



satisfaction
software

SatChat

Official Client Newsletter of Satisfaction Software

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Building Service Contractors Association of Australia (BSCAA)

BSCAA is an employer organisation which represents its members in the Building Services Industry. These members operate in the areas of Cleaning, Security, Facilities Management and Ground Maintenance. They are advised by BSCAA in all Industrial Relations issues such as Pay Rates, Workplace Health & Safety, Public Liability, Workcover as well as negotiations with Unions etc. BSCAA also represents its members in negotiations with the State and Federal Governments.



With branch offices in NSW, Vic, and Qld covering these states plus Tasmania, ACT and SA (and shortly WA), each of the separate state offices maintain their own membership database with accounts being controlled by head office in Sydney.

A problem existed where there was inconsistency in the maintenance of the membership and accounting databases due to multiple locations. Further, there are some members who are national and across all state memberships.

As a part of BSCAA's income, membership data is provided to various organisations as well as frequently providing circular information to members.

BSCAA required a centralised membership database to maintain consistent and accurate information. However, the volume of transactions and costs did not warrant having a direct data-line e.g. ISDN, or VPN network costs from Sydney to each branch.

The solution was to install Satisfaction Software's **infoware** accounting management software on a server in Sydney. This allowed Membership Maintenance to be performed through **infoware's** Browser interface via the Internet. Maintenance is performed which restricts a user, via login security, to being able to maintain members for their branch only, through a screen as follows:

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The screenshot shows a web browser window titled "BSCAA - infoware - Member Maintenance v5.06.02c - Microsoft Internet Explorer". The address bar shows a URL starting with "http://www.bscaa...". The page content includes the BSCAA logo and the heading "Member Maintenance". The form fields are as follows:

Branch	QLD - Queensland
Code	000
Name	Satisfaction Software
Postal Address	PO BOX 000
Physical Address	BOX 000
Suburb	NORTHGATE
P/Code	
Suburb	Northgate
P/Code	4013
A.B.N.	
Date Started	31/07/99
Contact	Daryl Northfield
Telephone	(07)32884722
Fax	(07)32884358
Mobile	
Email	
Other Contact	
Other Telephone	
Other Mobile	
Business Sectors	1. Assoc-silver supplier
	2.
	3.
	4.
	5.

This allows each branch to maintain and create their own members in a single centralised database but not access another branch's members.

Membership lists in various formats are supplied to Associated Suppliers (who are also members). Different organisations have different requirements for their specific data formats. This is easily achieved through **infoware's** i4 Query allowing the specific fields required to be selected. Additionally, selection criteria can be specified limiting membership records to business sector, number of employees, branch, etc. as required. The resulting i4 Query HTML page can then be transferred into Excel if the result is to be provided in an Excel spreadsheet or a CSV file. This is performed by each branch manager via the Internet with access to all the state's membership data for i4 Query functions.

Software has been written for the next stage allowing each branch to produce their own invoices via the Internet.

Rick MacKenzie (National Finance Chairman & Treasurer) of the Building Service Contractors Association of Australia says:

"The software system provides the association with both a fantastic Membership Database and Accounting System in one. Previously the Association operated two independent systems – Quickbooks for the Accounting system and Access for the Membership Database, and this proved to be inefficient, inconsistent and lacked security and integrity in the Accounts side. Having used Satisfaction Software's **infoware** in other businesses for over 12 years very successfully and knowing the ability of both the software and the company, discussions with Daryl Northfield allowed the BSCAA to adapt the software to suit its specific needs. With the addition of **infoware's** Browser Interface via the Internet provided to be the most useful tool in maintaining the most up to date membership records, which is updated daily by any of the respected branches with great ease.

The change to Satisfaction Software's **infoware** has completely streamlined the Associations activities, and having been in place now for almost 12 months, puts us in good stead for our future operations."

This is another example of combining Satisfaction Software's powerful **infoware** accounting and business management software with specific browser applications to provide a cost effective success story for business.

If you have any queries about similar efficiencies that could be provided for your business, please do not hesitate to contact your Satisfaction Software representative.

