



satisfaction
software

SatChat

Official Client Newsletter of Satisfaction Software

Satisfaction Software Pty Ltd A.B.N. 73 100 030 546
Unit 4/193 Hedley Avenue, Hendra Qld 4011. Ph: (07) 3268 4722 Fax: (07) 3268 4359 E-mail: sales@satsof.com.au

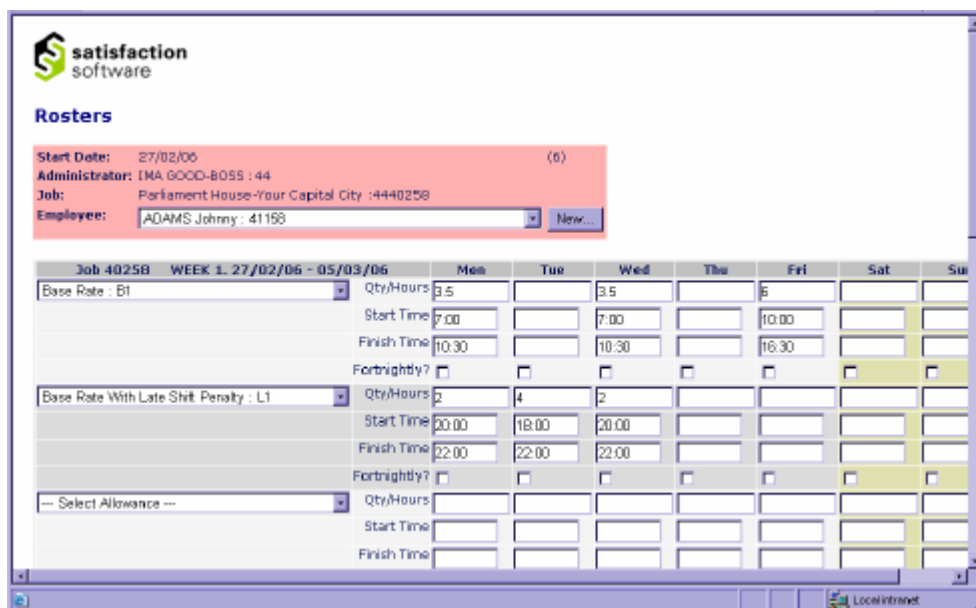
infoware's i4 Pay Time

Satisfaction Software is proud to announce the release of a new flagship product, **infoware's i4 Pay Time**.



infoware's i4 Pay Time is a browser based extension to **infoware's** payroll module which provides an intuitive graphical interface for processing of rosters, timesheets and pays for employees – processing one or two weeks pays at a time. Pays are summarised by job (or department) which produces a summary of hours worked for each day and summary of hours and costs. Authorisation checking to make sure that payroll costs are within budget is available – if costs are over budget they must be authorised by management with sufficient authority before being allowed to proceed to payment.

Rosters are defined on a weekly basis, allowing different rates and allowances to be planned per day across the week. This allows Rosters to be fully costed. A sample screen is as follows:



Staff who work shifts each alternate week (i.e. job sharing) are also accommodated within i4 Pay Time with an optional flag to note if shift is worked fortnightly.

INSIDE THIS ISSUE

Whodunnit – infoware's Field Logger	Page 4	IWT & infoware Services Infrastructre	Page 8
infotips	Page 5	Magee's	Page 8
Payroll Rostering	Page 6	Footy Results for 2006!	Page 10
Client Open Day – i4 Pay Time	Page 7	Daryl's Desk	Page 11
Calendar-based Payroll Costing to GL	Page 7	Staff Synopsis	Page 12

Rosters are planned for the week in advance. **info**ware's i4 Pay Time produces Roster sign on/off forms. In addition to Proof of Attendance, these are used as a source of data entry for timesheets. The rosters are copied across to the Timesheet file where only those employees who work different hours to those rostered need to be changed. This significantly increases the efficiency of payroll – processing by exception.

Public holidays are highlighted in pretty pink! A flag on each job determines whether that job is worked on a public holiday or not. The allowance codes are then converted to either penalty public holiday worked or base public holiday rate. This occurs automatically when the roster is copied to the Timesheet Interface File.

