

In This Issue

- ✓ ACCPAC Corporate Series Wins Again!
- ✓ 5.2 Multi-Media Training CD's Now Available
- ✓ Pacific Marina Sails Smoothly with ACCPAC
- ✓ ACCPAC Promotions
- ✓ Marketing Tip - New Business From Old Clients
- ✓ Schedule of Events
- ✓ Technical Corner
- ✓ Contact Us

ACCPAC Corporate Series Wins 5 Stars Again!

ACCPAC Advantage Series is on top again with the recent CPA Software News review. For the 3rd consecutive year ACCPAC Advantage Series received 5 out of 5 stars for High End Accounting beating entries from Microsoft Business Solutions, BravoSoft, LLC, The Versatile Group and Universal Business Computing Company/UBCC.

ACCPAC Advantage Series Corporate Edition is completely Web-based, and an affordable and expandable business management solution for medium-sized accounting environments. It offers powerful analysis and reporting tools and a complete accounting feature set, with operations management capabilities. Because it is built on the same superior architecture as the Enterprise Edition, you'll find it's easy to move up as your business needs expand. It's perfect if you're looking for a solution for as many as ten concurrent users.

Corporate Edition includes the accounting functions you use most — [System Manager](#), [General Ledger](#), [Accounts Payable](#), [Accounts Receivable](#), [Inventory Control](#), [Order Entry](#),

[Purchase Orders](#) and Payroll ([US](#) and [Canadian](#)). The Corporate Edition [Optional Fields and Validation Tables](#) and [Multicurrency](#) modules are also available.

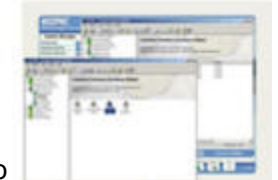
2004: ★★★★★

[Click here](#) to read this great review.

Multi-Media Training CD's Available for 5.2

We are pleased to announce the release of ACCPAC Multimedia Training products for ACCPAC Advantage Series 5.2. These intuitive and comprehensive multimedia training courses enable students to learn at their own pace. They include simple steps such as 'Let Me Try' functionality and quizzes to enhance and reinforce the learning experience.

ACCPAC Multimedia Training is a suite of intuitive, hands-on modules that teaches everything you need to know to maximize your productivity with ACCPAC's accounting solutions. A unique mix of audio, video, and interactive techniques accommodate different learning styles and experience levels, while an on-screen instructor, end-of-session quizzes, and "let me try" capability reinforce lessons learned. Each self-paced training module enables you to decide what you want to learn – when you want to learn it.



These courses enable the user to obtain a basic understanding of the features and functions incorporated in the ACCPAC modules. Classroom training can be made more effective if attendees are already familiar with ACCPAC's fundamental concepts. The CDs are also a **powerful tool** for the **reinforcement** of classroom training. These multimedia training courses help make the training more permanent and effective as students review each lesson to reinforce new concepts or revise their existing knowledge.

Call us today for more information on the Multi-Media CD's.

Pacific Mariner Sails with ACCPAC

- An ACCPAC & MISys Success Story

Washington-based Pacific Mariner builds fully equipped luxury motor yachts. Overwhelmed by a manual, paper-intensive system, the company struggled to manage its expanding supply chain and inventory balances. With business increasing rapidly and without an integrated manufacturing and accounting system, tracking costs and managing stock levels, payroll and payables became difficult. Often, the company could not obtain the best prices on key items because of its inability to effectively manage its inventory.

In addition, because the company could not accurately determine projected vs. actual costs and track labor hours and materials, setting the appropriate sales price for each yacht proved challenging. This, in turn, compromised the company's ability to make the right purchasing decisions and impacted Pacific Mariner's overall revenue.

To ensure its long-term success, Pacific Mariner searched for a fully integrated and automated solution. The company evaluated many manufacturing and accounting packages, and based on the recommendation of business associates, discovered the MISys Manufacturing System, which offers a balance of manufacturing and job cost functionality plus seamless integration with ACCPAC software

"We buy parts from all over the world and ACCPAC Advantage Series' multicurrency capability makes transacting overseas easy. ACCPAC

Advantage has given us all of the benefits of a fully automated solution. The software is incredibly reliable and easy to use. In fact, I spend less than one day training each new employee on the system.

- Mark Edson

The new system allows Pacific Mariner to import inventory items from MISys into ACCPAC Accounts Receivable. It generates accurate mark-ups and freight charges, prints invoices on demand and helps ensure that the company's accounting department properly pays purchase taxes.

[Read More ACCPAC Success Stories](#)

Outstanding ACCPAC Promotions

- [30% Savings on Upgrades](#)
- [3 months free on hosting](#)
- [20-50% off for onsite CRM](#)

Get Back On Track

If you're on an older version of ACCPAC and you'd like to get current, then ACCPAC has the special for you! Through May 28, 2004 you can save up to **30% off** upgrade pricing on all modules and LanPaks when you move up to the current version of Advantage Series Enterprise Edition, Corporate Edition or Small Business Edition or Pro Series Edition.

