Winter 2018

GP OPTIMIZER MAGAZINE

Targeting Growth Edition

Supporting company growth with digital transformation

Support Your Organization's Growth Spurts Without Growing Pains

New Year, New Hires: How to on-board without going overboard in GP

GP OPTIMIZER MAGAZINE

Welcome to the Winter 2018 Edition of the GP Optimizer Magazine! Not sure what exactly you're reading? The GP Optimizer is a digital magazine comprised of articles provided by Microsoft Dynamics GP Add-On Partners. Each article focuses on making your investment in Microsoft Dynamics GP more worthwhile by addressing issues that you may be experiencing, and providing ways to remedy them.

As we move into our sixth year of circulation, it's time we try something new! For this Winter 2018 edition, we've set out to produce a magazine with cohesive content, as dictated by one overarching theme: Targeting Growth.

As you'll soon read, each ISV has interpreted this phrase in a fun and unique way, from literal team expansion to positioning your company to excel in an ever-changing technological landscape. We hope this relatable topic will provide solutions applicable to your current business and inspiration for future endeavors!

Rockton Software has been in the Microsoft Dynamics GP Channel for over 18 years. We've established ourselves as fervent supporters of the greater Dynamics GP Channel, and we want you to excel in business by leveraging other tools and knowledge from our friends in the community. We are proud to continue offering this valuable resource to Dynamics GP users everywhere.

We want to thank all participating ISVs—AvidXchange, Binary Stream, Horizons International, ICAN Software, Integrity Data, JOVACO, k-eCommerce, Metafile, and Panatrack —for their help in producing this great magazine, as well as their commitment and support to the Microsoft Dynamics GP Channel.

Take a look and let my team know what you think—candid thoughts are always welcome.

Enjoy!

Mark H Rockwell

Mark Rockwell
President, Rockton Software

On the Cover

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Every digital magazine needs a digital home! Check out www.gpoptimizer.com for additional content from our contributors, including extra Dynamics GP tips, info on our webinar series, view past editions, and more!

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Will 2018 be your year for AP efficiency?

Written by Adam Frazier, AP Content Specialist for AvidXchange

As the market leader in accounts payable and payment automation solutions, AvidXchange helps Microsoft Dynamics GP users streamline invoice capture, intelligently route approvals, and automate payments. Humphrey Management, a full-service residential property management firm, has used AvidXchange Invoice and Dynamics GP since 2005.

Case Study: AP Automation for Dynamics GP Users

Before Humphrey Management discovered AvidXchange, they manually processed over 4,500 paper invoices a month, for 70 communities across six different companies. Somehow, they accomplished this herculean task with a staff of four AP personnel and one AP Manager. Over 90 percent of the paper invoices were sent directly to the communities and then stamped, signed for approval, and sent to corporate for payment.

“With paper going back and forth between the offices, it was easy for things to get lost in the mail, and since there were so many steps in the process, approval timeframes were often exceptionally lengthy,” said CFO Sheri McGowan.“

“Our manual process was so inefficient that our community managers would occasionally have to take time out of their hectic schedules to actually drive the invoices to the corporate office to get them processed,” McGowan added.“

“Regional managers also had to go to the community to approve invoices anytime there was a turnover in staff at one of their properties, which added another task to their overbooked day.”

The financial team at Humphrey Management knew that their manual, paper-based process was holding them back and that something had to change. In 2005, a hotel division within their management group identified AvidXchange Invoice as a solution to their “paper problem.” Later, when the hotel division was sold, McGowan and her team took advantage of the situation and kept the product and implemented AvidXchange Invoice across the rest of their companies. Early adoption of AvidXchange Invoice enabled them to transition to an automated AP process long before many of their competitors, which created a competitive edge for Humphrey Management. They could optimize their AP processes and realize a significant reduction in their operating expenses; savings were allocated to other, more deserving, areas of their business.

Humphrey Management reduced their AP staff by 50 percent, because the AP team no longer had to perform meaningless tasks, such as data entry, copying bills, filing, fielding calls from vendors, and searching for bills in filing cabinets. This meant their AP team of four became an AP

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team of two and has resulted in an average annual savings of $70,000 in labor costs. Regional managers are also able to make better use of their time thanks to the new approval process, because they can now approve invoices anytime, anywhere and simply redirect invoices to a different staff member's online queue if they experience a staff turnover at a community. AvidXchange Invoice also enables workers in the field to be self-sufficient because they can research the status of bills themselves and provide vendors with real-time information when they call with inquiries.

"When we bought the system, I didn't realize just how beneficial it would be during budget season," said McGowan. "I used to spend so much time going back and forth to the filing cabinets to look for an invoice when I wasn't quite sure what the bill was for, but now I can easily pull up the bills without leaving my desk."

Let 2018 Be the Year of Efficiency

Are you interested in significantly reducing the time and money spent on processing payables invoices and payments? AvidXchange integrations with Dynamics GP include a 45-day implementation guarantee. This means you're just 45 days away from removing the paper (and the clutter) from your AP process and enjoying a more efficient accounts payable experience. To take a tour of our accounts payable and payment solutions, or to schedule a demo, visit our website. GP

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New Year Heralds New Growth:

Make sure your HR and Payroll system is up-to-snuff, efficient and compliant

Written by Dan Doolin, Senior Account Executive, Integrity Data

As we start this New Year, many businesses are considering making changes to increase profit and facilitate growth in a way that improves productivity and remains compliant with existing legislation. This is a common goal for many business leaders; however improving manufacturing operations, distribution activities and customer facing processes without addressing payroll may not produce the desired results.

After all, Payroll is the process that addresses the company's most valuable asset: their employees. An overly manual payroll process is a time-consuming, challenging task that will hinder growth. Making simple changes in technology can save valuable time, improve the accuracy and compliance of payroll processes and boost productivity in this critical department.

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Achieve Productivity Goals This Year by Streamlining Payroll Processes

Processing payroll isn't always as automated as you might think. This lack of automation can be costly. There can be many points in the process that require paper-based reporting, manual calculations and redundant data entry. Each time data is transcribed from paper or from business system to business system there is a big risk for mistakes. Data can also be lost or delayed. There can be other complicated payroll processes that require additional attention; such as, managing insurance and benefit programs.

