



# Maytech SDS Users' GAZETTE

January 6, 2012

1st Quarter

## Inside:

<b>Did You Know?</b>	<b>1</b>
<b>Maytech Mindbender</b>	<b>1</b>
<b>Margin vs. Markup</b>	<b>2</b>
<b>Here's Your Sign</b>	<b>3</b>
<b>You Can Lead a Horse to Water</b>	<b>3</b>
<b>Kits</b>	<b>4</b>
<b>Deuces Are Wild</b>	<b>6</b>
<b>Who, What, When, Where, How</b>	<b>7</b>
<b>Back to the Future</b>	<b>7</b>
<b>Announcements</b>	<b>8</b>
<b>The Forum</b>	<b>8</b>

### Did You Know?

The numbering sequence for orders, invoices, and credit memos can be controlled by the Company Header (SCT #01) or the Warehouse Header (SCT #11). The choice is configured in field 01 of the Company Header.

SCT #01 has 3 screens; the first is name, address, and telephone, the second controls a myriad of operations ranging from order numbers to the size of history files to PO reconciliation options. The third screen is used to control access to and rules of your credit card clearing house. (See page 7.)

AR Service Charges can be applied in 3 tiers (fields 13 - 15, SCT #30).

You can elect to have a 12 or 13 period GL calendar. Field 01, SCT #70, is the controlling factor.

A vendor discount can be posted to a separate GL number. A 'Y' in field 05, SCT #60 (Discounts to Other Income) will do it.

For an item's initial sale, the tax flags will default to the customer's tax status; (N) for tax exempt and (Y) for not tax exempt. All subsequent sales will apply taxes to that item based on how those flags are set in the item's buying history.

If you are using Rebates Receivable to update the General Ledger daily, DO NOT use deviated GL cost in Contracts/Rebates. The cost will be adjusted daily during End of Day by posting to the GL accounts called Rebates Receivable (Balance Sheet) and Rebates Earned (Cost of Goods).

AP office checks (AP02, option 2) will appear on the Monthly Check Register (EM34).

The AP Cash Requirements/ Ageing report (AP43) will NOT recognize any credit memos and thereby will NOT accumulate vendors with a credit balance into the company totals.

The new number used for an item number change (IN04) should be brand new - one that has never been used before. Previously used numbers (that no doubt appear in history files) will cause the item number change program to abort.

A quick and easy way to view a sequential series of item numbers is to issue an MI IL using a valid category number as the starting point. The inventory master will display 16 items per screen. Hitting Enter will advance to the next screen in sequence. (Example: MI IL 100 will start displaying the first item in category 100.)

Buying history can be updated 1 of 3 ways: 1) the traditional way - processing today's invoices during EOD, 2) during order entry with SCT #01, screen 2, field #30 set to a 'Y' (usually done to initially build the history), and 3) with any of the options available in OP05. (Be careful in the 'delete' mode.)

### Maytech Mindbender

How many straight lines do you need to draw a circle (without bending them, of course)?

Last edition, we asked what was special about the question, "Was it a car or a cat I saw?". It wasn't important at all that this was a question. What was important was the text that formulated the question. Did you recognize that the text read the same forward and

backward? Any text - a word, phrase, sentence, question, or even a paragraph - that reads the same forward and backward is called a palindrome. Nowadays, with conventional computer programs and apps that can generate very long palindromes, many of them are quite cumbersome to actually read.

Congratulations to those who knew!

Owner:  
"I need  
a bigger  
margin on my  
paper."

Clerk: "Left,  
right, top, or  
bottom?"

Owner:  
"Huh?"

Clerk: "Here,  
let me mark it  
up for you  
and show  
you."

Owner:  
"No, not  
markup,  
margin ...  
profit!"

Clerk: "I can't  
really predict  
the future, sir,  
but thanks for  
the compli-  
ment. Now,  
about your  
paper..."



## Margin vs. Markup

When it comes to developing an automated pricing scheme in SDS, we have two general choices. We can use either a 'cost plus' or a 'list less' calculation. From the 'cost plus' category, we have two basic ways to add to the given cost. The two choices are margin or markup. Since the system calculates all the pricing behind the scenes, so to speak, you might be interested in knowing exactly what is done in one case versus the other.