Changes to the Roster are edited in the Timesheet interface. Once timesheets are completed for a week (even within the fortnightly pay cycle) then the week is completed and then timesheet edits can begin for the second week (where pays are fortnightly). Alternatively both weeks can be edited together if preferred.

Employees taking sick leave or holiday leave are checked online to make sure there are sufficient entitlements accrued. This also takes into account time worked in the current payrun that adds to the employee's accrual entitlement.

Once the timesheet edits are completed for the period (week, fortnight) and within budget or approved, then they are copied across to **info**ware's payroll transaction file where the payrun process continues as per current practice to calculate tax and superannuation, produce payslips, EFT file etc.

If payroll is over budget, there is the option to enforce that this must be approved by a senior manager before timesheet records are copied to payroll transaction file for final processing.

For new staff employed, the local operations manager can partially create the employee record via the browser interface. **info**ware's i4 Pay Time will provide a new employee number automatically, with the name, address, award and other relevant details recorded. The rest of the detail is completed by the payroll administrator via the normal **info**ware Employee Maintenance screens recording details such as banking details and tax file numbers. Where this information is not provided on a timely basis, the employee will remain in the Timesheet file "suspended" until these details are provided and then can be paid as a mini-pay.

Kristy Holter, Payroll Supervisor for Biniris, a large national cleaning and facilities management service provider says:

"We have been using the web interface for a few months now. We have found the interface easy to navigate around and easy to input information into which makes it very user friendly. It is excellent for viewing timesheet keying for a job as it is all there for you to see, no need to jump from one screen to another. It is also great for managing your budget figures as it shows your budget figures and your actual figures, this eliminates any going over of budgets. We are happy with the ease of use of the web timesheet at this stage and are looking forward to our managers using it".

A summary of hours by day and employee per job/department appears as follows:

Roster Summary

View:

Start Date: (ddmmyy)

Administrator:

Job:

Create Employee (22)

Employee Code	Name	Summary				Daily Totals						
		Ord	Sat	Sun	Sick	Mon	Tue	Wed	Thu	Fri	Sat	Sun
41158	ADAMS Johnny	21				5.5	4	5.5		6		
	##	319.79				86.91	65.32	82.36		85.20		
41180	SMITH Mary	15				5	5		5			
	##	208.85				70.05	68.75		70.05			
680	WORKER, Fast	11				7	3	1				
	##	400.67				290.34	66.92	43.41				

Budget Comparison				
	Budget	Actual	40258	
	Hours	Amount	Hours	Amount
Ord:	8.750	134.05	47.000	929.31
Sat:				
Sun:				
Total:	8.750	134.05	47.000	929.31

[Home] [Back] [User Apps]

A parameter per user determines whether \$ figures are shown or only hours and quantities.

Processing of job costed payroll also integrates to **info**ware's Job Costing module allowing Labour (Actual and Roster) to Sales Reporting as well as other job cost reporting.

- ✓ Quick entry of all employees' transactions per job/department in one form for the pay period
- ✓ Rostering including printing roster sign on/off sheet for proof of attendance.
- ✓ Ability to partially record employee's details for new staff to continue rosters and pays.
- ✓ Full cost visibility per roster
- ✓ Budget authority control per job or department
- ✓ Web access for remote sites, entry/authority of pays
- ✓ Significant reduction in overall time in payroll preparation by using rosters, editing of exceptions to rosters only, authority control on cost variances, proof of attendance records and all payroll data entry before it reaches the payroll administrator. Alternatively for sites who prefer the data entry to be performed by the payroll administrator, similar benefits apply.

PRE-REQUISITES: Presumes version 5.05 or later of filePro and **info**ware Internet/Intranet module installed, and Internet gateway for web access. **info**ware updates and **info**ware Services clients comply with pre-requisites.

Whodunit? Someone must have done it!

infoware's Field Logger

A common problem with databases is when fields are changed and nobody knows who changed it, when or what the previous value was.

There may be a relatively minor change, such as a change to a fax number, or a change to more sensitive items such as a debtor's credit limit, trading terms or stop credit flags or an employee's pay rate or leave entitlement hours.

A support call from an Inventory client was focused on why 3 or 4 invoices out of thousands of invoices had incorrect rebates. This was a major credibility point with **infoware** – how could this happen and why did it happen to only 3 or 4 invoices – there was no pattern?

