Summer 2013

GP OPTIMIZER MAGAZINE

BI here, there....
BI everywhere

How to Bridge the Gap
Between Your Operations and Finance Departments

Improve Customer Experience: Simplify Your Point of Sale System

GP OPTIMIZER MAGAZINE

Welcome to the Summer 2013 Edition of The GP Optimizer Magazine. Our original goal of The GP Optimizer Magazine was to reach 15,000 Microsoft Dynamics GP Users. Last publication, we exceeded this goal by reaching over 50,000 Users.

The GP Optimizer Magazine contains articles written by Microsoft Dynamics GP partners; these articles are focused on making your investment in Microsoft Dynamics GP more worthwhile by solving an issue that you might be experiencing.

Rockton Software has been in the Microsoft Dynamics GP Channel for 14 years. You may have seen us at Convergence dressed up as bartenders, pirates, Vikings, or cavemen. Regardless of our crazy costumes, we have established ourselves as fervent supporters of the greater GP Channel, and we want you to excel in business by leveraging other tools and knowledge from our friends in the community.

The GP Optimizer Magazine shares industry expertise from the perspective of an Independent Software Vendor (ISV) focusing on how to solve problems in Microsoft Dynamics GP that users face in their day-to-day business. Over the years, I have heard of many requests for a solution catalog that lets GP customers know about “what is out there” to solve real business needs.

We want to thank all participating ISVs for their help in producing relevant content, which is accumulated into this issue of The GP Optimizer Magazine, as well as their commitment to the Microsoft Dynamics GP Channel.

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

Enjoy!

Mark H Rockwell

Mark Rockwell
President, Rockton Software

rockton® SOFTWARE
Work Simpler & Easier®

www.rocktonsoftware.com • 877.476.2586

On the Cover

GP Optimizer Magazine

Published by **Rockton Software**
PO Box 1849
Sandpoint, ID 83864

Editor: Mark Rockwell
MarkR@rocktonsoftware.com

Design: Lori Hartmann, Feline Graphics
feline@sandpoint.net

Advertising Director: Alina Filipczak
AlinaF@rocktonsoftware.com

Advertising Inquiries: Nicole Sexton
NicoleS@rocktonsoftware.com

Editorial Inquiries: Nicole Sexton
NicoleS@rocktonsoftware.com

16

BI here, there….

BI everywhere

26

How to Bridge the Gap

Between Your Operations and Finance Departments

33

Improve Customer Experience: Simplify Your Point of Sale System

Table of Contents

6 Consolidating Microsoft Dynamics GP Databases with Other Financial and Operating Databases

8 Tool Tips for Your Microsoft Dynamics GP Garden

13 Purchasing Price Lists To Manage Purchase Orders

15 Is There an Easy and Efficient Way to Track Time in Project Accounting?

16 BI here, there.... BI everywhere

18 Lend Your Expertise to the Microsoft Dynamics GP Community

22 Why BI?

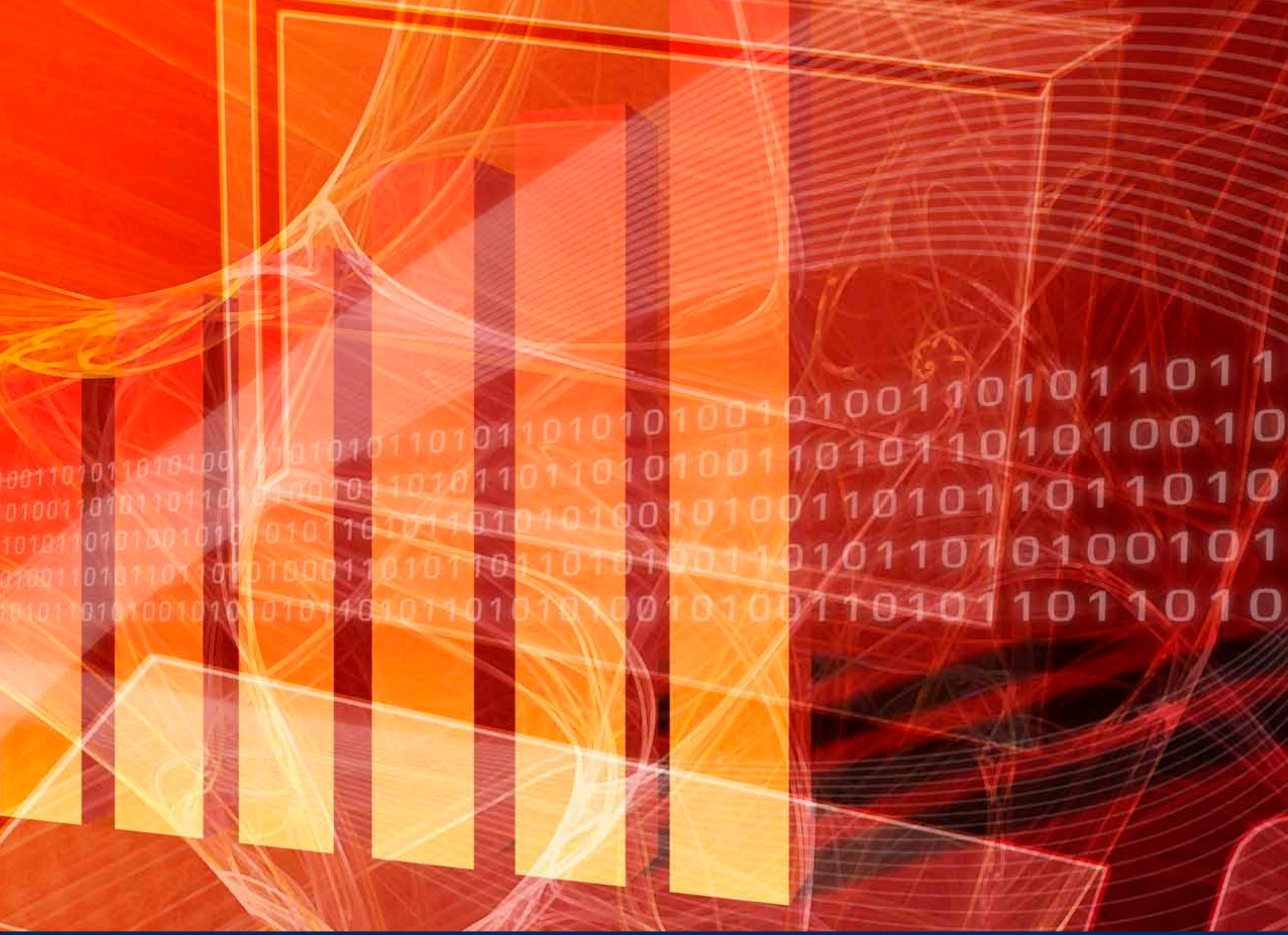
25 Easier Cash Receipts In Microsoft Dynamics GP

26 How to Bridge the Gap Between Your Operations and Finance Departments

29 Business Metrics – Outstanding or Overwhelming?

33 Improve Customer Experience: Simplify Your Point of Sale System

36 Why Paperless Document Management?



GP Optimizer Sponsors

5 Bio Analytics
www.bio4analytics.com

12 Solver Inc.
www.solverusa.com

14 ICAN software
www.icansoftware.com

20 Business Computers Systems, Inc.
www.business-computers.com

21 GPUG
www.gpugsummit.com

24 Horizons International
www.hzs.com

28 Compass Technologies
www.compasstechnologies.com

31 JOVACO Solutions
www.jovaco.com

35 Rockton Software
www.rocktonsoftware.com

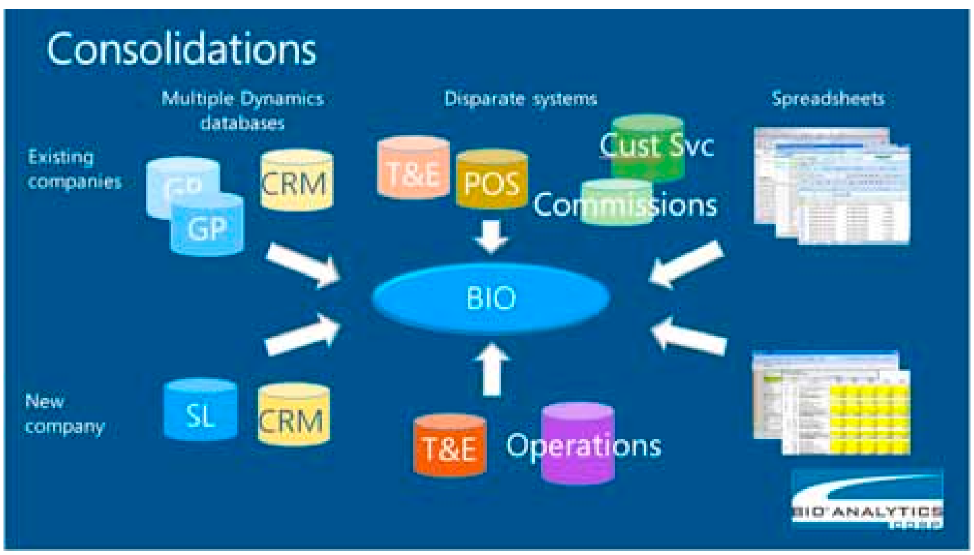
37 PaperSave Pro
www.papersavepro.com

Cover photo by Photos.com/Kheng guan Toh

Consolidating Microsoft Dynamics GP Databases with Other Financial and Operating Databases

By Sandi Richards Forman, **BIO Analytics Corp.**

Business intelligence gives you access to your data for timely, fact-based decision making. Users access data to develop insights into all aspects of their businesses through pre-programmed and ad hoc reports, dashboards, and on-screen analyses. But . . . what data? Most companies have five or more financial and operational databases and some companies have hundreds. Data from different reporting entities may reside in different databases. Different departments may have specialized data like T&E data or commissions data or purchasing information. You may need to combine transactional data with your forecasted data or operational data and R&D estimates.