Markup is the simplest scheme to explain. A value (such as cost) with an applied percentage markup will directly yield the increase. As an example, a cost of \$10.00 with a markup of 40% will yield a price of \$14.00 while a markup of 100% will effectively double the cost.

$$\begin{aligned} \$10.00 \times 40\% &= \$4.00, \quad \$10.00 \text{ (cost)} + \$4.00 \text{ markup (increase)} = \$14.00 \text{ (price)} \\ \$10.00 \times 100\% &= \$10.00, \quad \$10.00 \text{ (cost)} + \$10.00 \text{ markup (increase)} = \$20.00 \text{ (price)} \end{aligned}$$

Many of you know full well that there are certain products you can sell at double the cost. For those items, the price code used in SCT #23 would no doubt start at level 1 with 100% markup. So, markup is a basic multiplication of the percentage times the cost added to that cost.

Margin, on the other hand, is a bit different. It is not a simple percentage add-on. Margin percentage is considered to be the gross profit divided by the selling price. So, if an item's cost is \$10.00 and sells for \$14.00, the gross profit would be \$4.00. That profit (\$4.00) is divided by the selling price (\$14.00) and would yield a margin of 28.57%. If an item's cost is \$10.00 and it sells for \$20.00, the margin would be 50%.

$$\begin{aligned} \$14.00 \text{ (selling price)} - \$10.00 \text{ (cost)} &= \text{gross profit} / \$14.00 \text{ (selling price)} = 28.57\% \\ &\text{OR} \\ \$4.00 \text{ (gross profit)} / \$14.00 \text{ (selling price)} &= 28.57\% \\ \\ \$20.00 \text{ (selling price)} - \$10.00 \text{ (cost)} &= \text{gross profit} / \$20.00 \text{ (selling price)} = 50\% \\ &\text{OR} \\ \$10.00 \text{ (gross profit)} / \$20.00 \text{ (selling price)} &= 50\% \end{aligned}$$

Based on the examples above, we can see that a 100% markup equals a 50% margin. Below is a table that equates many percentages of markUP to that of marGIN.

KUP	GIN	KUP	GIN	KUP	GIN	KUP	GIN	KUP	GIN
20	16.67	31	23.66	42	29.58	53	34.64	64	39.02
21	17.36	32	24.24	43	30.07	54	35.06	65	39.39
22	18.03	33	24.81	44	30.56	55	35.48	66	39.76
23	18.70	34	25.37	45	31.03	56	35.90	67	40.12
24	19.35	35	25.93	46	31.58	57	36.31	68	40.48
25	20.00	36	26.47	47	31.97	58	36.71	69	40.83
26	20.63	37	27.01	48	32.43	59	37.11	70	41.18
27	21.26	38	27.54	49	32.89	60	37.50	71	41.52
28	21.88	39	28.06	50	33.33	61	37.89	72	41.86
29	22.48	40	28.57	51	33.77	62	38.27	73	42.20
30	23.08	41	29.09	52	34.21	63	38.65	74	42.53

As one wise man once said, math is great - except for all those numbers! Hopefully, though, these numbers make sense. If not, go kick back and relax and have a kup of gin. (Make it only one, we don't need a rummy on our hands.)

## Here's Your Sign

Here is a sign that something has definitely gone wrong -

### *Quantities keep changing on your POs.*

When you are in PO01 and the quantities you enter change after they're entered, it would be very easy to assume something is radically wrong. However, odds are some 'checks and balances' are kicking in actually making things right.

Check your item master for vendor conversion factor (field #16). If that field is set to 2 and you're trying to order 1, the PO's order quantity will automatically change to 2. By entering a 2 in field #16 you've told SDS that the vendor will bundle 2 at a time for their selling/shipping unit.

To further ensure your purchasing accuracy, also check fields #25 and #26 (Minimum Order Code and Amount) in the Vendor Master, Vendor Data (record type 2). With the proper values configured in all these fields, you should feel confident your purchase orders will be created properly.

Speaking of confidence, would you have any confidence at all in this handyman? Would you even let him *near* your house no less work on a project *in* your house? If he can't even write a one and a four, imagine the havoc he could wreak in your home!