Fortunately in this specific application, **infoware** was already logging fields and we could view the log file and see the user who updated an existing rebate record at 9:10, changed its value, produced the invoice and then at 9:14 changed it back to its original value. This is not the client's recommended or normal process – the normal process would have been to add a new rebate record. Due to the log, credibility was restored (along with some ass-kicking!).

Sometimes questions are raised by auditors as to what were the prior values and who changed specific fields in specific circumstances. With **infoware's** Field Logger this is easily accessed.

There is nothing more frustrating than knowing that "somebody" changed the value of a field, but you cannot prove who and when – equally frustrating from not only your perspective but from Satisfaction Software's support perspective as well.

In the past, we have written software to log specific fields as in the prior inventory rebate example.

Now Satisfaction Software has implemented a generic field logging structure to allow logging on any field you choose for specific files.

The **infoware** Field Logger allows your system administrator to select which fields are required to be logged. All changes to any field set to be logged are automatically recorded with the users name, date, time, old value and new value. The field logger now checks all of **infoware's** standard master files. This applies to all applications from sensitive areas such as Payroll and Debtors through to Creditors, Inventory, Job Cost, Fixed Assets, General Ledger and Cash Book master files. Also, transaction edits such as Due Date and On Hold in Creditors can be logged.

Once the Field Logger has been configured by your System Administrator to determine the fields to be logged, you can enquire on fields changed using the new option C – Changes Log from the status bar on any Masterfile screen.

You will then be prompted to enter the field number for which you wish to see logged changes.



The Tree of Knowledge in healthier days at Barcaldine.

The Labor Party's pioneers were mostly shearers and they held meetings under the boughs of The Tree of Knowledge to plan a campaign for better pay and working conditions. During the Great Shearers Strike of 1891, such meetings led to the creation of the Australian Labor Party.

The Tree of Knowledge was recently poisoned by an anonymous low life. If only they had **infoware's** field logger, they would know whodunit!

If you do not select a specific field, you will see all logged changes made to this record. You then have the option to view changes in Date or Field order.

A browse window then appears showing all logged changes to the requested field(s) in reverse date/time order (most recent change first). You can then press [V] to View a popup screen showing more detail of the old and new value of the field changed.

D E B T O R A C C O U N T M A I N T E N A N C E					
Company.....:	SS.	Debtor Code.....:	ABIGCUS	ABN:	.
Name.....:	A Big Customer			Notes:	.
	Postal Address		Physical Address		
+-----+-----+-----+-----+-----+-----+					
	Field & Name	Date	Time	Who	St Value
+-----+-----+-----+-----+-----+-----+					
	56 Credit Stop	230306	14:26:54	tracey	U Y
	56 Credit Stop	230306	14:15:27	tracey	U N
	56 Credit Stop	200306	12:12:36	daryl	U Y
+--End of File-----+-----+-----+-----+-----+-----+					

All users with access to the masterfile will have access to the changes log to answer any queries. In the above example, the user 'tracey' has taken the credit stop flag off and then reset it 11 minutes later.

The **info**ware Field Logger greatly enhances the integrity and credibility of the **info**ware database. No longer will there be the question of "someone must have done it". You can now quickly answer the questions of who & when, and move forward from there. Note that the user's name recorded is the current session's login. In environments where more than one person share a PC and login then the user name will not accurately reflect who changed the field. It is therefore critical that each user has and uses their own login and password.

Management can also run an i4Query to list all the changes to specific fields over a period (e.g. month). This provides external control of editing of sensitive fields e.g. list all payroll employee edits for the month; bank account changes in Creditors etc.

System administrators who require another copy of instructions to setup field logging fields, email support@satsf.com.au.

For **info**ware Maintenance clients and **info**ware Services clients, the **info**ware field logger is included as part of **info**ware updates for those clients who have not already received it, will receive the updates shortly.

info ware field logger module	\$695.00
Changes to individual master files (per file)	(approximately) \$142.00

infotips

By now, all **info**ware users should have received 5 infotips emails. These are regular, free of charge and are designed to provide short cuts and tips to make your job easier. Each person who uses **info**ware is encouraged to receive infotips – if you are currently not receiving a copy, please email infotips@satsf.com.au and you will be added to the list.

