



satisfaction
software

SatChat

Official Client Newsletter of Satisfaction Software

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Browsin' Along

The **infoware** family of products browser interface has given birth to applications previously not available. This is a new user interface with the use of colour, graphics, dynamic sorting of tables and point and click, drill down to source data. Additionally the extension of your network to the World Wide Web with the installation of an Internet server allows you to deploy your business system to customers, suppliers and other organisations you deal with.

Satisfaction Software has run well-attended "road show" seminars in Brisbane and Sydney demonstrating the browser interface to our clients.

The power of the browser interface is that it is simply an extension of the existing **infoware** family of proven, quick and reliable products. Data entry continues through the current fast and efficient character-based screens. There is no middle-ware third party software or delay in updating the central database. All browser applications view and display data in real-time and are simply another interface to **infoware's** core business system.



The following are examples of 2 different browser applications installed and implemented for Satisfaction Software clients.

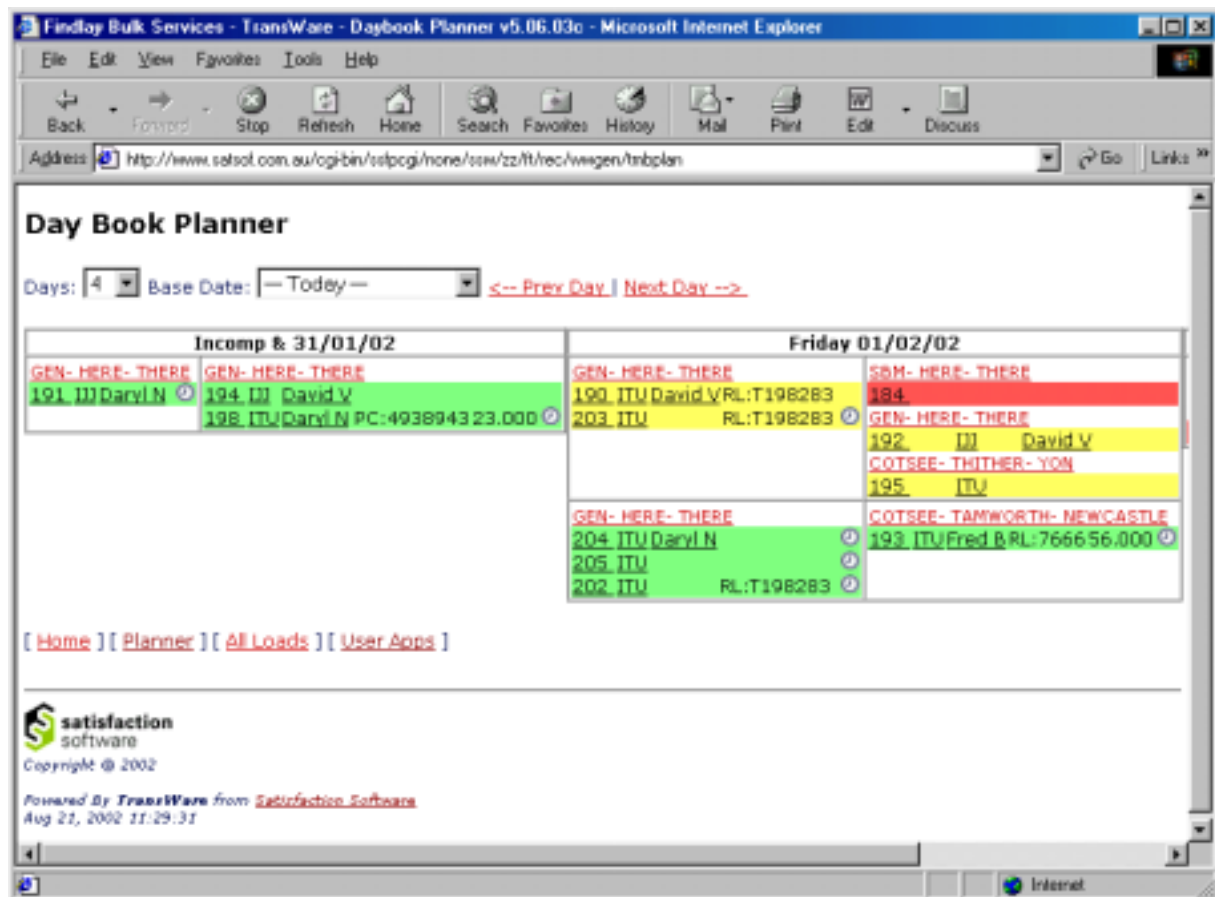
1) Operations – Transport Scheduling

Findlay Bulk Services is an Oakey-based transport company carrying bulk loads, such as grain, throughout eastern Australia to various bulk terminals and other places of port. Findlay's has been using **transware** bulkhaul version since 1994.