Might this be his slogan?

**I ' M THE I P U**



*Here's Your Sign!*

## You Can Lead a Horse to Water

We all know the phrase, "You can lead a horse to water but you can't make him drink". The implication is there needs to be a collaborative effort between you and the horse. You'll find him the water but you can't drink it for him. Such is the case with the Gazette. We can supply you with tons of information but you need to absorb it and apply it accordingly.

On a day to day basis, we continue to see many situations arise that can be addressed by using information found in an article published in the Gazette. However, we do recognize that finding the right article in the right edition can sometimes be a bit tedious. To that end, let us suggest a few things you can do to organize the Gazette's information.

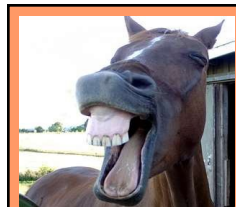
Since some of us do not spend a lot of time browsing on the Internet, rather than accessing the Gazette editions online, it might be helpful for those folks in smaller shops to print out the issues and have the hard copies centrally located so all SDS users can have access to them. In larger installations, the system administrator should control them.

For those people who are no strangers to the Internet, a quick visit to the ecisolutions website will gain access to the newsletters as well as clicking on the link supplied in all our email signatures. Once there, however, finding the proper edition and article may take a little time. These folks are welcome to print out the editions as well but we have created a spreadsheet that will allow you to cross reference the edition and article's title with the topic covered. This should cut down the time involved quite nicely.

This spreadsheet was included in the email announcing the availability of this edition. As you can see, the spreadsheet has three columns - topic, article, and edition. Sorting the entire spreadsheet by the first column (topic) will allow you to easily find which articles and editions relate to that topic. You will need to update this spreadsheet for all future issues of the Gazette. If you feel the need to change any wording in the topic column that will better express your line of thinking, by all means make the changes. All this information is designed to help you use SDS more wisely and efficiently. Please help yourself.

If you have any questions concerning the spreadsheet or the availability of the newsletters, please contact Bob Lofgren at [blofgren@ecisolutions.com](mailto:blofgren@ecisolutions.com) or 1-TOO-OLD-YALL, option 2.

Drink up!



*Ed: "My throat is a little hoarse."*

*Wilbur: "I've heard of having a frog in your throat but not a pony in your pie hole."*

*Ed: "You're driving me to drink"*

*Wilbur: "You really shouldn't drink and drive."*



**These KITT components were ahead of their time**



**KITT  
Knight  
Institute  
Two  
Thousand**



**KITT HAPPENS**  
KNIGHT RIDER

## Kits

On the BK menu, you'll find the Whopper, Whopper Jr., and the ...uh, ... hold on, ... wait, ... that's the wrong BK menu! Let's try this again.

From SDS' Master Menu, one option you can choose is BK. Choosing BK activates the BK menu. The 'B' portion stands for Bids which are potential contracts. Once a bid is awarded, it becomes a contract. The 'K' portion of this menu stands for Kits. Kits are items that have been bundled together; one item that represents several others. Let's explore what kits are all about. (There, that's a lot better!)

The best way to illustrate a kit item is with a simple example known as a 'complete' mop. Most, if not all of you, sell mop heads and mop handles separately. To sell a complete mop, you would have to enter two items into order entry. If you sold a complete mop as a kit, only one item would be entered in the order. In this example, the complete mop would be the kit and for it to be recognized as such would need to have a 'Y' in field #22 of its item master. The head and handle items would be considered its kit components and would need to be configured in the BK menu to establish this relationship.

Entering one item versus two in order entry doesn't seem much of a time and effort saver but consider other more complex examples. For instance, if your customers include the likes of cleaning services, hotel housekeeping, or any institution with a maintenance department, there's a very strong possibility you will eventually sell them a myriad of products that could be incorporated into a kit - a cleaning kit. Components could include cleansers, sponges, buckets, mops, squeegees, and a whole host of other products. Bundling these into kits would result in a huge benefit. For that matter, certain customers may prefer certain types of cleansers or mops or pails so you can build a customized kit just for them.