For past copies of infotips, these can be accessed from our website:

www.satsf.com.au > support > infotips

Payroll Rostering

Most of **info**ware's non-job costed sites process their **info**ware payroll through the Payroll Autopost option where a total number of hours are entered for normal, overtime, double-time, plus any one-off or standard allowance deductions. While this is a quick and efficient data entry interface for processing payroll, it does **not** always reflect the significant administration in some businesses that is first required to collate data from timesheets and summarise these into figures to process it into the payroll.

A function that has been long enjoyed by **info**ware's labour costing clients such as cleaners, is the ability to enter daily rosters. Staff can be job costed (i.e. staff are rostered to work on a particular job) on a particular day for required hours, or they can be non-job costed. Even standing deductions such as child support can be defined in the roster.

In many awards and EBAs and now with Work Choices Legislation, it is required to have a proof of attendance record. For many clients this is just a manual sign on/off timesheet that staff complete, then authorised by their manager and given to the payroll administrator on a weekly or fortnightly basis. These are then interpreted by the payroll administrator for rates, allowances and penalties, and summarised before entered into **info**ware.

An alternative is, to define **daily rosters**. In addition to generating the default payroll from this information where you only edit what is different to the roster, if an employee works exactly according to the roster (e.g. salaried staff) then no payroll processing is required for this person. The production of a roster form with the time (can be start/finish time or decimal hours) printed by day automates this process. This form has a space for sign on/off of employee to use as your proof of attendance record. The payroll administrator only has to make changes where the time on the roster form has been changed. Allowances can also be rostered.

For many organisations, this provides a major improvement in the overall administration time for payroll based on interpreting rostered hours (based on their standard hours), proof of attendance record reporting and ultimately payroll processing.

If you run an environment where staff are working different jobs every day, rostering will not suit. For those clients whose staff are rostered to regularly work on jobs each day (e.g. permanent contracts) or staff who work regular hours, then **info**ware Payroll Rostering including roster forms with proof of attendance records may add significant efficiency and streamlining in Payroll processing.

infoware Payroll Rostering is equally applicable whether staff are job costed or not.

Also if an employee's wage expense is to be allocated against different GL codes as a standard, then this can also be handled through the Roster interface

e.g.:

7.6 hours	Administration
15.2 hours	Management
15.2 hours	Sales

Invitation - Client Open Day

- Friday 27 April 2007

Satisfaction Software invites you to review:

- **info**ware's **NEW** i4 Pay Time
- Field Logging
- Latest i4 Query changes

Location: Unit 4, 193 Hedley Avenue, Hendra
Expected duration: 1.5 hours

Calendar-based Payroll Costing to the GL

For the vast majority of **info**ware clients, a major fluctuating cost in your business is labour. Without performing extra accruals, labour is typically paid in weekly or fortnightly cycles which do not exactly fit a calendar month. Sales and other expenses reported on a profit & loss report are on a calendar month (accounting period) basis, payroll is not. Some calendar months include 2 fortnights (or 4 weeks) per month – others include 3 fortnights (or 5 weeks) per calendar month. As such, there is a mismatch of your labour on a weekly or fortnightly multiple per month compared to calendar months of sales and most expenses.

An extension to **info**ware Rostering or where clients job cost on a daily basis provides the opportunity to account for payroll automatically on a calendar-month basis.

The management of this typically ranges from clients referring to “bad months” when there are 3 fortnights in the month (but often not recognising that the other months are “good months” as there is less labour costs for 2 fortnights (28 days) compared to 30 or 31 days of revenue). Many **info**ware clients perform General Ledger accrual journals to correct this. The wage expenses are accrued from one month to the other, either based on accurate time costing, or more likely on a percentage e.g. if 2 working days out of 5 belong in March, and the other 3 days in April, then pay finishes in April and 40% of wages is processed as a reversing accrual in March.

The alternative is for **info**ware's Payroll Rostering clients to accurately cost to the GL on a calendar month basis rather than an accounting period basis. For clients who enter transactions on a daily basis (e.g. rosters are defined per day) or job costed daily transactions, the accounting period can be based on each individual transaction's date e.g. all those transactions dated March automatically expense to the “March” accounting period, and all those transactions that are dated April will go to the “April” period. As the pay finishes in April, tax transactions will continue to be posted to “current” April period that should be 200704.

