



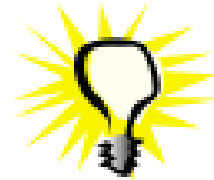
satisfaction
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SatChat

Official Client Newsletter of Satisfaction Software

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Imagine...



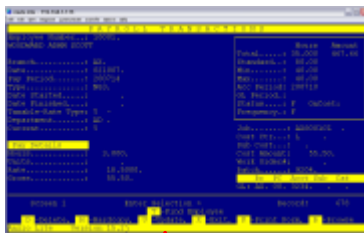
Imagine you thought of a new statistic, trend analysis or Key Performance Indicator (KPI) for your business.... Imagine you could retrieve this data and analyse it yourself.... Imagine you could write your own report summarising and charting the summary Imagine you could do this from home..... Imagine the costs are negligible..... Imagine the software is sooo simple to use.... Imagine you hit the refresh button and all tables and charts are updated quickly..... Imagine you could do all this and maintain the functionality and integrity of infoware.....

Snap out of the dream. Imagine no more!

Now with infoware's i4Query Excel Plug In, you can define i4 queries that are automatically executed from within Excel. Pivot tables and charts can then be created from this data and saved in your excel spreadsheet. You can then either refresh the data automatically on opening the spreadsheet or on your command. If your internet gateway permits access to i4Query from the outside world (as infoware services does) then the spreadsheet can access your infoware data from anywhere in the world (with an internet connection!).

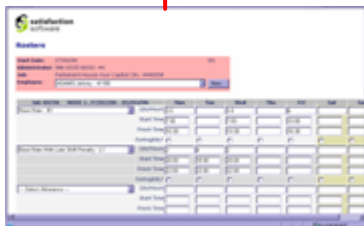
If you are not experienced with i4Query, view http://www.satsf.com.au/infotip_1_i4Query.pdf. While i4Query is very powerful in its simplicity in retrieving data across relationally joined tables, this dynamic interface to Excel takes the infoware solution to the next level in report writing.

Sample infoware Input Screen



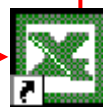
Sample Pivot Table

Description	Gross
Building Services Grade 1	\$7,887.10
Holiday Pay Including Leave Loading	\$1,432.03
Late Rate Including Shift Penalty	\$15,951.81
Saturday Rate Level 1	\$1,691.82
Sick Pay	\$415.36
Sunday Rate	\$397.60
Grand Total	\$27,775.72

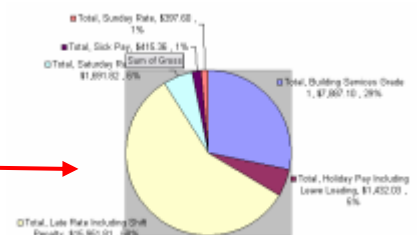


Sample infoware i4 Input Screen

Excel i4 Query Plugin.iqy



Microsoft Excel®



Further flexibility of this interface is provided with the ability to define your own "virtual" data fields. For example warehousing, inventory, job costing and payroll transactions store a transaction date. You may wish to provide analysis by week - but there is only a monthly accounting period, not a weekly period. You can define a formula in Excel to create a "week ending date" virtual field that is calculated as the i4Query data is refreshed. Then you can perform pivot tables on this "Week Ending Date" virtual field!

Another example is in the inventory transaction file there are separate fields for sale and cost values. You can define a virtual field called profit (sales-cost) and report on this. These formulas are maintained on future i4Query refreshes, and also automatically adjust to the number of rows in the query result.

Technically what occurs is Excel executes an i4Query via i4Query plug-in, using the unique request ID of a saved query, a username and password as parameters. These parameters are optionally stored in the Excel spreadsheet and are unencrypted.

Data security is an obvious issue and needs to be addressed in your implementation. If you do not store the password then this will be requested when the data is refreshed and the query will not execute unless the password is successfully entered. Change the i4 user's password and this takes effect immediately if staff leave or you have other reasons to change it.

It is recommended that you setup specific 'dummy' i4Query users with very limited access – not giving other users your password to execute an Excel i4Query plug-in. These dummy users should then have i4Query defined as their only application. Database tables can then be restricted to the particular area (such as separate 'dummy' i4Query users for inventory, debtors, creditors etc).

