

****Forward to your Advantage System Administrator****

April 2004



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Advantage Continues To Expand

Advantage Software will soon be in use in eighteen countries around the world. In addition, we continue to add new customers here in the United States.

Early this year we added Anguilla Ace Hardware on the resort island of Anguilla in the British West Indies and Industrial Ferreteria S.A. in Honduras to our customer list . Next month we will be back in Anguilla to install a system for the new Lake's Do it Best. We are also scheduled to install a system in Belize for Castillo's Hardware Co., another Do it Best store.

Domestically this year has been going well too. We have new customers across the country who come from a variety of other systems, including three Ace customers who had Pace systems and two more Tru-Serv accounts who had Triad systems. We are glad to have Russell Moore Lumber, Tri-County Builders Supply, Ontario Building Supply, Federer Fertilizer, Waldport True Value, and Merrilees Supply as Advantage users. Our current installations include Fountain Building Supply, Clarke's Building Materials and Tallassee True Value.

Welcome to all of our new customers!!

Newsletter

**P O Box 421
Big Sandy, Tx 75755-0421**

~New Customers -

Welcome to our newest customers.

~Inventory Control -

Over/Under stock and Sales ranking reports

~E-mail Newsletter -

Get the newsletter in your e-mail "in-box"

~Trade Show

Schedule -

Visit the Advantage booth at one of the trade shows.

~Custom

Programming -

Do you need custom programming?

~Vendor Catalogs/

History Downloads -

How does it work?

Inventory Control

Controlling inventory levels is critical for retailers, especially building material suppliers who have to deal with thousands of different products. Retailers can benefit from monitoring inventory to determine which products have the highest margin and the best sales and then maximize those particular products. Your Advantage software can help you control those inventory costs and make sure you have products available on the shelves for customers.

The Inventory Control-> Report Menu-> Inventory maintenance reports-> Overstock/understock report can help you create realistic purchase orders that will keep your inventory stock on hand at levels that are in line with sales. Read the Inventory Control-> How to reference files documents, "Days supply/lead time effect on amount to order" and "Over/Under stock report calculations" for more detailed information about how this report works.

To see a ranking by sales for items or by departments, use the Point-of-Sale-> Report menu-> Sales analysis reports-> Customer/item ranking report. This report has multiple options so that you can see rankings by sales dollars, gross margins or quantities sold. Identify those items that are generating profit for your business.

Make use of the tools that are available in the Advantage Software to run your business efficiently and effectively.

Newsletter By E-Mail



If you have been receiving the newsletter by e-mail, you know how nice it is to see it in color, with sharp clear images and text. If you are still receiving the newsletter by fax, send us your e-mail address so you can enjoy an upgraded version also.

If you don't have an e-mail address at your business, we will be glad to send the newsletter to a personal address...such as at your home, or at the address of someone who can print the newsletter for you. While this may not give you a color printout, it won't be blurred by poor transmissions as faxes often times are.

Send your e-mail address to newsletter@abcsinc.com. We will add you to the e-mail list, and in the future you will receive the newsletter in your "In Box".

Trade Show Dates

SHOW	CITY/STATE	BOOTH	SHOW DATES	SHOW LOCATION
LAT	San Antonio, TX	532	April 16-17	Henry B. Gonzales Convention Center
KENTUCKY LUMBER BUILDING MATERIAL DEALERS 99TH ANNUAL CONVENTION	Elizabeth, IN		May 3-4	Caesar's Indiana Casino Resort
DO-IT-BEST MARKET	Indianapolis, IN	LE9	May 15-18	Indiana Convention Center & RCA Dome
PURINA MILLS	Columbus, OH		June 9-11	Greater Columbus Convention Center
PURINA MILLS	Overland Park, KS		July 7-9	Overland Park Convention Center

Stop by our booth at one of the above trade shows. We always look forward to seeing our customers and friends at the various trade shows we attend. Let us tell you about what's new in hardware and software.

Custom Programming

While developing the software we have tried to meet as many business needs as possible. The result is a software package with a vast selection of options to fit almost any type of business, keeping in line with GAAP and normal business practices. However, each company is unique in policies, procedures and management expertise. What works for one company may not quite work for another. When this happens, custom programming is the answer to a tailor made solution.

If you think you might need custom programming:

1. First read the "How To" documents on the procedure or report that relates to what you need.
2. If you cannot find the answer to your issue, call the Software Support team. Explain to them exactly what you are trying to do. They can point you in the right direction if the system already does what you need.
3. If you find that you need custom programming, a **written** Programming Request **must** be submitted. The request needs to include step by step documentation of exactly how you need the software to respond to fulfill your requirements. If this is an output request, such as a report or form, include a sample of how the output should appear. This gives us a clear image of exactly what you want.
4. Once a Programming Request has been submitted to Advantage, you will receive a quote from the Programming Department. The quote will restate your request as we have interpreted it, specify a projected completion time and give you a price quote. If there is any discrepancy in our interpretation and your intention, contact us and discuss your concerns prior to signing the request.
5. After the signed quote has been received by Advantage, a case number will be assigned to your request, and programming will begin so that the project can be completed in the specified time period. Advantage will contact you with the specifics of your custom programming and show you how it works once we have placed it on your system.

You will find a Programming Request form at the end of this newsletter. Keep a copy of it in case you find you need special programming. The average completion time for custom programming is 60 days after the signed authorization has been received. We always look forward to helping you accomplish your business needs.

Vendor Download and Catalog Requests

Catalogs and purchase history downloads from vendors are extremely helpful in keeping your inventory up-to-date. Keeping up with current technology, our communications packages continue to grow and our relationships with your vendors are prospering. When you request a catalog or purchase history download from your vendor, they are quick to send us the information.

Please remember that when these requests are made, you must also fill out an authorization for Advantage to place them on your system. We can not do so until a signed authorization is submitted. Attached is the Vendor Download/Catalog Programming Request form for a catalog or purchase history download for supported vendors. Keep a copy handy so that you can send it to us when you need to receive current information from one of your vendors.



Vendor Download/Catalog Programming Request

Vendor download files may be sent to Advantage in any ASCII file format (standard or Cr/Lf) with supporting file documentations, either via a floppy disk or e-mail.

Diskettes: PKZip format on a standard DOS or Unix format disk. If Unix is used, please specify the exact syntax archival method used.

Customer Name _____ Contact Person _____

Vendor you have requested the data from: _____

Programming and setup charges for a purchase history download. \$200.00 _____
Programming and setup charges for a vendor all items catalog. \$300.00 _____

Additional charges may be quoted, if the vendor you have requested data from is not currently supported by Advantage, or even if the vendor provides a new data format not yet supported.

Programming estimates are based on our interpretation of the request given. If additional parameters must be added or modified, the cost may vary. In addition, until you are satisfied with the programming, all changes continue to be billable. Charges are payable within 10 days after the date of the invoice.

Return of this quote, authorizing the programming and its related charges, will place your request on the programming schedule. Currently, the programming schedule is booked 10 days in advance.

Authorized signature

Date

**Return the signed request to:
Fax (903) 636-5434 or Email Vickie@abcsinc.com**