The above is a “natural” process for clients who process their transactions on a daily basis – usually this is through roosting or daily job costing. With daily transactions, this will provide exact costing basis for payroll per calendar month to the General Ledger without any extra effort!

If this is of interest, please contact your Satisfaction Software representative.

IWT

Do not under-estimate the effect and ease of training new staff with the new IWT terminal emulation.

A new terminal emulation has been released for **info**ware. IWT (**info**ware Terminal Emulator) is an alternative to the Wyse60 (Wy60) or ANSII terminal emulation. Rather than pressing [Esc] [Esc] to save a record, you press the [F12] to save and the [F8] key to cancel rather than pressing [Delete] [Delete]. Also the [Insert] key behaves intuitively as an insert character and the [Delete] key behaves as a delete character key. The alternative key sets can be accessed from:

www.satsof.com.au > support > manuals & documentation > infoware special keys iwt

Experienced users can continue to use the Wyse60 terminal emulation and new users can use IWT at the same time. For new **info**ware clients, over the last 12 months, we have been using IWT and this immediately removes the first challenge in explaining keyboard functionality when training new staff.

For **info**ware Services and **info**ware update maintenance clients, this will be included in the next round of updates. For other clients, the IWT terminal emulation is available for **\$295.00**. Contact your Satisfaction Software representative if you have any questions.

infoware Services Infrastructure UPGRADES

A brief history on **info**ware Services so far.....

Life for the **info**ware Services concept started about 2 years ago. **info**ware Services kicked off with two existing clients who “saw the light” and commercial advantages of a Hosted Service as opposed to the traditional server based system.

This quickly grew in the next 12 months and Satisfaction Software started to implement a range of enhancements, such as additional backup services to ensure its uptime and minimise potential downtime from external factors, such as power failure, and internet provider issues.

Satisfaction software installed a computer grade backup generator set capable of running the **info**ware server and communications equipment for 18 continuous hours in the event of loss of mains power.



We also implemented an external backup to a completely separate server housed in an off site location (just in case of an earthquake, fire or nuclear disaster!!!)



Recently we commissioned a second backup Wireless Internet link. Wireless is a great option as it gives us further security from loss of connection due to physical damage to external phone lines or some external phone exchange problems.

Most importantly, if the main Internet connection fails, then we can swap over to the backup line within 10 minutes. This minimises disruptions due to the Internet Service Provider which is beyond our control. Satisfaction Software has also streamlined each client's connection configuration so that no changes are required to automatically changeover to the backup link.

Also with **info**ware Services users becoming more and more reliant on our i4 Browser applications, we are in the process of increasing the bandwidth of our website and adding failover capability as well.

infoware Services has proved to be exceptionally reliable, but Satisfaction Software will continue to upgrade and take the necessary steps to make sure we can provide the highest quality service we can.

So, if you see the occasional emails advising that there will be some planned outages after hours... spare a thought for us working back late so we can test and further increase the capabilities of the **info**ware Services products.

Magee's

Magee's Liquor has implemented radio frequency (RF) barcode scanning for the receipt, dispatch and stocktake of inventory. RF scanning was introduced to improve the level of stock accuracy and eliminate delivery errors to Magee's customers. Also the communication of short supply of purchase orders to the purchasing department in a timely manner for follow-up was required.



Magee's Liquor is a large North Queensland-based liquor wholesaler that was sold recently to Australian Liquor Marketers (ALM). Magee's supply the Liquor range of products (beer, wine & spirits) from Cairns, Mackay and Townsville. Centralised ordering is performed in Cairns with distribution to the other locations. A problem with liquor is that many products look the same i.e. a carton of 750ml and a carton of 1125ml product is very similar externally. Similarly many wine products look similar with slight variation in labelling. While each product is stored in a different bin location, there is always room for human error. About 99% of liquor product is barcoded.

A business rule is that product scanned for receipt must have been ordered on a purchase order (multiple purchase orders arriving on the one invoice is fine).