You can even execute a number of i4Queries from the same spreadsheet. A more complex example of this is HP Industries (Albany NZ) have a complex Excel spreadsheet for production scheduling for their plant. The Excel scheduling tool opens 6 i4Queries and retrieves data such as current stock on hand, customer forecasts, sales history, customer orders and populates the spreadsheet. This happens on command - once the production plan is set it is maintained for the day and then refreshed at the beginning of each day to reflect demand changes for last 24 hours and current production (with a number of machines there is the occasional outage). Simon Cavenagh, Operations Demand Scheduler for HP Industries comments *"you can even set auto refresh on to make a semi live system. This approach gives us a lot of flexibility"*.

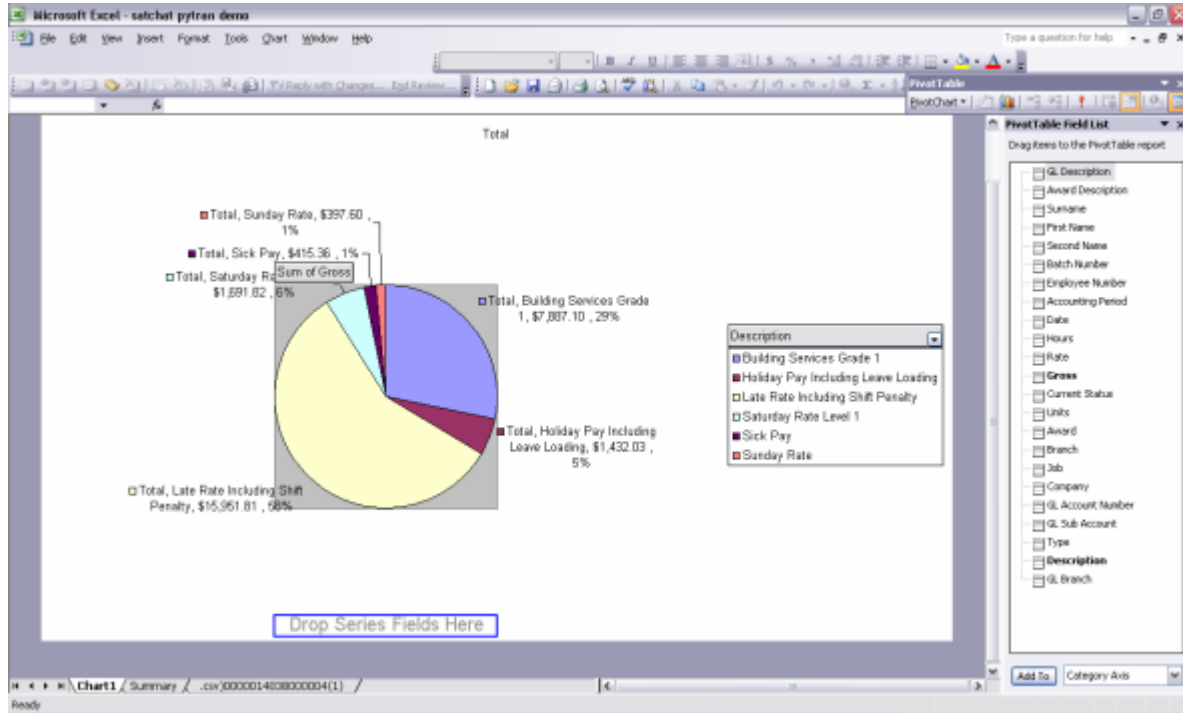
What is a Pivot Table or Pivot Chart?

The remaining link in this reporting is Excel's exceptional pivot table and charting tools. Pivot tables are a very easy way within Excel of defining summary tables on lots of data. With Pivot tables you can define your own summary(s) of data – mostly within seconds! Following is a sample pivot table and chart summarising payroll gross wages that took about 10 seconds to define:

Description	Gross
Building Services Grade 1	\$7,887.10
Holiday Pay Including Leave	
Loading	\$1,432.03
Late Rate Including Shift Penalty	\$15,951.81
Saturday Rate Level 1	\$1,691.82
Sick Pay	\$415.36
Sunday Rate	\$397.60
Grand Total	\$27,775.72

[Sample Pivot Table](#)

Or if you prefer see the gross wages as a pivot chart (another 3 seconds!):



Excel with an audit!

