



abc-computers.news

An informative newsletter for the customers of ABC Computers.

Save time with Office 2007

We have been "test driving" Microsoft Office 2007 and are excited to share our experience with our partners.

All the major programs included with Microsoft Office have been improved. Even a few simple things have been enhanced, like the spell checker when creating a meeting invitation in Outlook and adding your email signature line within the appointment.

Produce professional-looking documents, spreadsheets, and presentations that are publication-ready without spending hours on formatting and refinements.

Use the new Office Outlook 2007 To-Do Bar to present a consolidated view of tasks, calendar information, and e-mail messages flagged for follow up.



Create and publish a wide range of marketing materials for print, e-mail, and the Web with your own brand elements including logo, colors, fonts, and business information using Office Publisher 2007.

Create more dynamic presentations from an extensive library of customizable themes and slide layouts using Office PowerPoint 2007.

This newsletter was created with the new Office 2007 Publisher. See page 2 for an Office 2007 rebate offer.

Ever wonder what ABC uses for technology?

One of the fascinating parts of a tour through ABC is stopping by our server room to see all the blinking lights and whirring drives. The common questions are what tools do we choose to use? And how do we run our company with all the locations and staff home offices?

At ABC we have the same business needs as your company. Scheduling, delivery, managing projects, customer service are all things that we focus on - just like you!

We use [Microsoft CRM](#) to centralize all of our contacts and manage customer service. When we receive an email for a support request, a "case" is automatically created and tracked, emailing the requestor a confirmation. Cases are also created with calls as they are received. We can track these service requests for response time and assign them to proper staff.

We use [Microsoft Office SharePoint Server \(MOSS\)](#) for our employee, customer and project portal. Online - from anywhere our employees can securely login and see company announcements, get HR information such as expense reports, health insurance forms and benefits. Customers can login and track their projects, get status reports, see who is assigned to projects, review block hour status and more. We call this "MyABC" and the link is <https://my.abc-computers.com>. Registered users are assigned a login ID and password.



Just like the [Microsoft Dynamics NAV](#) systems we install, ABC uses NAV internally. We have it integrated with our customer portal, tailored to track service hours, emailing documents and more.

We choose partners like [Skyline Technologies](#) from Green Bay for our Microsoft SharePoint Integration and [Applied Tech](#) in Madison for Microsoft CRM. At ABC we have a single focus - we are a Microsoft Dynamics NAV solution center that provides business software and infrastructure hardware.. but we also have diverse business needs - just like you.

For more information about ABC Computers, visit us at <http://www.abc-computers.com>.



We also use SharePoint for our website, <http://www.abc-computers.com>. This allows us to easily manage the content, update links and share documents without using any special web graphics software. We can make changes within minutes - from anywhere.

For our phone system - we use [Vonexus](#), a state-of-the art VOIP (Voice over Internet Protocol) system. It allows our remote offices, home offices and cell phone calls to be seamlessly connected. Our voice mail is unified within our email and can be played back or forwarded to the appropriate individual.

For cell phones we use data enabled [Motorola Q's](#). Our staff can respond to calls, email, voicemail all from their cell phones. We are in the business of support by communications. By using Microsoft Exchange integrated with CRM and our Vonexus telephone system we have a single unified means of responding quickly and tracking any request.

Join MANUG and connect with other Microsoft Dynamics NAV users..

ABC together with numerous NAV clients in Wisconsin and Illinois formed the **Madison Area Navision User Group (MANUG)**.

This is a great chance to be able to network with other NAV customers who may live only a few hours away. If you are interested in joining MANUG, please contact Geoff Overland for more details at 800-834-7700 X1212 or goverland@abc-computers.com.

Don't miss out on this exciting opportunity to connect with others that are using Microsoft Dynamics NAV everyday!

The MANUG meeting location and schedule are posted on the website at <http://www.manug.org>.

Option for NAV Adjust Cost Routine Posting to Prior G/L Periods.

