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In The Spotlight:
Maintaining Your Technology
Investment

Headline News

Best Software, ranked ninth on *MSI* magazine's list of Top 100 Software Vendors for 2003, was the only vendor in the Top 10 dedicated exclusively to meeting the needs of small to mid-sized enterprises (SMEs). The publication's July 2003 issue ranked the leading software vendors involved in the automation of planning, sourcing, making, and delivering business and production processes. The rankings and individual company profiles are based on an *MSI* industry survey and other research.

Congratulations to Best Software.

**Maintaining
Your Technology
Investment**

See page 4
for more info!

BusinessWorks V4 Is Golden

Best Software has begun shipping Version 4, an upgrade that incorporates customers' most asked-for features and latest industry advancements. These additions and enhancements are designed to increase your productivity and to reduce costs. Building on BusinessWorks Gold's solid foundation and ease-of-use, the new features and enhancements will help your company be more successful in today's competitive environment. Let's take a closer look how BusinessWorks Gold V4 can benefit your business, plus a look at what you are missing if you have not yet upgraded to BusinessWorks Gold.

Default Cash Account

In V4, a new **Default Cash Account** has been added to help you avoid costly data entry errors and to increase your efficiency. You can set the default cash account that BusinessWorks Gold uses when receiving payments, issuing checks, or printing reports. You may specify the default accounts for Account Receivable, Account Payable, and Cash Management.

Simplified Direct Deposit

The **Payroll Direct Deposit Parameter** option is enhanced to make set-up and maintenance easier. In addition to supporting multiple companies,

the improved ACH interface uses the same terminology as your financial institution to avoid possible confusion. If you are not yet utilizing Direct Deposit, give us a call to discuss the time-saving impact of this feature.

Order Entry Import and Export

You now can easily export and import quotes and sales orders between two BusinessWorks sites. Remote salespeople can export sales orders and quotes from BusinessWorks Gold and then Email the export file to the main office. This feature adds tremendous functionality

to BusinessWorks Gold by saving time, shortening the sales cycle, and decreasing the likelihood of data entry errors when re-keying.

Enhanced Search Capability

Searches have been improved in Inventory Control—you now may search by a notepad entry, or look up a record based on an individual comment or description line, or mul-

multiple comment or description lines. With this kind of flexibility, you can keep expanded item descriptions, key words, lists of complementary products, and even alias item numbers all within a notepad entry or comment field—knowing it can easily be recalled.

Form Customization

For busy organizations, the ability to customize



Unlock the full potential of BusinessWorks with BusinessWorks Gold V4.

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Compliments of:



BusinessWorks Gold V4 Continued

forms is vital to increasing productivity and efficiency. In BusinessWorks Gold V4, more data access and customization options are added to make this feature even more powerful.

Custom forms now can be batch-loaded or imported from a floppy disk or CD. Support is added for advanced printer driver functions such as draft mode, watermarks, and multi-tray capabilities.

The **Maintain Forms** option also includes new features in V4. You now can include calculated fields such as sum, minimum, maximum, average, and count to your custom forms. Display or print a BusinessWorks Gold field in bar code format to enhance productivity in your shipping department. Inventory Control product categories can be added to Order Entry and Inventory Control forms. Pick Tickets now include On-Hand and Short Quantities, and whether the customer status is On Hold.

Improved Reporting

New reports and enhancements to existing reports help you access and present data to facilitate sound decision making. A new **Consolidated Cash Flow Report** is added which includes projected cash from receivables, projected cash outflow from payables, and (optionally) current General Ledger balances. Now a single report gives you all the data you need to help forecast your company's cash. Available in both a detailed and summary format, the report enables you to better analyze your cash needs and determine whether a surplus or shortage exists. Flexible reporting periods help you easily identify cash availability at a particular point in time. It also provides an early warning indicator when expenditures exceed projected receivables. While packed with information, the report is presented in a concise format making it an ideal tool for the busy business manager.