One of the often-frustrating issues is well presented figures in Excel with no immediate audibility or credibility attached. The nice thing with the above pivot table/i4Query link is if for example you questioned the \$415.36 of sick pay, you double click on the figure and get an immediate answer:



GL Description	Award Description	Surname	First Name	Second Name	Employee Number	Date	Hours	Rate	Gross
Sick Leave	BSCAA AWA 8 Days Sick, Hill	Hill	Never		1047	29/02/08	3.965	14.66	58.13
Sick Leave	BSCAA AWA 8 Days Sick, Hill	Hill	Never		1047	14/03/08	0.368	14.66	5.39
Sick Leave	BSCAA AWA 8 Days Sick, Hill	Well	Ima	Always	7992	11/3/2008	8	14.66	117.28
Sick Leave	BSCAA AWA 8 Days Sick, Hill	Well	Ima	Always	7992	10/3/2008	8	14.66	117.28
Sick Leave	BSCAA AWA 8 Days Sick, Hill	Well	Ima	Always	7992	7/3/2008	8	14.66	117.28

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infoware's i4Query/Excel Pivot Table vs Other Report Writers

A summary of the comparison of i4Query Plug In/Excel solution vs other report writers is:

	Infoware i4Query Plugin/Excel		Other Report Writers
✓	Does not require additional software as most desktops have Excel installed. Also most people have some basic Excel knowledge. You do not have to be an Excel guru!	✗	Require purchase of a third party reporting tool and training in this tool. Additional ODBC drivers may also be required for your database.
✓	Require basic knowledge of infoware database – all logically joined data tables are visually displayed in i4Query	✗	Most report writers require an intimate knowledge of database and knowledge of SQL constructs.
✓	Web enabled (providing your internet gateway allows external access to infoware)	✗	Most report writers limited to local intranet.

i4Query Plugin and Excel Pivot tables were recently introduced to Doboy Cold Stores. This provided immediate visibility of products stored in each of the 16 refrigerated cold stores that are housed on Doboy's two Brisbane sites. *“Previously, this was not possible. The i4Query Plug-in is very flexible. It allows us to define and manage pallet configurations, pallet locations and even the status of different products, across an extremely diverse client base. More recently, we have been using this system to help us to map out the seasonal trends of our clients– a great planning tool”* comments David O'Brien, managing director of Doboy Cold Stores.

Daryl Northfield, Managing Director of Satisfaction Software says *“The i4Query/Excel hook and pivot tables is the most singular impressive tool Satisfaction Software has released in its 23 years. It is like walking in a paddock looking for gold, but to find out that the pudgy black stuff you are trudging through is oil (black gold for those who trade the share market or fill up at the petrol pump).*

This provides our clients with a simple but extremely powerful tool to design most of their reporting requirements. Many of our standard reports, in the future, will be using this interface. To be web enabled is a big plus for our client's managers and other external users. I would go so far as to state it is the ‘Makybe Diva’ of all reporting systems!”



Makybe Diva – the only horse to win 3 Melbourne Cups

i4Query – Excel Plug In – The link in the Makybe Diva of reporting systems!

It is recommended you grab a coffee and review a tutorial on setting up pivot tables by reviewing infotip 5: - It will be the most productive coffee you have had for years!

http://www.satsof.com.au/infotip_5_Auto-charting_from_infoware.pdf



Another infotip will be published shortly on more advance “Tips and Tricks” with i4 Plug in and Excel’s Pivot Tables.

GL Cost Reallocation

An issue facing many businesses is the allocation of overhead and general costs to provide an accurate view of profitability for the different areas of the business.

Traditionally businesses perform these cost reallocations manually by processing GL journals each month as this typically cannot happen at the time the expense invoices are processed. If late costs are entered then the reallocation journals need to be re-done.

infoware now allows you to define a hierarchy of rules to perform cost reallocations in the GL. For example national overhead expenses can be reallocated to each state based on either a fixed percentage or a variable proportion such as each state's sales. A further level of rules can then allocate each state's costs (including the just generated national cost reallocation) to regional P&L's. Using this approach you can both track specific costs nationally, by state and at a regional level and also a recovery line at regional level with overhead and state costs allocated separately to give a true P&L at regional level.

The rules for defining which costs are to be allocated can either be an accumulation of a range of GL account numbers or P&L report levels.

