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October 2005

# **ADVANTAGE**

BUSINESS COMPUTER SYSTEMS, LTD

## NEWSLETTER

# After The Hurricanes

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In the wake of hurricanes Katrina and Rita, many of our country's families and businesses have been critically impacted. We are hearing from our customers that many are having to dig deep to cope with the aftermath of the devastation. Some have lost their businesses, but have their homes, while others have told us the reverse. Brand new remote locations were literally wiped away, down to the concrete slab. Thankfully, we have not heard of any customers who have lost both. Others are assessing their damages and attempting to find a place at which to begin again.

However, our customers are spirited. All are ready to pick up the pieces and move forward. Fortunately, some had enough warning to grab their servers and keep them safe. This minimized their recovery efforts after the water washed through their stores. Employees have scattered to evacuation sites across multiple states leaving many businesses with little help to accomplish what must be done. The need is great, supplies are stretched, and monies are tight.

Whether you were directly affected by Katrina or Rita, or have just been glued to the news channels wondering what could possibly be next, we all can serve a role. We have seen our nation come together in recent weeks with donations, helping hands, and aid to those in need. Many of you have what is now needed: building materials. It will take an industry effort and combined resources to assist our fellow business owners to rebuild lost homes, businesses and towns. As we all reach out to give toward that effort, we know the obstacles facing them all can be addressed.

Our hearts and prayers are with those who have been impacted by this disaster. We want our customers to know that our staff stands ready to assist you in any way that we can to get your businesses running again.



# Customer Outreach Program

*Listening to our VERSYSS Customers*

A DIVISION OF ADVANTAGE BUSINESS COMPUTER SYSTEMS

Earlier this year Versyss Data Systems implemented a new initiative called the **Customer Outreach Program**.

The purpose of this program was to reconnect our Versyss internal staff to our valuable customers. Rather than just talking to our customers when they call in for a support call, we wanted to reach out by calling each customer on a regular basis to ask how we are doing

with providing support services and what else can Versyss do to meet your daily and future systems needs.

All members of Versyss team are involved in this initiative. Our support, development, training, administrative and management staff all make these calls at least quarterly. Our goal is to listen to what you want to share with us and use that information to focus our

staff on meeting your needs through our products and our services. If we call at an inconvenient time, please let us know. We will be glad call back when you have time to talk. We think this regular communication is important, and we hope that you do also. Thank you for the valuable input we have already received from previous calls and for taking our call when we call next time.

## Preventing System Slowdown

Are the inquiry screens taking too long to display? Does it take a few seconds between the time you hit <Enter> and the cursor moves to the next field? If you can run laps around the parking lot faster than it takes to run the Daily Work Invoice Post, it's time to print the **VOLUME STATUS** report.

The Volume Status report may be printed any time and tells you if you have files that are growing so large that they may be hampering your system. Files that need immediate attention have 3 or 4 asterisks (\*) in the **RESIZE WARNING** column.

Does a file resize make sense, or is it time to purge history? Ask yourself how often A/R and A/P activity from 1999 is used. If you have hard copy of this history, you might want to consider purging it from your system. Resizing is a temporary solution that allows

more space for the file to grow, but eventually a file that is never purged can grow to a point where it cannot be purged or resized, which may cause serious processing issues.

D E F I N E D						A C T U A L				PERCENT	RSIZ					
VOLUME	ELEMENT	START TRACK	R	KY	RECORD REC	NORMAL REC	OVRFLOW	DELETED	BYTES	FULL	WARN					
		TRACK	COUNT	S	LN	COUNT	LEN	#	COUNT	DELETED	DEL					
DEM0140	/JADEFS	0	49	R	0	4508	77	4052	40	2	2	0	90	56	0	***
DEM0140	/SCF	0	83	R	0	3735	170	1753	172	0	47	0	47	48	1	
DEM0140	DEM0140	0	1	R	5	95	78	0	0	0	0	0	0	0	0	
DEM0140	FMGLACCT	0	4	S	0	332	95	4	201	0	0	0	1	3	0	
DEM0140	FMGLTOX1	0	2	R	15	710	5	84	3	0	0	0	12	7	0	
DEM0140	FMGLTOX2	0	1	R	15	355	5	32	3	0	0	0	9	5	0	
DEM0140	FMGLTOX3	0	1	R	15	355	5	4	3	0	0	0	1	1	0	
DEM0140	FMGLSRT1	0	1	S	0	424	16	84	3	0	0	0	20	4	0	
DEM0140	FMGLSRT2	0	1	S	0	424	16	32	2	0	0	0	0	1	0	
DEM0140	FMGLSRT3	0	1	S	0	424	16	4	2	0	0	0	1	0	0	
DEM0140	FMLOCPT	0	8	R	9	1872	22	1617	12	0	0	0	86	46	0	**
DEM0140	FMRAHOTL	0	11	R	14	979	74	428	83	0	0	0	44	49	0	
DEM0140	FMRAHOTL	0	5	R	15	350	90	235	30	0	0	0	67	23	0	
DEM0140	FMISLBAL	0	8	R	15	560	98	113	104	0	2	0	20	21	0	
DEM0140	FMISLBGT	0	73	R	20	4015	125	3096	126	7	0	0	77	78	0	
DEM0140	FMISLBHST	0	24	R	17	1512	109	215	109	0	357	0	14	14	24	

Many customers avoid the month-end rush and review this report a week or two before period end activity begins. File resize and purge history processes may be scheduled overnight or over the weekend to be completed in time for the month-end processing.