Here are four common payroll complications in Microsoft® Dynamics GP that can be streamlined with simple add-ons and contribute to corporate productivity goals.

1) Payroll mistakes: Paycheck mistakes happen. Instead of taking up to 17 steps to reverse incorrectly paid earnings on a payroll run, deploy Negative Payroll Transactions. In just one step, you can make the adjustment which is carried through the payroll process, associated posting journals and general ledger.

2) Pay rate changes: An employee pay rate can change at any time during a payroll period. Mid Pay Period Rate Changes captures the pay rate change and stores it for the next payroll processing. Employees can verify the changes on an earnings statement that shows the old pay rate and corresponding hours, as well as the new pay rate and corresponding hours.

3) Over-withholdings: Managing deductions for health insurance or life insurance by hand is difficult, and correcting over withholdings can be even worse. Easily correct over withheld deductions with Negative Deductions Enhancement. Simply enter the deductions and let the solution handle the rest of the process. Deductions will appear on a check with wages or a check with no wages, resulting in a net positive check. Transaction reports detail the converted and non-converted deductions.

4) Splitting an employee cost over multiple cost centers: Employees sometimes work across multiple departments or projects, so their costs should be allocated the same way. Employee Accounts and Splits allows you to automatically split employee costs by percentage based on department, position, pay code or GL account.

Manual tasks in the payroll department, more so than in any other part of your business, can impact productivity. Replace paper-based and manual processes in the payroll department with time-saving technology.

Be Prepared for Regulatory Compliance by Deploying the Right Technology Solution

Hiring new talent to keep up with growth is a great idea. Be aware though that once your headcount hits a certain number, there will likely be new legislation to consider. The Affordable Care Act (ACA), for example, triggers compliance with the 50th hire or full time equivalent (FTE). Be sure you have the technology in place to support legislative compliance as your business grows.

Growth is great; however, it isn't without risk. As discussed in "Compliance issues as you near the 50-person mark, other growth stages," posted by Jayne Gest on SBNOnline.com, an increase in headcount also results in an increase in regulatory compliance obligations. Here are three examples when headcount triggers compliance changes and what you should do to be prepared:

1. ACA Compliance: At 50 employees, or FTEs, businesses must comply with the ACA. You must capture data showing employees are offered affordable health insurance, at the right time and prepare detailed reports (Forms 1095-C and 1094-C) to employees and the IRS at year-end. Penalties are steep for noncompliance.
2. Family Medical Leave Act (FMLA): With the 50th hire, employers must offer employees up to 12 weeks of unpaid, job-protected leave each year.
3. Benefit plan reporting: Form 5500 comes into play when the headcount reaches 50 for benefit plans subject to the Employee Retirement Income Security Act of 1974. There is a short form for businesses with 50-100 employees and a longer form for over 100 employees.

With as few as 10 employees, businesses are subject to the Occupational Safety and Health Act. The Americans with Disabilities Act (ADA) triggers at 15 employees and COBRA kicks in at 20 employees. At each stage of growth, businesses should seek guidance from their payroll provider, attorney, or human resources and/or benefits professionals.

Knowing which regulations are triggered is just the first step. Businesses must put the right technology in place to support compliance efforts. Paper-based processes are too time-consuming and risky for managing ACA compliance or benefit programs. Modern management solutions like Integrity Data's ACA Compliance Solution and Comprehensive Leave Manager can streamline data-entry and reporting. Automating tasks strengthens compliance efforts without distracting your team from other core business operations.

Contact Integrity Data for help putting the technology in place that will support regulatory compliance measures you must take as your business grows and for more information about payroll enhancements that will streamline payroll processes and improve productivity. GP

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Supporting company growth with digital transformation

Written by Alyssa Putzer, Marketing Communications Specialist, MetaViewer

As a company, it's naturally your goal to grow. Whether that means gaining more clients, more revenue, more employees or all of the above growth is, unsurprisingly, most business owners' driving force. As Uncle Ben would (kind of) say, "With great growth comes great responsibility." This means that you can't bring on a dozen new employees, double in revenue and add three clients to your roster without changing how your business operations work. Targeting growth means adapting and updating to meet the needs of a new, modern workplace, and the transition entails being open to these adaptations and prioritizing the investments that will keep your company operating smoothly in the midst of growth.

Business growth is a transformational process, but your staff isn't the only thing that needs to transform in the midst of transition. "Digital transformation" is a buzzword that has made its way to social media, as well as into the vernacular of IT leaders and C-Suite executives. The term "digital transformation" is a term that gives companies the creative freedom to rethink and adjust their business processes in ways that streamline operations, maximize effectiveness, save money, increase visibility and support growth.

Outdated legacy systems that you've been utilizing for years limit your company's ability to move forward and identify business challenges. As your organization grows, it needs to be reinforced with systems that automate cumbersome, paper-based tasks. Procedures that are inefficient and manual could be detrimental to your growing workforce, especially if there are no set protocols in place.

That's where an automated document management solution comes in.

A paperless automation solution, like MetaViewer, allows companies to redesign the way that they handle documents, transitioning from paper-based to paperless. This transformation provides more than just gains in efficiency, but access to more data that your system can extract from documents that you may miss by just glancing at it. As your business grows, this data will become increasingly important to make more informed business decisions and offer more insights into your customers, vendors or even competitors.

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This means that you're not just rethinking the procedures previously put into place, but the way your company uses the information that's available to it. A document management/ paperless automation system takes over processes and procedures that were previously manual, pulls out the important information and makes decisions based on the data it examines and your company's unique business rules.

When you start transforming your processes to digital, your business decisions become data-driven, the growth of your company becomes sustainable and your workforce becomes more agile. The data that is generated becomes an asset to help move your company forward into a new digital realm and a valuable tool to support business growth. Look at the way you are currently managing documents and information. Is it efficient? Is it generating ROI? Is it providing the greatest visibility and potential for improved business decisions? Can it change and adapt as your company experiences growth? Modifying your manual business processes to automated ones helps you target growth within your organization and support your workforce through digital transformation.

Your obligation as a business leader is to manage growth responsibly and effectively by providing top-notch, state-of-the-art technology that will improve business processes and act as a partner to reinforce your staff and the work they are doing. GP

Can You Overcome the Challenges that Threaten Your Growth?

