



infoware[®]
business management solution





infoware®

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infoware® features

- **designed for Australian Business**
Fully integrated business management and accounting system meeting the requirements of Australian business. This includes Australian tax laws covering Business Activity Statement (BAS) audits, Withholding tax, Payroll tax, WET, PAYG Summaries. **infoware®** caters for a diverse range of businesses through its advanced debtor, creditor, inventory, job cost, payroll, fixed asset, cash book and general ledger modules.
- **an industry standard**
Leading Australian companies rely on **infoware®**. Because we listen to our clients, we know what is really needed – and we deliver.
- **fully integrated accounting**
Financial management that takes account of every aspect of your business.
- **web interface**
Give your customers 24-hour direct service with direct web access to ordering and account information. Save on administration costs, give better service to your clients.
- **customised**
Tailored to the way you do business. Don't compromise efficiency with off-the-shelf software.
- **fully supported**
Our technical help line is open during office hours. Personalised after hours help is made available by arrangement. FAQ and other information is available 24 hours via the Web.
- **no compulsory upgrades**
Unlike many off-the-shelf systems, **infoware®** does not compel you to invest in regular upgrades just to keep your system working at peak efficiency. The system we install will continue doing the job indefinitely. You decide if and when to upgrade, based on the demands of your business.
- **scalable**
Solutions range from a small server to larger wide area networks. Internet, wireless and radio frequency interfaces where applicable are also supported, meeting growth and efficiencies as your business grows or diversifies.
- **training**
Our highly developed training programs help you and your people to get the very best from your **infoware®** system.
- **3-year warranty**
You get a 3-year warranty on your **infoware®** system. That's confidence in its robustness and reliability.

Satisfaction Software developed **infoware®** to take account of two constants in business: competition will always be fierce, and margins are invariably fine and fragile. We understand that high turnover doesn't always equal high returns. What matters is not how much money you make, but how much of it you hang on to.

Satisfaction Software itself operates in a highly competitive industry (one of global dimensions) and we've done so successfully since 1985 because we listen to our customers. In **infoware®** we deliver the total business management system – developed specifically for various business environments, and individually installed and refined to the particular operating needs of each of our clients.

Our innovative and highly qualified software development team deals with the realities of business today. Their sophisticated knowledge of computerised technology is translated into a powerful, user-friendly workplace tool that gives you minute-to-minute monitoring and control of your entire operation. And they provide the support that includes the 3-year Satisfaction warranty.

infoware® helps you cement your relationships with your clients. Using our existing web-based technology your clients can have real-time access – 24 hours, 7 days. Responding to customers' phone enquiries or the status of their account ties up your admin people. And this service is limited to normal business hours. With **infoware®** your customers can do it themselves, around the clock, using existing web-based technology and a customer login and password. You can see a simple demonstration of this 24/7 access now on our web site: www.satsof.com.au

Your **infoware®** web pages are dynamic. The instant you enter new data (orders, stock receipts, etc.) this can be accessed directly by your customers. It all happens in real time. We can tailor your site to include many other features.

Most importantly this is supported by **infoware®**'s comprehensive and advanced single solution range of software. All applications and accounting are integrated within **infoware®** allowing ease of training and consistency throughout your whole business as a single solution. Issues such as multi companies, intercompany journals, advanced inventory management and forecasting, fully integrated job costing and payroll handling the complexities of direct and oncosted wage calculations have long been part of the **infoware®** answer for Australian business.

Buying **infoware®** is much more than purchasing computer software. Satisfaction Software typically spends considerable time with clients in pre-sales planning training, implementation schedules and discussing coding strategies to provide the most beneficial system for YOUR business. Where prudent we will also suggest alternative strategies or suggest extending desired functionality based on our knowledge gained through years of experience and business acumen.

★ Visit www.satsof.com.au and perform a **Health Check** on your business. We'll demonstrate how Satisfaction Software will save you money.

Most importantly, Satisfaction Software can customise **infoware**® for the work practice or reporting systems that suit YOUR business. Satisfaction Software can suggest solutions for communications from small local to wide area networks. We can also supply hardware to provide total prime contractor responsibility for the entire system.