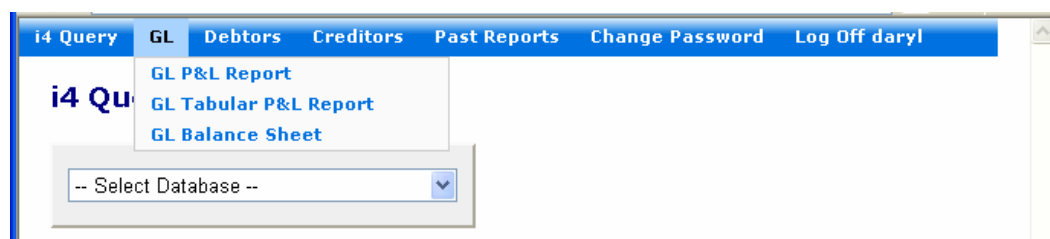
Don Teuwen, CFO for Biniris says *"I used a number of accounting packages in previous employment but none offer this functionality. The nice thing is that if there is any late transactions, then you can rerun. This cuts a half day off our time in preparing end of month financials"*

This function is included in the next infoware update release.

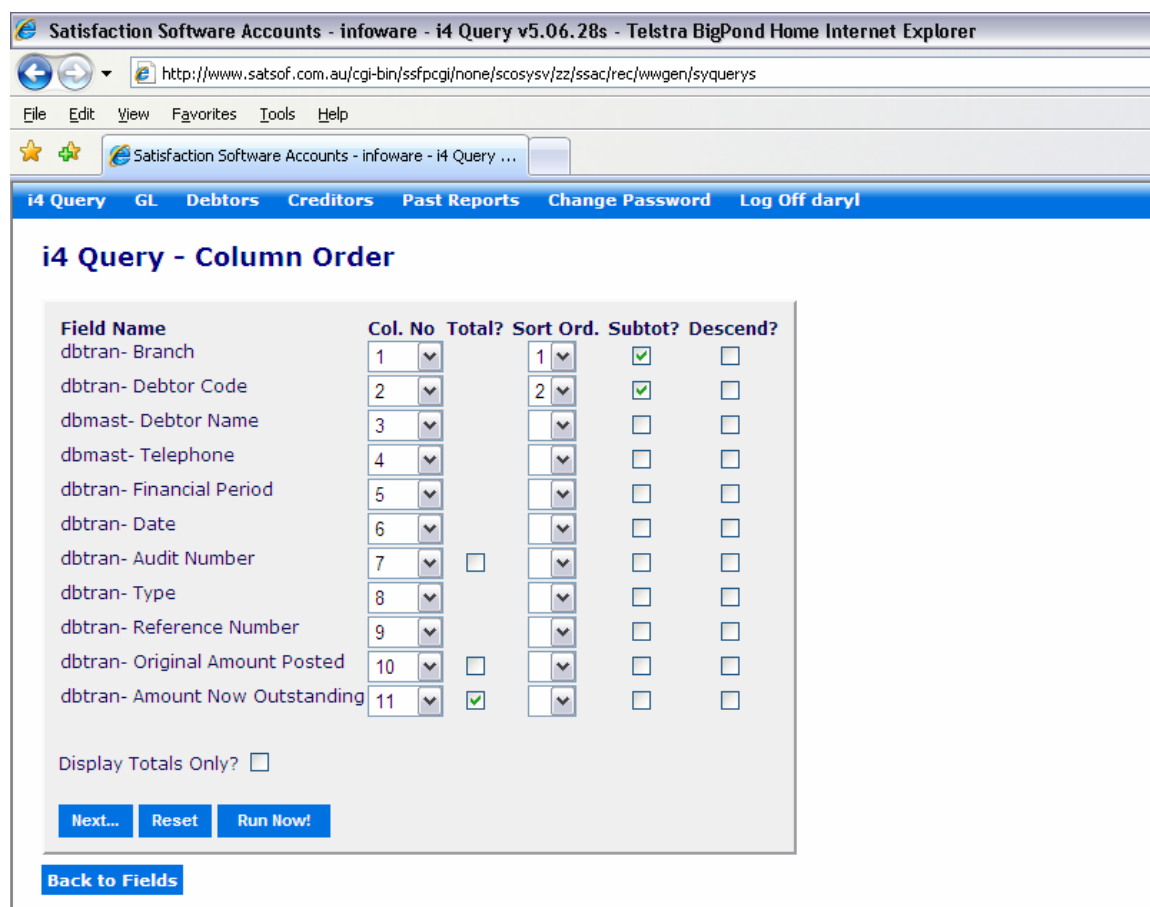
i4Query Updates

Latest Version: v5.06.29s

A new web drop down menu interface has been released. When the mouse ‘hovers’ over a menu such as GL in following example then the submenu options is listed. Also the first application on the users menu is automatically loaded – i4Query in following example.