Prior to this update, Findlay's controlled their freight operations on a paper-based daybook. There would be different columns for each day with loads written and tracked. Once completed, the loads were entered through **transware** for billing and other analysis. With the Scheduling Daybook Browser update, loads are booked through the existing character based screens. Then within the browser, the Daybook Scheduler highlights all incomplete loads from previous days in the first column and then displays today's and future loads in separate columns. The following is a sample screen shot (test data only):

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From this interface, a load can be selected by clicking on the load number and from there it can be allocated to a vehicle and driver. Once the load has been completed, it will then be ready for invoicing with the current **transware** module.

transware is polled on a frequent basis (for the transport scheduler every 3 minutes) to give an updated view of outstanding work i.e. should someone else at Findlay's book a load, it automatically appears on the next screen refresh for the transport scheduler to allocate.

Colours are used to highlight loads as follows:

- RED: Booked load unallocated to a vehicle.
- YELLOW: Load has vehicle allocated.
- GREEN: Load confirmed to proceed/started.

A graphic 'time' icon ⌚ shows if a load has either a pickup or drop off time restriction. The mouse pointer is used to hover over or click on the icon to see the time details.

The power of the browser interface is much more than providing the primary function of transport scheduling. Context sensitive queries are implicit e.g. by clicking on the driver on a displayed load, **transware** will show a listing of all the loads for this driver selecting both incomplete and previous loads history. You can change the history dynamically to list up to 52 weeks. Should the driver have a complaint about too much, not enough or the type of work being allocated to him, this query can be answered within the scheduler dynamically.

Similar queries can be performed for:

- Vehicles
- "From" Component of Trip Codes
- "To" Component of Trip Codes
- Load Codes

The above functions change the focus of **transware** as jobs are booked in real-time rather than previously only being entered once completed. This has allowed Findlay's an opportunity to provide a better service to their customers by allowing them access to their loads only via the Internet. As the loads are being scheduled in real-time, customers can then view the progress of complete and incomplete loads via the Internet.

Neil Findlay (Findlay Bulk Services) says:

"The Freight Scheduler has introduced significant new efficiencies into our logistics process. The introduction of this system has resulted in at least four hours time saving per week at our operations desk due to handling of data once only, and in real-time. Operations, accounting and other management staff are now allowed instant access via our LAN to real time operational and reporting data. These benefits are leveraged even further by the systems ability to allow remote, and, client access, a further saving for our admin team."

2) Customer Invoice Ordering via Internet

infoware's Inventory Customer Invoicing has been extended to allow entering customer orders via the Internet. Customers login via the Internet (you provide them with a login code and password). When you create a login within **infoware**, you map this to the relevant debtor's account code. **infoware** then takes a predictive approach of loading an order profile based on the items that each customer has previously purchased. This occurs immediately when a Customer logs in. The order form is sorted by your Product Group A codes displaying the customer's specific prices. Any quantity buys will also be displayed on the order screen. A sample is as follows:

PITCHERS Hospitality Supplies
"The widest range of products from a local supplier that guarantees great value & service"

Customer Orders
Customer GROVES Mooloolaba Cafe & Takeaway

ALL PRICES SHOWN ARE EX-GST

Items Marked with are GST Free

Product Code & Description	Quantity	Price	Pack/Unit	Name	Quantity	Price	Unit	TOTAL
Chemicals, Soaps & Accessories								
EMS EMMY S/LT CONC. DISHWASHING LIQUID	2	26.58	CTN/CSL (2)			19.25	BOTTLE	
FOHMAN PACER NEW BASE S/LT HARD SURFACE CLEANER		26.76	CTN/CSL (2)			19.38	BOTTLE	
Crockery (China, Glass, S/Steel & Plastic)								
BOWL BISTRO OATMEAL 175MM	12	2.36	EACH					
CUP BISTRO STACKING TEA		2.31	EACH					
PLATE BISTRO 145MM WHITE		1.53	EACH					
PLATE BISTRO 245MM WHITE		2.15	EACH					
SAUCER BISTRO FOR STACKING TEA		1.28	EACH					

[Total] [Add Stock Lines] [Display Order] [Clear Order]

[user Apps] [Logoff]

When the prices are displayed, they will be either Inc GST, Ex GST, or no prices, determined by a setting in the Debtor Account Maintenance.