Written by Frances Donnelly, C.Q.P.A., Horizons International

The success of new manufacturers is often due to their responsiveness to their customers' needs. New organizations start small and that means there is an ease of access that allows them to communicate effortlessly with customers and vendors. After all, if everyone fits in the room at the same time, then dialog is immediate and seamless. When growth occurs, this smooth and easy communication is frequently lost and needs to be replaced with other tools.

In early growth mode, you might observe that the members of staff that you considered the most valuable are the ones who seem to be most aware of what is going on around them. We've all met these 'finger on the pulse' people. They know to reorder materials because they recognize a customer ordering pattern that no one else has documented. Or they can reschedule production processes in their heads so that a critical need for a favored customer is handled expeditiously. When it comes to consistently meeting customer expectations, the tribal knowledge of these individuals is the lynch-pin of operational success.

But what happens when business volumes pick up? These owners of tribal knowledge find they don't have time to touch every piece of paper or participate in every discussion about every order or production problem.

When this shift occurs, if an organization is lucky there will be one or two astute process-owners who start to create more formality around their tasks. Perhaps they create a check list. Someone else on the team will see the value in the checklist and ask for a copy. To provide greater access to the shared checklist, it finds its way to a network drive, alongside other shared documents and a heavily-guarded spreadsheet or three. These initiatives will create structure around processes and begin to replace informal organic communication with structured processes and data.

Done well, these processes will sustain the organization as it develops. At the end of this stage, we will see that growth is threatened by something called "islands of data". The earmark of this stage is when we notice that critical business data is not easily shared or distributed because individuals or departments are managing their responsibilities with non-integrated tools. To move forward, it will take a management led directive to shift to tools that support the next level of change: the use of integrated software for business.

Not sure if your organization has reached this growth challenge yet? Take our quiz to find out.

Much has been researched and written on the challenges of this shift. As someone who frequently meets with

organizations contemplating such an effort, I can share what I believe are the top two reasons that moving to integrated solutions doesn't occur or doesn't occur easily. These two reasons are cost and people.

Cost is pretty obvious. The deployment of integrated software solutions, whether across the entire entity or in a targeted function like inventory management or Quality, is always more expensive than was originally estimated. Utilizing cloud solutions reduces upfront expense by dispersing the software licensing portion of the cost across the lifetime of ownership. But the more significant area of cost is for the training of staff and the activity of implementing the solution in a manner that mirrors the specific business processes. Rarely does management investigate the purchase of a software solution fully-cognizant of the total project cost. The prevalence of 'apps' has also had a somewhat misleading impact on how the cost of integrated solutions is viewed. It comes as a surprise to some decision-makers that utilizing a smartphone- or tablet-based 'app' can often require the purchase and deployment of an integrated solution for managing a larger area of functionality, like inventory.

The reason people are considered a hindrance might be better stated as resistance. We can see resistance from the very moment the idea of an integrated solution is suggested. If we take an inventory or Quality function as an example, we can easily identify the integration benefits. With an integrated system, one inventory transaction updates all the needed records in real-time; the overall expenses of running the business are reduced. In the Quality function, preparing and delivering Certificates of Analysis from data maintained in a centralized system is significantly more accurate and efficient than managing paper records. In spite of these kinds of clear benefits, resistance remains strong because people have more confidence in their existing tools and existing skill sets. They are not eager to run the risk of trying something new. They balk at the idea of being held responsible for new skills without adequate training. We also see individuals who are very expert in their individual tasks resist change because they are allowed to value too highly their individual efficiency. Getting these people to see that their individual efficiency is a hindrance to the organization's broader need for shared data is always a challenge.

We have two short videos, one on successfully integrating perpetual inventory and another on creating Certificates of Analysis, where we demonstrate how our integrated software solutions benefit the efficiency of an organization. Growth is an important goal for business entities. To be effective, that growth must come with improved efficiency. We believe that eliminating duplicate work by using integrated software solutions is one of simplest ways to reduce operational cost and to achieve that improved efficiency.

If your organization is struggling with how to meet your growth goals while concurrently reducing cost of operations for manufacturing and Quality, please contact us at www.hzs.com or www.qualityessentialssuite.com. We can support your efforts by completing a Business Process Review and Gap Analysis and by providing your organization with formal tools to help in your integrated software evaluation processes. GP

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Support Your Organization's Growth Spurts Without Growing Pains

Written by Jonatan Coutu, General Manager, JOVACO

As organizations expand and acquire new companies or create new divisions and departments, one of the main challenges they face is bringing together the wealth of resources, data and talent found across the entire organization. Without the proper multi-company structure in place to support this growth, your various departments or companies are kept in silos, which impedes the flow of information and adds to the workload of resources. However, a project management solution such as JOVACO Suite integrated to Microsoft Dynamics GP can support your business through internal growth as well as acquisitions and mergers.

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Managing a complex, multi-company business structure

With a multi-company structure in place, not only will you be able to increase the synergy between your various departments and companies, your organization as a whole will be able to leverage the wealth of data and talent found across its various divisions. This ensures that you can provide your customers with the best services and products possible by allowing all departments to contribute their respective strengths to cross-company projects.

However, a complex business structure means more complex business rules. As your organization starts offering new services, increases its sales numbers, and expands its customer base, your business management system must be able to track the profitability of these new services as well as that of your various departments and profit centers. It must also incorporate any new entities that were created or acquired to allow your organization to manage interdepartmental and intercompany transactions, projects, and profit centers, while also being flexible enough to keep supporting your organization's growth moving forward.

Supporting multi-company projects and intercompany interactions

Things become even more complex when more than one department or division get involved in the same project. When a multi-company project is managed through distinct company setups in Dynamics GP, multiple manual tasks are required to keep the information up to date. The accounting department also has to decipher the various activities found within the project to properly report on the different business units in a consolidated statement, which makes the task much more time-consuming.

With the proper multi-company structure in place, companies can allocate costs to common projects, while the system automatically creates intercompany transactions and markups for a more accurate tracking of your actual costs. Intercompany billing simplifies the interactions of the companies assigned to particular projects and facilitates the interdepartmental lending and sharing of resources.