Handy Hint... = in Selection Sets

The = character in a field value in a selection set acts as a wildcard. This means that filePro (**infoware**'s database manager) does not care what the value of that character in the field is.

The 2 following examples highlight the use of the = wildcard.

Example 1

Sometimes there are codes within **infoware** of different lengths which start with the same value. Assume that you have 2 debtor codes – BIGCUS and BIGCUSXXX. If you wish to select BIGCUSXXX, then this is straight-forward by selecting Debtor Code eq BIGCUSXXX.

If you select Debtor Code eq BIGCUS, then filePro (**infoware**'s database manager) will select both BIGCUS and BIGCUSXXX as the enquiry language interprets this as all codes starting with BIGCUS. Normally this works for you as this is often what you want e.g. all debtors starting with the letter B etc. Sometimes it is frustrating as you wish to select the specific BIGCUS code only and not the other codes. This is achieved with a selection set as follows:

Group	Field	Heading	Rel	Value
.	2	. Debtor Code	eq.	BIGCUS =
.
.
.
.
.

Selector Sentence:

Note that in the above, there is a [space character] between BIGCUS and =. What this means that in this example, the 7th character must be a space and but you do not care what is in the 8th character. In this example, you have the filtered out and selected BIGCUS only with BIGCUSXXX not being selected. (BIGCUSXXX is not selected as the 7th character is not a space.)

There are many clients especially with Inventory systems and Warehouse systems that have similar but uneven length product codes and this will help in performing queries for specific codes.

Where possible, there should be a coding discipline of all codes being the same length then this is a non-issue.

Example 2

It is sometimes desired to only search for characters of specific positions within the field such as dates. For example, within the Employee Maintenance {6,1}, you wish to know all of the staff who are having a birthday in December. You do not care what day in December, or what year they were born.

Assuming that Payroll Employee Maintenance uses the birth date field (30) and it is an 8 digit date, then you would enter a selection set as follows:

Group	Field	Heading	Rel	Value
.	30	. Birth Date	eq.	==12====
.
.
.
.
.

Selector Sentence:

What the above selection set says, ignore the 1st, 2nd, 5th, 6th, 7th, 8th characters and only select those with the 3rd and 4th value is 12 (i.e. month = 12 i.e. December).

General Ledger Transaction Archive

Reports

When Satisfaction Software performed the GST update for production of Business Activity Statements, it was designed to be able to print past copies of BAS for up to 5 years. Due to this, we updated the General Ledger End of Year function to automatically archive the General Ledger transactions. The former process was to delete prior year General Ledger transactions and balance forward when doing End of Year rollover (as most systems continue to do).

Now that time has moved on, most clients would have performed 2 or 3 GL End of Year functions since the GST update. There will be 2 or 3 years of transactions in the General Ledger archive transaction file. With the following updates, you can retrospectively produce General Ledger Trial Balances (Detail, Summary, and Brought Forward), plus Audit reports, from the archive area. The General Ledger Trial Balances do not combine both the current and archive area but allow access to data from the previously inaccessible General Ledger archive transaction file as separate reports.

Profit & Loss and Balance Sheet reports from prior financial years cannot be re-generated (if you follow the EOY procedures, these reports should be saved in Permanent Reports Area).

Price: \$260.00

GL Review Account to Archive

The GL Review Account has been extended to access Archive transactions (separate option to current transactions).

Price: \$130.00



Proceed with both options at the same time and pay only **\$325.00** (ex GST) - A saving of **\$65.00!!!** Includes installation and re-building new indexes. Assumes update replacing standard software without customisations. All prices are Ex GST.

Contact your Satisfaction Software representative for further information.

Stocktake Adjustments - Inventory

inforeware traditionally records the movement in the transaction file for the stocktake adjustments e.g. if there was a quantity of 16 items frozen and 14 items counted, then **inforeware** processes this as a stocktake adjustment journal for -2 (at average cost).