BIO business intelligence from BIO Analytics Corp. allows you to combine the data from different Microsoft Dynamics databases, as well as from all kinds of other databases and data stores within your organization including Excel spreadsheets. By consolidating the data from disparate systems, organizations can eliminate individual information silos and provide consistent information across all levels, business segments, and functional areas within that organization. Maybe more important, integrating the data allows you to compare data housed in separate systems to find trends, causes, correlations, and interrelationships that would not be possible using data in any of the individual systems alone.

When combined with BIO's built-in content—such as pre-programmed reports, calculations, relationships, and hierarchies, and relationships—BIO users get insights that would be difficult at best to obtain by other means.

But, combining data is more than just taking two or more databases and adding them together. There are a number of considerations that need to be taken into account before, during, and after data consolidations. Here are some of the major items to consider:

- Common data formats
- Common terminology across the databases and in the consolidated database
- Quality and condition of the data before consolidation
- Hierarchies in the combining and combined databases
- Unique identifiers for each record that will identify related records in the combining databases
- Local versus centralized data and control
- Automating the consolidation processes for regular updates
- How changes to the sources databases will be handled
- How changes to the consolidated database will be handled
- How accounting and reporting changes will be handled
- How security for the source databases will be transferred to the consolidated database
- Error handling

Photo by Photos.com/Bruce Rolff

BIO software has built-in functionality that can assist you in resolving these issues. Further, BIO consultants have done numerous data consolidations and have dealt with all of these issues before. Their experience will ensure that your data consolidations will result in complete and accurate consolidated data for dashboards, reporting, and analysis. In no time, even your non-technical folks will be analyzing consolidated data without a thought as to where the source data resides or how to compare the apples in your ERP system to the oranges in your CRM system. GP

Join a BIO webinar to learn more.
Visit our website **http://www.bio4analytics.com**

Tool Tips for Your GP Garden

Written By the Sales & Marketing Team of **Rockton Software**

Garden you ask? Why, yes! We at **Rockton Software** thought it would be creative to use a garden analogy when thinking of ways to make your Microsoft Dynamics GP work simpler and easier.

By now, you probably have your plot of ground (platform, ERP system, Microsoft Dynamics GP), your garden per se, and are trying different things each year to enhance what you have. We understand that "home grown" is the best and want to introduce you to our customer and partner grown product: *Dynamics GP Toolbox.*

History of Dynamics GP Toolbox

In 2009, we set out on a cross-country journey visiting our partners and customers on The Rockton Road Trip. During the trip, we often had folks introduce themselves with a great product idea. Most suggestions started with "Gee, it sure would be nice if…" Surprisingly, some of our products already did what was being suggested, and it was interesting to see the expression on their faces when we mentioned it. We often get feedback from partners on how customers like the details we add to our products, and the customer service that comes with it.

During the Rockton Road Trip, we ran a contest called *The Next Big Thing*; we solicited product ideas from Microsoft Dynamics GP users and were amazed at the quantity and quality of responses. It was not one idea, but there were several suggestions that when rolled out together made for a great new product: Dynamics GP Toolbox, which debuted at Convergence 2010 in Atlanta.

Dynamics GP Toolbox has over 20 tools solving business needs around Security, Administration, Business Processes, and User Experience. Check out some customer favorites below!

Does your garden have a fence around it?

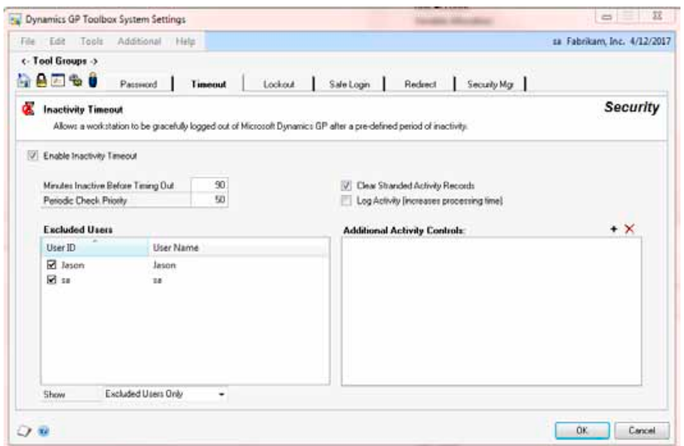
Security – tools that make your Microsoft Dynamics GP more secure

Inactivity Timeout allows a workstation to be gracefully logged out after a predefined period of inactivity.

- Make room for other users to log in without causing any data issues.
- You determine the time-period before the user is logged out.
- Option to exclude specific users from ever being logged out, such as system administrators.
- Great tool for those who have users who do not log out at the end of the day.

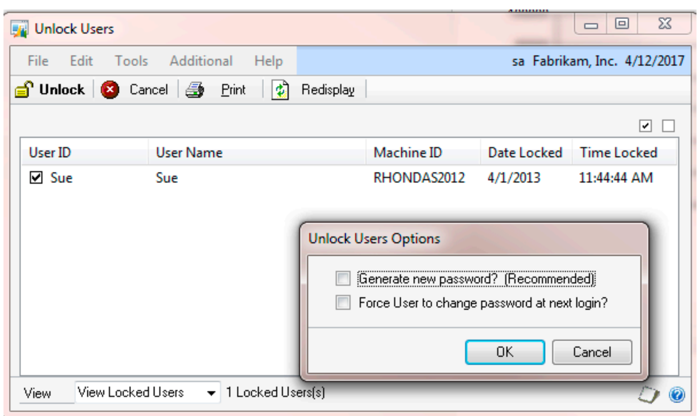
Photo by Photos.com/Rainer Kühnl

- Users will not be logged out if they are in the middle of a process, or if they have a window open where there is partially entered data.



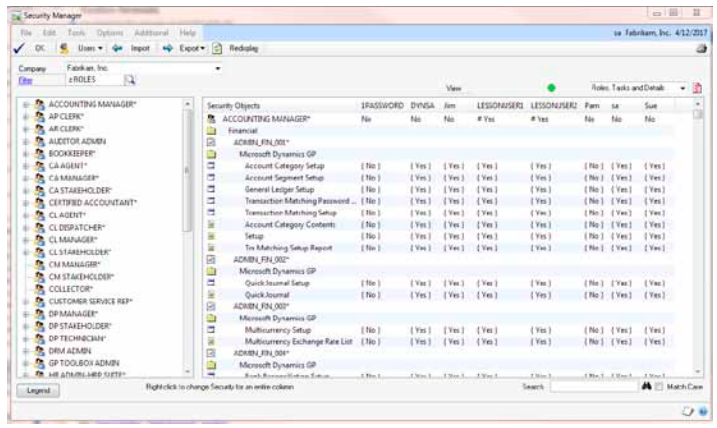
User Lockout prevents the user from trying to log in after three unsuccessful attempts.

- You can no longer open the login window and an administrator would need to unlock the locked user.



Security Manager allows you to view, report on, and manage your security set up in a more intuitive way.

- Simple interface allows easier navigation than the standard security windows in Microsoft Dynamics GP.
- The right side of the window is the security grid that shows a list of all security settings for each user.
- You can modify the security from within this window by double-clicking the cells in the security grid.



- Export your security settings from this window into Excel, make changes, and import information back into Microsoft Dynamics GP.
- Default filters can be used to sort your security information, or you have the ability to create your own.

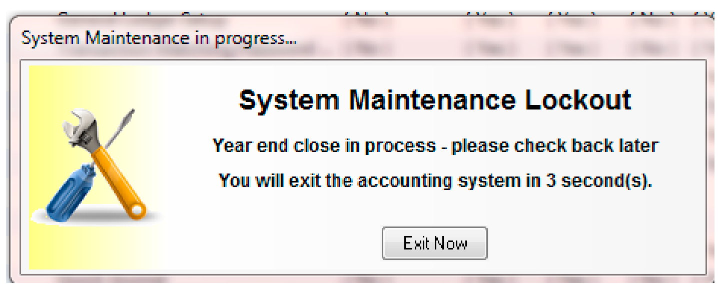
Other security tools include **Password Policy Options**, **Safe Login**, and **Redirect**.

Who oversees your garden?

Administration – tools that help the System Administrator

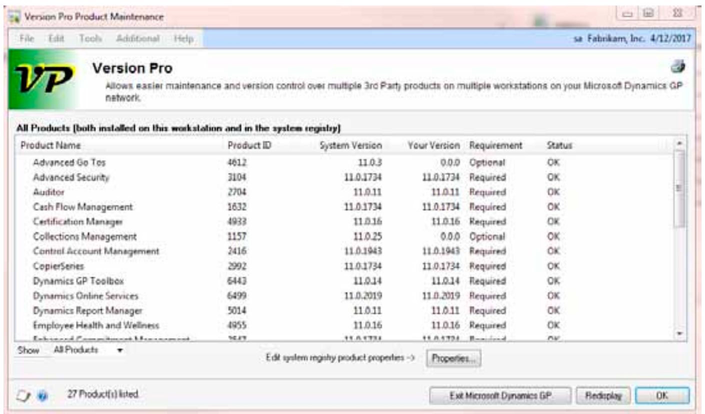
System Maintenance Lockout prevents users from logging in, and forces users to exit the system when you want to run maintenance, such as reconcile, check links, and year-end closes.

- Set the message preview time to allow user to finish what they were doing and log out.



Version Pro allows easier maintenance and version control over multiple 3rd party products on multiple workstations.

- This also includes products like HR, Fixed Assets, and other GP integrated solutions distributed by Microsoft.
- When users log in, Version Pro verifies that all products required by the system are loaded and the current version.