As such, it's essential to have a solution that allows you to oversee these different operations and that offers the visibility

necessary to account for all tasks and transactions. It must also provide a view onto the health and profitability of specific projects and companies. With a project-centric solution such as JOVACO Suite, tracking your new departments from all possible angles becomes easy, even second nature.

How JOVACO Suite can help you overcome these obstacles

Integrated to Microsoft Dynamics GP, a project management solution such as JOVACO Suite provides the necessary multi-company structure and project database setup for the easy and efficient management of cross-company projects. Companies and divisions are all integrated within the project cost module, which automates intercompany transactions and invoicing. This streamlines the flow of business activities and eliminates manual transactions, reducing the time needed for administrative tasks. Companies and departments can also share resources such as employees, suppliers, inventory, and equipment, maximizing the synergy across the entire organization.

Moreover, JOVACO Suite has been designed to support your growth in the long term: it has supported clients who have gone from a handful of departments to hundreds of them, and from less than a hundred employees to more than 2,000. Recently acquired companies can be kept as separate entities while still being connected within the management system to simplify operations. When the merger is completed and the company absorbed within the rest of your organization, the system can be easily updated to reflect this change, allowing you to continue your operations seamlessly. And if you're looking to expand internationally, multi-currency functionalities allow you to manage your accounts in both your functional and transactional currencies.

In short, it's important to plan for long-term growth with a scalable and flexible solution that will grow with your business. Once integrated to your business management system, the different companies and departments of your organization will be able to work on the same activities, products or projects, allowing you to reduce your costs and fully leverage the talent and data found across your organization. For more information about how a project management solution such as JOVACO Suite integrated to Microsoft Dynamics GP can support your business growth in the long term, visit our website or contact us. GP

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Apply Documents Automation in Microsoft Dynamics GP

Written by David Eichner, ICAN Software

When entering a large number of cash receipts or entering a single cash receipt for a large number of invoices, many Dynamics GP customers grow frustrated with the lag that occurs as each invoice is marked for apply. Stop wasting your time and money.

Mass Apply Receivables allows users to enter or import unapplied cash receipts (or returns/credits) and then import the apply data for that payment/return/credit against an unlimited number of invoices. Once apply data is imported, **Mass Apply Receivables** can be run in a mode that automatically applies the specific one-to-many apply records imported.

Does your firm struggle to deal with short pays? Mass Apply Receivables can automatically handle short pay scenarios after the mass apply process has finished.

Need to apply negative cash receipts or multi-currency documents or national accounts documents? No problem with Mass Apply Receivables.

Many customers record returns in Sales Order Processing that need to be applied to a specific invoice. If they store the related invoice number in the Customer PO Number field, **Mass Apply Receivables** can be run in a mode that searches for and automatically applies any payments, returns or credit memos that reference a specific invoice.

Other customers just want to run an auto apply process across a wide range of customers and document dates… without having to do it one customer at a time. **Mass Apply Receivables** can restrict this auto apply to only auto apply those documents that have a matching prefix value if you choose to do so. It can also be run in a mode that auto applies open documents for a range of customers and/or document dates. It also can be restricted by customer class if needed.

Do you need a low-cost integration tool for importing customers, receivables documents, cash receipts? Mass Apply Receivables has the fastest import tool available for accounts receivables!

For users that manually apply credit memos and manual payments in Accounts Payable, we have Mass Apply Payables which also allows for auto apply documents with/without prefix matching. It also allows for import of apply records in a similar fashion to Mass Apply Receivables. Additionally, you can import vendors, payables documents, and manual payments using the fastest import tool for accounts payable.

These are just a few of the many great products from ICAN Software Solutions. We make solutions that turn hours into minutes… GP

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>
> *Eileen Morales, CFO | Cardiovascular Research Foundation*

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New Year, New Hires: How to on-board without going overboard in GP

Written by Elise Rooney, Rockton Software

Every business owner has hopes of expansion when embarking on their entrepreneurial journey. So why is the prospect of growing one's business intimidating for so many? With growth comes change, which is the primary obstacle confronting executive teams.

When there is enough work to go around and then some, what comes next?

Chances are it is time to expand by adding one or several new members to your team. Growing your workforce is a sizable investment, one that many agonize over, considering the time and money that will go into the hiring process. Ultimately, increasing your staff is usually the best decision, as the time and money spent on a new hire will pay dividends in terms of customer service, employee stress levels, and the overall efficiency of your business. Take the leap, it's not as scary as it seems!

So let's fast forward…

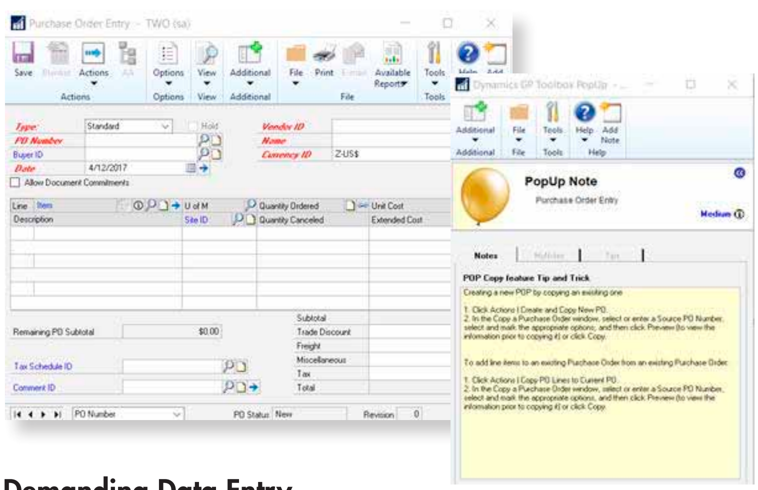
You've hired the newest member of your team and it is time to get them up to speed with all of your business processes within Microsoft Dynamics GP. From the onset, this is a daunting task, but there are several tools on the market to aid in the onboarding process.

Let's get started with System Security:

Your Dynamics GP Administrators will love this shortcut. Utilizing the Dynamics GP Toolbox, security setup is a snap. The Security Manager tool allows admins to copy security permissions from one user to another based on their role. This speeds up the user setup process, providing admins with full transparency regarding what access your most recent team member will have.