Additional updates to i4Query include:



Field Name	Col. No	Total?	Sort Ord.	Subtot?	Descend?
dbtran- Branch	1		1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
dbtran- Debtor Code	2		2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
dbmast- Debtor Name	3			<input type="checkbox"/>	<input type="checkbox"/>
dbmast- Telephone	4			<input type="checkbox"/>	<input type="checkbox"/>
dbtran- Financial Period	5			<input type="checkbox"/>	<input type="checkbox"/>
dbtran- Date	6			<input type="checkbox"/>	<input type="checkbox"/>
dbtran- Audit Number	7	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
dbtran- Type	8			<input type="checkbox"/>	<input type="checkbox"/>
dbtran- Reference Number	9			<input type="checkbox"/>	<input type="checkbox"/>
dbtran- Original Amount Posted	10	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
dbtran- Amount Now Outstanding	11	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Display Totals Only?

Next... Reset Run Now!

Back to Fields

- Addition of sorting and subtotalling. The above example produces debtor detailed trial balance style of report – subtotalling the Amount Now Outstanding on each transaction by Branch and Debtor Code.
- Smaller html pages generated (which means less time to copy across network and display).
- Limitation of html i4 page to first 5000 records selected but csv file generated for all records selected (as presume larger results are going to be copied to Excel for manipulation). CSV file generated at same time as HTML page so quicker to convert to csv.
- Ability for a user to delete their own i4 queries (but not other user's i4Queries).

SECURITY RISK! – Beware of Identify Theft..!!



Next Release i4Query

The next release of i4Query will allow your system administrator to **place restrictions on specific users:**

- To only allow access to some of the records within an infoware data table. E.g. for 3PL warehousing, allowing a customer to see only their stock; in inventory allowing suppliers to review only sales of their product lines for rebates; managers to see only certain gl accounts.
- To restrict access to certain fields e.g. prevent access to payroll rate and amount fields (but allow access to hours for production); allow access to inventory sales but prevent access to costs.

The above restrictions are defined in another database for data security and cannot be manipulated via i4Query or the Excel plug-in.

- Generate i4Query plug-in directly from an i4Query button (rather than having to go to i4Query plug-in to access i4Query).
- Allow prompts for user defined specific variables in i4Query plug-in e.g. you wish to select a different accounting period, then the i4Query Plug-in will ask for Accounting Period as another parameter (rather than having to change the original i4Query Selection Criteria).

Release: **September 2008**

Open Day Invitation

Date: Monday 8th September 2008
Time: 9:00am
Where: 4/193 Hedley Av, Hendra

- ? **Reviewing i4Query updates**
- ? **Live i4 plug-in and pivot tables & pivot charts**
- ? **Preview new i4Query functionality**

Please RSVP by Wednesday 27th August 2008 by calling (07) 38617222 or emailing tracey@satsof.com.au

From Somewhere On

Daryl's Desk

Daryl's Desk

Do not tell me what you've got, show me what you have!



Satisfaction Software is introducing video style training sessions to help our clients in learning new product releases. This is both for new clients and reviews for existing clients. This will add an extra dimension to training in addition to current visual only training documents – will start with infotips and then quickly extend to tutorials on the range of infoware products.

This equally can be applied to any customised training sessions that we perform for a client with commentary so then it can be shared both for staff attending training sessions, future reviews and part of new staff orientation.

The focus of these is to disseminate information and knowledge quickly and simply. Do not judge this on budget of a Star Trek movie but as a simple communication dialogue! These movies will be able to be downloaded from our web site.

For expected release late this year/early next year, as a focus for increasing your knowledge and independence, clients will be given access to Web-based frequently asked questions (FAQs) compiled by our support desk. Initially, this will be light in numbers but will grow quickly and suggest that you revisit this for your area each couple of months to help any infoware related queries.