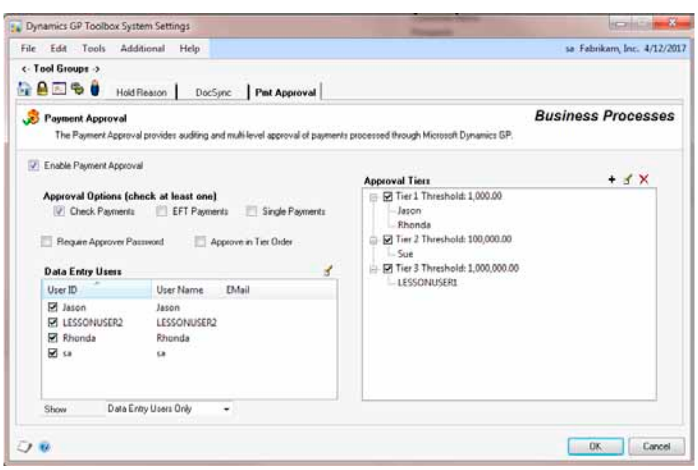
Other administration tools include Login Logging and **Conditional Field Level Security**.

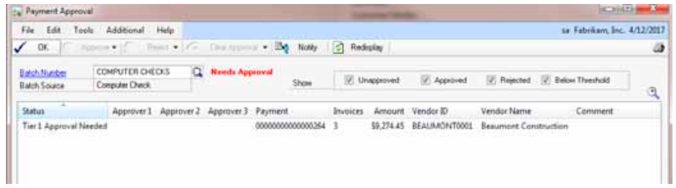
How many things are you growing in your garden?

Business Processes – tools that improve specific modules

Payment Approval provides auditing and multi-level approval of payments processed through Microsoft Dynamics GP.

- When a payment is created, it is tracked and routed for approval by up to 3 levels.
- Choose whether or not the payments need to be approved in tier order.

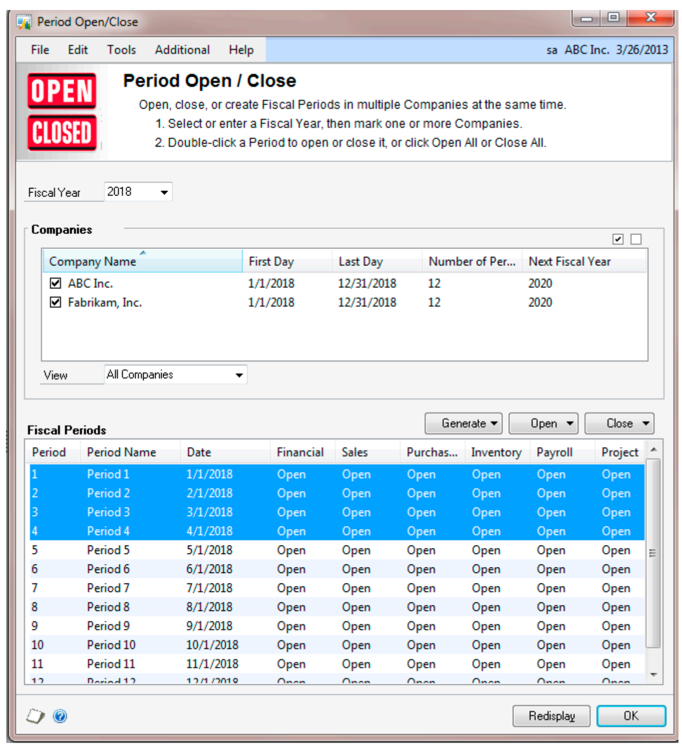




- You can use the payment approval window to track and view the payment approval process. You can approve and reject payments if you are an approver.

Period Open/Close was designed to Open, Close, and Create Fiscal Periods across all companies from one screen.

- Great tool if you have more than one company.
- Saves time by allowing you to open and close multiple fiscal periods for multiple companies at one time.
- Create new fiscal periods for multiple companies at the same time.



Other business process tools include **Reason for Hold** and **DocSync**.

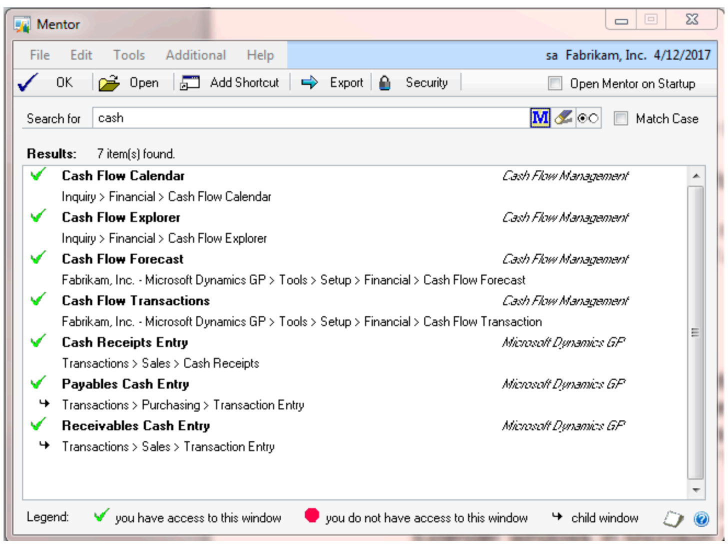
Photo by Photos.com/rachel dewis

Do you remember where everything is planted in your garden?

User Experience – tools that make the Microsoft Dynamics GP experience simpler and easier

Mentor was designed to search for, open, and get information about windows in Microsoft Dynamics GP.

- Short for Menu Locator.
- Great for new users, but is helpful for everyone.
- Allows you to enter a name or partial name of any window you are looking for and returns a list of potential matches you can choose from.



Inspector gives detailed technical information about the tables and fields in virtually any window in Microsoft Dynamics GP or any Dexterity-based products.

- Great tool for the IT team and for users who build reports, SmartLists, or Extender windows.
- Technical information for the data you want is right there in one window.

(See illustration to right)

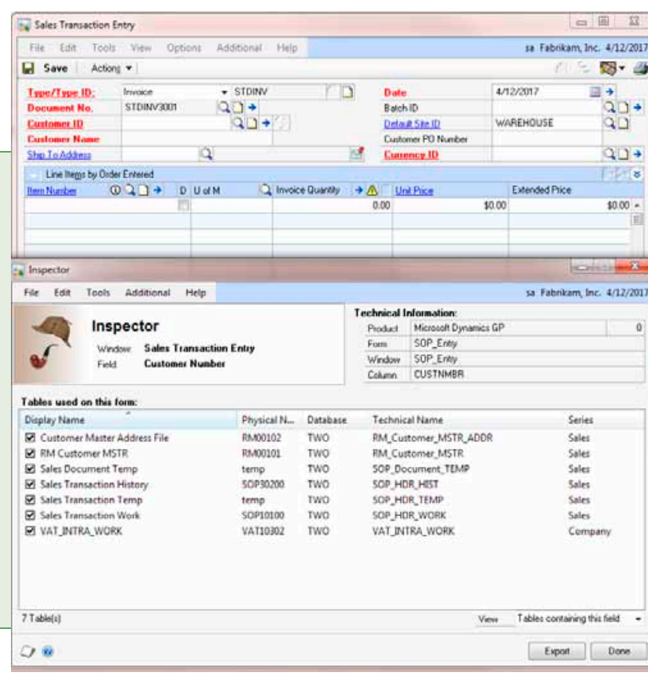
Dynamics GP Toolbox has something for every user of Microsoft Dynamics GP.

This collection of tools was created to solve everyday business needs.

- System Administrators love saving user licenses with Inactivity Timeout, simplifying security with our advanced single-screen Security Manager, maintaining Dynamics GP with System Maintenance Lockout and preventing unauthorized use with User Lockout.
- Accountants rave about the cross-company Period Open/Close and heightened AP management with Payment Approvals.
- Power Users find data behind screens with Inspector, while new and experienced users alike feel empowered navigating Dynamics GP instantly using Mentor.

Rockton Software is here to help you identify what fits your current business needs. We believe that when we know more about your business we can provide a **meaningful demonstration** and a **free trial period** allowing you to test those needs.

For more information, call us at 877-476-2586 and mention that you read about **Dynamics GP Toolbox** in The Summer 2013 Edition of The GP Optimizer Magazine, and we will send you a free gift! GP



Purchasing Price Lists

To Manage Purchase Orders

By David Eichner, **ICAN Software Solutions**

Dynamics GP users who work with purchase orders know that purchase order line items default in the last received cost…and that sometimes there is a need for defined vendor price lists.

One such Dynamics user needed line item unit cost to default to a specific unit cost based on the vendor and item combination. **Vendor Price Matrix** allowed them to import in a CSV file that they created from Excel with specific unit cost for each combination of vendor, item, currency, and quantity range. While importing, the user can choose to have Vendor Price Matrix also create the vendor item record in Microsoft Dynamics GP automatically as the vendor item matrix records are imported. Purchase order line items, and then default based off the vendor item price matrix table rather than the last received cost for the item, if no match with a matrix record.

Other users of Dynamics GP need to have unit cost default in discounted by a certain percentage off of the item list price. **Vendor Price Matrix** allows them to define the vendor pricing in this fashion, as well. Users can import or manually enter a discount percentage to be applied against list price for specific vendor, item class or item, currency and quantity range when calculating the proper default unit cost on the purchase order line item.

Some Dynamics GP users need to update vendor pricing regularly. If contractual pricing with specific vendors is defined by a discount off of manufacturers suggested list price, then all that is required on an ongoing basis is to update the item's suggested list price based off of subscription data for particular industries.

One firm using **Vendor Price Matrix** has an automated routine every night that updates millions of items list price to reflect the most current manufacturer suggested list price. **Vendor Price Matrix** then calculates the correct unit costing for all vendor item combinations based on the contractual discount off list price for the specific vendor, item, currency, and quantity range.

Vendor Price Matrix also provides contract headers and line items with begin/end dates and a large number of user defined fields at both the header and line level. These contracts can be activated by a routine that activates contracts with a begin date between a specified date range.

Another thing that distinguishes **Vendor Price Matrix** is the ability to utilize vendor item pricing when purchase orders are created from Sales Order Processing, PO Generator, or other applications like Manufacturing.