A few other tools in the Dynamics GP Toolbox will serve as a valuable resource when it comes time for your new employee to learn your system. The Mentor tool will allow users to lookup, open, and see navigation information about any window in Dynamics GP as well as Dexterity based 3rd party products. Users are able to quickly find what they are looking for while learning the menu navigation.

Another tool, PopUps, can be a new user's best friend, displaying notes to the user on virtually any window in the Dynamics GP system. Use these handy note fields for documentation, user guide verbiage, to outline internal processes, or to share tips and tricks. End users also have the option to create a 'My Note', which is a user specific note on a window, reminding them of their own personalized process to follow.



Demanding Data Entry

It can be easy to overwhelm a new user with all the data contained within your Dynamics GP system. No one expects a user to memorize customer names, ID numbers, account numbers, etc, let alone someone brand new to the system. A great way to combat the feeling of information overload is with SmartFill, a google-style data search tool for Dynamics GP. SmartFill makes finding information quick and easy as

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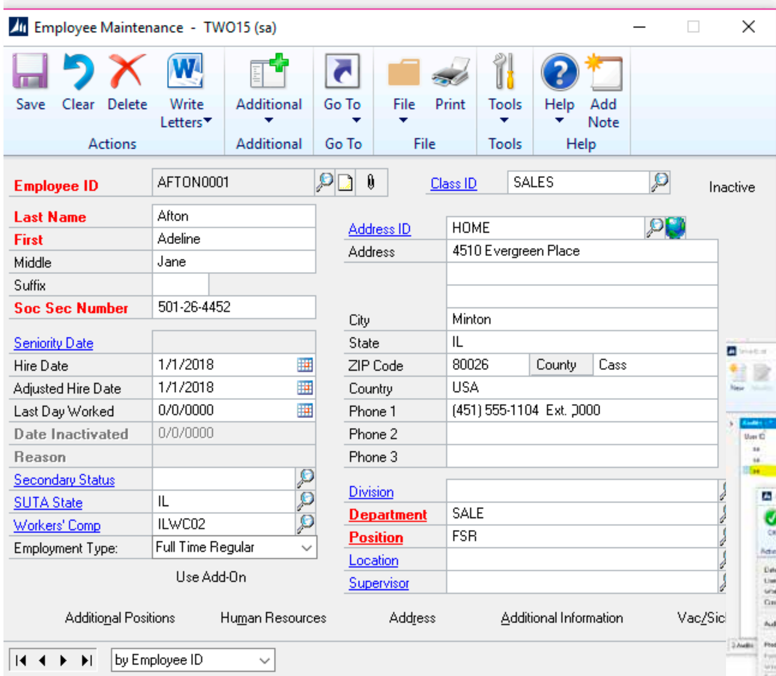
users can type in what they know, part of a name or ID, and with the click of a button, a list will be returned for them to make their selection.

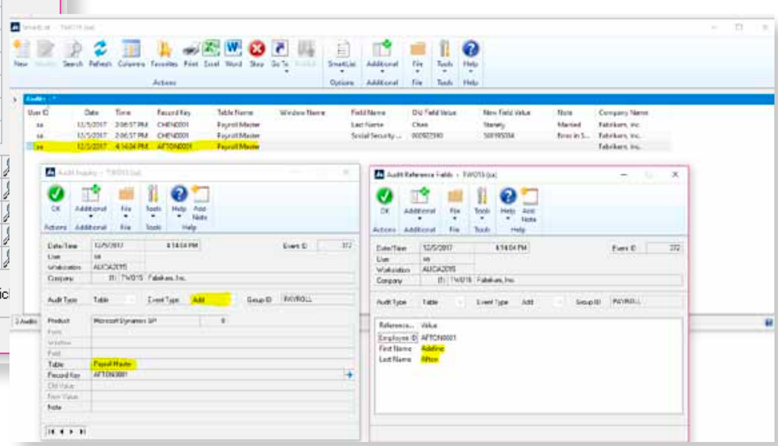
Cutting down on search time will not only increase the speed in which your new user can perform their daily tasks, but will also expedite their knowledge of your system data.



process, it will help managers identify if a new hire needs additional assistance learning a process.

You may also want to track that new information as it goes into your GP system – especially when it comes to Payroll! Auditor can track new records as they are added to the system, so those new hire records don't become new problems when payroll is run!

As you can see, adding a new employee does not have to exert an outrageous amount of squandered time and money. It is important to provide your new user with the time and tools to learn the system on their own, while having a strong safety net to fall back on. From setting up the new system user to tracking their progress once they're up to speed, Rockton offers a hands-off, hassle-free approach to onboarding your newest team member.



Keep Track of Progress

Watching a new user's every move is not the most productive use of time, but with Auditor, instead you can track critical changes made by that user, all from your own desk. Configure Auditor to track specific fields and have system admins notified of any changes made to those windows by your newest user. Not only will this assist with the training

For more information on Rockton Software's Auditor, Dynamics GP Toolbox, and SmartFill add-on products, please visit www.rocktonsoftware.com. If you're interested in seeing the features mentioned above, don't hesitate to reach out to our team for a demo or FREE 30-day trial. GP

They say no two snowflakes are alike...

The same is true for all of your unique data in Dynamics GP.

Reduce time spent shoveling through thousands of records when you search with SmartFill, the google-style data search tool for Dynamics GP!

$220.00* USD
per System User

A Blizzard of Benefits

- Find information up to 83% faster
- Create new searches & add to 3rd party windows
- Easy to Use: 4,000+ pre-defined lookups
- Quick and easy install and implementation
- Free 30-Day Trial

Click here to see why over 20,000 GP users rely on SmartFill to make their *work simpler & easier* ® every day!

Are you ready to ***work simpler & easier***®?

Extend the power of Microsoft Dynamics GP with solutions that will rock your world.

Free 30-day trial for all products!

*Annual Maintenance Agreement is 20% of current product price, and is required for the first year at time of initial purchase.

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Quote to Cash in Dynamics GP

Written by Neil MacDonald, Binary Stream

TelCom Corp (names have been changed to protect the innocent) is a small, local communication company, serving a small county in rural USA. With revenue of just over $2million and an accounting staff of 5, they were a prime candidate for Dynamics GP. So far, everything is running smoothly. But the owners want to grow the business and have hired a new Director of Sales, with a mandate to double revenue in the next two years. Josh Martin is the man for the job; his resume reads like a series of success stories growing small businesses!