There are a few things you must take into consideration when using kits. Probably, the most important aspect of a kit item is its number will never appear in item movement. Remember, the kit itself does not exist so when a kit is sold, the quantities are allocated from the components. The kit item number merely represents, or points to, all its component items. Kits must be configured in order for the kit/component relationship to be recognized. The kit file contains two types of records; 1) components and 2) note pads. Once configured, the kits can be listed (hardcopy) or inquired upon (display). If you wish for inventory to show the availability of a kit as a whole, it must be 'built'. However, this is optional; kits can be automatically sold through Order Entry based on the availability of the components. You can have the system calculate the cost of the kit item or you can enter it manually in its warehouse cost/price screen. When kits that have not been built are ordered, they can be listed (hardcopy) or inquired upon (display).

These are the Kit Processing options that appear on the right side of the BK menu. Each option has specific functions that will be performed. Below, each Kit Processing option will be listed and explained in detail.

Kit Processing	
Kit File Maintenance .....	40
Kit File Inquiry .....	41
Kit File Master List .....	42
Builld Kit(s) .....	43
Kit Item Cost Calculation ....	44
Ord Kits to Complete Inquiry .	45
Ord Kits to Complete Report ..	46

**BK40:** This option allows you to configure the relationship between the kit item and all its components. When running this option, the kit item number should already be created and it should have a 'Y' in field #22 of its item master. You will be asked to choose a sequence number for each component that will control the order in which they will print. Also, you must enter the quantity and the unit of measure used for each component and whether or not a substitute can be used. Note pad records can also be created for explicit mixing/matching/blending instructions.

*continued on Page 5 ...*

## Kits (continued)

... continued from Page 4

**BK41:** This option will display the kits configured by BK40. You can display the kit's information by choosing the kit number, or you can display the kit number's comments (note pad record). You can also display a list of the kits of which a single kit component belongs. This program does not recognize a kit component's sequence number created in BK40. The sequence number is only used when printing. The kit's components will be displayed in the chronological order in which they were created.

**BK42:** This program prints the kits configured by BK40. You can print a specific kit or all kits. You can print a specific kit component or all components. For each print execution, you will be asked if you wish to print the kit comments (note pad record). The kit components for each kit will be printed in the sequence order established in BK40.

**BK43:** This program allows you to build kit quantities for inventory purposes. You will select the kit to have its quantities built and you will be asked if you would like to have that kit's components displayed during the build. The current kit's available quantity and the appropriate warehouse will also be displayed. If component quantities are insufficient for the build, you will be asked to 1) ship anyway (continue with the build process), or 2) cancel (abort the build process). This build process is optional; Order Entry can accept a kit for sale that hasn't been 'built'. Order Entry will automatically deduct the ordered quantities from each component's available quantity. This program is designed primarily to offer a visual account of the available quantities associated with a kit items and is used to better accommodate potential demand resulting in future sales.

**BK44:** To furnish the kit item with the proper cost, you must either have SDS calculate that cost (using this program) or enter it manually in the warehouse cost/price screen. When you execute this program, you either generate a report that will show you what the new calculated cost would be for an individual kit or all kits and optionally update the kit item's warehouse cost/price screen with that newly calculated cost. To get only the report, answer 'N' to the prompt, "Update cost in warehouse master?". Answer 'Y' to get both the report and the cost update. Please be aware that the cost calculated is a total of all the components' costs and this total is updated in the kit item's warehouse cost/price screen average cost field (field #02). A widely used practice is to only run the report first and then verify the cost(s) is(are) accurate and if so, run this again (with the update) and print the report to DISC.

**BK45:** This program allows you to display orders that have already been created through Order Processing (open orders) but have not been built (completed) with BK43. You can display all of these orders in a summary fashion or view them by individual order number. You can also select orders by a specific delivery date or all delivery dates.

**BK46:** This program performs the exact same functions as BK45. The only difference is BK45 only displays while BK46 prints a report. The same references to open orders containing kits that have not yet been built apply here as well.