Rather than doing this, the update will post an entry for a stocktake as -16 (to show the original quantity frozen) and another entry of +14 for the items counted. When performing future stocktakes and reviewing past transaction audits, rather than knowing there was an adjustment of 2 items written off, you can clearly see what the count was at the last stocktake (both original and adjusted).

Zero quantity stocktake adjustments will be similarly processed (to show quantity was frozen and counted). This change does not apply to serial stock lines.

Price: \$325.00

Handy Hint

- Joining Multiple Selection Sets Together

Following is an example of joining multiple selection sets together. Sometimes it is easier when defining selection sets to have a separate selection set for each different rule in a more complex query and then join them together. There is a restriction by filePro, **inforeware's** database manager, of a maximum of 5 selection sets joined together. The following example joins 3 selection sets together.

The example is to produce a monthly report of payroll expenses applicable to Workers Compensation using the Payroll Trial Balance by Type {6,B,G} report.

The first selection set defines those allowance codes that you wish to include in the Workers Compensation report. The simplest method for most clients would be to define allowance codes that they wish to exclude from the report e.g. deductions, un-used leave, and workers compensation. The following codes are examples only and may vary on your system due to different definition of allowance codes. You should substitute the relevant allowance codes where applicable.

Group	Field	Heading	Rel	Value
.	11	Type	ne.	TAX
.	11	Type	ne.	SC
.	11	Type	ne.	UN
.	11	Type	ne.	CS
.	11	Type	ne.	UL
.	11	Type	ne.	TER

SC = social club

UN = union deductions

CS = child support

UL = unused holiday leave

TER = termination payments

Save this selection set and call it *wallow* for Workers Compensation Allowances.

Next step in calculating expenses applicable to Workers Compensation is that you can leave out directors. The following assumes there are 3 directors with employee numbers 110, 227, 4056.

Group	Field	Heading	Rel	Value
.	3	Employee Number	ne.	110
.	3	Employee Number	ne.	227
.	3	Employee Number	ne.	4056
.

Save this selection set and call it *wcdirectors* for Workers Compensation for Directors.

The third selection set then defines the accounting period and joins the two selection sets together.

Group	Field	Heading	Rel	Value
.	7	Accounting Period	eq.	200203
.
.
.

Selector Sentence:
wallow and wcdirectors

The first line of the above selection set defines the accounting period.

The Selector Sentence at the bottom of Selection Set combines *wallow* (i.e. must be an applicable Workers Compensation allowance as per the first selection set), *and wcdirectors* (i.e. an employee must also not be a director as defined by the second selection set).

Save this selection set and call it *wc*. Each month you can load the selection set *wc* and change the accounting period as appropriate and hardcopy it when you run the report. As encouraged with all end of month/year reports, this should be saved to your permanent reports area so there is an electronic copy for future reference and audits (you can print the report out if you wish but Satisfaction Software strongly recommends that all reports are saved to the permanent reports area).