In an effort to expand the market, Josh is taking on a new line of products. In addition to the over the counter sales, some of these products are "pay as you go", or subscription based. In an effort to gain market share, Josh is planning a large scale marketing campaign and promotions, including giving the first two months free for a 12 month subscription, or a free device with a 24 month pre-paid subscription.

In order to handle the marketing, Josh begins by implementing marketing campaigns in Dynamics CRM. As the sales staff process orders, the records are pushed to Dynamics GP as SOP documents. However, at this point, the process grinds to a halt. Accounting staff need to track and manage recurring invoices. Which ones are free, and which ones are billed? How do we recognize the revenue for the free periods? On top of this, their CPA has just informed TelCom Corp that they need to adjust their processes to be ASC 606 compliant, ensuring they recognize the right amount of revenue in the correct periods. Should revenue be allocated to the free devices, and if so, how much? Where do we store the stand-alone selling prices? How do we handle the 24 month deferrals? Needless to say, Josh and his staff are up to their eyeballs in Excel spreadsheets, some for billing records, others for revenue allocation calculations, still others for managing deferred revenue.

Josh contacts TelCom's Dynamics GP VAR and describes the situation…surely there is a better way to handle all of this than hiring more and more staff to manage more and more Excel spreadsheets???

The VAR introduces TelCom Corp to **Binary Stream's Subscription Billing Suite (SB)**. As a set of fully integrated GP modules, CRM can push the orders into the **Advanced Recurring Contract Billing** module; billing cycles can be defined to suit the contract: one-time, monthly, quarterly, annually and so on. As contracts are created, the **Multi-Element Revenue Allocation** module handles the storing of stand-alone selling prices and the calculations necessary to ensure GAAP compliance to ASC606. As invoices are created each period, the **Advanced Revenue and Expense Deferrals** module ensures the correct amounts are deferred and/or recognized at the right time. And finally, the **Portal** allows TelCom's customers to self-serve and view or pay their outstanding invoices from the comfort of their own internet browser. Rather than hire more staff, Josh is accomplishing more with a completely integrated Quote to Cash system.

If you can understand the frustrations Josh faced, and the growing pains felt by Telcom Corp, you owe it to yourself, your employees and your customers to contact your VAR today and ask for a personalized demo of **Binary Stream Software's Subscription Billing Suite**! GP

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Need to track Investment Assets in Microsoft Dynamics GP?

Written by David Eichner, ICAN Software

Tracking investment holdings, generating unrealized gains/losses, processing interest accruals and amortization of investment discount/premium, and recording short-term vs. long-term capital gains/losses can be much easier with InvestmentAssets from ICAN Software Solutions.

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Inglewood Park Cemetery is located in the state of California, and handles approximately $70M in investment assets. Inglewood Park Cemetery, and its sister company, Park Lawn Cemetery, each have several funds in addition to the State required Endowment Care Fund, the earnings from which are used to maintain the cemetery grounds and facilities. The other funds include Commodities and Services purchased in advance by their clients, the earnings from which offset the price increases over time. Jacqueline Gonzalez, Vice President of Fund Management, works directly with the Companies' Investment Committee in managing these investments.

Inglewood Park Cemetery used to leverage AS400 CCMS software, which had a General Ledger (GL) package designed for cemeteries. This meant that any asset reporting had to be processed manually using Microsoft Excel spreadsheets. Jacqui recalls, "This worked fine in the '80s when we had just 4-5 investment managers and 10 investment portfolios, but we've grown into a well-diversified operation with thousands of investments, such as equities, real estate, fixed income, mortgage backed securities, and much more, across our 42 portfolios."

Their month-end and year-end processes became very tedious to get through. It used to take them a full month to get through month-end processing, reporting and reconciliations. They were also very prone to error when dealing with their manual processes. "What we put in, we got out, and too much of our time was dedicated to checking and reconciling reports." Jacqui shares.

The volume of work required to handle monthly amortizations and interest accruals made it necessary for those entries to be captured on a year-end basis. Due to the manual reporting of investments, the preparation for the yearly audits was extremely time-consuming. Jacqui shares, "Our auditors needed to do more testing on our investment holdings to make sure the information we were using was accurate."

The cemetery went live on Microsoft Dynamics GP with ICAN Investment Assets in 2012 and they now have complete and accurate tracking and history of each investment holding, complete with customizations specific to their industry and so much more.

Closing books each month is now accomplished in approximately 10 days. "We can pull monthly amortizations, interest, and income accruals. The reconciliation process is so smooth, it takes literally a push of a button to initiate a reconciliation report back to our statements." Jacqui continues, "I'm still amazed and still enjoy learning all the ways ICAN is able to help us."

InvestmentAssets is just one of many great products from ICAN Software Solutions. We make solutions that turn hours into minutes… GP

We Work Late So You Won't Have To!

Want more information? Check out InvestmentAssets and our other products like Mass Apply Receivables, Mass Apply Payables, Print Cash Receipts, Automatic Cash Receipts, and Vendor Price Matrix at www.icancloudapps.com

Growing from the Inside Out: Simple Solutions for Rapid Expansion

Written by John Pollard, Technical Writer, k-eCommerce

Growth. It's a natural process, not a magic word. Flowers and trees do it, and businesses do, too… some faster than others. Everybody wants growth. The real question is: are you ready for it?

With growth comes greater complexity. This is true even if said growth does not entail changes to your product catalog, marketing strategy, distribution method or other logistics (which it almost always does).

But at the very least, your business will be dealing with more clients and taking more orders, which quite simply means more to keep track of. Start-ups and small businesses may only deal with a few customers a day. When an order comes in, it's fairly easy to transfer it to accounting, shipping, and other relevant departments.

If these same companies start taking 50-100 orders daily, however, it's going to be a lot more difficult to get all that information where it needs to go quickly. Businesses that are not equipped to handle a high volume of orders can ironically end up being held back by their own success, as the orders will take longer and longer to fulfill.

The solution here is to automate most of the process by using an e-commerce platform that integrates with your accounting software or ERP.

With an integrated platform, from the moment a new client creates an account on your web store, his or her information is automatically copied to your ERP. When the client places an order, the order information is likewise copied. As you process the order in your ERP, the client's invoice is then sent right back to your web store along with your updated inventory and other important data.