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

We Work Late So You Won't Have To! Want more information? Contact us for a demo of Vendor Price Matrix! Follow ICAN Software - Like ICAN Software - Email ICAN Software GP

Photo by Photos.com/Weerapat Wattanapichayakul

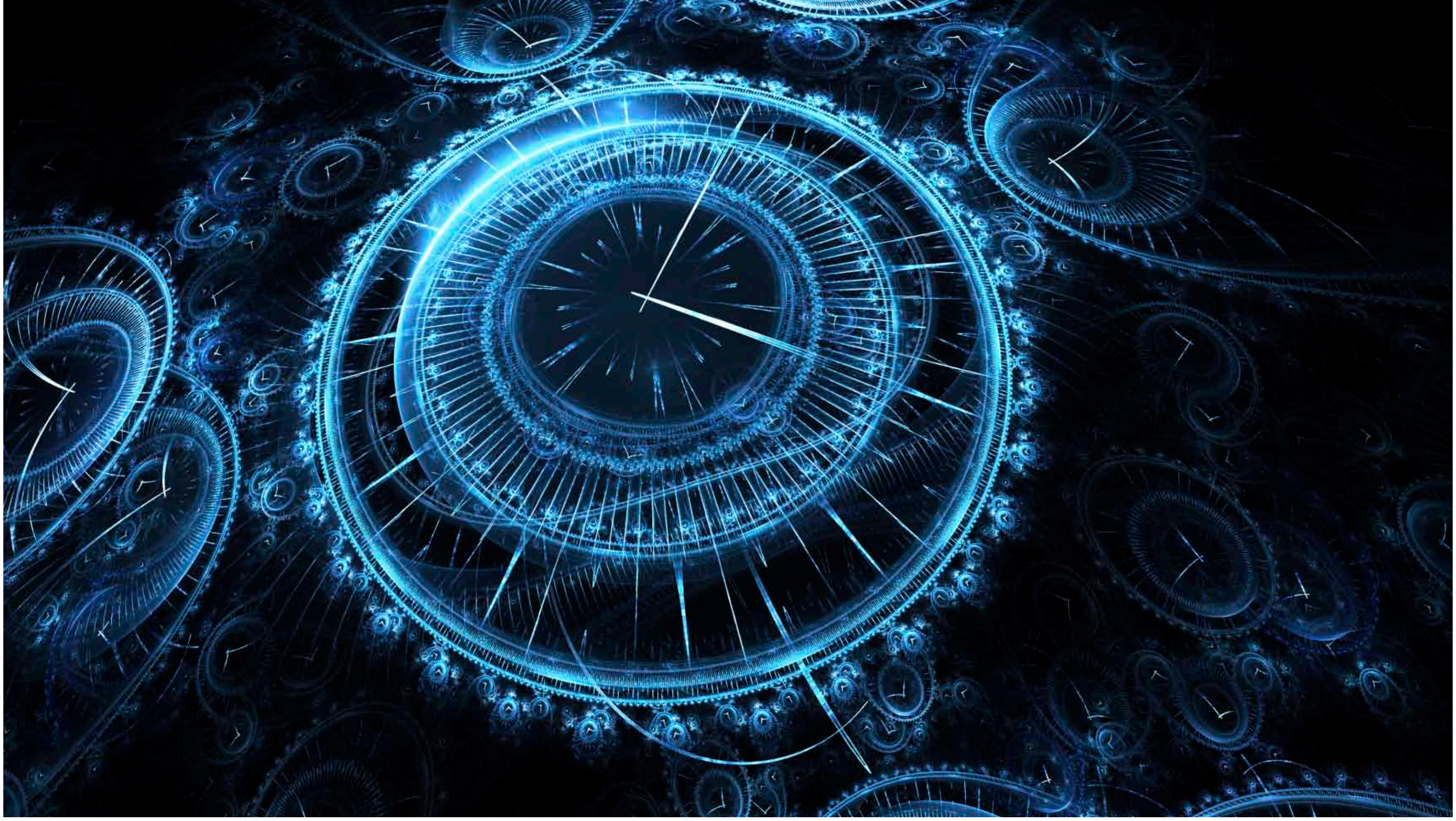


Photo by Photos.com/French Toast

Is There an Easy and Efficient Way to Track Time in Project Accounting?

By **Business Computer Software, Inc.**

Is your work day wasted on data entry for Microsoft Dynamics GP Project Accounting? Do you have designated employees spending countless hours entering your employees' hours on project accounting and still making mistakes? If so, you need a better way to record the labor hours of a project and determine the costs. Fortunately, there is a product out there that can save you time and employee salary costs! The Time Matrix Time Clock can greatly reduce your data entry and increase your accuracy.

As a time clock that records employees' work hours, the product is also able to allow employees to simply select a Project and Cost Category when they clock in. Hours for the Projects are recorded and integrated for all employees working on the specific Project. Since employees work on different Projects or Cost Categories during the day, they can return to the Time Clock and select the next Project they will be working on. Having employees select the Project they are working on eliminates the need for time entries to be manually entered. For all employees working on a specific Project, time entries are transferred (posted) to Microsoft Dynamics GP Project Time Sheet Entry. Microsoft Dynamics GP Project Accounting then processes these hours to the specific Project.

Not only does the Time Matrix Time Clock eliminate entering Project and Cost Category times, it also eliminates entering Payroll transactions, whether, payroll is done in-house with Microsoft Dynamics GP Payroll or by an external payroll service—payroll transaction data entry is eliminated. This occurs because time entries are transferred (posted) to Microsoft Dynamics GP Payroll or exported to a Payroll service and processed subsequently by Microsoft Dynamics GP Payroll or a Payroll service. The Time Matrix Time Clock not only tracks time for employees when they clock in and clock out, but accurately tracks time worked on specific Projects and supports Payroll transactions.

As a company or business, the efficiency of employees' time and labor are critical, and Time Matrix Time Clock can help you eliminate employee data entry and free up your employees for more important tasks.

Please go to our website to find more detailed information. **www.business-computers.com** GP

Photo by Photos.com/Kheng guan Toh

BI here, there….
BI everywhere

By Nils Rasmussen, CEO of **Solver Inc.**

These days, it is pretty hard not to notice all the buzz around Business Intelligence (BI). If you happened to go to the Microsoft Convergence user conference in New Orleans this past March, you would have seen 15 different software vendors touting their BI products in the exhibit hall. While popular media have moved on to focus on Big Data to find the latest scoop about what the world thinks about your products, or mobile BI that lets you carry with you analytical information everywhere, most Microsoft Dynamics GP customers are still trying to figure out more down-to-earth topics, such as whether to upgrade from FRx to Management Reporter or they should go with an Excel-based reporting solution.

A Definition of BI Software

Software Solutions that help organizations manage and make sense of information related to their:

- Financial and operational reporting
- Budgeting and forecasting processes
- KPIs and metrics
- Ad-hoc analysis
- Multiple data sources

Every employee in the company will use a BI tool by 2020

Whether it is an accountant producing a profitability report with trend analysis or one of the company's truck drivers using his smart phone to review if he has hauled more metric tons of cargo this month compared to last month and compared to other drivers, self-service BI is quickly on the rise across organizations.

A few months ago, Gartner Group presented in-depth research on where the BI market is going from now to 2020. Here are some key points:

- Of all software categories, BI software was ranked as the #1 investment priority for CIOs.
- While mega vendors like SAP, Oracle, IBM, and Microsoft still dominate the BI market with their "machine gun" approach of supplying a large number of tools, smaller best-of-breed players are growing in popularity.
- On the average, BI is today reaching about 25% of a company and the IT department is still heavily involved as an enabler (e.g. helping business users write SSRS reports, etc.). However, by 2014, BI will reach as many as 50% of users in the company and business users are

taking control of the tools required to write reports, perform analysis, etc. By 2020, it is predicted that 100% of employees in an organization will have some sort of access to BI tools.

Now, we can ask ourselves where this tremendous growth in BI interest is coming from and why? Some of the answers lie in legacy reporting tools having survived for so many years as "the BI solution" because prices of high-end BI software and data warehouse projects have been out of reach for small and mid-sized companies. For the typical Dynamics GP customer, that means that they are still building row and column tables in FRx/Management reporter (MR), they are still calling their IT department or vendor when they need to build or change an SSRS report, and SmartList is still the most popular BI tool ever because makes it relatively easy for an accountant to dump Microsoft Dynamics GP data out to a list of transactions. Meanwhile, almost every single business user of these tools will manually export their FRx/MR financial reports, SSRS reports, and SmartList views to Excel every day, week, and month in order to work with and analyze the data in an environment where they are comfortable on their own without having to ask for help. Is this process ideal for an organization operating in the competitive environment of 2013? Clearly not! That is why the BI software industry is on fire these days, and Microsoft Dynamics GP customers are starting to find solutions that enable automation, analysis, and self-service far beyond the classic BI solutions that come packaged with GP.

A lot of noise and a lot of BI tools!

Once the finance and accounting department have started "smelling" the BI cookies and they follow the scent to the kitchen, they realize that there are a lot of cookies in the jar and that is when a sense of confusion and despair often sets in and they start asking themselves: What does BI really mean to my company? Do I need a report writer or a dashboard? What about automating my manual spreadsheet budgeting process? Do I need a data warehouse or is all the valuable data in the company coming from the GP database?

There is no simple answer. Sometimes you see posts on Internet forums with questions like: "which BI tool is the best one?" The answer is: it depends. What can you afford? What do you have time and skills to implement? In addition to your GP ERP data, what are your data sources? What type of presentation layer do your users need to perform their analysis and decision-making quickly and without technical assistance?

