best Electric and Hardware maintains a policy of knowledgeable service to their customers, and has never hesitated to tackle new projects. These policies have allowed Best to grow and be a thriving business.

— Advantage Academy Winter Semester —

With the Basic-Database classes over, we are now looking forward to the Advantage Academy Winter Semester. Over thirty-five users attended the Basic-Database classes February 16-18th. Armed with some confidence and familiarity with the Database, they are now scheduling their conversion dates. If you have not jumped into the swing of planning your conversion, please call today and talk to Dian, at extension 242. She will be assisting in getting out information packets, tapes, and scheduling.

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.

SESSION SCHEDULE For a complete schedule see the February 1999 newsletter.

SESSION ONE: Miscellaneous Classes

Monday March 15, 1999

SESSION TWO: Accounting Applications

Tuesday March 16, 1999

SESSION THREE: Sales and Purchasing

Wednesday March 17, 1999

Thursday March 18, 1999

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

Timely Connections by:Herb Matatall

HARDWARE MAINTENANCE

Another month has gone by and again there have been painful reminders that not all of you are following the recommended maintenance procedures. A lack of current good root-n-boot media has forced some users to rekey all of their logins, printer configurations, terminals configurations, etc, when they lost their operating system due to a storm. Worse yet, they had not kept up their identification on their printers and terminals, so it was a very slow process to determine which terminals and printers were plugged into which ports. What could have been a simple two hour reload of boot-n-roots ended up being an all day project.

MONTHLY ROOT-N-BOOTS ARE A NECESSITY!

Confirm that your root-n-boots are good. Multiple sets of verified good root-n-boot floppies must be available in case of a system problem. To verify whether the root-n-boot floppies are good, complete the following test after hours, after the end-of-day and a verified backup tape;

- 1) Take down your system.
- 2) Insert the "Boot" floppy into your floppy drive.
- 3) Bring the system up.
- 4) The system will prompt you for the "Root" floppy. At that time, remove the "Boot" floppy and insert the "Root" floppy and press [enter].

SCO 5.04 and below: The system will bring you to a # sign. Type in "reboot" and press [Enter].

When the screen goes black, you may remove the "Root" floppy. Your test is successful.

SCO 5.05 the system will bring you to a blue screen. Press [q] to quit. Then you will have a # sign. Type in "reboot" and press [Enter]. When the screen goes black, you may remove the "Root" floppy. Your test is successful.

If you get any other results, the floppies are not good and should be discarded or created again. Power off the machine, remove the floppy diskette and follow the instructions for rebooting and the rootbackup procedures. Detailed instructions may be found in the software; Main menu > Other options > How to reference files > OS utility reference files.

ARE YOU GETTING GOOD BACKUP TAPES?

Data backup tapes are your insurance that your daily work is being saved. An unexpected system problem or user error can create a need for those tapes. Don't be caught without a confirmed good current backup. Check it out today to confirm that your daily backups are being created successfully:

SCO 4.2 or lower: From the "ut" menu > Tape > Examine/verify backup tape

- 1) Insert your backup tape into the tape drive.
- 2) Press [Enter] to "Examine/verify backup tape".
- 3) Watch as the files scroll to the screen. Confirm that the minimum directories are being backed up, as follows: work/configs, work/wp, work?/companyname/userdata (database) or work?/companyname/data (Basic), work?/companyname/usercfgs

SCO 5.0 or higher: From the # sign prompt:

- 1) Insert your backup tape into the tape drive.
- 2) Type in "tar tv8" to examine/verify backup tape.
- 3) Watch as the files scroll to the screen. Confirm that the minimum directories are being backed up, as follows:
Basic: work/configs, work/wp, work?/companyname/data, work?/companyname/usercfgs
Database: work/configs, work/wp, work?/companyname/userdata, abcslogs, abcsconfigs, abcslocal, etc/abcspref?, work?/companyname/usercfgs

We have not listed all of the directories you may see, nor all of the files within each directory. Primarily we are interested in confirming that these directories are present on the backup tape and any of their corresponding files.

LET'S TALK ABOUT PC'S

Advantage Business Computer Systems sells PC's made to your specifications. We will even load the programs of your choice. These PC's come with a three-year depot warranty from the manufacturer. If you are looking to add a PC to your system, give us a call for our competitive prices.

PC's can be setup to work with your Advantage System software. To accomplish this, an emulation package must be configured along with your Advantage System to allow them to communicate. If the PC is purchased from us, we are able to easily configure this functionality for you. This is a win-win situation for us both. You are able to receive the service you need to use your PC and we are able to assist you easily with our known products.

PC's bought from another source are not so easily supported. It is much more difficult to assist in configuration of a product we have never seen or worked with. There are just too many brands and models of computers. The setups of those systems are all different. As a result, time we spend supporting outside hardware purchases will be charged at \$97.50 per hour.

We do recommend Tiny Term as an excellent emulation package for Windows 95/98 systems. Documentation is available within the software to sufficiently assist you and your PC supplier in this area. Give the Other Options > How to reference files > Software reference files > Third party packages documents a try, first! If you need further help, give us a call.

DOUBLE VISION- Now Available!

The new, improved and complete release of Double Vision is now available.

The newest version of Double Vision has been tested and proven to be an exciting new asset. This complete version of software offers the ability to interactively attach to another screen. There you are able to view what is on the screen and work, demonstrate or teach users how to better use the system.

Attaching to a screen from home, allows you to begin processes and then detach and hang up, allowing the system to continue processing.

Instructionally, Double Vision allows you to "record" keystrokes to create a demonstration of how-to techniques in the use of the software. Imagine being able to store the keystrokes and screen displays of a series of steps and then "replay" it to show or prove a process.

Single stores and multi-stores alike will find that the virtues of the new unrestricted use of Double Vision licensing opens new possibilities in administering your system.

Call the Sales Department at extension 242 or 216 for your version of the new fully licensed package of Double Vision.

SCHEDULING OF HARDWARE INSTALLATIONS

On-site installation of hard-drives, tape drives, floppy drives, etc. is done by routinely by our travelling Advantage technicians. When faced with this task many of you would prefer to pay for the service to come and have it done for you. Our staff continues to respond to those needs as quickly as is physically possible.

Others, when faced with these needs would prefer the do-it-yourself method. We are also willing to assist you in this process (if we feel it can be done over the phone). These sessions must be scheduled in advance to assure that we are staffed to cover our normal support and these more time consuming installations. Plan ahead and schedule your on-site or in-house service call with Herb Matatall at Ext. 280.

TROUBLESHOOTING

Sometimes a little common sense and some brief instruction are enough to work you through a problem. Our Other Options > How to reference files menu was designed with that in mind. There you will find documents that relate to both software and hardware. A complete listing of all the documents found throughout the software are available there.

On the Hardware menu, you will find submenus for the various components of your system. On these individual menus are documents to help you with the overall operation of the hardware. Take some time and review these menus and documents before you have problems. Then when the inevitable problems come up, you'll be equipped to tackle it head-on. Save yourself time and money by taking advantage of the self-help documents available.