Volume File Status Report should be run on a regular basis to prevent the possible corruption of your data files. To run the Status Report:

- Go into User Utilities
- Choose *Volume File Status Report*

The printer should be set for COMPRESSED PRINT. Enter the printer # used to print the report. In the last column marked "RSIZ Warning" look for either \*\*\* or \*\*\*\*. These are the files that need to be resized

Contact support for questions or assistance in purging history and resizing files

# Save Time by Backing Up

When was the last time you backed up your PC at home? When the laughter subsides, ask yourself when was the last time your business system was backed up? *Are you sure?*

We recommend a daily backup, plus additional backups for period-end processing and purging history. Also keeping the backups offsite is advised. Anything *less* limits our ability to provide optimum support. Without the correct backup in place, your employees may take days or weeks to reenter data.

**A computer is only as good as the data that is in it.**

A computer is only as good as the data that is in it, and the data is only as good as its last set of backups. The following examples of support calls illustrate why a rock-solid backup procedure is crucial to any business.

- When an employee accidentally purges accounts receivable, accounts payable, inventory or payroll history through *yesterday*, only a backup can recover the data.
- During the Year-End process, both the current and historical years may be damaged when steps are skipped or the operator makes a mistake. If there is no backup, there is no financial data. Without a backup, the employees will have to reconstruct data and then complete the year-end correctly.
- When flood, fire or weather damage occurs to the processor, how old are the *offsite* backups? A few months ago, a customer had to *reconstruct the data* because there were no current backups. The employees had to recreate *weeks* of transactions. With good backups, the system downtime would have been a *few hours*. Actual data loss may have been limited to a day or two.

Regardless of how long a backup takes, it is still less time than reconstructing data. When was the last time you backed up your system and verified that it was a good backup? If you have any questions about backup procedures, contact the Software Support Department.

# Welcome To Our New Customers



- Arkansas Valley Lumber & Supply
- Close Quarters Feed & Pet
- Hermantown Lumber Company
- Mount Vernon Home Center
- Palmetto Ace Hardware
- Patrick Lumber Company



# Trade Show Schedule

SHOW	DATES
CSA Management Conference Chattanooga Hotel, Chattanooga, TN	October 13-15
Do It Best Market - Booth Le12 Indiana Convention Center, Indianapolis, IN	October 15-18

# Physical Inventory Counts

Physical counts are a necessary part of conducting business. While they can be performed at any time of the year, typically they are done once a year at your fiscal year-end. The Inventory Control-> How to reference files menu contains documents explaining inventory counting and describing in detail how to conduct inventory counts. Review the documentation and be familiar with the procedure you are going to use before starting the count. Practice in your PLAY area before hand. Advance planning reduces stress and makes the counting proceed smoothly. Get PREPARED before inventory day.

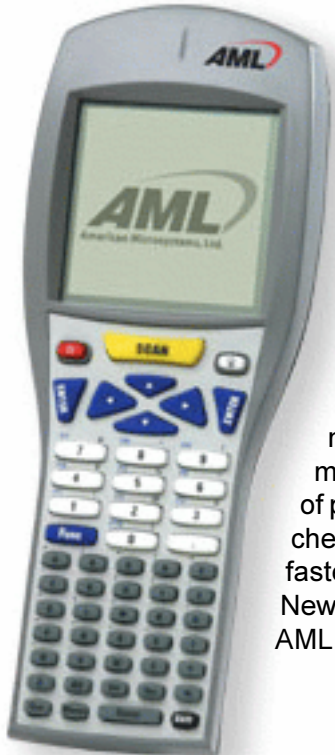
### Pre-Inventory Preparations:

Spend some time preparing your business for a physical inventory count. Having everything organized will reduce the time it takes to conduct the count. The November 2003 Newsletter contains an excellent article on page 5 about preparing for a physical count.

### Data Collectors, Scanners and RF Units:

To facilitate inventory counting, data collectors and hand-held wireless RF units are taking the place of paper count sheets and pencils. Data collectors store information in an internal batch which is then downloaded into the computer, and the RF unit is a wireless terminal operating directly in the software. These tools make inventory counting faster and more accurate.

The latest technology Advantage is offering is the M7100 wireless terminal. It can be used for cycle or full physical inventory counts to get more reliable results, as well as inventory maintenance, spot checks, creation and receiving of purchase orders, and even for point-of-sale pre-checkout to provide better customer service and faster checkouts. Check out the February 2005 Newsletter on page 2 for more information about the AML M7100 wireless terminal.