Summary

As the BI wave rolls forward, a few things are likely to happen:

1. GP Customers will start demanding best-of-breed self-service BI that they can take full ownership of and that will give their employees the information they require in a timely fashion and in a format that is conducive to efficient analysis.
2. Dynamics GP Partners and ISVs will increase their own investments in staff training to present and implement BI as part of their value proposition.
3. BI Vendors will have to set price points that are affordable for wide-scale roll-outs and build solutions that are pre-integrated across Microsoft Dynamics GP modules plus that allows for integration with other data sources as well. This will drive the need for affordable data warehousing solutions that can combine valuable data into single data silos for easy reporting, budgeting and analysis.
4. Finally, there is another revolution happening out there and that is the emergence of Enterprise Collaboration Portals, which provides a "social" forum for the whole company to discuss and retain important problems, projects, ideas, and opportunities. Over the next few years, this technology will start facilitating the flow of "people communication" that relates to ERP, CRM, and BI tools to create searchable knowledge databases that significantly will improve decision-making and process improvement.

The best way to approach these trends is to get educated on what the available BI solutions have to offer, review internal needs, and then sit down and come up with a multi-year BI strategy that starts with the most dire needs, and then takes a cohesive, but step-wise approach to fulfilling all the key BI requirements of the organization.

To learn more about how Solver is embracing these trends with its BI360 solution, please visit www.solverusa.com. GP

Lend Your Expertise to the Microsoft Dynamics GP Community

By **Dynamics GP User Group**

Once upon a time, roughly nine years ago, a gentleman named Andy Hafer was a CIO pounding his head against the wall, trying to get his financial management system to do something it clearly had no intention of doing.

Suddenly it came to him. Someone – somewhere, somehow – has this figured out. He just had to find that person.

That light bulb moment evolved into what you know today as **GPUG**®, a Microsoft Dynamics® GP User Group that is designed by Users, for Users. It's a place where people can go to learn from those who have walked the path, thus, alleviating similar head-pounding experiences. It's a place where people can share knowledge with colleagues they didn't know they had. It's a place where magic can happen.

The success of GPUG to date comes not from the technology that makes a webinar possible or the facility that houses an event, but from the active participation of the Users delivering and consuming content in those arenas.

The success of GPUG in the future depends on Users, like you, to take that first step and lead a GPUG Summit session, facilitate a roundtable discussion, organize Regional Chapter meetings, share a tip in GPUG magazine, or even just raise your hand to ask a question.

Each Dynamics GP User has a story to tell, and GPUG is the place for you to tell that story.

How do you take that next step? We're glad you asked. There are so many ways for you to lend your expertise to the Microsoft Dynamics GP community; you just need to discover what suits you.

Below are a couple of scenarios for you to consider—an interest inventory of sorts. Circle the answers that best describe your actions:

The session is about to start. Where can you be found?

A. The front of the room, of course! You've had five cups of coffee and two hours of sleep, but you are ready to roll and your slides look amazing!

B. The front row with a fresh OneNote page, handouts printed at your side, new batteries in your mouse, and a list of questions in hand.

C. The back of the room, greeting people and showing them where they can find an open seat. Does anybody need a bottle of water?

D. Mobile device in hand, Twitter launched, and #readytoliveblog.

The next round of GPUG Regional Chapter meetings are next week. What are you doing?

____ A. Polishing off your session content. They're going to love these demos!

____ B. Blocking off your calendar so your co-workers know where you'll be for the day.

____ C. Tidying up the last of the logistical details and working with your GPUG liaison to make sure everything is set.

____ D. Checking the **GPUG Collaborate** community for your Regional Chapter, both to see who is coming and to share some teasers as to what they'll experience next week.

It's GPUG Summit time. Where do you head first?

____ A. To check in and see which of your friends are already here.

____ B. To check in, get the conference guide, and reconfirm your action plan for this week's sessions.

____ C. To check in because you're hosting a roundtable discussion in a few hours.

____ D. To check in. Actually you already checked in via Four Square, posted a picture of the registration booth to Instagram, started a discussion in the GPUG Summit community on Collaborate to see who wants to grab dinner later, and updated your Facebook status.

The next issue of GPUG Magazine just landed on my desk. What do you do?

____ A. Flip to the article you sent in. These tips and tricks are solid GOLD!

____ B. Read it cover to cover, flagging the content that you want to review again later.

____ C. Send an email to your GPUG liaison with an update as to what you did at the last Regional Chapter meeting as well as update them that your company is moving to a new office in a month.

____ D. You already read it after it was posted on GPUG Collaborate, but it's nice to have a copy in your hands.

And now for the answer key…

Mostly As

You're sharing the knowledge and expertise you've gained through the years – thank you for that! Whether you're presenting at an event or webinar, or taking your knowledge to paper for magazine or newsletter articles, you're helping others avoid pounding their heads against the wall. Let that information flow!

Mostly Bs

You're a model GPUG Member! We love that you're getting value out of the User Group and invite you to continue participating in activities as you're able. Thanks also for sharing your insight and engaging in the dialogue – that's what makes GPUG what it is!

Mostly Cs

You're logistics-minded and likely enjoy behind-the-scenes work more than being the center of attention. Good roles for you include leading a **Special Interest Group** (SIG) or Regional Chapter, hosting roundtable discussions, keeping the rest of your team up-to-date on the latest and greatest GPUG information, and helping to host fellow Users at events.

Mostly Ds

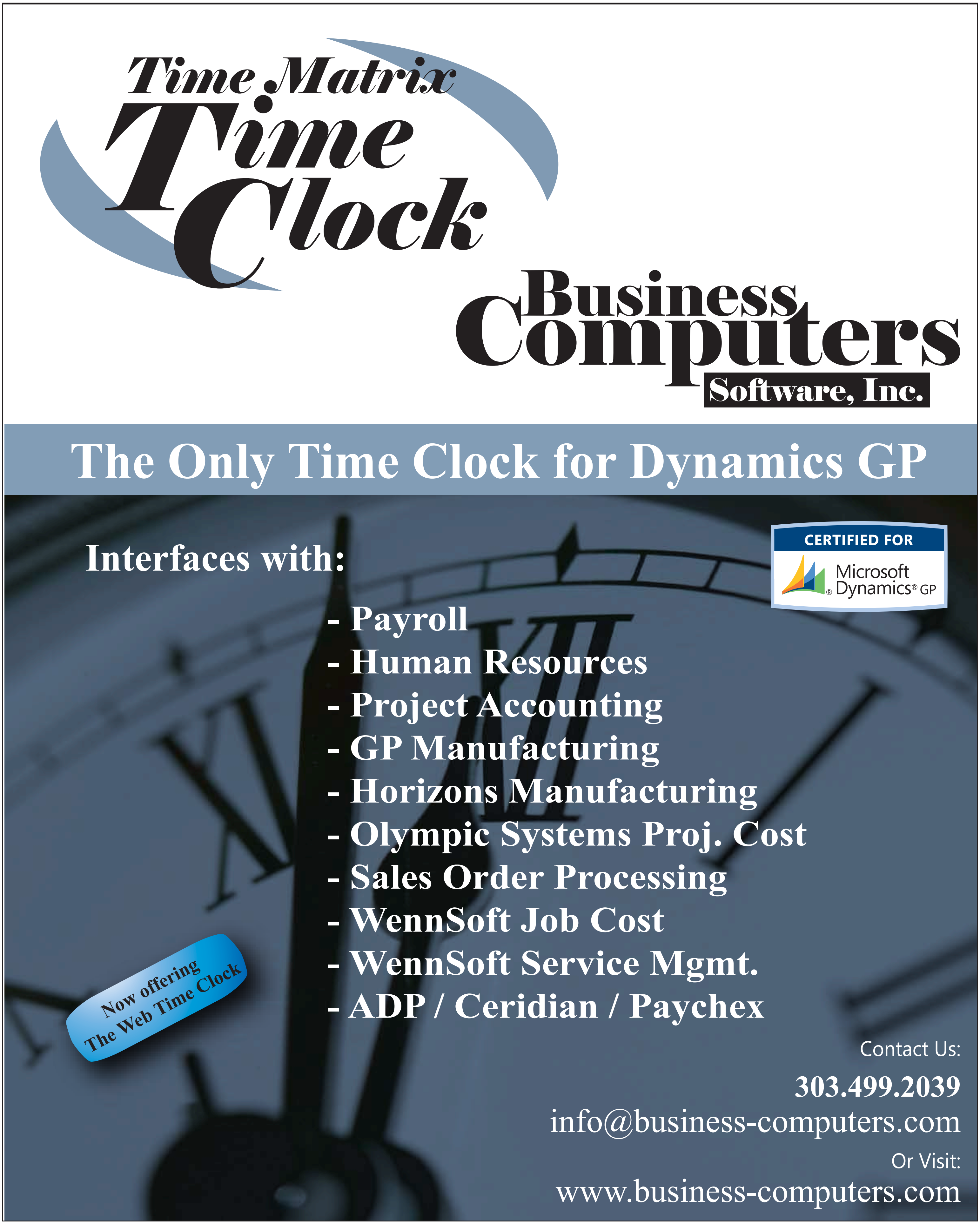
You've got social media down to an art. From writing blog posts to spreading the news about GPUG, you're a great asset to the community and will help many other Users get excited, energized, and informed about User Group activities.

Take That Next Step!

We invite you to get involved in GPUG based on your interests. Visit **www.GPUG.com/volunteer** to complete a volunteer form or **email Volunteer@GPUG.com** if you'd like a bit more information before you commit.

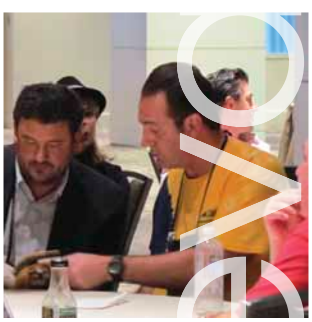
Volunteering connects you with others in the Microsoft Dynamics GP community and makes it an even better place to be. We can't wait to see your talents in action! GP

Photo by Photos.com/Raywoo


Time Matrix
Time Clock
Business Computers
Software, Inc.
The Only Time Clock for Dynamics GP
Interfaces with:
- Payroll
- Human Resources
- Project Accounting
- GP Manufacturing
- Horizons Manufacturing
- Olympic Systems Proj. Cost
- Sales Order Processing
- WennSoft Job Cost
- WennSoft Service Mgmt.
- ADP / Ceridian / Paychex
CERTIFIED FOR
Microsoft Dynamics® GP
Now offering
The Web Time Clock
Contact Us:
303.499.2039
info@business-computers.com
Or Visit:
www.business-computers.com

#gpugsummit

Register today and gain access to the GPUG Summit 2013 online community on GPUG Collaborate!