Old Hardware - No Problem!

Have you been delaying your DOS to Windows upgrade because of your old hardware? If so, you should seriously consider hosting as an alternative. Hosting can have you up and running quickly and efficiently without an upfront investment in your IT Infrastructure. With ACCPAC Online you can be up and running tomorrow!

From now until June 25th, ACCPAC is offering **3 Free Months** when you subscribe to Advantage Series Enterprise or Corporate Edition for at least one year and prepay their contract. As a **bonus**, you will also receive **three months of hosted, integrated ACCPAC CRM free.**

Considering CRM?

Save big on all on-premises-deployed CRM modules (Enterprise Edition, Corporate Edition or Small Business Edition).

From now **through May 28, 2004**, they can take:

- **20% off** CRM Server, CRM SalesTeam Server and Users and
- **50% off** Integration Server, Remote User Extensions, Solo User, Wireless Mobile User and CTI Server.

New Business from old Clients

-An Article from www.inc.com

Phones not ringing? Orders down? Customers not walking in the door? It's time to take action. But before you spend a fortune trying to drum up new business, why not get in touch with those people who once loved you -- your former customers?

Before you spend a fortune trying to drum up new business, get in touch with former customers. This entrepreneur and small-business columnist has suggestions for starting a contact program.

As hard as companies work to solicit and serve customers, I'm always surprised by how little most businesses do to stay in touch with those they once served so well. Many seem to have the attitude that once a job is done, it's done; once a product is sold, it's sold, and the relationship with the customer is over. I must admit I was guilty of this myself, especially in my consulting business. After all, how often did someone need a business plan?

That's short-term thinking. Former customers are the best source for future sales, even in businesses where customers make purchases only every few years. After all, satisfied customers talk to others, so they're an important referral source. It costs two to 40 times as much to acquire a customer as it does to keep one. So once you've got one, don't lose them.

Of course, it's best if you develop an ongoing customer communication program. But don't wait for that if you need dollars in the cash register now.

To get started on a contact program:

- **Make a list.**
- **Select contact methods.**
- **Figure out what to say**
- **Determine how ambitious you want to be**

During the recent boom years, many of us were so busy serving current accounts that we didn't have the time -- or the need -- to sustain connections with former customers or potential referral sources. Regardless of how well your business is doing, it's time to get back to those fundamentals. Remember, "word of mouth" advertising doesn't just happen; it has to be nurtured. So stay in touch. Now, pick up that phone!

Rhonda Abrams writes the nation's most widely-read small business column and is the author of The Successful Business Organizer, Wear Clean Underwear, and The Successful Business Plan: Secrets & Strategies. To receive Rhonda's free business tips newsletter, register at www.RhondaOnline.com.

[Read the complete Article](#)

Schedule of Events

These Live Webinars are conducted by ACCPAC experts using intranet "WebEx" technology and a voice-line for conferencing. ACCPAC understands that addressing all customer questions is critical, therefore demonstrations are generally followed by an open question and answer session.

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| ACCPAC Advantage Series |
| May 10, 2004 - 10:00 am - ACCPAC Advantage Series |
| June 24, 2004 - 10:00 am - ACCPAC Advantage Series |
| July 22, 2004 - 10:00 am - ACCPAC Advantage Series |
| ACCPAC Project & Job Costing |
| May 25, 2004 11:00 am - Advantage Series Project & Job Costing Overview |
| ACCPAC CRM |
| May 14, 2004 - 10:00 am - Experience CRM Nirvana: (AAS) |
| May 21, 2004 - 10:00 am - Experience CRM Nirvana: (AAS) |
| May 28, 2004 - 10:00 am - Experience CRM Nirvana: (AAS) |
| ACCPAC HR Series |
| May 18, 2004 - 9:00 am ACCPAC HR Series Overview |
| May 26, 2004 - 9:00 am - Experience CRM Nirvana: (AAS) |
| Sales Optimizer |
| May 13, 2004 - 9:00 am - ACCPAC Insight Overview |
| ACCPAC eTransact |
| May 27, 2004 10:00 am - ACCPAC eTransact Overview |
| June 17, 2004 10:00 am - ACCPAC eTransact Overview |
| July 15, 2004 10:00 am - ACCPAC eTransact Overview |
| ACCPAC Warehouse Management |
| May 12, 2004 10:00 am pm - AWMS with Advantage Series |
| June 16, 2004 10:00 am - AWMS with Advantage Series |
| July 14, 2004 10:00 am - AWMS with Advantage Series |
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| |

Call or [email](#) us today to register for this event.