All the customer needs to do is enter the quantities required. When the order quantities are completed, the Customer selects the [TOTAL] button which extends the total, including any quantity buy prices.

There is also the ability to search and add new stock items to the order. The approach of **infoware** is to minimise product code searching by giving the customer a default order with the items they normally purchase.

To proceed with the order, the customer clicks the [DISPLAY ORDER] button, then **infoware** displays a summary of the order as follows:

PITCHERS Hospitality Supplies
 "The widest range of products from a local supplier that guarantees great value & service"

Customer Orders
 Customer GROVES Mooloolaba Cafe & Takeaway

ALL PRICES SHOWN ARE EX-GST Items Marked with ■ are GST Free

Product Code & Description	Quantity	Price	Pack/Unit No.	Items	Quantity	Price	Unit	TOTAL
Chemicals, Soaps & Accessories								
EMMY SLT CONC. DISHWASHING LIQUID	2	36.00	CTH25VL (2)		18.25	BOTTLE		73.00
Crockery (China, Glass, S/Steel & Plastic)								
BOWL BISTRO-OATMEAL 15MM	12	3.36	EACH					40.32
								GST 11.33
								TOTAL 124.65

Customer Order Number

Delivery Instructions

Delivery Name

Delivery Address

PostCode

[User Apps] [Logout]

There is the ability for the customer to record their order number and special instructions.

On completion of the order, the customer selects the [CONFIRM ORDER] button. **infoware** then:

- Displays **infoware**'s customer invoice number.
- Prints a picking slip on a nominated printer depending on location.

Automatically creates a customer order on the server in **infoware**.

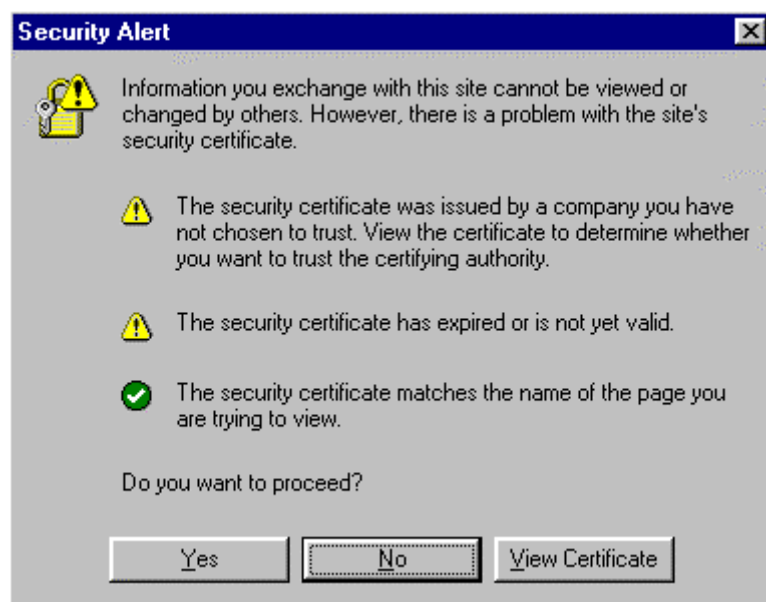
- Generates an email to both the predefined email address for the Customer and your supervisor advising that an order has been accepted with the relevant product details. At this stage, **infoware** is not advising on the product availability although this could be easily performed within **infoware**. After discussion with various clients, the desire at this stage is not to advise customers online of stock quantities or availability. Should there be any short quantities, ring them to either advise a backorder or sell another product rather than advising that it is not available and potentially lose all of the order to an opposition supplier.

Internet Security

There is a potential with Internet applications for hackers or other uninvited “guests” to view data including your customers’ details, product details and prices across the Internet. Much of the Internet browser security uses a technology called Secure Sockets Layer (SSL). You know when you are on a secure site as the padlock on the bottom of your browser, such as Internet Explorer or Netscape is no longer broken but locked. It is strongly recommended for commercial activities across the Internet to invoke SSL. This is a standard part of Linux version 7.1 or later. For clients who wish to run commercial applications across the Internet, it is strongly recommended to upgrade to Red Hat Linux v7.1 or later and invoke SSL. There is no licence fee or transaction fee required to use SSL. SSL does however invoke the checking of “trusted relationships” using Digital Certificates.