GPUG® summit 2013 tampa

Join Us October 22-25

Tampa, Florida

elevate your:

Knowledge

With around 150 educational sessions, there's valuable learning opportunities for every Microsoft Dynamics GP user, including finance professionals, database administrators and IT professionals, developers, HR and payroll professionals, and business analysts.

Make the most of your trip to Tampa with pre-conference training from GPUG Academy. Choose from an extensive line-up of cost-effective, expert-led courses covering functional and technical Dynamics GP topics.

Network

Tap into the knowledge of more than 600 Dynamics GP users and subject matter experts to help you overcome challenges and get more value from your Dynamics GP solution.

Meet others who walk in your shoes and learn from their Dynamics GP experiences.

Team

Attending with your colleagues will make the most of GPUG Summit's many learning and networking opportunities. You'll go home with a wealth of ideas that you can immediately put to work for your organization.

GPUGSummit.com

Why BI?

By Sandi Richards Forman, **BIO Analytics Corp.**

BI Turns Data into Insight

Business intelligence (BI) provides insights into every area of your organization—from finance to marketing to operations—that can impact your bottom line. With high-value information that is timely, accurate, and actionable, decision makers can steer the company to higher profits. BIO business intelligence allows the user to manipulate data to reveal trends, similarities, and outliers through dashboards, pre-designed reports, or ad hoc analysis.

Value-Added Content

To explain content, it's easiest to provide examples. BIO Business Intelligence for Microsoft Dynamics GP from BIO Analytics Corp. is a complete business intelligence solution. Since BIO was designed especially for Dynamics GP, it has the deepest GP connectors available. The connector is the piece that defines the GP data to the system, automating the GP data mapping. Plus, BIO has over 400 pre-defined measures and business objects. There are numerous built-in calculations and point-and-click formulas plus 60 pre-configured reports and graphics. There are folder structures, naming conventions, hierarchies, views, and cubes, all pre-programmed out-of-the-box.

Value-added content is important for two reasons. First, not having to reinvent the wheel will save you hundreds or even thousands of hours of working out what you need and designing and programming it, so the out-of-the-box content will get you up and running faster.

But there is a second, more subtle, but very important benefit reason: consistency. All of your users will be using the same terminology, the same functions, the same calculations. The data will be consistent across users, eliminating the need for reconciliation of results. You can go to meetings and start with a baseline that everyone agrees on.

Of course, every company is unique so it is also important that your BI solution gives you the flexibility to easily design and implement your own company- or industry-specific content. BIO is entirely customizable and allows you to incorporate your own content like KPIs and views, using BIO's powerful design and modeling platform.

Visualization Tools—The Eye into BI

Visualization tools give you the ability to do more than just make a bunch of pretty charts and graphs. They allow you to develop insight into data using appropriate visualization techniques. For a quick look at how smoothly things are running, a dashboard with high-level KPIs and a few graphs of important measures over time or compared to budget may be just right. For analytical insight, a tool that lets you look at thousands of data points to quickly identify causal relationships will be more in order. The right data visualization will reveal the desired insight with clarity and concision. BIO has an embedded powerhouse viewer called BIOVue, but can work with just about any viewer you choose.

BI for Everyone

In the past, business intelligence was an expensive and complex undertaking, available to only the largest companies with deep pockets and nearly inexhaustible resources. Today, advances in technology have made business intelligence accessible to nearly all small and mid-sized organizations. To learn more about BIO Business Intelligence foe Microsoft Dynamics GP, visit our website at **www.bio4analytics.com** and register for a webinar on our Home page.

Photo by Photos.com/Marek Uliasz, Dynamic Graphics, 2007

Easier Cash Receipts

In Microsoft Dynamics GP

By David Eichner, **ICAN Software**

Dynamics GP users who enter cash receipts that are to applied to a single invoice often wish that they could just enter the invoice being paid and have the entire cash receipt entry done for them.

One such Dynamics user had modified their sales invoice document to include a barcode for the invoice number on the invoice stub that would be returned with payment. With **Automatic Cash Receipts**, they are now able to barcode read or manually enter the invoice number on a floating window above the cash receipt window and have the entire cash receipt window populated and the apply to the specific invoice done automatically. They can change the cash receipt amount if full payment of the invoice was not received. Otherwise, they can simply hit ENTER key and move on to the next invoice being paid. This allows them to enter a large number of cash receipts in a very short period of time.

Other users of Dynamics GP need to be able to provide a cash receipt to customers when payment is received. **Print Cash Receipts** allows them to print a cash receipt document from the cash receipts window or from the AR transaction entry window. Users can also reprint cash receipt documents from the AR inquiry windows as well. The cash receipt document can be modified with Report Writer to include company logo or other changes necessary.

When entering a 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. **Mass Apply Receivables** allows one customer to enter a cash receipt for a very large amount and then import the apply data for that payment against hundreds of thousands of invoices. Once imported, **Mass Apply Receivables** can be run in a mode that automatically applies the specific one-to-many apply records imported.

Many customers record returns in Sales Order Processing that need to be applied to a specific invoice. If they store the invoice 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 also be run in a mode that auto applies open documents for a range of customers and document dates. It also can be restricted by customer class if needed.

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

We Work Late So You Won't Have To!

Want more information? **Contact us or click here to view a demo of Mass Apply Receivables!** **Follow ICAN Software** - **Like ICAN Software** - **Email ICAN Software** GP

Photo by Photos.com/Izaokas Sapiro

Photo by Photos.com/Konstantin Grishin

How to Bridge the Gap

Between Your Operations and Finance Departments

By Jonatan Coutu, General Manager at **JOVACO**

Project follow up and ensuring that your resources are utilized more effectively has become an important subject for all types of organizations. Everyone knows that they should do it, but when it comes time to put it into practice, it becomes a lot more complicated because everyone has their own personal way of managing and then interpreting the information.

With this in mind, the question then becomes: how do you bridge the gap between your project management and your financial system? Where there is collaboration, there is productivity. Yet, there are few solutions that bridge the gap between tracking project management activities which are estimates and having the actual costs tracked properly for the finance and management teams.

There are tools that already exist on the market that are very good for planning but are cumbersome when you need to track the project progress. These tools become even more cumbersome when you try to link your actuals to your project structure within Dynamics GP. With a system that integrates the two worlds like JOVACO Project Suite, this helps you reduce the number of discrepancies since the information that is estimated and captured is linked therefore allowing both sides of the organization to have access to the same information.

Each group looks at the same information in different ways; the operations team needs a lot of detail on a granular level about a particular task within a project. Project managers are usually only interested in in their own specific portfolio of projects. Whereas the finance department needs less detail with regards to timelines and tasks but needs to have a lot more detail in regards to actual times, costs and revenue attributed to that project and let's not forget profit margins. Then there is also the management team who is most interested in the overall health of the organization who needs high level details about the projects by department and cost center. Therefore by having an integrated system, everyone works with the same consistent data just extrapolated differently.

The challenge in today's business environment is that the finance and operations teams are expected to work together and speak one language when calculating the budgets as well as time and costs allocated to a project. By enabling project managers to follow projects more closely and at a more granular level, they now have a better chance of remaining on budget and profitable. Inversely, by having a project management system integrated to the financials, the accounting department can review and notify the project manager about the status of actual costs reported more quickly and accurately.

By having a tool that both the finance and operations teams can use and modify to best fit their needs everyone in the organization will now speak the same language and have the right information at the right time when analyzing, planning, and managing their projects. Since the information will be entered at the granular level for the project, the project managers will be able to still be able to manage their critical paths, backlogs and availabilities but this information will be linked to the project WBS within Dynamics GP at the same time. This will be the link that will allow for the capture of project details and allocation of time and costs to the appropriate project level therefore making it faster to pull out reports with regards to budget statuses.

So when you are going to be looking for your next project within your own ERP solution (pun intended), look at evaluating whether or not your organization has an integrated project management and accounting practice. If you answer no, some top features that should be on your checklist should include; a planning module that is linked to your employee's time & expense entry, a solution that is fully integrated to a financial solution such as Microsoft Dynamics GP, and a consulting firm that specializes in project accounting as it is no secret that a project accounting module requires many business decisions when it is being implemented. GP

Photo by Photos.com/Andrey Popov, pressureUA

Fast, Error Free Transaction Processing

Business Metrics – Outstanding or Overwhelming?

How REAL metrics help reduce the cost of poor quality.

By Frances Donnelly, C.Q.P.A., Director Product Development and Sales, Horizons International

William Thomson, Lord Kelvin (of Kelvin scale fame), wrote "When you can measure what you are speaking about, and express it in numbers, you know something about it: but when you cannot measure it, when you cannot express it in numbers your knowledge is of a meager and unsatisfactory kind."

His point of view is that if we don't have measurement we can't make progress because we don't know where we are. In business we demonstrate our agreement with this principle when we publish our monthly financial statements. As commonly understood scorecards that provide a consistent view of the health of an organization across industries and locales these financial statements are very useful. However, because the expenses that demonstrate the existence of poor quality are often buried in broader categories we can't easily use these statements to monitor the success of our efforts to drive up quality and drive down waste.

Organizations that recognize that there is loss of profitability due to poor quality are likely to have additional measurements or metrics in place. They recognize that by incorporating metrics they are communicating to their customers, vendors, and staff exactly what it is they value. Think about it, if you have an internal metric for on time and complete shipment, what does that tell your customers about how highly you value that outcome?