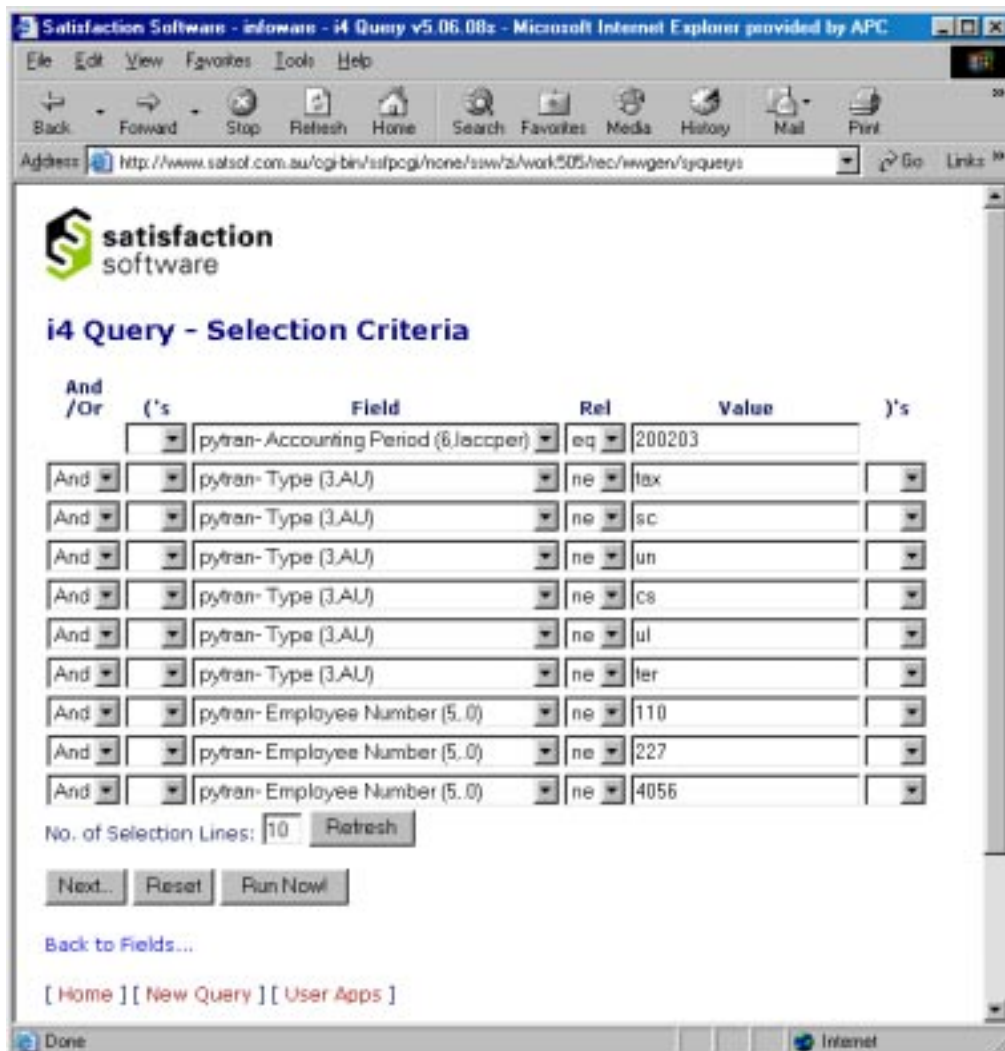
This is a more complex example of a selection set but it is a useful technique in breaking down a more complex query down into more simple Selection Sets and then joining these together through the Selector Sentence.

If there are more than 12 allowance codes that you wish to exclude from your report, you will need an extra selection set. Simply save the additional allowances in another selection set *wallow2*. Then your Selector Sentence would appear as:

Group	Field	Heading	Rel	Value
.	7	Accounting Period	eq.	200203
.
.
.

Selectors Sentence:
wallow and wallow2 and wdirectors

If you were performing the equivalent query through the **infoware** browser reporting, it would be entered as follows:



Internet Connection – Warning

Recently a client had Telstra install an ADSL connection. In the installation process, the Telstra technician disabled the anti-virus software while installing the ADSL connection. In Telstra's fine print is that while Telstra should let you know to re-enable the anti-virus software, they accept no responsibility for any desktop application including anti-virus software continuing to work after the ADSL connection. This disclaimer equally applies to other Internet Service Providers.

Consequently the anti-virus software was not re-activated after the ADSL connection, and the network became infected with a number of computer viruses. The end result was that all PCs on the network became infected with some files not able to be recovered.

If you get an Internet connection or if there is any other application that requires the anti-virus software on your desktop to be temporarily disabled, then it is essential to re-activate the anti-virus software after completing this process. If you are not sure how to do this, then find out from someone who does – this will save you much time, frustration and cost.

Invitation

Infoware Catch-up Session And VPNs

Satisfaction Software invites you to review the latest **infoware** Browser applications, discuss VPNs and other **infoware** updates.

9:00am - Thursday 10th April 2003

Location: Unit 4, 193 Hedley Avenue, Hendra
Expected duration: 2 hours

Morning Tea served afterwards for one-on-one discussions
Clients will be sent detailed invitations in mid-March.