Digital Verification Certificates

An integral part of the SSL protocol is the ability for third party trusted organisations such as Veri-sign to verify “you are who you say you are”. This is to give the consumer some protection when buying from organisations over the Internet and passing credit card details etc. for orders that the organisation they are dealing with is a valid organisation. If you do not get a digital verification certificate through an organisation such as Veri-sign, the browser will appear with a message similar to the following:



If you are dealing with your existing Customers, it may be acceptable to notify them that such a message will appear. However, with “unknown” Customers purchasing via the Internet, this would not be acceptable.

To get your site’s “digital certificate” verified by an organisation such as Veri-sign attracts an annual fee of approximately \$1700 per year. It depends on who your Customers are (if known parties or not) as to whether you may require a digital certificate issued by a trusted authority.

An Internet server is not required for the infoware family of products Browser applications. An Internet server is only required should you wish access via the Internet for your customers, suppliers, staff etc. The Browser applications can run quite happily on your Intranet without Internet access.

If you wish to discuss your business’ potential applications through the Browser, contact your Satisfaction Software representative.

This can change the dynamics of your organisation’s operations staff with an integrated, user friendly, and quick interface to operations activities such as scheduling or order tracking.

Permanently File Confirmation Audit Reports

A requirement of system auditing is that a file of all batch and audit reports should be kept. This allows the checking of transactions against original input when this is required.

The filing of audit and batch reports can typically take up resources in an office, both in the space they take and the time it takes to file them. Also there is the risk that an audit report is not filed or misfiled and therefore lost.

A feature added to the **infoware** family of products is the automatic filing of reports on confirmation. Reports such as Debtors, Creditors, and General Ledger confirmation audit reports are automatically filed in the permanent reports area by **infoware**. This removes both the physical and time resources of filing reports as well as paper, "wear and tear" on printers (and staff). The reports are date and time stamped so that when searching for a report in the Permanent Reports Area they will appear in chronological order. Also the confirmed BAS report can be automatically filed.

Reports not generated by a confirmation process such as Debtor Banking Summaries, General Ledger Profit & Loss and Balance Sheet Reports and various module Trial Balances cannot be automatically filed in the Permanent Reports Area. These reports can be run on demand, often run with selection sets and, unless an end of month reporting generation option has been added, are never "forced" to be generated with all transactions at a particular time.

The reports are filed in the permanent reports sub directory like all other permanent reports for security reasons. This will mean that for certain report areas, **infoware** will generate a reasonably large number of files e.g. debtors banking run once a day would generate approximately 20 per month.

When **infoware** displays the list of reports in a permanent reports area, by entering [Shift-G], **infoware** will jump to the end of the listing which typically is where your most recent reports are filed. Not all, but the majority of the permanent reports directories will contain only one report type e.g. confirmation batch report, confirmation BAS.

Price to perform this is **\$98.00** + GST per report.

If you have any questions, please contact your Satisfaction Software representative.

Melissa Virus

On May 1, 2002 a USA court sentenced David Smith to 20 months jail for developing and releasing the Melissa virus in March 1999.

The Melissa virus was reputed to have caused \$130 million of damage to computer systems throughout the world. Smith, who pleaded guilty, is believed to be one of the first people in the world convicted for developing computer viruses.

Editors footnote:
Pity it was not 20 years.

Nadine dressed for bowling success!





And The Winner Is...

Congratulations to Karen Hargraves from Trazblend for winning the 2002 Satisfaction Software Internet Footy Tipping Competition. "I'm happy I won!", said Karen.

Karen is a convincing and deserving winner after going to an early lead and being 4-6 points in front throughout the majority of the competition. Some early opposition was offered by various players from Tenvox. Karen, however, kicked strongly and remained a clear winner, unrivalled at all stages of the competition. The tally now is: Girls 2; Boys 0.

Details of the prize winners are:	Karen	132pts	1 st	\$787.50
	NSW	127pts	2 nd	\$210.00
	June	126pts	3 rd	\$ 52.50

This year, there was also a \$10/week cumulative jackpot for any player who was the sole highest scorer for the week. Any unclaimed jackpot at the end of the season was added to the prize pool. The weekly winners and their rounds were:

Round 1	KHOPKINS	\$10
Round 4	SARAHN	\$30
Round 8	DVANHO	\$40
Round 14	ELVIS	\$60

Round 15	BOB	\$10
Round 20	MARIO	\$50
Round 21	RHOPKINS	\$10

An enjoyable time was had by all participants with the weekly jackpot holding interest for some of us players who were not likely to finish near the top.

