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Acclink, Ltd.

Your Link to Business Success!



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All the Best in 2009!

Happy New Year from Acclink! We hope the coming year is good for everyone.

We are once again in the process of reviewing our business practices. The goal is to streamline costs while improving and maintaining levels of customer service; also, to avoid service rate increases in the coming year. As many of you have noticed, one of our new business practices is to send invoices and statements out via email rather than "snail mail". One thing we are bringing back is the quarterly newsletter. This one is our first after a several-year hiatus. We hope to be able to communicate relevant issues on a timely basis, answering questions you may have or haven't even thought about yet..

I had the great privilege of attending the Sage Summit with a client this past year. One of the roundtables I attended addressed VAR and client relationships. I was able to ask the clients present several questions and received some honest feedback regarding their relationships with their VARs. One of the questions I asked was, "How often do you hear from your VAR, and how often would you like to hear from them?". The feedback was that they really would like



to have their VARs touch base with them at least once every couple of months. So we will try to implement that this year.

It is always difficult to determine how often to contact clients, as we know you are busy. However, we also realize that sometimes questions aren't asked simply because folks think of us as only upgrade and trouble issue people. We have walked in to clients and found out that they had "figured something out on our own". And many times, their

resolution is a good one, however, often we can show them one which is more efficient with less steps. We are hoping to find a happy medium so that the lines of communication are better and on a more timely basis.

We have also improved our website considerably this past month. Please feel free to access it at www.acclinkltd.com. Let us know what you think of it.

If you have any questions, please contact us. We are here to help you. Chris

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CounterPoint Tips & Tricks

When you need to change a price or add a new item, CounterPoint SQL makes this an easy process. But sometimes you need to add or make price changes to hundreds or even thousands of items. Even this can be made much easier with a little

knowledge and insight.

Mainly you need to know two things. What database table the information to update is in and the field names to update. CPSQL stores all the information in tables. Example: Item information is in the table

IM_ITEM. Customer information is in the table AR_CUST. When you are entering items each field has a nice friendly name, for example the item number field has a label "Item number" and the selling price label is "Price-1". But

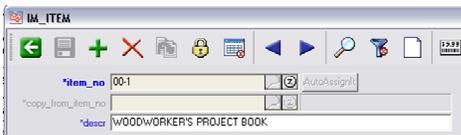
CounterPoint Tips & Tricks Continued...

behind the scenes CPSQL has a little less friendly name. "Item number" is really ITEM_NO and "Price-1" is PRC_1, not bad just a little different. But you do need to know these names. CPSQL simply looks at the column heading and imports the information into the field in the table with the same name. So now you want to know how to find these 'hidden names'... easy. In the case of the Items just go to /Inventory/Items/ like you were looking up an item. Then right click on the title bar and click on "Labels as FieldNames/Control Names".



The

actual table name is in the title bar and the friendly names have all been changed to the real or hidden names.



Now you need a spreadsheet with the information you want to import. Let's look at importing prices. Say you have a file like below. You can create new columns and use formulas to modify the data in any way that you need. Then save the file in the CSV format. The CSV

format is the one CPSQL needs to import.

	A	B	C	D
1	SKU	Description	Wholesale	Retail
2	10007	Hammer	8.59	15.99
3	10010	Saw blade	6.99	12.5
4	10054	Chisel 1/4"	7.87	11.95

To import just the new prices you need to rename the columns. You need to rename "SKU" to "ITEM_NO" and change "Retail" to "PRC_1" Now to import the new selling prices go to

/ System / Utilities / DB Import / See Fig A below.

Select the table to import into: "IM_ITEM". For filename, browse to where you saved the import file. Check the box 'Use header line'. Uncheck the box 'Add new' (we're just updating, not adding), check 'Update' and select from the Update mode 'Update records' we don't want to replace the entire item just update PRC_1.

CPSQL will ignore any columns in the spreadsheet that don't have matching fields in the CPSQL table. So in this example we had no need to import the Description column, so we did not have to rename the column

"Description" to "DESCR". So for any columns you don't want to import, either delete them or make sure the column name does not match a table field name.

That's it. You have now updated hundreds or thousands of prices. It's worth a little extra work to use importing when dealing with lots of changes. You can update any table in CPSQL just like we did for items. Other tables you might want to update are IM_PRC (Prices 2-6 are stored here), IM_INV (Inventory information) and PO_VEND_ITEM (vendor item information).

You always need to include in the import file the Key field so CPSQL knows which record to update. You can always tell the Key field because it's a bold blue color. **Always try new things on the training company first and always backup you system before you do any import.**

Note: Before importing verify all the tables you want to update. In some cases information is in several tables. Item information is a good example. IM_ITEM (item), IM_INV (inventory), IM_PRC (price file) and PO_VEND_ITEM (Vendor item) all have information that you may want to update.