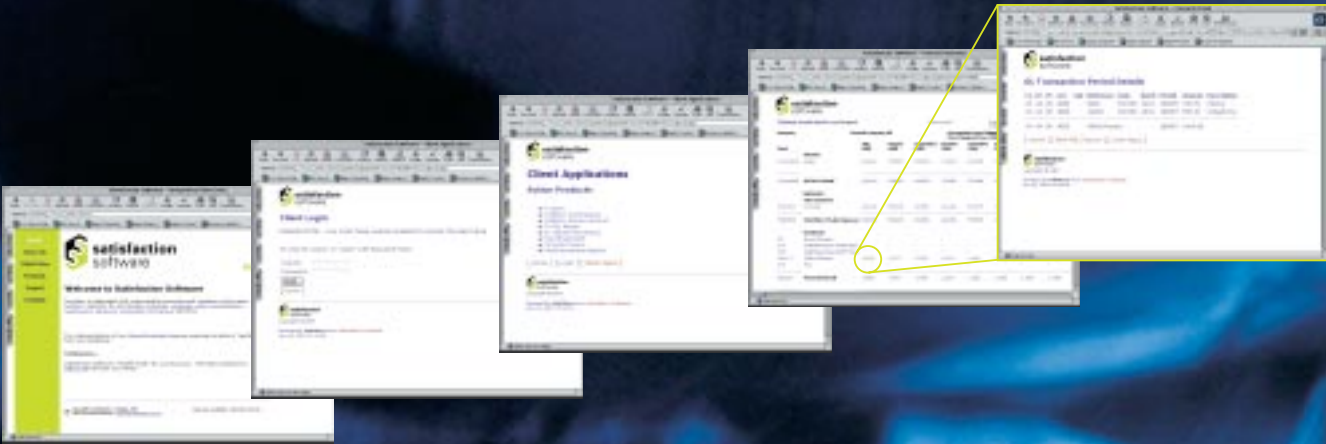
Consultation, training and support is an ongoing process for many years after the installation. The biggest testimony to Satisfaction Software and **infoware**® is the very high retention rate of our users – many who have been using **infoware**® for over a decade. This is even after every business in Australia had to re-evaluate their computer systems recently because of year 2000 and GST issues. The reason is simple – working, practical computer systems with ongoing cost effective support explained in simple Aussie terms. You are invited and encouraged to talk to our clients.

With our recently added browser interfaces for queries and reporting, **infoware**® can work for you over the Internet and on your local intranet. **infoware**® takes the quality of your customer service through either internet or fax streams to a new level – saving you time and money.

This package introduces the many features and benefits of the **infoware**® business efficiency system. To appreciate its full potential to deliver bottom line improvements to your business, I invite you to contact Satisfaction Software for a no obligation 'test drive'. I'm confident you will be pleased with **infoware**®'s flexibility and efficiencies.

Visit
www.satsof.com.au
click on Internet/Intranet and
check out some of the
Internet/Intranet options
available. Click on **infoware**®
online hypertext and
follow the Test Enquiry
prompts.


Daryl Northfield
Managing Director





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system wide features

- **user-friendly screen format**
- **ease of movement between modules**
- **system log of users and time each function takes**
- **retrievable library of recently generated reports**
- **customised menus to restrict user access**
- **multi-session ability**
(log on more than once per PC to different modules and functions to reflect interruption of day-to-day tasks).
- **permanent report filing**
(e.g. BAS Calculation Sheet, End of Month Reports).
- **each database records originator, creation date and user update details**
- **audits**
A fundamental system design is the strict audit of financial data – once transactions are 'confirmed' they can only be adjusted by journal adjustment – before being confirmed they can be added, deleted or modified; all transactions are stamped with batch number and accounting period for auditing and reconciling movements in control accounts (such as Trade Debtors, Creditors, Stock on Hand, Bank, Work in Progress, Assets and Payroll Clearing).

inforeware® works because it 'thinks' and 'talks' in the specific language of Australian business. Fully integrated modules such as **inventory, job costing, debtors, creditors, payroll, fixed asset, cash book and general ledger** can be further customised to give you the flexibility unattainable in an off-the-shelf software package.

inforeware® takes in detailed information and outputs useful, up-to-date intelligent information. Relevant information on every sale, every expense, every employee cost, every dollar earned and spent, can be related to your bottom line.

This is sophisticated, leading edge information technology, combining easy to use data input and reporting with browser querying and reporting via your intranet or the internet. For example this allows the ability to click on a Tabular P&L immediately to its underlying source data.