To review, kit items represent two or more other items that are known as its components. Kit item numbers will never appear in item movement. Kit items can have comments (note pad records). When displayed, a kit's components will show in the chronological order in which they were created. If printed, the components' order is determined by its sequence number. You can allow the system to add all the components' costs together and update that total in the kit item's average cost field. Kits can be built for inventory purposes though order entry does allow a kit to be ordered/sold even if it has not been built. Open orders that contain kits but have not yet been built can be identified (displayed or printed).

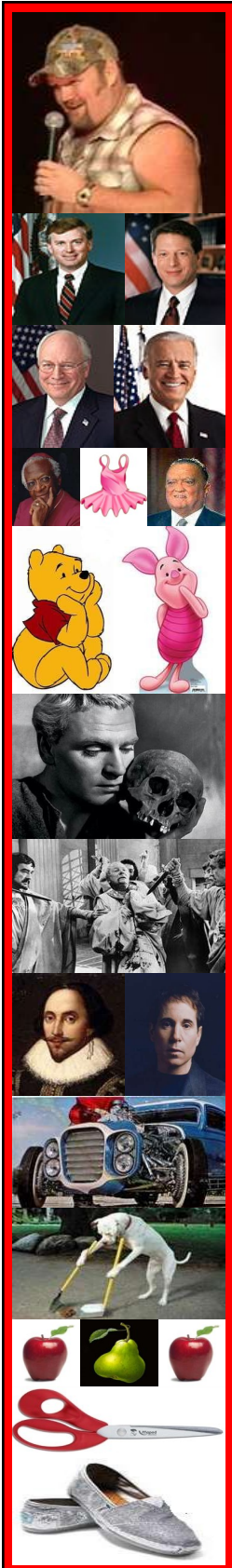
So, if you need to sell kits, this is how you do it. If you need to sell caboodles, that's another story. If you sell the whole kit and caboodle, then you sell everything!



**This Kitt  
became the  
purr-fect  
cat ...**

**Catwoman,  
that is**





## Deuces Are Wild

The number 2 has always had a knack for being surrounded by confusion. Here are 2 categories containing 2 examples each of just how confusing the number 2 can be.

### GOVERNMENT

The 2nd Amendment to the United States Constitution is widely discussed and often times hotly debated. For some reason, our 4fathers wanted to ensure every American has the right to wear sleeveless shirts. This is extremely confusing. However, it is obvious where Larry the Cable Guy stands on this issue. Who better to flaunt the right to bare arms?

When it comes to our illustrious Executive Branch of government, the Vice President (#2 in the power rankings) does virtually nothing. And, as history has shown time and time again, when something is actually done it turns out to be a huge blunder that generates a media frenzy. Since this person is only a heartbeat away from being the leader of the free world, why do we perpetuate a scheme where someone can transform from nothing to everything in one quick step? 2 confusing, indeed!

### ACADEMIA

We learn in school the number 2 is spelled t-w-o. But there are two other words that sound exactly like it - to and too (and they don't make 4! They don't even make fore.) And then you have a tutu which still isn't 4 either but rather a dance dress. Are you starting to see any confusion yet? By the way, did Desmond wear a tutu? No, it was probably J. Edgar. 2 b sure.

Then, after reading stories about Winnie the Pooh, we advance to far more challenging tasks like agonizing through the literary classics. Prose and cons? Piglet to Hamlet in one mind-numbing scholastic career. Classics? 2B oar knot 2B? Was Hammy looking for an apartment number, or what? What about, "Et tu, Brute"? Sounds more like something said in an office coffee klatch, "I bought a dozen doughnuts, but I only et tu, Brute". Why do we need to know these things, anyway? To quote Paul Simon, "When I think back on all the crap I learned in high school, it's a wonder I can think at all". Amen, Paulie. You've just gotta be confused by now, right?

Had enough? 2 bad - here's more:

The binary numbering scheme is base 2. Bi-nary meaning 2 parts; 2 numbers. Someone, please, find a 2 in there somewhere!

You get to the World Series or the Super Bowl - wow. But then you lose. You're number 2 but who cares, you're still a loser. WON, TWO

And what's a deuce coupe? Something you pick up after your dog with?

The word pair means 2. So, do 2 apples make a pear?

We can use a pair of scissors to cut a piece of paper yet we only utilize one tool to do so.

Tightie-whities and boxers are considered a pair of shorts but only one article of clothing.