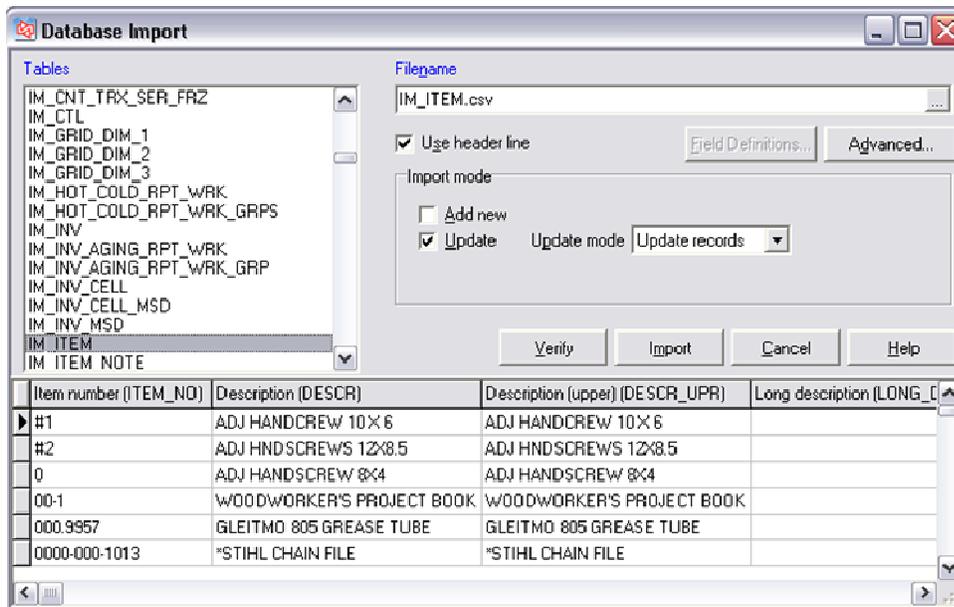


Fig A

Available on the Web



Spyware – software on your computer that secretly monitors what you do, where you go on the web; can collect personal information like credit cards and your email list; can even redirect your web browsing to take you to sites that will infect your computer with viruses.

Do you need special software to get rid of these? The quick answer is yes. But you already have anti-virus software so you're protected, right... Wrong. Spyware and viruses are not the same thing. An anti-virus program will not remove

most spyware. Spyware is in many ways harder to remove. By the nature of how spyware works, it is not as easy to identify as viruses are.

The solution: run two or three good spyware programs. The good news is you don't need to run them every day. Once a week, in most cases, is plenty.

Three top rated and free programs: Adaware, Malwarebytes, and Spybot. The first two come in two flavors: a free version and a pay version. The free version works just as well, it just requires

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you to manually run it where the pay version can be scheduled to run automatically. Spybot is free, but they will take donations.

Each time you run them, check and make sure they are up to date. Spybot can be set to automatically check for updates every time it starts, which I would recommend.

You can get all three from www.download.com

Custom Reports in Crystal

Do you ever think: "I wish there was a report that did this so I wouldn't have to spend hours trying to manipulate data in Excel."

Crystal Reports is the software CPSQL uses to create reports and forms. It is a very powerful tool for accessing the infor-

mation in the data tables.

If none of the numerous reports available have the information you need, give us a call so we can discuss what you need. We probably can modify the current crystal report or write one from scratch.

Nancy just wrote a report that

prints the top 10 customers for a specified period. Her client had been spending hours creating it and now it takes about 30 seconds.

Give us a call or email if you would like to discuss having some custom reports created.

Year End in CounterPoint

CounterPoint SQL keeps everything... This makes the year end process much easier. No information will be purged or summarized.

The most important thing is to post any transactions for the ending year. So if you have any un-posted receiving's, adjustments, tickets, etc, post them. Don't worry about receiving's that haven't come in yet. When those

items come in you will post them to the new year. For now you just want to post transactions that are completed.

You need an accurate inventory count. Some companies do small physical counts throughout the year. Doing a single shelf or area at a time. Others close down and do the entire store. Either way will work, but you should

have a good count for your end of year valuation report. It's always a good idea to run any reports you want to file with any other End of Year records. Valuation report, tax reports, and sales reports. Next, go to / Setup / System / Company / -- and change the current calendar to the new year.

That's it...

If you have any "Tips & Tricks" that have helped you or have found some great websites you would like to share, please let us know and we'll try to get them into our newsletter.

Physical Count

CounterPoint SQL gives you several options for doing physical counts. You can create physical count worksheets. Print these worksheets out. Have the staff count your

inventory. Then enter the counts into CPSQL. These worksheets can be created for your entire inventory or just selected parts of your inventory. You could create worksheets for a vendor, bin location, category, etc. You can also use a laptop with a scanner to scan in

the items and import this into CPSQL.

If your laptop has a wireless connection, you can scan your counts directly into CPSQL.

CPSQL also works with hand held data collectors. These are small (about the size of a hand held calculator) with a

built in scanner. You can then walk down the aisle scanning items, then import this into CPSQL.

Note: You can purchase hand held data collectors from us, pre-programmed or we can give you a contact you can rent them from.