Please consider a note from the editor: I had 4 members of my family playing as "friends of Satisfaction Software". They finished as follows:

NSW	Brad (Nephew) – Position 2
June	(Mother-In-Law) – Position 3
Camry	Joy (Sister-In-Law) – Position 4
Sarahn	Sarah (daughter) – last year's winner – Position 5

Yours truly came in a fast finishing 40th. Guess who will be washing up the dishes at Christmas dinner when the inevitable discussion of the football tipping competition is raised!

Last year's finalists finished in the following positions this year – Sarah 5th (first last year), Peter B 27th (second last year), Lloyd equal 12th (third last year).

An open invitation is extended at this early stage to everybody who wishes to participate in next year's 2003 Satisfaction Software Internet Football Tipping Contest.

Congratulations again to Karen!

PSSST!
Get
a Load
of This!



We'd tell you who this is, but we like working here!!!

Free Format Notes

A feature that is used by many **infoware** family clients is Free-format Notes. Notes can be attached to specific files within the **infoware** database. For example, on the Debtors Account Maintenance, you can record notes to keep a record of credit control issues when chasing customers for debts. This way there is one register for anyone who has access to the Debtors when following up overdue debts. This is much more convenient and accessible than any other means. In early versions of **infoware**, this was achieved by having Unix WordPerfect, however it has ceased to be available or supported, and so the Notes Database came into being. The Notes Database allows the recording of text notes only – it is not a word processor with font control, spell checkers etc., although the latest version does automatic word wrapping! Also recorded is the user and date of who created or last changed each note line. Each notes application can be configured to either allow or disallow the modification of existing notes lines.

Notes are also accessible when running **infoware** browser reports such as Trial Balances (for notes enquiry only – entering of notes still continues through normal **infoware** screens).

Special keys available when entering notes include:

[F3]	INSERT BLANK LINE
[F4]	MARK LINE TO DELETE
[Ctrl-T]	OTHER OPTIONS

(OTHER OPTIONS – GO TO FIRST LINE, GO TO LAST LINE, UNDELETE MARKED LINE)

```

DEBTOR ACCOUNT MAINTENANCE
Branch.....: BB. Debtor Code.....: TROUBLE . ABN: 12 384 594 373 .
Name.....: Trouble And Company .

Postal Address Physical Address
DEBTOR NOTES
Rang and spoke to Tony Trouble on 15/8/02. Assured us .15/08/02 mary
full outstanding payment would be made on the 16th. .
.
Spoke to Tony again on the 21/8/02. Said payment was sent .21/08/02 kathy
and couldn't understand why we didn't get it and would .
follow up. .
.
Account put on stop credit and letter of demand sent. .16/09/02 mary
.
Taken off stop credit as full payment received. .20/09/02 mary
.
.
.
.
.

Screen NOTES Record: 19
F3 -Ins Line, F4 -Del Line, CTRL-T -Options, Line 1 of 10
Esc Esc to Record, Delete to Cancel, F6 to Create Browse Look

```

Price for Notes Database is **\$450.00**.

Allow between **\$230.00-\$345.00** for each application to access the Notes Database e.g. Debtors Account Maintenance, Creditors Account Maintenance, Payroll Account Maintenance.

Some interesting applications of notes include (which involve additional changes):

- Within Employee Maintenance and the Payroll, have separate notes for operations and management. User access can be restricted for each type of notes.

- Supplier Invoices – You may wish to enter notes to record the reason you have disputed an invoice amount issued by a supplier – e.g. wrong quantity, damaged goods, incorrect prices etc. You may also wish to document supplier contact details of person, time, and any return numbers authorised by a supplier. The notes are then transferred with the invoice to the Creditors Current Transaction and Archived Transaction Files. When suppliers query short payments in the future, the notes previously entered can be easily accessed to review reasons for short payments by any staff member.
- Any notes can be viewed from browser reports and enquiries. Therefore with an Internet server, you could allow your suppliers access to their account details and the ability to review notes on their account along with other information.

There is a maximum of 999 note lines per account/transaction.

If you have any further questions, please contact your Satisfaction Software representative.