Use the new **Accounts Receivable Invoice Detail Report** to view complete AR invoice line item history. The report is even flexible enough to ask you whether you want to include complete line item detail or limit the report's detail to three 40-character lines. Sort options for the report include: customer ID, sales rep, invoice number, and customer name. This report is now a valuable asset to service companies who

can use it to review a history of the services they have provided to a customer.

Here's a feature that's both a paper and a sanity saver. In V4 General Ledger, the **Detailed Trial Balance Report** is improved with options to filter inactive accounts. Two new report settings are added: Include Zero Activity Accounts, and/or Include Zero Balance Accounts. Now your reports include only the information you want.

Reporting in Inventory Control is improved to better support **multiple warehouse** and **non-primary warehouse** report generation. The Transaction Detail Report, Receipt Adjustments Register, and Transfers Register for a specific warehouse now include transaction detail for the specified warehouse only. The Transaction Detail Report now includes transfers. **Pick Tickets** include the correct warehouse, and the **On Hand Detail Report** for a specific warehouse reflects correct values for that warehouse.

More Options

Backing-up to CD has been enhanced to support Microsoft Windows XP and Roxio Easy CD Creator. It's never been easier to perform those crucial backups! Version 4 incorporates this change requested by hundreds of customers—**manager security rights** are no longer required to access Custom Reports, Report Groups, and Custom Office. Introduce your staff to the power of these features.

Upgrade To V4

If you are a current BusinessWorks Gold ClientCare Support subscriber, you will automatically receive your upgrade to V4. If you are running any third-party products as part of your BusinessWorks installation—do not install your BusinessWorks V4 upgrade without speaking with us to confirm compatibility. We would be pleased to help you with the installation process, just give us a call.

If you do not have a current support subscription, call us to order your upgrade to Version 4, and to learn more about the benefits of becoming a BusinessWorks Gold ClientCare Support subscriber. ☆

Still Using BusinessWorks v.12 ?

If you haven't yet upgraded to BusinessWorks Gold, the time has come. BusinessWorks Version 12 is now six years old and is no longer compatible with the latest operating systems. If that isn't enough to convince you, Best Software support for Version 12 was discontinued effective September 30, 2003 and maintenance improvements and Payroll tax tables are no longer available. Your technology investment is becoming obsolete, and you are not taking advantage of the increased flexibility and productivity features of BusinessWorks Gold. And whether you plan to upgrade your operating system, replace your server, or add new workstations to your network—BusinessWorks Gold provides the platform for you to stay competitive and grow.

Benefits Of Gold

Here is just a short list of some of the many advantages you'll receive when you upgrade to BusinessWorks Gold V4.

- ▶ Added flexibility with increased field lengths throughout the system
- ▶ Ability to re-print AR invoices
- ▶ Ability to access and post remotely via Terminal Services
- ▶ Built-in Back-up and Restore functions
- ▶ New database structure providing more secure database protection
- ▶ Savings on postage and printing costs and improved cash flow with option to Email forms
- ▶ User Definable Fields
- ▶ Powerful Payroll and Direct Deposit capabilities
- ▶ Support for the latest Microsoft operating systems

Want to learn more? Give us a call and we can provide you with more details including a complete list of system requirements and supported operating system configurations. We would be happy to help you evaluate the benefits for your company. Just give us a call. ☆

StarShip Link For BusinessWorks Gold

StarShip, developed by V-Technologies, Inc. is one of the most comprehensive freight manifesting systems available today for small to medium sized companies. It is designed to process shipments for: UPS, FedEx, FedEx Ground, USPS, Airborne Express, Spee-Dee Delivery, and a user-defined carrier. StarShip handles all of the manifesting tasks that your shipping department requires. StarShip calculates freight charges based on the part's weight maintained in the Inventory Control module or through the use of an optional integrated scale. The electronic scale interface eliminates manual entry of parcel weight. Not only does it calculate the freight charges and produce bar-coded shipping labels, it can even shop for the lowest rates to your customers' shipping destination. StarShip requires very little set-up and interfaces with dozens of popular accounting packages including BusinessWorks Gold, MAS 90, and MAS 200. Let's learn about the many advantages of using an automated freight manifesting system.