In other words, integration allows your web store and ERP to function as a single unit, making all the critical information immediately available in both systems. Companies that don't integrate are forced to copy all this information back and forth, leaving a significant margin for human error over and above the time involved.

In short, any business planning for even moderate growth should be using an integrated solution to support and facilitate that growth. It enables rapid expansion; but, of course, expansion itself happens through the front end, by making sales and retaining clients. And that, in turn, depends largely on user experience.

"User experience" can mean a lot of different things, depending on whom you talk to. To be sure, optimizing user experience is a task which changes from industry to industry, and even from one business to another. Nevertheless, there are really just two basic elements to consider here: the general experience and the personalized experience.

The general user experience is what greets all your web store's clients and guests. It consists of site features like ease of navigation and intuitive search tools, mobile-friendly web design, rich media product pages, contact options for your business (including social media links and live chat), and the overall look and feel of your store.

The personalized customer experience, by contrast, comprises the unique ways your relationship with a particular client builds over time. For instance, when a customer makes a purchase, do you simply add it to an order history that they can view through their account page? Or do you show them

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past purchases the moment they log in? What about items they've searched for? Or similar items? Or substitutions, if what they want is out of stock?

If a client makes a repeat purchase, do you provide them with a way to automate recurring orders, should they wish to buy again?

Flexible e-commerce platforms allow you to create custom catalogs and pricing structures for clients based on their purchase patterns and individual needs. One common application of this functionality involves offering a unique discount to first-time visitors.

This strategy obviously acts as an incentive for the new guest to create an account and make a purchase. But it does more than that. Psychologically, it gives prospective clients the sense that you are making them a special, personalized offer. And the same holds true for returning clients. Like the deli owner who knows your name and asks after the kids, this kind of personal touch will go a long way toward building customer loyalty.

Growing your business doesn't always take complex strategizing. Sometimes even simple details can promote major expansion. For instance, one of the easiest ways to seed growth for your online business is to allow customers to rate products and leave reviews.

Customer reviews benefit your site in two major ways. Obviously, they help other clients by providing information and feedback to aid their purchasing decisions. Customers will often leave reviews not just of the items themselves, but also of their experience with your company. If you provide an excellent service, this is where people will hear about it.

But potential customers aren't the only ones looking at reviews. Each new review a customer leaves creates unique, high-value content for your web store's pages, which is then picked up by search engines. This boosts your product pages' relevance and credibility and ultimately contributes to a higher Google ranking.

Of course, the big question here is: what about negative reviews? Isn't this, at least potentially, a double-edged sword?

The important thing to remember is that there are independent review sites all over the web. Which means that customers who feel motivated to leave negative reviews will be able to do so regardless. By giving your clients the freedom to leave reviews on your site, you are positioning yourself to see and respond to negative feedback directly.

If a customer has had a bad experience, you can usually turn it around by responding to the situation yourself and doing what you can to make amends. This then leads to even more positive reviews, imbuing your company with a reputation for transparency and good service, and building a sense of trust with both current and prospective clients.

All of which only leads to more growth.

About k-eCommerce

k-eCommerce is a leading provider of innovative e-commerce solutions integrated to Microsoft Dynamics™. Built on industry best practices, k-eCommerce simplifies and accelerates online sales and offers mid-market businesses a complete omnichannel e-commerce platform to support both B2B and B2C engagement models. For more information, visit www.k-ecommerce.com.

Managing Leases under ASC 842 and Dynamics GP

Written by Neil MacDonald, Binary Stream

Most business, as lessees, lease something…it might be real property, it might be equipment or vehicles. Typically, these are treated as operating leases, expensed as they are paid. For the few capital leases on the books, the asset and liability are created and adjusted accordingly.

Perhaps your business is dealing with customers as the lessor. You manage and record your lease based on their make-up: sales-type leases, direct finance leases or operating leases. The former two require balance sheet presentation, while the latter does not.

For years, you have been managing your leases – both receivable and payable – in Excel. After all, sending out a handful of invoices and collecting a few rent checks, or entering and paying a handful of payables vouchers, is pretty simple.

However, as your business grows, Excel is not the right tool anymore. Why?

With the adoption of ASC 842 – in January 2019 for public companies and non-profits, or 2020 for private firms - leasing is becoming more and more complex, especially for the lessee. As a lessor, not much has changed – for the most part, lessors will continue to account for their leases as they do under today's standards.

Lessee accounting is another matter altogether! Now, leasing property of any kind, as the lessee, is a matter of tracking not just the periodic amounts payable, but the corresponding right to use (ROU) assets and the entire lease liability on the balance sheet. As payments are made, the balance of the ROU asset and the liability are adjusted, along with a corresponding interest expense adjustment.

So what does this mean for Dynamics GP users? Obviously, your accounting is going to change. As leases are entered into GP, NPV calculations need to be done on the unpaid lease payments, ROU assets need to be created, and payments need to be adjusted to include the interest component of each payment. That sounds like a lot of Excel number-crunching!

To add to the pain, when ASC 842 comes into effect, companies are required to present two years of retrospective accounting for the leases – in other words, for each open lease, what would it have looked like, and what impact would it have had on my entire financial statement presentation, had ASC 842 come into effect last year, or the year before? While there are some "practical expedients" to simplify financial reporting presentation, it will still entail a lot of manual effort.

Recognizing this change is coming, Binary Stream Software has been working quietly and diligently to understand ASC 842, and adopt its requirements in its Property Management (PrM) modules, with a goal to releasing the updates with plenty of time for users to test out ASC 842 compliance. But don't let the name fool you…PrM is for more than just real property! With the assortment of modules available, PrM can handle any type of lease for lessors or lessees. As leases are added, PrM will do all the required calculations to ensure ASC 842 compliance and will create the ROU asset and corresponding liability as required. Contact us at www.binarystream.com for more info! GP

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Inventory Process Development – Leveraging GP for Inventory Control

Written by Pam Burnham, Director of Product Strategy, Panatrack

Businesses evolve… Companies start out with a single desktop computer and a few spreadsheets to keep track of day-to-day operations. As they grow, so does the need for office space, multiple phone lines, additional employees, and infrastructure to support business software. Organizations consumed in everyday operations often don't realize that they have outgrown their current systems and procedures. It comes as no surprise when inventory accuracy suffers. Identifying potential fail points in a process is the first step to securing growth for a company large or small.