Weird Things You Would Never Know.....

- o Butterflies taste with their feet.
- o A duck's quack doesn't echo, and no one knows why.
- o In 10 minutes, a hurricane releases more energy than all of the world's nuclear weapons combined.
- o On average, 100 people choke to death on ballpoint pens every year.
- o On average people fear spiders more than they do death.
- o Thirty-five percent of the people who use personal ads for dating are already married.
- o Elephants are the only animals that can't jump.
- o Only one person in two billion will live to be 116 or older.
- o It's possible to lead a cow upstairs.. but not downstairs.
- o Women blink nearly twice as much as men.
- o It's physically impossible for you to lick your elbow.
- o The Main Library at Indiana University sinks over an inch every year because when it was built, engineers failed to take into account the weight of all the books that would occupy the building.
- o A snail can sleep for three years.
- o No word in the English language rhymes with "MONTH."
- o Our eyes are always the same size from birth, but our nose and ears never stop growing.
- o The electric chair was invented by a dentist.
- o All polar bears are left handed.
- o In ancient Egypt, priests plucked EVERY hair from their bodies, including their eyebrows and eyelashes.
- o An ostrich's eye is bigger than its brain.
- o TYPEWRITER is the longest word that can be made using the letters only on one row of the keyboard.
- o "Go," is the shortest complete sentence in the English language.
- o If Barbie were life-size, her measurements would be 39-23-33. She would stand seven feet, two inches tall.
- o A crocodile cannot stick its tongue out.
- o The cigarette lighter was invented before the match.
- o Americans on average eat 18 acres of pizza every day.
- o Almost everyone who reads this will try to lick their elbow.



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From Somewhere On

Daryl's Desk

Convergence of Technology



Much time is spent at Satisfaction Software making different bits of technology work together in an integrated solution.

An example of this is the time spent getting the **infoware** family of products and Faximum to work together correctly. There was a lot of time spent in understanding Faximum's "behaviour" and making what would appear to be minor changes on forms to fax would have some very unexpected results in Faximum. Some of the time spent in integration of third party products is in technical issues – some is just basic differences in what is expected from quality control in Australia vs lower levels accepted by some overseas companies. The end result in all cases is a product that works – however there is sometimes considerable time spent in understanding and comprehending behaviour. Incidentally, Faximum has released a later PCL driver in the last 18 months, which has made the product behave the way we would expect it to behave.

Therefore, it was with pleasure, and a little surprise, when we turned on a web enabled Nokia 9210 and it allowed browsing of most Internet applications immediately. To see **infoware's** browser applications working on a web enabled mobile phone was almost too simple to believe.

The physical characteristics of the Nokia 9210 phone are as follows:

Dimensions 158x56x27mm

Weight 244g

12MB User Memory

Functionality includes:

- Ability to send and receive emails.
- Ability to browse the Internet including **infoware** applications (view about 6-7 lines of application on screen at a time).
- A simple word processor and spreadsheet (which is supposed to be Microsoft® Word and Excel compatible).
- Maintain contacts and schedules and automatically synchronise back to your desktop PC in the office.
- An ideal tool for someone who does not want to carry a laptop around but wishes to carry a much smaller device and yet be able to send and receive emails as well as potentially have access to your Internet applications. This would be useful both for management and also empowering sales people if you wish them to be able to check stock availability, place orders etc. after meeting with your customers.
- Almost forgot... it is also a mobile phone, for talking.

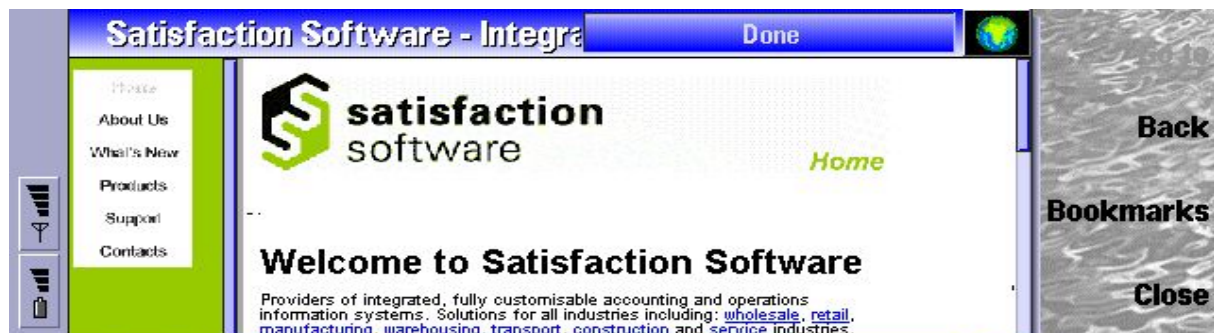
The efficiencies and opportunities for doing business more effectively to service your customers are almost endless.