What Is StarShip?

StarShip is a complete shipping solution, supporting multiple carriers in one user interface while storing shipment history in a central location. StarShip was designed to easily integrate with BusinessWorks Gold making your shipping process more efficient and error free.

How Does It Work?

Simply type in the quote, order, or invoice number in BusinessWorks Gold and StarShip retrieves the ship-to name and address, P.O. number (enabling customer tracking), weight of the parts, ship via, C.O.D. amount, insured value, etc. StarShip can process shipments from the BusinessWorks' *Maintain Sales Orders*, *Maintain Quotes*, *Select Orders to Invoice*, or *Direct Invoice* functions.

Double-click on the BusinessWorks freight field and StarShip opens with the ship-to information populated. With the real time integration and automatic updating of freight charges in BusinessWorks, your accounting department can invoice orders immediately after they are shipped.

Customer service gets a boost as you can

quickly quote freight charges as you take orders. A History button allows easy access to shipment status and tracking.

How Are Rate Changes Handled?

A yearly subscription plan is available which covers you for 12 months of carrier rate/service changes, interface changes, and enhancements. StarShip typically has at least two major releases per year.

Are Reports Included?

Several informative reports are included to give you an accurate picture of the day's shipping activity as well as shipping history: **Daily Shipment By Customer**, **Shipment History By Customer**, **COD Remittance**, **Insurance Report**,

ported RPS Code 128 labels and COD tags as needed, and to print a FedEx Ground manifest to present to the driver.

FedEx Express: Base your freight charges on published or custom rates issued by FedEx. The Internet module, certified by FedEx, allows you to ship in real-time. The optional FSM Server Interface supports international bar coded shipping labels and export documentation.

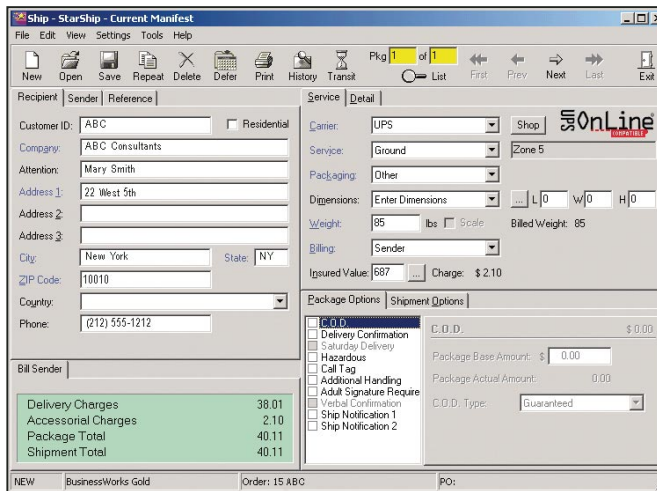
Other Carriers

Functionality for processing shipments via the U.S. Postal Service, Airborne Express, Spee-Dee Delivery Service, and a user-definable carrier are available as options. The U.S. Postal Service option features Delivery Confirmation bar coded labels that have been approved on a national level. It allows an automatic upload of shipment detail so delivery confirmation of Priority and Standard Mail (B) shipments can be sent.

StarShip is MAC (Manifest Analysis Certification) certified, thus ensuring the accuracy of permit labels and manifest reports/postage statements. StarShip also supports Third-Party Parcel Insurance for a potential savings.

Save Time And Increase Efficiency With StarShip

Today's shipping is very information intensive, and there is no better place to access this information than directly from your financial system. In addition to increasing the efficiency of your warehouse staff, StarShip makes your accounting department more efficient by automatically updating orders with freight charges. This real-time integration allows you to invoice orders immediately after they are shipped, and ensures you aren't undercharging for freight. Starship for BusinessWorks Gold provides the most efficient and error-free way to ship your orders. Call us for more information.