What about shoes? We buy shoes and wear them 2 at a time. Or do we? (Don't call me Dewey!) What about BOGO sales - buy one, get one (let's say half-off). If we buy one shoe and get the other half off, we'll wind up with one and a half shoes! Why in the world would anyone want that? Anyway, which half would we get? Left, right, toe, or heel? Not that it much matters but it would be nice to know exactly what it is that we're buying.

After all this (and there's much, much more), it's no wonder why poker players thought of making the game a tad more interesting by adopting a wild card - the 2. Deuces are definitely wild! Time for 2 ibuprofen.

## Who, What, When, Where, How

We try very hard to supply you with the best possible support we can. We have one of the most amazing support people ever to man (or should we say woman) the SDS 'support desk' - Janie Dixon. But Janie can't be everywhere at the same time and answer all the phone calls and emails at the same time. If she's not on the phone or otherwise occupied, she will answer your call or email as soon as she possibly can. However, if she cannot attend to your support needs in the blink of an eye, please remember these important points:

1. Though many things she can accomplish seem super-human, she really is only human. This means she has to eat solid foods and drink liquids. Time must be allotted some-time during the day to accomplish this.
2. After accomplishing the tasks outlined above, metabolic functions generate the need to perform other tasks to flush, so to speak, what has been ingested. Time must be allotted sometime during the day to perform this(these) task(s).
3. Point 1 may be something that can be done while womaning the support 'desk', but not always. However, point 2 definitely cannot, thus the phrase 'away from my desk'.
4. If for any reason your phone call is not answered and you are asked to leave a message, please do so. Other folks with other problems are no doubt calling as well. If you leave a message, there is absolutely no reason to send an email about the same exact problem. By the way, only one message is necessary.
5. The word 'message' above means state the problem in detail. The detail should always include who/what/when/where/how; who - who you and your company are and which user name, crt number is a problem/what - what was being done at the time, program, option, etc./when - when was this done/where - company, warehouse, satellite location/ how - exactly what steps you took leading up to the problem including any complete error messages encountered. Don't be afraid you'll be giving us too much information - too little info only causes more problems.
6. The word 'message' above does not mean just hang up. It also doesn't mean just saying 'call me'. Don't just say you got an error - state the entire message verbatim. By the way, there is no such thing as Bad T. That may refer to Ice T's acting prowess or a watered down drink in a diner, but there is no such thing in SDS.
7. There are certain things outside of SDS' purview such as networking, 3rd party software, and hardware issues. We will help as much as we can but ECi/Maytech alone may not be able to completely resolve problems in those categories.

## Back to the Future

For what seems like forever, System Control Table #01 has had two screens full of functional information. The first contained basic name and address information about your company. The second contained a whole host of different configuration options that could be termed 'business rules'. These business rules guide SDS on how to better control and maintain your specific company's business. But, there was a third screen that when accessed, stated it had not yet been implemented. In other words, it was set aside for future use. Well, (as of SDS Release 3.03) the future is here.

Screen 3 in System Control Table #01 now makes available fields that will contain information controlling the Net1 Credit Card Interface. The fields include an identifier, a key, a URL, and a credit card clearing type - all vital components to initiate and control the Net1 interface.

In the next edition of this publication (Q2, 2012), the featured article will be a complete analysis of all the functions that System Control Table #01 actually performs. (In case you haven't noticed, the featured or main article is always the largest in the issue and always begins on page 4.)

So, until then, keep your ear to the ground, your eye on the ball, your shoulder to the wheel, and your nose to the grindstone. Actually, that all sounds kinda dangerous. Even if we could come away unscathed, how could anyone work in that position?!