For all others interested, please contact
tracey@satsof.com.au to register your interest.

From Somewhere On

Daryl's Desk

The Ratbag Anarchist Element



The single most frustrating and non-productive time wasting effort spent by the computer industry is the defence of computer system from computer viruses. Included in this activity is protecting networks from hackers.

This costs businesses many millions of dollars per year and is non-productive in the sense that nothing new or productive is activated. At the end of the day, all that is gained is that businesses continue to operate at their previous status-quo – as should have been their right in the first place.

Computer Viruses

Unfortunately the term ‘computer viruses’ humanises the attack of programs written by people with the specific task of, at best being an annoyance, to at worst corrupting or deleting data. Most viruses are spread as email attachments, however they can also be introduced by CDs, floppy disks or across a network. Many viruses propagate themselves by attacking a user’s email address book and then forwarding emails under the pretence (alias) of that user to these known parties.

Many viruses are attachments from “known” people to give credibility i.e. you recognise an email from someone you know and check the attachment. This attachment is actually an executable program virus which now runs.

A business’ only form of self-defence is to purchase anti-virus software and **have it automatically updated with the latest anti-virus definitions so that all PCs are kept up to date at all times.**

Unfortunately there is no 100% guarantee as there is still the period of time from when viruses are “released” i.e. sent out by people who are deliberately trying to attack and interfere with organisations across the world (including yours), and the time that the anti-virus companies work out a profile to the virus.

Also, education of users not to open attachments from people they do not know, especially if they are of a non-business related activity (especially pornographic), but to delete these emails. By clicking on what may seem like a curious attachment, you then execute a program which is the virus.

There has been considerable time spent by Satisfaction Software, and unfortunately we will probably continue to spend time, where clients do not update their PC networks automatically with the latest virus definitions. To purchase an anti-virus licence is not sufficient. This must be maintained on all PCs and updated at all times to the latest definitions. Even then, there is still a degree of risk. Some of this risk can be reduced by client education of their staff not to open email attachments that are either from unknown parties or if the subject matter is unusual.

This is a thankless non-productive activity by the computer industry in restoring businesses back to their operational status which could have easily been, avoided in most cases, by the above processes. Recently there was the release of the “Bugbear” virus which wiped out a few clients’ PC networks. The recovery process was to disconnect every PC from the network and then “clean” each PC individually and then reconnect to the network.

This is typical of the approach in fixing virus “infections”. You cannot clean one PC at a time when the rest of “infected” PCs are still connected. All PCs must be disconnected and then reconnected as they are individually cleaned. This creates maximum inconvenience, especially on larger networks.

However in other situations, viruses may even corrupt the application program or data on the PC resulting in greater expense in restoring the applications or data. At this time, it is often revealed that backup procedures on PCs are not always being followed. Unfortunately it is then too late.

Internet Servers

Many clients by now are familiar with the term “firewall” on Internet connected computers and devices. The firewall defines services available on the Internet server e.g. E-mail, FTP, HTTP (browser) etc. Each service can be enabled for all addresses, specific users (fixed IP addresses) or no-one.

A very important step in Internet security is the definition of firewall and minimising services available except for those specifically required to minimise the potential for attack e.g. outside users (“hackers”) using services that are not required or finding potential security breaches in these services.

Hackers will use techniques such as bombarding the server with many requests for a specific service hoping to find a flaw in the software and either crash the server or worse, find some flaw that will drop the server into the operating system shell.

Once in the operating shell, they have potential access to change the firewall, instigate services and sometimes maliciously corrupt any data stored on the Internet server or generate spam emails.

Traditionally many computer companies use the Internet server as the mail server. For reasons of potential corruption, Satisfaction Software does not – the Internet server forwards all mail onto the Unix server to eliminate the potential corruption of email stored on the Internet server.

There are 2 major families of operating systems for Internet servers – Linux and Microsoft’s Windows various derivatives.

Due to lower licence cost issues and other reasons, Satisfaction Software’s preferred operating system is Linux. Both operating systems are exposed to potential corruption by third parties.