Simply double click on the BusinessWorks freight field and StarShip opens with the ship-to information populated.

History Freight Report, and the **Daily Freight Report**.

What Carriers Are Supported?

The standard StarShip module processes shipments using UPS, FedEx Ground, and FedEx. Here are features associated with each carrier:

UPS: StarShip is UPS Online certified, use it to electronically upload shipment files and reference data to the UPS Data Center. And your customers will be able to track their own packages over the Internet.

FedEx Ground: Automatically creates a file during end-of-day processing and electronically uploads it to FedEx. The Internet module allows you to ship in real-time, print FedEx sup-



Maintaining Your Company's Technology Investment



Fix It—Even If It's Not Broken

It's a common misconception that if the computer system has been running fine for months—or even years, it's best just to leave it alone. Your business management software and computer equipment require routine maintenance and continual updating to keep them working reliably. In this way your computer system is no different from other investments—it is much less expensive to maintain than to repair.

When you purchased your computer system, you entered into a long-term relationship. This relationship requires a commitment to maintain, upgrade, and educate as your company grows, and as technology changes. By neglecting this relationship, you stand to lose the competitive advantage gained by your investment. There are many steps you can take to maximize your technology investment and minimize your risk of downtime. We've outlined those steps here.

Play It Safe

We've said it before. You know how important it is. Backup your data. It is relatively inexpensive to set up a fully redundant backup system so that, regardless of what happens, your company's vital business data is preserved. Procure virus protection software for your server and each workstation and ensure a network firewall is configured. These simple precautions go a long way toward ensuring the safety of your technology investment.

Schedule Regular System Upgrades

Most computer components have an approximate three-year life span. After this time the likelihood of component failure increases dramatically. If you don't perform periodic assessments of your system and continually update out-of-date components, you could be putting your entire business operation at risk. Technology changes at a rapid pace, and should an older hardware component fail, you may not be able to simply replace that one component. Instead you may have to perform an emergency replacement of a critical component such as a server. Such an unplanned replacement could well result in productivity loss and great expense as a result of the down time incurred while the new component is purchased, configured, and brought on line.

Outsourcing Technology Maintenance And Upgrades

Instead of spending your time trying to figure out how often to upgrade, how much speed and memory really is needed, or how to best configure the company's PCs to keep them running smoothly, hire a professional and then get back to the business you know best.

Incremental Change Reduces Interruption

Consider implementing a program of incremental changes, in which you adopt incremental upgrades in software and hardware frequently, rather than performing less frequent major systems upgrades. There are several advantages to this approach: training costs are kept to a minimum, because staff can be trained in short sessions outlining changes; downtime due to major upgrades and involved data conversions is minimized or eliminated; and your company is always current in technology, which lessens maintenance issues and increases staff efficiency. Fitting well with this plan could be a series of rolling replacements, in which a portion of your workstations or laptops are replaced each year. This can help normalize your technology spending over a period of

years, facilitating planning and budgeting while keeping your technology current.

Keep Software Performing

Keeping your business management software current is of significant importance. Software is constantly evolving, with new features added and fixes incorporated. Older versions are often difficult or even impossible to support, requiring more time and more money to troubleshoot. Moreover, since software versions are closely matched to hardware and operating systems, you may find yourself unable to run an older software version on a new hardware component.

Skipping a version update can be problematic, as upgrades typically require you to move incrementally, i.e., you must go from version 3 to 4 before moving to 5. At minimum, those who are using earlier versions face a more complex upgrade process that will end up costing more time and money.

Make The Investment

By making a continual investment in your company's technology, you may well reduce your overall cost of ownership by heading off failures and expensive support issues. We would be pleased to work with you to assess your current hardware and software components, and create a plan and a budget for updating or replacing aging elements. Call us today to schedule your system review



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