For product that does not have a barcode, the option is to print a barcode label(s) for the carton or bottles at either receipt or dispatch. A flag in the product file controls this. Scanning of stock receipts creates a supplier invoice automatically within **info**ware with the quantities scanned and the prices defaulting from the order. The invoice is automatically placed on hold and has to be approved by the creditors administrator to ensure there are no pricing discrepancies. A feature of RF is that all scanning is wireless, real-time, online, and as such once the receipt has been scanned, the purchasing department is advised automatically by email of any short arrivals against the purchase order. Within the liquor industry, it is an accepted practice that any short-falls against an order are replaced with subsequent purchase orders i.e. no backorders. Emailing short supplies improves the window of opportunity available for the purchasing department to chase up alternative products for short supplies.



Customer Orders remain picked from paper picking slips. Picking with a scanner would decrease the efficiency and potentially lead to breakages of bottles with handling of both product and scanner. Once product has been picked, it is then taken to a consolidation area where it is then verified (scanned) for correctness. For product that does not have a barcode, the more common option is to print a single barcode for the product carton or bottle. This is then stuck to the back of the picking slip. In the verification scan process for products that do not have a barcode, then the barcode is scanned on the back of the picking slip and the quantity entered. This process then ensures the integrity of the order being delivered to the customer. On completion of

scanning the order, any product that is short-scanned is then highlighted to the supervisor on the scanner. This is either verified as being correct or the product is then found and scanned. Upon completion of scanning the order, an invoice is immediately printed without any office intervention.

Stocktakes are performed in the normal manner. Stock codes are frozen by street and bin. Scanners record the quantities counted. The user is prompted immediately for any unusually large differences (which remove significant time for checking discrepancies at the tail of the stocktake process). On completion of scanning stocktake discrepancies, these can still then be re-checked before being confirmed.

Debbie Nucifora, Administration Manager of Magee's, says *'RF barcode scanning has added an extra dimension of control and accuracy to Magee's especially for our stock control. Stocktakes are more accurate and less time consuming. They have been a very cost effective addition to our business.'*

Magee's has been an **info**ware client of Satisfaction Software since 1995. Until the takeover by ALM, Magee's ran **info**ware's Inventory, General Ledger, Creditors, Debtors, Cash Book, and Payroll modules. Now Magee's run **info**ware's Inventory, Creditors and Debtors modules reporting to ALM head office. **info**ware handles the other complexities of the liquor industry such as rebates (customer specific and mixed product quantity buy), electronic price lists, and data extraction for suppliers and major customer groups.

Footy Results for 2006 !

Satisfaction Software hopes everyone enjoyed the competition again in 2006!

After leading comfortably for the back end of the season, before getting the staggers to hang on and win by 1 point on 123 points was Tigers. Storming home for second was Judy, with Spring, last year's equal winner, backing up to run third. Both Judy and Spring had a perfect last round with 6 other players.

Either the form this year is more consistent, or many people are becoming better tipsters, as this year had more perfect rounds by far than all previous years added together.

The prizes are:

1 st	TIGERS	123pts	\$1,035.00
2 nd	JUDY	122pts	\$276.00
3 rd	SPRING	120pts	\$69.00

Scoreboard:

Girls	3
Boys	2



We trust you had fun in the 2006 tipping competition and look forward to you playing again this year. If you have any work mates or friends that are interested - rope 'em in. It's got to be the best \$20 worth of fun in town (whichever town you live in!).

To register, go to www.satsof.com.au/footyreg.html, print the form, fill it in and fax it to (07) 3268 4359.

From Somewhere On

Daryl's Desk

What's happening at Satisfaction Software after 21 years?



Satisfaction Software has celebrated 21 years of supplying and supporting the infoware family of products – 4 or 5 lifetimes for the computer industry!

As well as servicing our traditional **infoware** family of products on server-based networks, **infoware** Services continues to expand in numbers and provides a level of service, product and speed unparalleled in the industry for small to medium businesses. Recapping **infoware** Services for smaller to medium businesses is hosted off one of our servers via the Internet for **infoware** functionality without the need for the typical upfront costs of servers and licences.

For a monthly subscription, clients have full access to the **infoware** family of products as well as our i4 browser applications. This includes not only the web infrastructure of **infoware** Services but also the delivery of forms via email and print through our **infoware** report splitting. We never thought Satisfaction Software was in the same market as a MYOB or Quickbook style of client. However its amazing how many growing and reasonable size businesses use these styles of “general business” products but they do not deliver for their specific industry requirements. Besides lacking specific operational or good accounting controls, they often struggle as more concurrent users are added or access from a number of locations. If you know of any such businesses, Satisfaction Software would very much appreciate your referral!