If you have suggestions for improvements as either evolves in the next few months, please mention these to your support person or directly to myself (daryl@satsof.com.au).

As the IT industry matures, one of the nice features is often the convergence of technology i.e. join two or more pieces of technology together seamlessly and new applications and solutions are born. The most exciting convergence of technology in Satisfaction Software's 23 years existence is now being able to perform your own data extracts via i4Queries and summarise with your own reporting pivot tables within Excel. The ability to be able to drilldown directly from the pivot tables to the source data or make changes or have multiple tables or charts off the one query is an exceptionally powerful tool.

We will be having video sessions released shortly to demonstrate the speed and ease of this tool.

Finally, we thank you for your continued support. Satisfaction Software does not take this for granted. We look forward with enthusiasm, Satisfaction Software's 24th year of business in addition of new technology, to be focused on better client communications such as video training and web FAQ's, while limiting support costs (yours and ours).



Creditor Payment Processing

A redesign of the creditors preview/payment processing has been released. The process of generating payment previews remains the same. The difference is now each preview is allocated its own unique number.

Then when you perform the creditor cheque or EFT payment run, enter the *payment preview* numbers to be paid. This way there are no issues of performing a preview, and then coming back to perform a payment run later and finding totals have changed due to additional invoices being processed within the payment selection criteria.

Other features include:

- Multi runs at the same time. For sites with remote processing of creditors payments this is a plus!
- Interactive addition/deletion to runs with running totals separated for cheques and eft amounts – both for ease of use and cash flow control.
- System generated EFT reference number (per cash book code)
- Can pay multi creditor types at the same time

When editing a payment preview you can:

- Display a browse list of all transactions included in the preview with the payment amount per transaction and total by cheques and EFT's.
- Option to remove a transaction from the preview
- Option to put a transaction on hold (and remove from the preview)
- Option to change the transaction due date (and possibly remove from the preview)
- Option to make a part payment
- Option to remove all transactions for a particular creditor from the preview
- Option to add extra transactions for a particular creditor
- Option to add extra transactions individually by reference
- Option to delete entire preview

There are validation checks to stop/warn if adding transactions not due, on hold, account in credit or on stop payment, as well as field logging on transaction preview number, due date, on hold flag etc. to record who changed what and when.

You can change whatever selection criteria you currently can in transaction search/edit via the preview edit screen and immediately see the changes take effect.

```

PAYMENT PREVIEW - 1
Co: BS Due: 310708 Pay Method/Date: BOTH 310708
+-Beginning of File-----+
| Co Creditor  Typ Reference DueDate      O/S Amt  Discount  Amt to Pay |
+-----+-----+-----+-----+-----+-----+-----+
| BS ADCOM     IN 92          310708    1250.00          1250.00 |
| BS ATO       IN JULY08     310708    494.00           494.00 |
| BS AUSPRINT  IN 31318     310708    147.50           147.50 |
| BS CASGRA   IN 410229    310708    587.60           587.60 |
| BS DAIFAR   IN 260608    030708    243.40           243.40 |
| BS FUTTRA   IN JUL08A    310708     51.10            51.10 |
| BS INCSUB   IN 60801     290708   7359.00          7359.00 |
| BS INTTRA   IN 11778     310708   10962.58         10962.58 |
| BS PACSUP   IN 54185     310708    209.00           209.00 |
| BS PACSUP   IN 54292     310708    273.82           273.82 |
+-----+-----+-----+-----+-----+-----+
| EFT: 39056.41          Cheques: 1944.65          Total: 41001.06 |
+-----+-----+-----+-----+-----+-----+
A -Add E -Edit D -Delete R -Report X -Exit Z -Delete Preview
    
```

The preview report will include all transactions matching the company, due date and payment type, *including those on hold, accounts in credit balance or on stop payment*. This stops forgetting about transactions excluded such as if on hold.

Laser Payslips

Payslips are now available in 3 options:

- Dot matrix carbonless envelopes
- Laser envelopes
- Blank A4 sheets (no envelope)

As dot matrix printers become less popular (**info**ware clients normally have dot matrix specifically for printing payroll carbonless envelopes), laser envelopes are now available.