What do best of breed metrics for identifying the cost of quality look like? To answer this question well, it is important to understand that each organization is different, as are their customers. There is no such thing as one size fits all. Effort to determine the right measurable to measure is required and when good candidates are found they should also pass the REAL value test before final acceptance.

Two particularly noteworthy methods of initially identifying useful metrics come to mind. One is to follow a Six

Sigma approach, another would be to take a page, or several, out of Philip Crosby's books: "Quality is Free" and "Quality without Tears."

Adopting a Six Sigma method means we would focus on the CTQ (critical to quality) approach. This approach examines quality from the perspective of the customer and in developing metrics identifies that the key areas where we want to see evidence of improvement are in customer satisfaction and revenue. The underlying belief is that the efforts to better satisfy customers increases revenue two ways; directly from the purchasing activity of the customer and indirectly by bringing focus to improvements that will drive down the costs of satisfying those customers.

The value of a Six Sigma methodology, in helping to develop business metrics, is that it provides a structured method of investigation that any organization could apply. By focusing on the satisfaction of the customer as an evaluation point it is possible to vet suggested metrics and objectively determine if the information derived from the metrics is relevant to the goals.

Not every organization is culturally ready to invest in the Six Sigma effort. If a more rapid or accessible method for determining relevant metrics is required then taking a page from Philip Crosby's books can be a great solution.

In the 1980's, at a time when American manufacturing was under great threat from quality products made elsewhere, Philip Crosby established a place for himself in the annals of quality. He and his team delivered training to help organizations develop quality cultures. One of the key activities was to work with accounting departments to help specifically quantify and define the cost of quality to an organization. In his writings he demonstrated that by capturing the costs of poor quality to the organization, and then addressing those costs the investment in improvement could be fully recovered. He identified that expenses related to the cost of quality—rework, overnight shipments and large per unit variances on purchase receipt—were often buried in overall accounting processes. Such rolled up expenses were financial telltales of quality issues in an organization and represented significant opportunity for greater profitability. With this data in hand, he and his team helped many organizations justify their investments in quality improvement.

We know that collecting and compiling metrics into meaningful information is an effort. If the participants in those efforts don't see the REAL value of that metric in terms of generating a meaningful impact on outcomes and company decisions, then support will lag. When determining the final selection of metrics asking these questions to identify if the metric has REAL Value can be useful.

Does it?

- Reward the right behavior. Too many times the use of metrics fails because the nature of what is being measured causes individuals to worry more about their own numbers and to lose their awareness of the quality improvement goals.
- Easily explain relevancy. The connection between the metric and the improvement goals needs to be understandable in order to motivate participation.
- Accurately reflect the situation in a timely manner. Data that is incorrect is not useful, but data that is correct but not timely won't be useful either.
- Limit the metrics being tracked. Learning how to measure can encourage us to measure everything, but if we succumb to that temptation then we may well find that the importance of particular data gets lost.

While the raw data in metrics is very useful, for greatest impact your metrics should translate into graphs or other meaningful images and distribution should be timely and efficient. To help with this communication task many organizations turn to the Microsoft productivity tools such as Excel and PowerPoint. Your organization may want to consider the **Data Management Module** from Quality Essentials Suite as an alternative approach.

Quality Essentials Suite can provide a complete toolset for collecting, analyzing and presenting your quality metrics in a timely and secure manner. Organizations will find the functionality for tracking non-conformances, root cause and corrective action particularly useful for supporting efforts to meet management review requirements in the ISO certification processes. Visit our blog **www.qa4erp.com** to find additional information on solutions to help your organization. You can also obtain trial versions of code from our website **www.qualityessentialssuite.com**. GP

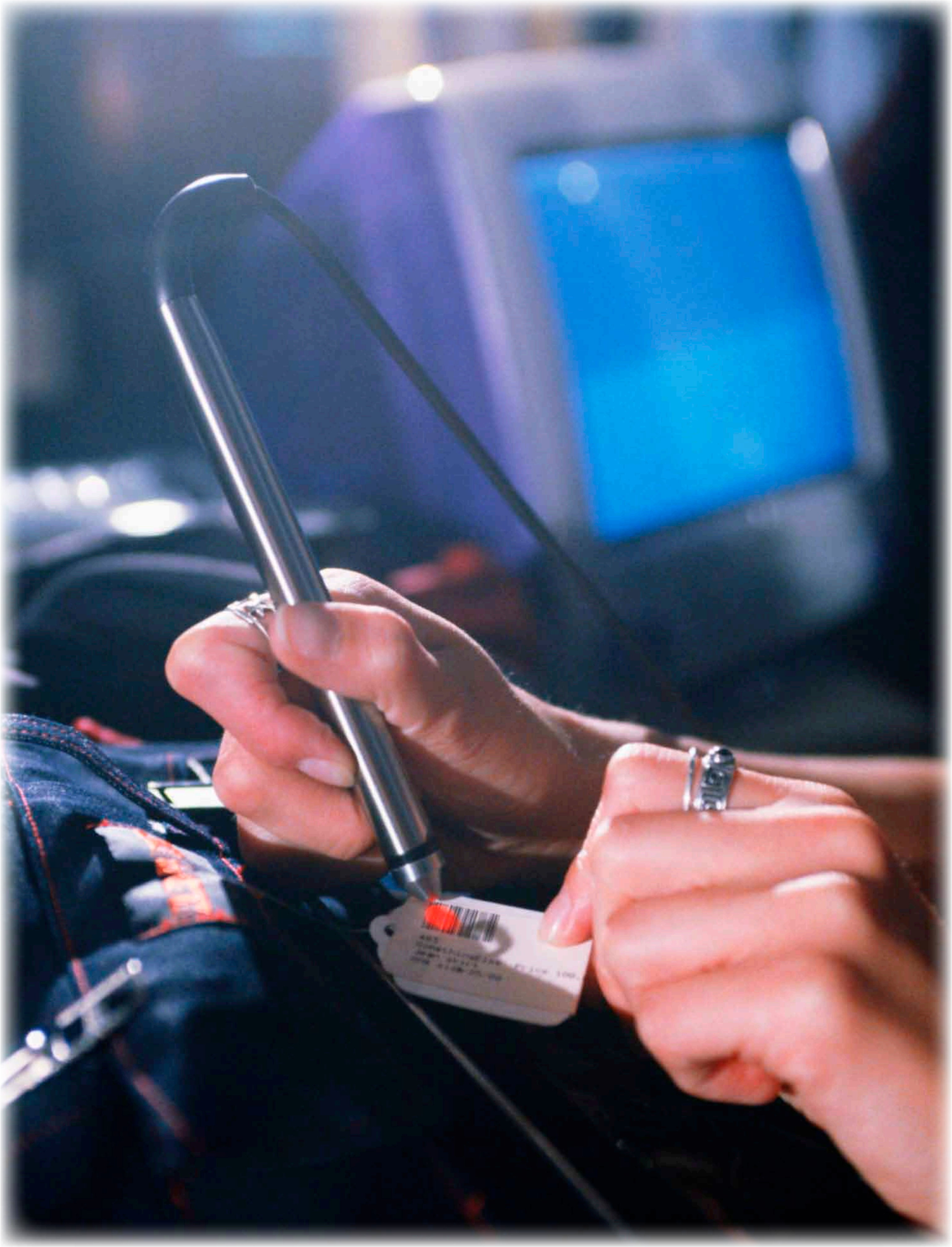


Photo by Photos.com/Thinkstock

Improve Customer Experience: Simplify Your Point of Sale System

By Compass Technologies

In today's world, consumers have high expectations. They expect immediate product availability, along with a pleasant, fast, and accurate purchasing experience. Meeting these expectations is demanding on retailers due to the challenges associated with the retail industry. High employee turnover, inadequate training, costly mistakes, low productivity, lack of real time inventory tracking, and inconsistent customer service are just a few of the many hindrances that retailers face on a daily basis. Making the right technology investments, a retailer can eradicate these issues while enhancing all business functions and processes.

Retail Point of Sale (POS), from Compass Technologies, is a powerful, fully customizable solution that is intuitive and simplified. It enables customized transactions screens, then allows the retailer to create easy-to-navigate screens pre-populated with buttons for the most popular items, or items that are difficult to scan at the register. The pre-populated screens eliminate complicated screen-to-screen navigation allowing users to efficiently process transactions, saving time for both the user and customer.

Retail POS's logical approach to navigation, coupled with role-based security, ensures accurate transaction and tendering processing. Compass Technologies' Retail POS is designed to proactively prevent mistakes from occurring, rather than simply providing tools to identify and correct mistakes after the fact. It offers a complete transaction tracking system, which essentially logs all activity performed by each user. A user's activity can be viewed at any time using the Retail POS's enhanced reporting. These are just a few ways in which Retail POS prevents retailers from having unnecessary expenses due to costly mistakes made by users.

In order to compete, it is essential that retailers and distributors have up-to-the-second access to current inventory. Retail POS provides real time visibility into inventory for all locations associated with an implementation. Since Retail POS is fully embedded within Microsoft Dynamics GP, users and managers will be able to track all inventory movement, even items that may be on order from vendors. This complete inventory visibility at the register empowers users with accurate item availability at any time for all locations.

Retailers and distributors know that exceptional customer service is imperative in order to set themselves apart from their competitors. Retail POS was designed around the user and customer for this reason. Simple, fast, and accurate transaction processing ensures an optimal experience for both the cashier and customer. Retail POS's simple and intuitive interface provides users the ability to focus on the customer, not just the system. Simple screens, alternate inventory suggestions, automatic reminders, and bar code scanning are merely a few of the features available that can improve a customer's and cashier's check out experience.