Satisfaction Software has purchased and been using a Nokia model 9210 Web enabled phone (price \$1,795.00 inc GST). Telstra WAP/Internet call costs are 33¢ per minute in peak time and 16.5¢ per minute outside of peak with a 22¢ flag fall. Voice transmission is per your call plan. A straight data connection (i.e. as a fax modem or connect to your own ISP) is 44¢/minute with an 18¢ flag fall. This is a cost effective means of communicating to sales people who are on the road much of the time. They can then decide whether to enter their orders immediately or save these up to the end of the day and enter them. A limitation is that it must be covered by Telstra's GSM Network. There is also about 1 hour in configuration in downloading various drivers from the Internet to make it perform as desired. Satisfaction Software demonstrated this at our February Open Day.

You obviously do not wish to be browsing the Internet 24 hours/day, but it would be an advantage in many environments to be able to use such a device and not have to:

- Have or carry a notebook PC, and
- Find a telephone line in a motel room.

One feature that the Nokia 9210 does not support is browser (web) applications that require Java scripting. The new 9210i model however incorporates a new browser, which supposedly does support Java scripting as well as other more recent technology advances. This has not been tested by us as yet. In our browser applications, Satisfaction Software use a small amount of Java scripting to enhance the functionality, but that can usually be achieved in other ways. It's a hope for 100% "work out of the box" but 9½ out of 10 is still pretty good! If there are specific browser applications that you wish to use this with, we can quickly double-check that these are OK and do not use Java scripting. A large number of Internet sites would use java scripting to some degree.



This is the first usable device in a new range of integrated devices that allow browsing or using the Internet, rather than doing this from a traditional PC.

If you wish to know more on this phone, then ring Craig, Shane or Daryl.

Handy Hint

Finding Unknown Debtors for Cheque Amounts

Occasionally you will receive cheques in the mail from an unknown debtor i.e. you do not recognise the drawer name on the cheque to match against a debtors account. While the following approach does not identify the possible debtors in all instances, it will certainly help in the majority of cases. When a debtor pays you, it is typically for an invoice, an aged period amount, or for the total of an account. All of these can be quickly identified in the one process by:

- Running a Debtors Detailed Trial Balance {2,B,C}
- When displaying the report on the screen, type: /<amount> [Enter]
e.g.: /1345.80 [Enter]
will search for the amount of \$1,345.80, regardless if the amount is an invoice amount, account balance or account aging amount.

There could be multiple occurrences of this amount. By pressing the / [Enter] key sequence again, this will take you to the next occurrence of this amount. Repeat this process for each further occurrence of this amount.

Previous SatChats have discussed the ability to search within reports using this feature. If you wish the report search option discussed in more detail, please contact your Satisfaction Software representative.

STAFF SYNOPSIS

Ann Marie has recently joined Satisfaction Software in a newly created direct marketing position.

In her “previous” life she was the only female sales rep for Powers Brewing when Powers was “Bernie Powers”. She then moved on to rep work for Schwarzkopf. She has re-joined the work force (if making contacts for Satisfaction Software can be called work!) after starting a family.

She will also be helping out around the office and answering the phone, so if you hear a strange new voice, be sure to say “HI”!

Name: Ann-Marie Evans
Year Of Birth: 1962.
Place Of Birth: Brisbane.
Occupation: Tele-Mailer.
School: Kelvin Grove State High.
Marital Status: Married to Carl.
Car: One with a tiny ding in the door.

Address: Ferny Hills.
Last Holiday: Coolum Beach Sunshine Coast.
Next Holiday: Coolum Beach Sunshine Coast.
Sports: Playing Golf & Watching Most Sports. Keen Interest In Under 6 Soccer.
Established Wealth: It's going to happen one day!!
Strengths: Being female.
Weaknesses: I'm a female – I don't have any!
Favourite Food: Pasta, Seafood, Chocolate.
Favourite Drink: Beer.
Favourite Movie: Pretty Woman.



Our backup support bunch!!

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