# Featured Department: Sales



Gregory Cuke  
Advantage  
VP Sales & Marketing  
8 years

Serving you over the phone, internet, on the road, or in person; our combined sales departments stand ready to help you. Their combined years of experience allows them to address your issues and concerns with knowledge and care. Featured this month is our in-house sales staff that knows what it takes to service



Don Parkhurst  
Versyss  
VP Operations  
27 years

your needs. They are prepared to answer questions about any services or equipment you may need to further your business plans. Whether calling for service, equipment or to brainstorm the possibilities, you can be assured that you will be talking to a person who has your best interests in mind.

Gregory Cuke leads up our Advantage sales staff in the office and across the country, while Don Parkhurst assumes these responsibilities for our Versyss partners. They are supported by their trained staff of professionals to fulfill your service and equipment needs. Whether upgrading your equipment, building new locations, purchasing existing businesses, or just needing a service call; these professionals are there to assist you in measuring the needs and recommending a solution customized for your situation.

How long has it been since they've heard from you? Stay in touch. Let us know how you are doing. Your business is our business, so we are interested in your business concerns. Contact your sales department and let them know how they can help.



Dian Baird  
Advantage  
11 years



Jason Henson  
Advantage  
8 years



Eileen Coursen  
Versyss  
17 years



Nancy Jackson  
Advantage  
5 years

# Forms Department Specials



Company name  
Address

## 6x9 Statement Envelopes

Available in Self-Seal or Regular Gum



### Use with the following long forms:

Plain Paper	arcust13
(may not be compatible with some custom forms)	arcustm3
	arcustm4

The 6x9 statement envelope is the perfect companion for all full-page statement forms, including PostScript statements. It only requires 1 fold to prepare the statement and accompanying invoices for insertion. Even though this envelope is larger than the #6 statement envelope, it does not require extra postage. You can save time and money by ordering these new envelopes.

**Get the best prices on large quantity orders.**

## 2005 IRS Tax Forms

Order these guaranteed 100% compatible forms by November 18 and receive the lowest possible price. Compatible envelopes are also available. Higher prices and minimum quantity will apply to orders after November 18, 2005



VERSYSS users can order their IRS forms at  
<http://www.versyss.com/customer/taxforms.htm>

**For questions, a price quote on envelopes, or to place an order for either of these items, call Patricia in the Forms Department at 800-452-2502 extension 246.**

# ADVANTAGE ACADEMY

There is still space available for the Advantage Academy being held at the Ramada Inn in Longview, Texas from October 17 through 20. See the August and September Newsletters for the complete class schedule.

Every session has something to offer to all users. The classes try to cover topics of interest to those attending, new features in the software, and general user issues. There is also an exchange between users that can't be duplicated anywhere else. The conversations that you have with others can give you valuable insight into the way others have handled issues similar to the ones you deal with every day in your business. There are always experienced users who share valuable tips.

If you would like to attend this session, call Advantage at 903-636-5200, extension 216 or 242, immediately to make arrangements.



# ADVANTAGE ACADEMY REGISTRATION FORM

## October 17 - 20, 2005

**Classes held at:** **Ramada Limited Suites**  
**419 N. Spur 63**  
**Longview, TX**  
**903-757-0500**

**For questions about registration,**  
**call 903-636-5200, extension 216 or 242.**

**Fax completed form to 903-636-4605**  
**as soon as possible.**

Get your reservation in as soon as possible to ensure that you have a place. If the class is full when you send your reservation, we will put you on a waiting list and notify you that we have your reservation. If space becomes available, we will contact those on the waiting list.

There is a \$250 deposit required for each registered participant. Deposits will be credited to your company account. Cancellations and no-shows will forfeit their deposits.

**\$250 (PER PERSON) DEPOSIT REQUIRED.**  
**Make checks payable to:**  
**Advantage Business Computer Systems, Inc.**

*Mail deposits to:*  
**Advantage Business Computers Systems, Inc.**  
**Attn: J. Matatall**  
**PO Box 421**  
**Big Sandy, TX 75755-0421**

Persons attending Advantage Academy classes are responsible for their own room reservations and expenses. Be sure to mention to the Ramada that you are with the Advantage group to receive a room discount. There are airports in Longview and Tyler for those who will be making flight arrangements.

During the Advantage Academy class sessions we would like to address the issues/questions that are of the most concern to you and your company. Please submit five (5) areas you would like to see discussed.

Company Name: \_\_\_\_\_

City: \_\_\_\_\_

Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Names of individuals attending: \_\_\_\_\_

Number of people attending each day:

<b>October 17</b>	<b>October 18</b>	<b>October 19</b>	<b>October 20</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Extra one-on-one training: **October 21**

**Those desiring one-on-one training must send us a data CD or tape along with a detailed explanation of issues for which they need help prior to the beginning of classes.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_