

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

**October, 2004**



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

**Newsletter**

**P. O. Box 421  
Big Sandy, TX 75755-0421**

# The IBOS Solution

Today's customers are demanding more service and attention from you in order to earn and keep their business. The combination of your Advantage system and the integrated IBOS system from Builderwire, Inc. allows you to give them more service at a fraction of the cost of another employee.

The Internet Based Ordering System (IBOS) is much more than just a way to take orders. It gives your customers the ability to pull down their invoices or statements and place orders on-line at their own pricing level. This is accomplished using a simple web interface and can be done, at their convenience, from the comfort of their office or home. Customers can set up items that they buy most frequently as "favorites", so that placing orders is quick and simple.

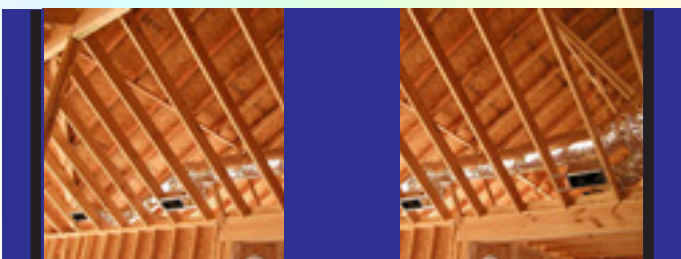
**Favorites**

- Power Tools
- My Hitachi Gun Nails
- Framing Lumber
- Warren2004
- Molding

Data passes back to your Advantage system seamlessly without you having to re-key anything. Changes made in your Advantage system are sent back to IBOS without you having to do costly maintenance on both systems. You will also have the tools and reports to see who

is logging in, when they are there, and what they are doing. This essentially allows you to stay closer to your customers.




It is this type of functionality and service level that has attracted our customers like Dunn Lumber, Gregory Supply, Swift Supply, Grayco Inc., and others to IBOS. Visit the Builderwire website to see a demonstration of how IBOS works, [www.builderwire.com/demoibos](http://www.builderwire.com/demoibos). Then call Dian or Nancy at extension 242 or 216 for more information about adding the IBOS functionality to your business.



**Promotions**




---

**Overstock Clearance**

-  Adhesive DAP Plastic Resin Glue 4.5lb  
\$0.99/EACH
-  DAP Beats-the-Nail gallon  
\$4.99/EACH
-  Makita 7-1/4 Circular Saw

---

**New In Stock**

-  Cedar 2x3-16 D & Btr S4S  
\$11.99/EACH
-  Cedar 2x10-20 STK S1S2E  
\$50.00/EACH
-  Bender Bd 5/16x4-10 TK Cedar  
\$0.99/EACH

---

**All Promotions**

[Overstock Clearance](#)  
[New In Stock](#)

**•The IBOS Solution:**  
*Serve your customers better.*

**•Vendor Communication Options:**  
*Take advantage of the options available to electronically communicate with vendors.*

**•Order IRS Forms:**  
*Order W-2 and 1099 forms early for the best price.*

**•Hardware Department Tip:**  
*Test your daily backup tapes and CD's.*

**•Newsletter On The Web:**  
*Find prior newsletter on our website.*

**•Changing DIY'er Market:**  
*Do you know how the home improvement market is changing?*

**•Welcome New Customers:**  
*Welcome to our newest customers.*

**•Voting:**  
*Don't forget to vote in November.*

**•Feedback Survey:**  
*Has 2004 been good to you?*





# 2004 IRS TAX FORMS

## CONTINUOUS OR LASER SHEETS

**IRS authorized and approved!**

**GUARANTEED 100% compatible with  
Advantage software.**

**Save time with compatible  
envelopes.**

**Order before November 19 And Save!**  
Get ahead of the end-of-year shuffle by ordering your 2004 tax forms now, and receive lower prices for your punctuality. Order your forms from now until November 19 to receive the lowest possible price. Orders placed after that will be subject to higher prices and minimum quantity orders.

**2004 Tax Form Layouts Have Changed**  
We have modified the forms program to print on the new layouts. In order to receive the updated changes, your system must be on at least the 0310.186 version or higher. You may download the latest patch level on-line if you are on version 0310 or call Software Support to schedule an update.

**ALL TAX FORMS WILL BE SHIPPED  
by the 1st week of December, 2004.**

**To order or for questions,  
call the Forms Department  
at 1-800-452-2502 ext. 246.**



## Hardware Department Tips

### Test Your Daily Data Backup Tapes or CD's.

It's always a good idea to be sure that your data is getting backed up properly. Even if you have a backup server or you are currently using the Off-Site Storage program, a hard copy stored away for safe keeping brings peace of mind.