The system-wide integration of information (*see diagram opposite*) simplifies the preparation of reports required by Commonwealth and State Governments, including GST, BAS, Withholding Tax, PAYG Tax and Payroll Tax. On request, **inforeware**® quickly gives you reports on margins being generated from particular clients, stock lines, jobs, profit centres, branches and companies.

Smart features, like Web display of invoices, customer specific prices as well as internet ordering, improve your client servicing and cut administration costs. Instead of clients regularly phoning to query invoice, price and account information, they can log on to view current pricing and other information.

Built-in security allows you to determine who has access to information and which functions they are permitted to perform. Staff who key in data

(e.g. customer orders, overhead invoices), can be barred from the deeper levels of commercially sensitive information.

The core component of **inforeware**®'s chart of account structure and optional job cost module allows the reporting and tracking of income and costs from different areas of your business to give you control. With intelligent design of the chart of accounts and specifically sub accounts, detail for the micro level of business management (e.g. individual controllable expenses such as vehicles, phones, wage areas) can be easily achieved. This level of detail for reporting is simply turned on and off when running management reports such as Profit and Loss.

With **inforeware**® you can grasp real e-business efficiency through features like electronic funds transfer, email and fax channels, and Web-based document display.

Comprehensive lists of features in the core program and optional modules appear overleaf. Features can be modified to the particular requirements of your operation.

Any system can crunch numbers. The **inforeware**® integrated business management system of gathering, filtering and comparing information gives you real, auditable and meaningful information to manage your business.

Web interface selected queries



Fax interface selected forms





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Each of our **infoware®** modules is purpose-built to gather and manage information in particular segments of business.

As comprehensive as each module is, we also recognise that no two businesses are absolutely identical. That's why we provide options for further fine-tuning during and after installation.

The ideal is to have a fully integrated information management and accounting system. *(There should be no aspect of your information system that is an 'orphan', relying on an incompatible, isolated program.)*

When you discuss your particular requirements with us, we'll demonstrate exactly how the feature-rich **infoware®** package may be readily and economically tailored to provide a seamless, integrated data exchange between all company divisions and functions.

infoware® browser reporting

- with **infoware®**'s browser reporting, selected management reports can be run through a browser such as Internet Explorer. Drill downs to underlying data gives immediate response to querying of data, e.g. general ledger monthly tabular P & L displays the last 12 month's actual amounts. By clicking on for example Computer Expenses will display immediately how that figure was derived including down to source data e.g. invoices processed in both creditors and or cash book.
- Other advantages besides the ability to interrogate reports include:
 - user friendly interface
 - saving reports to desktop for reading by any third party product that can read HTML such as Excel
 - accessing reports and enquiries externally via Internet login (*subject to Linux internet server being installed by Satisfaction Software on the network*). This allows access by customers, suppliers, remote managers, external accountants and all other users that you wish.

infoware® i4 query

- **infoware®**'s database i4 query interface (via browser such as Internet Explorer) allows users to select desired fields from records including associated data tables. These queries can be saved for future recall. Columns can be sorted to your request – both at runtime and the end results from within the browser. For report writing, the i4 query lists can be read by any third party tools that can read HTML files such as Excel.

infoware® general ledger

- integrates from **infoware®** debtors, creditors, payroll, job cost, inventory and warehousing
- multi-company, branch, profit centre
- detailed auditable BAS Calculation Sheet
- user-defined chart of accounts
- account may be broken into sub-accounts e.g. expenses sub account for each vehicle (*producing Sales and Costs via vehicle*)
- flexible formats for profit and loss and balance sheet reports – includes report at account or sub account level, consolidation at branch, company or all company levels, compare to budget/estimate or previous year
- accepts posting for two complete financial years (*end of year function may be delayed to end of next year*)
- account enquiry with drill downs
- post working journals, standing journals and reversing accruals
- integration from other modules may be in transaction detail or summary – defined in each account per module (*e.g. for creditors, trade creditors in summary, asset purchases in detail*)
- inter-company transactions (*if same ABN Group*)
- **infoware®** cash book/bank reconciliation module available

infoware® inventory

- 20 character product code
- flexible sell price definitions – 5 base prices; auto cost plus markup calculations and override options
- sell prices either entered or calculated as markup on landed cost
- date sensitive customer specific sell prices and rebates