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With hackers, do not think of “people on the end of PCs” trying to hack into your system, but cleverly written software that goes out and searches for every server on the Internet trying a number of techniques and attacks to see if they can breach security. This is mostly performed by automated software. Both Microsoft and Linux and any other Internet devices are susceptible to third party attacks.

As third party products, Satisfaction Software, while making our best efforts, cannot accept any responsibility or liability for these products and provide these only on a “full care but no responsibility” basis.

If you wish for 100% guarantee of security and cover of liability, and we do not know of a supplier in the market place who would credibly offer this, we recommend you look elsewhere.

Typically there are new versions of operating systems with different approaches to firewall security and other Internet services released about each 6-9 months, as well as irregular security fixes released in between.

As such, Satisfaction Software spends considerable time monitoring both the Internet for known problems with current versions (Satisfaction Software subscribes to the Red Hat Linux Network monitoring site and several Internet security mailing lists) as well as evaluating, configuring and implementing the security features of new releases when they become available.

We will be writing a letter shortly to our clients with Internet servers providing various options for monitoring their Internet services. Satisfaction Software has been doing this at a significant cost for no charge except when releases become available for installation or the occasional low security breach, but no longer can we afford to provide such a time intensive service for nothing. Most clients are probably not even aware that this service is being provided.

The unfortunate point with both computer viruses and potential security issues with Internet servers is they are non-productive in the sense of all effort (and there is either considerable effort in maintaining the status-quo or considerable effort in restoring systems should there be a breach) is to maintain the daily status-quo with no increase in productivity.

However in today’s “modern electronic world” these are both necessary evils and integral parts of your business’ system you must both understand and take responsibility for, to minimise risk. This has unfortunately been forced upon anyone who uses a computer, by a small minority anarchist element of our society. Ignorance or failure to do so, unfortunately, are not acceptable reasons in fighting these two evils.

If you have any specific queries, please do not hesitate to contact your Satisfaction Software representative.

Internet Footy Tipping



Satisfaction Software is running the Footy Tipping Competition again for the NRL 2003 season. If you want to play, go to www.satsof.com.au/footyrules.html for competition rules and an entry form. The entry fee will remain at \$20.00 per participant. Limited to a maximum of 100 players.



Well it seems that the girls have a 2-0 lead! C’mon fellas... we need to even up the tally!!!

STAFF SYNOPSIS

(The New Recruit)

Andrew has recently joined Satisfaction Software, along with 2 other recent graduates, as a trainee programmer. The addition of 3 new programmers reflects Satisfaction Software's growing number of new clients with interest in both **inforeware's** functional and reliable business management software as well as growing demand from existing clients for browser interfaces.



Andrew moved to Brisbane in April 1993. Initially he studied Architecture but did not like it (no offence to any architects out there). Then deciding to turn his love of PC games into a career, worked for a survey company all through Uni (acting as the computer Mr fix it).

So keen was Andrew to start working with Satisfaction Software, he left home 'literally' and moved into a unit a few minutes from work with girlfriend Kathy (aaahhhh so that's why he keeps 'forgetting' to bring his lunch!).

Name:	Andrew Hanigan
Year Of Birth:	1981.
Place Of Birth:	Sydney.
Occupation:	New Recruit - Programmer.
School:	Shailer Park High.
Tertiary Qualifications:	Griffith Uni – Graduate <i>(don't know what the letters under his name are yet)</i>
Marital Status:	Girlfriend.
Car:	Mitsubshi Lancer.
Address:	Ascot.
Last Holiday:	Mooloolaba last Easter.
Next Holiday:	Melbourne.
Sports:	Tennis.
Established Wealth:	In the -ve
Strengths:	Quick learner <i>(we'll see)</i> .
Weaknesses:	Love for relaxing! <i>(what On the job???)</i>
Favourite Food:	Alu Saag (Indian).
Favourite Drink:	Coke (not vanilla).
Favourite Saying:	Is it lunch time yet???
Favourite Movie:	Star Wars (All of 'em).

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