The financial dynamics of data communication costs have changed dramatically in the last couple of years with data communications significantly quicker, very reliable and much cheaper (especially ADSL). This allows us to pass this technology onto both **infoware** Services clients and also our mid-range clients who implement this for their own internal VPN networks to connect various office/branch locations. Explaining to clients, plans that traditionally cost \$70K+ per year in the past, are now available for a few thousand dollars per year and is much quicker is one of technology's more pleasant challenges!

Clients continue to harness the advantages of **infoware**'s i4 browser interfaces. While an important internal interface whether this be through one of the myriad of scheduling interfaces or **infoware**'s P&L with drill downs (still not aware of many accounting solutions with P&L reports supporting web enquiries in quick reactive times both directly from **infoware** or P&Ls saved in Excel), **infoware**'s i4 interface is being used increasing externally on your customers to track stock availability and enter orders.

Now released is **infoware**'s Payroll i4 Pay Time. These i4 tools can change the whole dynamic of your organisation. Changes in the sense that everybody sees the same information in real-time, resource, operations and management constraints can be built into the interface. Everybody in the sense of anyone with web access – all information is current and can be shared with your employee's and customers via the web. Some **transware** clients allow access for their customers to track loads; **infoware** warehousing clients tracking order status (stock received, orders picked) plus stock levels for saleable, unsaleable and other stock detail, inventory clients enter Internet orders..... the list goes on.

Any quiet moments we may have disappeared with an increasing number of clients moving forward with **infoware** update maintenance agreements. Many clients have fallen behind in updates (some with the impression of “old” software, simply because they have not proceeded with updates over a number of years). Moving forward with the maintenance updates including our browser i4 series

interface for financial reporting, i4 Query, plus increased functionality and cost savings through tools such as **info**ware report splitter and many other functions such as field logging.

infoware Maintenance updates have provided clients with an automatic “go forward” in keeping up to date.

However while it gives a great feeling of pride and satisfaction to look at the past 21 years to the many clients who have become our friends, business focus is always where we are going (with pride of our history of where we have been).

In 2006, all clients were invited to complete a Client Questionnaire regarding software functionality, response and future needs. In 2007, in addition to adding and expanding to **info**ware’s i4 web/browser applications, we will be adding two new extensions:

- ✚ Document Image links (creditor invoices, POD connotes, job documents).
- ✚ PDA – data capture on web enabled PDA’s.

If you wish to discuss any of the above, please do not hesitate to contact your Satisfaction Software representative or myself.

STAFF SYNOPSIS

(New Recruit)



Kapila joined Satisfaction Software in 2006 as a programmer. He initially studied engineering and graduated with B.Eng (Hons). After working in the engineering field for about 2 years, Kapila realised that he was more interested in I.T. He made the switch and then studied for a Masters in I.T. at Griffith (Gold Coast). Kapila also did S.C.P.J (Sun Certified Programmers for Java) certification while working in Nigeria.

Name:	Kapila Weerasinghe	Favourite Food:	Too many to list!
Year Of Birth:	1969	Favourite Drink:	Mango juice
Place Of Birth:	Colombo, Sri Lanka	Strengths:	Ability to learn by myself
Occupation:	New Recruit – Programmer	Weaknesses:	Inability to complete a task frustrates me
School:	Royal College, Colombo		
Tertiary Qualifications:	Bachelor of Engineering (Honours) – Electrical & Electronics Master of Information Tech (Advanced), Sun Certified Programmer for Java 2.		
Marital Status:	Engaged		
Car:	Nissan Pulsar		
Address:	Riverhills		
Last Holiday:	Yankari Game Reserve, Bauchi, Nigeria		
Next Holiday:	Probably Sydney or Melbourne		
Sports:	Cricket, Badminton		
Established Wealth:	Blew almost everything on travel & studies		
Favourite Saying:	No pain, No gain!		
Favourite Movie:	An Officer and a Gentleman, Godfather, My Fair Lady ... and the list goes on.....		

infoware® is trademark of Satisfaction Software Holdings Pty Ltd

transware® is trademark of Satisfaction Software Holdings Pty Ltd

constructware® is trademark of Satisfaction Software Holdings Pty Ltd

filePro® is trademark of FP Technologies