### Tape Drives

Put the tape in the drive. Go to System Administration-> Operating system utilities-> Tape and cdrom menu-> Data backup options tape and cdrom-> Examine or restore data from tape-> Determine date/type of backup tape. If the backup is good, the system will display the tape information. If the backup is bad, the system will display a tar error reading tape.

### CD or DVD Drives

Put the CD in the drive. Then go to System Administration-> Operating system utilities-> Tape and cdrom menu-> Data backup options tape and cdrom-> Examine or restore data from cdrom-> Check date on cdrom. If the backup is good, the system will display the CD basic information. After the date and time appears, press [Enter] to read the data on the CD to make sure there are no errors. If the backup is bad, you will see an "error trying to load CDRom" message. Select "No" when asked to continue to return to the menu.

## Newsletter On The Web

Visit the Advantage website, [www.abcsinc.com](http://www.abcsinc.com), to find copies of past newsletters. Each month after the newsletter is e-mailed, we place a copy on the website on the Newsletter tab.

We welcome your comments and suggestions regarding the newsletter. Send them in an e-mail to [newsletter@abcsinc.com](mailto:newsletter@abcsinc.com).

To change your e-mail address or to be added to the e-mailing list for the newsletter, send your name and address to [newsletter@abcsinc.com](mailto:newsletter@abcsinc.com).



# Changes In The Home Improvement Market

Women are now taking a bigger role in home improvement. Women, according to research, initiate 80 percent of all home improvement purchase decisions, especially the big-ticket orders like kitchen cabinets, flooring, and bathrooms. In addition a national survey found that 94 percent of female homeowners consider themselves "DIY'ers" and complete a home improvement project at least once every 5 years.

Are you tapping into this changing home improvement market? To appeal to these home improvement shoppers, store displays should focus on details like better lighting, merchandise racks and attractive colors. Product selections should include more home furnishings, such as curtains, lamps and seasonal decorations. Sales people need to be able to answer questions and provide help in a manner that shows all customers, regardless of their gender or experience, that you appreciate their business.



## New Advantage Customers

***Jack's Inc.***

***Jack's Home Improvement Center***

***Kentwood Hardware & Supply***

***Churubusco Woodworking Company***

***H & H Hardware & Lumber***

***Palmer Feed & Supply***

***G & A Pool Products, Inc.***



## Don't Forget To Vote

Take time to find out about the issues and candidates. Then exercise your right to vote in November. We citizens of the United States need to be participants, rather than bystanders in our government.

**FEEDBACK SURVEY**

## Has 2004 Been Good to You?

The year 2004 started with predictions that sales at hardware stores, home centers, and lumberyards were expected to rise 5.5 percent. Compared to 2003, sales were expected to rise 5 percent at hardware stores, 5.1 percent in home centers, and 6.7 percent for lumberyards. Although record level housing starts in 2003 were expected to decline slightly in 2004, commercial building was expected to see a slight gain. How is your business doing in 2004?

Market trends are showing that contractors still prefer the service and relationships offered by non-“Big Box”- type companies to meet their needs. Additional products and services geared toward drawing and keeping contractors have introduced a new climate in those businesses. Equipment rentals, truck rentals, installed sales, delivery services, and financing options are tools being used to lure and keep contractors coming back.

After some stimulating conversations at the last sessions of Advantage Academy, we thought it might be interesting to share information gathered from Advantage dealers about how business and competition in 2004 is impacting their bottom line. Rousing conversations about “How do you handle...?” predictably spring up when groups of Advantage users come together. Our challenge is to capture those passionate exchanges and present them back to you in an informative manner. Thus, we are including a quick survey to get this feedback started. Share with us the things that are of interest to you and others in the same boat. If we get a sufficient response, we will publish the results in the following month’s newsletter. If you’d be interested in knowing what others are doing to stay competitive and address new markets, take a moment to let us know what you are doing.

### OCTOBER FEEDBACK SURVEY

- 1) What percentage of increase or decrease have you seen this year over last year?
  
- 2) What do you consider the reason for the change?
  
- 3) Are you in an area where you are competing against the “Big Box” stores?
  
- 4) What works? What modifications have you made recently to stay competitive and is it working?
  
- 5) What types of changes; services, product changes, value added services, promotions, target markets, staffing, etc. are you considering in the near future to remain competitive?

***E-mail responses to [tina@abcsinc.com](mailto:tina@abcsinc.com) or  
Fax to (903) 636-4605, attention Tina Chowning.***