Dot Matrix Carbonless Envelopes (**2000** per box) **\$230.00 (ex GST)**

Laser Envelopes (**1000** per box) **\$172.00 (ex GST)**

Also discuss with your Satisfaction Software representative if you are interested in emailing payslips.

‘Courtesy of David Knox – Knox Cleaning explaining the Birds and the Bees’

A little girl asked her father, 'How did the human race appear?'

The father answered, 'God made Adam and Eve and they had children and so was all mankind made.'

Two days later the girl asked her mother the same question.

The mother answered, 'Many years ago there were monkeys from which the human race evolved.'

The confused girl returned to her father and said, 'Dad, how is it possible that you told me the human race was created by God, and Mum said they developed from monkeys?'

The father answered, 'Well, dear, it is very simple. I told you about my side of the family and your mother told you about hers.'



Fixed Asset Module

An “old but often forgotten runner” in the **info**ware stable is the Fixed Asset Module. Due to a recent increase in enquiries of ‘Is there a Fixed Asset module?’, **info**ware’s Fixed Asset module functionality is reviewed as follows:

Features include:

- Multi-company, multi-branch.
- Multiple child assets per parent asset.
- Separate company/branch assets.
- Reporting by asset groups.
- Asset enquiry facility.
- Flexible depreciation periods.
- Parent assets may be related to other parent assets.
- Explosion of parent/child assets.
- Separate management and taxation reporting.
- User definable asset groups.
- User modifiable depreciation rates and methods. Separate Management and Tax Depreciation schedules maintained – Management integrates to General Ledger.
- Hire Purchase (H.P.) register maintained with interest and capital payments calculated according to “rule of 78”. H.P. Payments posted to either of **info**ware’s Creditors or Cash Book module.

infoware Fixed Assets System allows you to keep a number of Parent/Child Fixed Assets for an organisation with very diverse operations and needs. Parent/child reporting can be diverse from needing to know the cost and written down value of a parent asset and its children such as computer system and all of its constituent parts, prime mover with additional add-ons for truck computers; manufacturing equipment with different components and major refurbishments.

A wide range of Fixed Asset reports are available including Audit, Master Files in Detail and Summary, Category List, Group A and B Master Lists, Location Details, Depreciation, Trial Balance and Parent asset Explosion.

Also included as part of the Fixed Asset Module is a Hire Purchase (H.P.) Register. With a Hire Purchase Register, you can define the HP loan, the number of payments, and **info**ware will split payments into its loan/interest components according to the “rule of 78”. Further, the HP repayments can automatically interface to **info**ware’s Creditors or Cash Book modules.

In addition to this, **info**ware can also calculate depreciation for the assets purchased **under Hire Purchase**.

If you would like further information, contact your Satisfaction Software representative.

Staff Synopsis – James Retires



On June 5th James Wilson, one of the founding directors of Satisfaction Software retired. Most of you know James – his placid even natured temperament has dealt with many ‘crisis’ support calls over the years. It is known that a couple of you even

baited James on occasions to see if you could get him angry – mission failed!



James is one of the 3 founding directors who spent many an hour on ‘voluntary rates’ in establishing the early foundations to infoware for Satisfaction Software. James philosophical views (on almost anything!) will be missed around the offices of Sat Soft.

James has enjoyed the interaction with our many clients, learning about their businesses and being a part of helping to design software to help them in the accounting and related areas. He will miss the conversations and meeting with you from time to time.

Name:	James Wilson
Year of Birth:	1952
Place of Birth:	Sydney ☹
Occupation:	Director (now ex)
School:	Brisbane Grammar School
Tertiary Qualifications:	Bachelor of Chemical Engineering, Diploma Computer Science
Marital Status:	33 years married with 3 children & 3 grandchildren
Car:	Toyota Avalon
Address:	Cleveland
Last Holiday:	Sabah
Next Holiday:	Sabah
Sports:	Armchair critic
Established Wealth:	Reducing rapidly due to retirement & wife!
Strengths:	Phlegmatic – takes a lot to rile
Weaknesses:	Phlegmatic – it can wait
Favourite Food:	Asian
Favourite Drink:	Iced coffee
Favourite Saying:	It's women's work
Favourite Movie:	True Lies

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 constructware® is trademark of Satisfaction Software Holdings Pty Ltd
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 Excel® is trademark of Microsoft

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