Questions to ask about tracking your inventory

- ✔ Are you recording inventory transactions on paper and keying them into Dynamics later?
- ✔ Do you rely on long-time staff who "Just know" where inventory is?
- ✔ Are you managing inventory with whiteboards, Post-it notes, and clipboards?
- ✔ Do you duplicate inventory activity into an Excel Spreadsheet or Access database?
- ✔ Are you buying more than you use or can sell because you don't know what inventory you have?
- ✔ Are you experiencing unexpected inventory stock-outs resulting in lost business?
- ✔ Do you lose money and customer confidence due to increased incorrect shipments?
- ✔ Do you have large write-offs at physical inventory time?

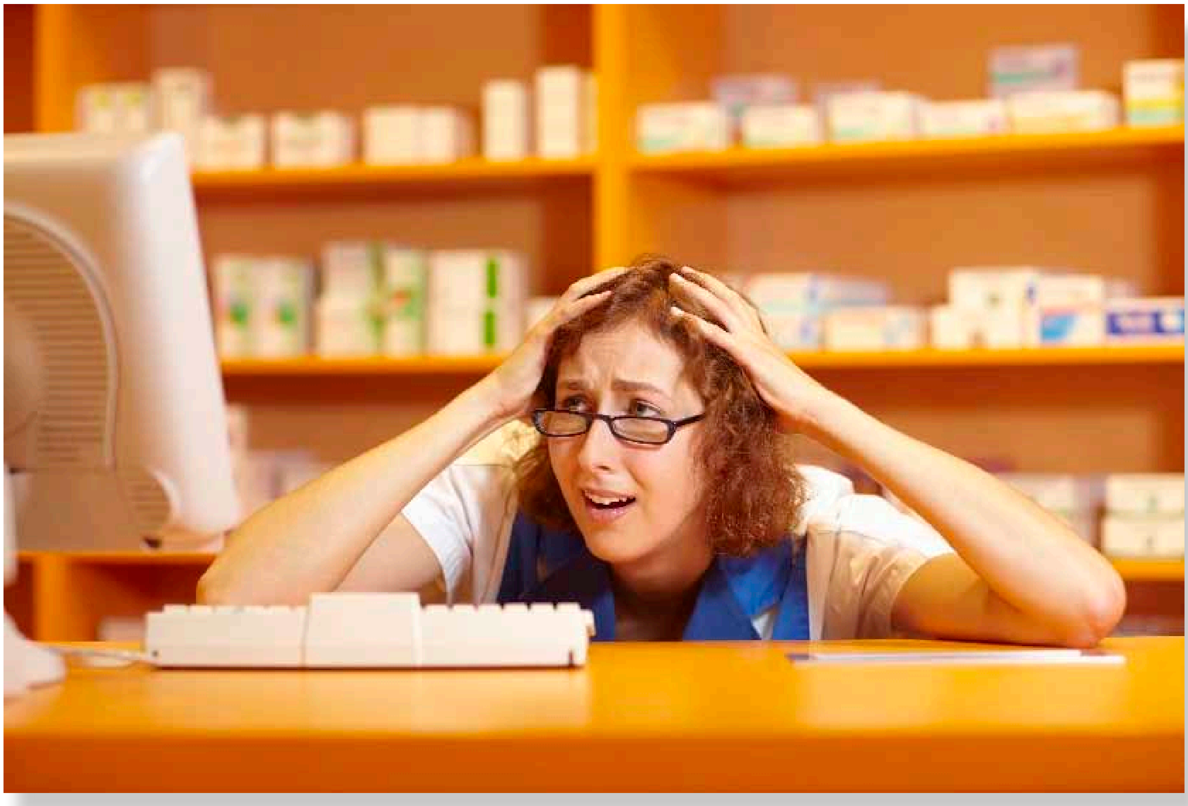
Evaluating Your Process

Perhaps it's time to evaluate the systems you have and what you can put in place to streamline operations. When you implemented Dynamics GP as your ERP solution, did you get your financials set up and perhaps purchase order processing & sales order entry? At that time, tracking inventory may not have been much of a burden or it was a low priority. However, with growth, you may find that you are applying band-aid solutions to augment your paper-based tracking; often to find it eventually adds more overhead and inefficiencies.

Since Dynamics GP is a feature-rich solution, it is often configured (outside of financials) with just the basic functionality for many companies. A good starting point is to invest time in evaluating what your existing infrastructure offers in streamlining your operations. You may be surprised! Adding tools such as mobile computers and barcode technologies along with tightly embedded applications such as PanatrackerGP can impact both accuracy and efficiency while providing the benefit of maintaining simplicity for your users.

We aren't a big company

As a business develops it is paramount to look at your current situation and plan for success. While inventory may not be the top priority that jumps to mind, it is often the heart of business. Small to mid-size organizations can benefit from adding technology. Laying the groundwork



early is easier than waiting until you realize there is a problem. If you equate inventory management only with large distribution and manufacturing organizations, consider these real businesses that track their inventory in Dynamics GP.

- ✔ A retail hair salon, to manage retail inventory to stocking levels during busy seasons.
- ✔ A cardiac-care provider, to accurately track items used during procedures.
- ✔ A satellite communications provider, tracking inventory sold and leased to their customers.
- ✔ A biopharmaceutical lab, efficiently tracking inventory used within the labs.
- ✔ A contractor, to track stock on trucks and efficiently record items used on jobs and projects
- ✔ A hospital, for management of floor supply closet inventory.
- ✔ A casino tracking departmental supply items.

The Bottom Line

Inventory, parts, and supplies affect any organization's P&L bottom line. Knowing how much you have on hand at any given point in time is critical for planning and scheduling. Finally, knowing where to find items, when you need to issue, pick, or use inventory streamlines your operation. Companion solutions such as PanatrackerGP add accuracy and efficiency with barcode and mobile technology.

Contact Panatrack to learn more about Inventory Control with Dynamics GP and how an Embedded Warehouse Management Solution can provide the pathway to true inventory visibility and prepare for growth. GP