- mixed product quantity buy rebates
- future supplier price increase options including producing future customer price lists
- 3 tier product definitions – purchase pack, sales pack and broken pack
- date sensitive comments on products for all or specific customers in customer invoices and all or specific suppliers in purchase orders
- manual purchase order entry show sales this year/last year by month and current stock levels as an aid to ordering
- up to 5 alternate supplier details per product maintained
- minimum/maximum reorder levels to automatically generate orders – extension to generate purchase orders based on moving 'weeks of sales' plus sales forecasting to control stock on hand turns
- maintain both physical (*when delivery docket processed*) and financial (*when supplier invoice processed*) stock levels
- purchase orders either AUD or overseas currency
- quick processing of stock receipts – enter purchase order number and supplier details plus all outstanding items on order are loaded to minimise keystrokes
- separate stock control by branch
- overseas supplier invoicing for imports to calculate landed cost taking into consideration currency rate and landed costs such as freight, agency costs, duty, interest
- creditors function to revalue outstanding overseas invoices to currency revaluation accounts in general ledger
- allows for both GST free and GST inclusive products
- bin locations by branch for stock receipts, customer order picking and stock takes
- weighted average cost maintained by branch by product
- charge inventory to jobs
- best/worst sales analysis for inventory lines (*based on either sales, \$profit, profit% or quantity*)
- best/worst sales analysis for debtors (*based on either sales \$profit or profit%*)
- sales/purchase analysis by product group and codes
- sales analysis by debtor, sales person and regular supplier
- rebate report
- customer specific price list reflecting future price increase
- customer price enquiry option reflecting individual customer's price with option to immediately print or fax (*if Faximum installed*)
- unique fuzzy search option across all transaction input to find product codes
- optional picking slips printed in bin location order (*specific debtors can be flagged to print invoices in same order as keyed*)
- ability to search individual customer's sales history while within customer invoicing – extend to search for specific products e.g. type in 'chardonnay' and all products containing word chardonnay purchased by this customer will be listed including details of their last 20 purchases of this product; this code can then be selected for invoicing
- profit margins displayed for each customer invoice line
- stop credit, credit limit and overdue account control with flexible terms
- invoice due date calculation is both days from date of invoice and n'th day of following month
- calculates WET for liquor wholesalers
- ability to override delivery address for one off deliveries
- daily Customer Invoice Register listing profit margins and rebates

- picks popularity including ranking report to help layout of warehouse
- customer runsheets for delivery
- customer invoicing can continue in real time while debtor end of month procedures occur removing end of month bottlenecks
- reprint past customer tax invoices
- option for under bond warehousing calculating duty and excise
- stock take by either paper (*in bin location sequence*) or Radio Frequency (RF) scanning
- stock take freeze remembering stock quantities at point in time allowing entry of stock takes that time – customer invoices and stock receipts can continue while stock take is finalised
- stock take discrepancies posted to optional separate stock take discrepancy account in general ledger
- integrates with **inforeware®** debtors, creditors, job cost and general ledger
- sales and purchases reported on BAS
- with Faximum fax software installed you can fax supplier purchase orders, customer tax invoices, customer price lists and customer price enquiries
- transaction history for as long as desired i.e. can keep many years history (*subject to disk space*).

inforeware® job cost

- all modules are **fully integrated** to job cost i.e. enter information once only and updates all relevant ledgers with audit control
- integration from payroll, creditors (*subcontractors*), cash book, debtors, general ledger and inventory
- separate date to accounting period if you wish to close off a month early or late
- flexible enquiry language standard
- **multi company**, multi branch hierarchy
- maintains original budget with variations to budget
- report budget vs forecast vs committed (*purchase order*) vs actual costs by cost and sub cost centre within job, final forecast cost job may be broken down into your cost centres and sub cost centres (*mostly inforeware® users define cost centres as trades or stages of a job – sub cost centres may be a variation to the job*)
- **inforeware®** calculates **job profit** as a percentage of revenue or markup on cost
- job ledger may be kept for period of the job. It does not require purging at end of financial year
- ability to group and report jobs by administrator
- ability to report on completed jobs by user defined period (*month, quarter etc.*)

inforeware® debtors

- multi-period
- open item history
- statements (*open item, 30 day balance forward, or none*)
- flexible account enquiry with drill downs
- bank deposit form
- EFT deposit transactions
- detailed and debtor trial balance
- retrospective period trial balances
- define your own overdue debtors enquiry
- credit limits
- monthly sales reporting
- flexible terms of trading
- credit stopped flag
- archive data indefinitely (*subject to disk space*)
- free format invoicing for non-operations invoicing
- integrates to **inforeware®** cash book, general ledger and job cost