Equally important to both retailers and their customers is integrated, reliable, secure electronic payment processing within a point of sale system. To this end Compass Technologies developed a fully integrated solution to enhance both the user and customer experience. The Electronic Payment Processing (EPP) module is essential in today's business environment. Quick and accurate electronic payment handling is not only crucial to a business' success, but a fundamental part of every customer's experience. EPP enables a retailer to maintain current merchant banking relationships, if already established. It also supports

multiple payment and transaction types, in addition to allowing multiple forms of payment on a single transaction providing the customer payment flexibility. The simplified interface, like Retail POS, helps prevent incorrect charges from happening on a customer's payment card, an issue all too common in the retail industry. Most importantly, the EPP module is 100% secure, adhering to all PA-DSS requirements set forth by the PCI Council, providing the retailer and their customers confidence that transactions are secure and cardholder information stays safeguarded.

When it comes to the actual transaction process, it is essential in some cases for a cashier to have the ability to be able to quickly and accurately identify and enter an item number during a transaction. The Inventory Cross Reference (IVX) module, alongside Retail POS, enables this functionality. By allowing alternate item numbers to be assigned to items in inventory, they can be easily recognized by cashiers, order takers, and support staff. This not only allows for faster entry, but also helps to prevent mistakes when a cashier has to manually input an item number for commonly purchased items.

Retailers who have several thousand item numbers know how difficult they can be to maintain and track. Having the ability to define and track products in a one to two dimensional grid is essential in order to properly manage item numbers. For example, items can be assigned SKUs by size/color, length/width, etc., to reduce the number of items logged in the inventory overall. The Matrix Inventory (MTX) module is an indispensable product for this reason. It ensures that inventory is concise, so each style variation product does not require an individual item number, which significantly increases the amount of inventory.

At Compass Technologies, we focus on "charting courses for business success." Our goal is to enable businesses to enhance functionality and productivity in an effort to increase their revenue and profits. Our feature rich suite of software modules help retailers manage many aspects of their business and simplify key business functions. Our solutions do more than simply give customers a fully integrated retail management system; we provide an overall pleasant experience for cashiers and customers alike.

To find out more about our products or to set up a demo of our Retail Point of Sale (POS) system, contact our Sales team at 231.775.7999 or **sales@compasstechnologies.com**. We also encourage you to visit our website at **www.compasstechnologies.com** to learn more about Compass Technologies.

About Compass Technologies: An Independent Software Vendor (ISV), focused on delivering feature rich software solutions, embedded within Microsoft Dynamics GP, to the retail, wholesale, and distribution industries. GP

Photo by Photos.com/Stockbyte

Why Paperless Document Management?

Written By **PaperSavePro**

Through paperless document management, organizations can respond to issues in a more-timely manner, allowing for quicker resolution to billing inquiries and increased collections.

Every business owner's dream scenario involves finding a technology that can reduce costs significantly while leading to revenue growth. Effective document management, such as that offered by paperless systems, can help decision-makers **reach that goal**.

Manual document management is both time-consuming and expensive for businesses. Employees have to spend a substantial amount of time filing, which leads to higher labor costs. Secondary costs, such as paper and printing, can quickly add up. Companies with multiple locations who ship documents between them incur tremendous costs with courier, UPS and Federal Express, resulting in mailing expenditures adding up quickly each quarter.

Many business owners are probably resigned to the fact that these are permanent costs, but there is an alternative: paperless document management.

For companies with multiple locations, it is essential accordingly to Rob Kubat, former Director of Accounting at MTN Satellite Communications, "**PaperSave** basically eliminated all of our FedEx activity in accounts payables" shipping documents between their many locations, which allowed an ROI within months.

But, can paperless systems really make an impact? According to an IDC study, **they can**. The report found that adopting document management software achieves a return on investment (ROI) within one year, with half of organizations seeing an ROI by the six-month mark. On average, the companies involved in the study experienced a five-year ROI of 404 percent.

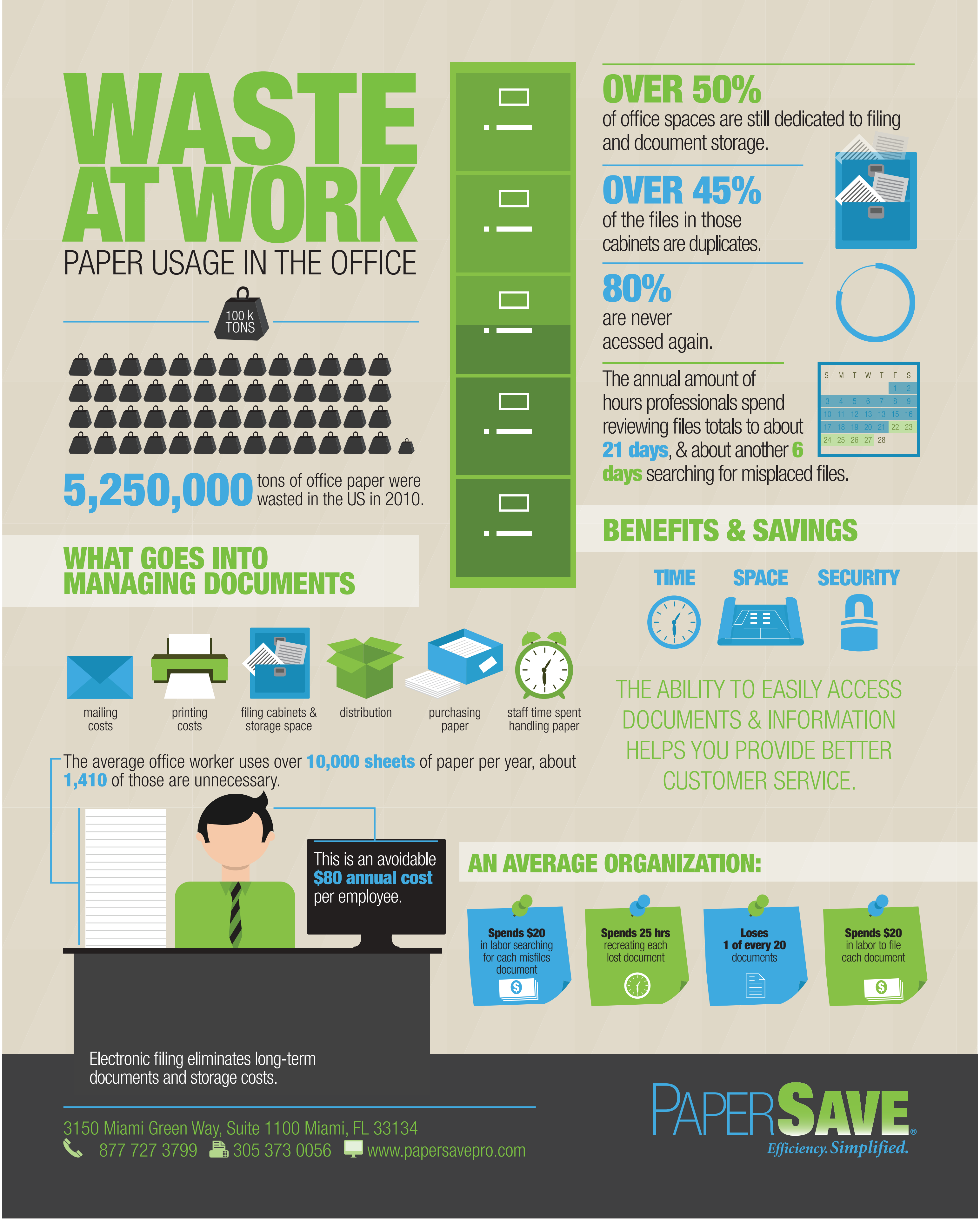
Paperless document management is cost-efficient for a variety of reasons, including:

- Lowering paper handling costs. Filing, mailing and distributing files, among other processes, can accumulate large expenditures over time. For organizations with 10 locations, for example, postage costs typically exceed $10,000 per year

  "Twenty times $10, which is $200, times 52 weeks - that's about what it's going to cost [the company]," said Ron Ullyot of Integrated Business Group who came across PaperSave when looking for a solution for a healthcare client with over 90 locations. Paperless document management, on the other hand, dramatically reduces those costs, eliminating some of them entirely.
- Simplifying disaster recovery for business continuity. Paperless systems have the ability to be up and running faster than on-premise ones, and employees can access them remotely if need be. Along with enhanced recovery capabilities, this typically leads to better continuity.
- Improving customer service. Slower delivery times, files getting lost in the mail, and the inability to find relevant documents during client calls can all lead to disgruntled customers.
- Reducing Vendor Calls. "No longer are we getting calls from vendors saying, "I sent you an invoice three months ago. How come you haven't paid it?" Kubat said.

But through paperless document management, organizations can respond to internal and external inquiries in a more-timely manner, allowing for quicker resolution to billing inquiries and increased collections. For companies that operate across state and national borders, this can dramatically boost their relationships with customers. GP

Photo by Photos.com/Taras Kulyk


WASTE AT WORK
PAPER USAGE IN THE OFFICE
100 k TONS
5,250,000 tons of office paper were wasted in the US in 2010.
WHAT GOES INTO MANAGING DOCUMENTS
mailing costs
printing costs
filing cabinets & storage space
distribution
purchasing paper
staff time spent handling paper
The average office worker uses over 10,000 sheets of paper per year, about 1,410 of those are unnecessary.
This is an avoidable $80 annual cost per employee.
Electronic filing eliminates long-term documents and storage costs.
OVER 50%
of office spaces are still dedicated to filing and dcoument storage.
OVER 45%
of the files in those cabinets are duplicates.
80%
are never acessed again.
The annual amount of hours professionals spend reviewing files totals to about 21 days, & about another 6 days searching for misplaced files.
BENEFITS & SAVINGS
TIME
SPACE
SECURITY
THE ABILITY TO EASILY ACCESS DOCUMENTS & INFORMATION HELPS YOU PROVIDE BETTER CUSTOMER SERVICE.
AN AVERAGE ORGANIZATION:
Spends $20 in labor searching for each misfiles document
Spends 25 hrs recreating each lost document
Loses 1 of every 20 documents
Spends $20 in labor to file each document
3150 Miami Green Way, Suite 1100 Miami, FL 33134
877 727 3799
305 373 0056
www.papersavepro.com
PAPERSAVE®
Efficiency. Simplified.