**OCCUPIED**  
out of office  
away from desk  
be right back

```
01 Company Header (Screen 1)
(01) Company Name ..... [
    Name Centered ..... [
(03) Address 1 ..... [
(04) Address 2 ..... [
(05) City / State ..... [
(07) Country Code ..... [US]
(08) Zip Code ..... [
(10) Telephone Number ..... ( )
(11) Fax Number ..... ( )
```

```
01 Company Header (Screen 2)
(01) Ord/Inv/CR Ctrl ..... [1]
(02) Last Order Number ..... [244656]
(03) Last Invoice Nbr ..... [738484]
(04) Last Credit Memo ..... [554635]
(05) Last P/O Number ..... [108426]
(07) Unit Price Display ..... [2] Sel
(08) C/L Cost Code ..... [1] Ave
(09) Comm Cost Code ..... [6] Inv
(10) Last Price Code ..... [3] Grt
(11) Group I.D. Number ..... [85503]
(12) Unattended E-O-D ..... [Y]
(14) United Facility Whse ..... [00]
(15) Common Whse Company ..... [01]
(16) Reconciliation Code ..... [2] Re
```

```
01 Company Header (Screen 3)
(01) Network I.D. .... [
(02) Key ..... [
(03) https ..... [
(05) CC Clearing Type ..... [00]
```



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Questions concern-  
ing the content of  
this publication  
should be directed to  
the phone/fax num-  
ber or email address  
listed above.

We certainly hope  
you enjoyed reading,  
learning, and laughing.  
We are looking for-  
ward to bringing you  
the next quarterly  
edition of our news-  
letter. We hope you  
are, too!

Until  
next  
quarter ...

## ECi/Maytech - Complete Business Management Solutions

### Announcements

ECi/Maytech will observe the New Years holiday by closing operations on Monday, January 2nd, 2012. Holiday phone support will be available between the hours of 9:00AM and 2:00PM at the rate of \$200/hour.

The ECi Connect Conference was held at the Renaissance Worthington hotel in Fort Worth, Texas, November 1st through 3rd, 2011, and it was a huge success. More than 800 attendees from eight countries participated, as well as 43 vendor partners of ECi. Rather than focusing on a single industry, Connect Conference 2011 was designed for all the business sectors ECi serves. According to Ron Books, President and CEO of ECi, the theme of Connect Conference 2011 was to 'Educate, Collaborate, Inspire' and its goal was to ensure all ECi customers left feeling inspired and energized to leverage new technology in their business. Everyone concerned with the conference - organizers, presenters, and attendees - all felt that goal was accomplished by providing excellent, in-depth training on all ECi business solutions. Since Connect Conference 2011 proved to be a successful collaborative approach allowing businesses of all sizes and industries to learn from each other, another Connect Conference is already being planned. At this point in time, it is scheduled for sometime during calendar year 2013. As more details are finalized, they will be announced here.

Only a few of you remain that still need to upgrade to SDS release 3.04. Several months ago, the software was placed on every customer's system and a formal release letter was emailed to all customers. Our goal is to keep the entire installed base on the same level of software to ensure uniformity. With everyone using the same release, troubleshooting becomes much easier which leads to faster and more efficient problem resolutions (patches, fixes, maintenance releases). To schedule the upgrade, please contact Janie Dixon by phone at 1-866-653-9255, option 1, or email her at sdssupport@ecisolutions.com. The upgrade must not be done on your own. You must schedule an appointment and the upgrade effort must be coordinated with Janie. In many cases, the upgrade takes only 15 minutes. However, please allot one half-hour.

### The Forum

As the article starting on page 4 describes, kits are bundled items with one item number representing others. Some of you don't actually use kits but rather utilize a method that could easily be called pseudo kits. It's done with alpha lookups.

In the same way a kit item 'points' to its components, an alpha lookup can 'point' to other items as well. For this concept to work efficiently, extreme care must be taken to ensure the lookup chosen will find only the items in the pseudo kit. If a window cleaning kit includes a bucket, cleanser, sponge, and a squeegee,



then only these four items must have the same lookup such as WINDOWKIT, for example. If kits are customized (by component) for specific customers, then the lookup needs to reflect that uniqueness as well.

Please remember, numbers can be used in alpha lookups as long as the lookup

itself does not start with a numeral. If you want to use numbers at the beginning of the lookup string, they must be preceded by a non-numeric character. We recommend the use of the forward slash (/).

Using alpha lookups in this way for identifying what we have dubbed pseudo kits will do only that - identify the components. Only real kits will allow you to enter one item number in an order resulting in the sale of many (the components).

If you have any questions concerning alpha lookups as pseudo kits, please contact sdssupport. Thank you.