- fully auditable
- integrates from Inventory
- non debtor banking for combined deposit form
- choice of visual or enter payment allocations to invoices

inforeware® creditors/ sub-contractors

- multi-period
- open item
- withholding tax (*voluntary or no ABN*)
- pay by manual or automatic cheques, or EFT
- flexible payment previews before raising automatic cheques/EFT
- hold or delay invoices for payment
- stop payment of selected creditors
- pay only selected creditors
- a wide variety of remittance, cheque or remittance/cheque forms are available
- variable terms of trading
- fully auditable
- future cash requirements report
- cheque register
- maintain an active ledger of completed transactions indefinitely (*subject to disk space*)
- retrospective period trial balances
- expired workers compensation checking
- public liability insurance certificate number and expiry dates for sub-contractors
- retentions
- stores general ledger code defaults in each sub-contractor/creditor for faster data entry
- pay by EFT with EFT file for banking software generated
- fax EFT remittance (*if supported fax software installed*)
- flexible review account with drill downs
- stores and reports on unapproved invoices pending approval (*prevents end-of-month processing bottlenecks*)
- end-of-month accrual picks up GST input credits for unapproved invoices
- inter-company transactions (*same ABN grouping*)
- free format invoicing (*e.g. tax invoices for recharging fuel, tyres etc to subcontractors*)
- integrates to **inforeware®** cash book, general ledger and job cost
- integrates from **inforeware®** inventory

inforeware® payroll

- user-defined awards and allowances
- payslips
- group certificates – PAYG Summaries (*ATO stationery or plain paper with ATO electronic lodgment*)
- list pay or EFT payment options with EFT file for banking software generated
- compulsory and voluntary superannuation
- accruals for holiday, sick and long service
- flexible oncosts (*for workers compensation, payroll tax, holiday pay etc.*)
- rostered day off
- payroll tax (*by State*) calculation
- reports by employee, allowance, department
- multiple pay rates per award
- PAYG tax calculations
- ability to enter payroll and check before final processing
- autopay for salaried staff
- optional timesheet entry
- assistance in back pay calculation
- integrates to general ledger and job cost
- tax averaging for commission employees
- tax includes HECS and Flat Tax option
- history of pay rate changes for each employee

- post to creditors for tax, superannuation and deduction clearing liabilities
- up to 3 bank accounts per employee
- superannuation return report
- pays contractors under voluntary agreements
- user maintenance of tax scales

inforeware® fixed assets

- maintains both management and tax figures – management figures integrate to general ledger
- can define and report parent/child assets e.g. parent asset is a computer system – child assets are all the individual assets that comprise the parent asset (*all with their individual date and amount of purchase and written down values*)
- generates depreciation schedule
- for hire purchase assets can define the bank account for direct debit or creditor account for payment – depending on method of payment
- calculates principle and interest components according to 'rule of 78'
- maintain asset ledgers by branch and companies
- asset enquiry audit
- user definable asset groups

inforeware® warehousing for third party contract warehouse management

- stock enquiry
- KPI's, including ranking
- automatic charges option for each debtor
- hierarchy of rate card option for a specific debtor, then groups of debtors, or company wide
- rate card tables with quantity break for incremental, sliding scale or flat rate entries
- charge units include pallets, cartons, weight and volume
- audit control option to override automatic charges
- maximise capture of optional charges such as shrink wrapping by defaulting possible charges in stock ins and stock outs
- one-off manual charges
- periodic charges (*e.g. rent*)
- each rate card may be dissected to multiple general ledger and analysis codes e.g. 30% cartage and 70% handling
- storage and pallet charge billing (*opening stock and stock ins*)
- sales analysis reports by activity and service
- identify stock by code, description or common name
- online conversion of quantity and unit (*pallets, cartons*) at all stages of data entry
- historical tracking of all pallets/deliveries
- **inforeware®** debtor and **inforeware®** general ledger integration
- picking and placement slips
- flexible reporting

inforeware® warehouse location management

- multiple warehouses
- define areas by zones (*clients and/or products*)
- multiple pick algorithms – stock replenishment and pallet stock rotation, critical stock algorithms
- flexible pick date to accommodate FIFO, manufacture or expiry date
- listing of all products out of preferred location
- locations printed on picking slip and placement slip
- handles both pre and post stock in i.e. pre-automatic computer stock placement or post manual stock placement
- **RF Scanning option available**

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