Technical Corner

Procedures for Installing ACCPAC Service Packs

We have provided the instructions below for SupportPlus subscribers who would like to update service pack levels themselves. If you have any questions or would prefer to have Altitude Information Systems perform the installation, please do not hesitate to call us at (604) 598-8480.

Check For Current Service Packs

At the top of your ACCPAC window, click Help, then System Information. This will list the ACCPAC modules, versions and service packs that are currently installed on the workstation. Note which modules have a red checkmark to the left, along with which versions and service packs are listed to the right. These are the modules that are active for the company you are logged into.

From this screen, also note the path of your "Shared Data Directory". You will save downloaded service packs to subfolders of this directory.

Download New Service Packs

Point your web browser to www.accpac.com/support/service_packs.asp. Select "ACCPAC Advantage Series Service Packs and PTFs". If you have any ACCPAC Option products, you can also review that link. If you have not previously signed on to ACCPAC's website, you will be prompted for your user ID and password. This is the same as your client ID and password supplied by ACCPAC International. If you do not have this information, please contact ACCPAC International's Client Care department at 800-773-5445.

Once you have accessed the Service Packs page, locate the first service pack needed and click on the link to the EXE file. Follow the prompts, then save the file to the Service Packs folder under your Shared Data Directory. We suggest you create a folder under the Service Packs folder for each version (5.0, 5.1, etc.) and folders under the version folder for each module (SM, GL, AP, etc.). All service packs are cumulative so if any older service pack installation files are saved here, you can remove them first.

Example: If your "Shared Data Directory" is G:\ACCPAC, the System Manager service pack for version 5.0 would be in:
G:\ACCPAC\Service Packs\5.0\SM

Repeat the download process for each service pack, placing each one in its own folder.

Extract Service Pack Files

Once all files have been downloaded, open Windows Explorer and browse to each folder and extract each service pack. Each service pack is saved as a "self-extracting executable" that, when double-clicked will extract the installation files needed.

New Hot Fixes Available

ACCPAC® has new Hot Fixes for ACCPAC Advantage Series™, ACCPAC Pro Series™, ACCPAC Options™. Please remember the electronic Hot Fix EULA must be completed prior to receiving the Hot Fix.

If you are experiencing any of the problems below please contact us for more information or to acquire the fix.

ACCPAC Advantage Series

- Article #7992 – System Manager 5.2A – Error '300 Unexpected Error' appears on screen when using the 'ACCPAC Field Group' component.
- Article #8008 – General Ledger 5.2A – Error message 'Description: Parameter length is greater than 256' occurs when printing the standard source journal report.
- Article #8019 – Project & Job Costing 5.2A – Billing Worksheet is not regenerated properly.
- Article #8044 – Order Entry 5.1A – Code D'erreur: 13 Type Mismatch in OE 5.1 with French overlay.

ACCPAC Pro Series

- Article #8021 – U.S. Payroll 7.2 – Error 2059 when using deductions with flat employer match maximums.
- Article #8029 – Purchase Orders 7.2 – Automatically generated purchase orders may use incorrect item account.

ACCPAC Options

- Article #7998 – EFT Payroll 4.1 – Amount for employee 'X' in subledger X must be greater than zero.
- Article #8009 – EFT Payables 4.1 – Bank requires EFT Direct – Payables to generate the code CCD instead of PPD in the transfer file for the Service Class Code.

Q: I am getting an automation error when printing Aged Payables or Aged Trial Balance reports

A: When trying to print the Aged Trial Balance report from within Accounts Receivable or the Aged Payables report from within Accounts Payable, the following error may occur:

**Automation error - 2147467259
Unspecified error**

This may be due to restrictions on the temporary directory paths that are set in the Environment Variables on the local workstation. Change the path to a shared temp directory such as <C:\Windows\Temp>. To do this, do the following:

Before proceeding, please close out of all ACCPAC programs.

1. Click the **Start** button, point to **Settings** and select **Control Panel** (in Windows XP, skip the Settings step)
2. Double click to open the **System** icon

3. In the **System Properties** windows, click the **Advanced** tab
4. Click the **Environment Variables** button
5. In the **User variables for [username]** field, highlight the **TEMP** variable in the list and click the **Edit** button
6. In the **Edit User Variable** window, change the **Variable Value** field to `C:\Windows\Temp`

Repeat the above steps for the **TMP** variable as well.

If you want to retain the existing variable values, paste the current variables into notepad or other text file and save this file in a location where you can retrieve it at a later date if necessary.

Restart ACCPAC and test printing the above mentioned reports.

Q: How can I automatically generate invoices when importing shipments?

A: In Order Entry, importing shipments may not create invoices automatically. This used to work in 5.1 where users import orders with shipped quantities and invoices get generated automatically. Using an excel template generated from O/E Shipment Entry screen, user will need to add a field CREATEINV with a value of TRUE in the Shipment sheet/tab of the template for each record.

Note: If IC Setup has Cost Item During "Posting", the cost information will be updated immediately.

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