Do you find that there are times when the "Adjust Cost – Item Entries" process makes general ledger entries into a period that you don't want it to? Year End for example? An option may be to turn off the "Adjust Cost – Item Entries" process or don't run it manually until the period is closed. Then you can turn it back on and the adjusting entries will post to the next open period or if running manually to the date that you enter on the options tab.

Closing an accounting period in NAV is accomplished by changing the Allow Posting From and Allow Posting To dates in the G/L Setup and User Setup. This option should be tested before implementing as modifications to your system may have been made.

Microsoft Dynamics NAV Basic Human Resources

Tired of chasing after employee information? Let ABC show you how to easily track assigned equipment, education, benefits and more!

- Do you know which employee currently has your company equipment?
- Have you recently been asked to produce a report that will track education or qualifications for each employee?
- Are you tired of putting in endless hours to update numerous spreadsheets every time a new employee is hired or an existing employee changes their elected benefits?
- Do you want to get back to running your business rather than chasing after employee information?



With the Basic Human Resources granule in Microsoft Dynamics NAV, the tracking opportunities and information gathered, stored and reported are endless!

Track employees with company property, that's easy! You can track what property an employee has from the company car, to their laptop, to all of your keys. In addition to the basic information, there are also fields for more specific information gathering such as serial numbers, the date property is given to an employee and the date returned, plus additional comments. Then you can run reports to see who has what property based on the type of property or the employee.

You can also use Basic Human Resources to track employee qualifications, certifications, licenses, skills, training, etc and even track employee's union membership. Wouldn't it be nice to easily know when an employee's license expires or a certificate needs to be renewed? Just by running one report? Simply update your employee's information in the Human Resources granule and you're done! No more time wasted trying to update multiple spreadsheets or information stored in multiple locations.

Personnel performance tracking is just as simple! You can easily record all types of absences, which you can then give to managers or supervisors for an employee's performance review. Tracking elected benefits or union deductions is a breeze. Need to see how many employees are enrolled in your 401k? Just run a report and all the information you need is there at your fingertips. You can also attach alternative addresses and emergency contact information to each employee making emergency notifications easier for managers or supervisors.

If you would like to learn more about how the Basic Human Resource granule can get you back to running your business, please contact our ERP Sales Department at 800-834-7700 X1112

Office 2007 rebate available through January 31, 2008

We felt you would want to know about this new pricing offer regarding the new Office 2007 software.

Now until January 31, 2008, you can get a subsidy of up to US\$150 per license when you purchase qualifying open licenses for Microsoft Office Enterprise 2007, Office Professional Plus 2007, or Office Small Business 2007. When you redeem the offer, Microsoft will send you a check made out to the qualifying partner of your choice.

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|---------------------------------|-------------------------|
| • Office Enterprise 2007 | Up to \$150 per license |
| • Office Professional Plus 2007 | Up to \$125 per license |
| • Office Small Business 2007 | Up to \$100 per license |

New Faces

ABC is excited to announce the addition of these new staff members:



Steve Arndt, Senior Network Engineer – Steve comes to us with over 19 years of networking experience and prior to that spent 8 years in the Coast Guard. He specializes in Storage Area Networks (SAN), Microsoft Exchange, SQL Server and is a Microsoft Certified Professional and holds Fiber Channel SAN certifications. Steve's a single dad and loves raising his three daughters and a granddaughter. When he does have a free moment, he enjoys riding his Harley and playing golf. Steve works from our Waupaca location.



Lisa Doran, Application Consultant – For the past 15 years Lisa has earned a national reputation working in accounting technology and specializes in implementing Enterprise Resource Planning (ERP) systems. Lisa spent the past 5 years working with Microsoft Dynamics NAV (formerly Navision) and holds an Associates Degree in Accounting and numerous NAV certifications. Lisa grew up in Coloma, MI and currently resides with her husband, Tom, and daughter, Cecelia, in South Bend, IN. During her free time she enjoys working in the yard and playing with Cecelia. Lisa works from her home office and provides implementation and support for Illinois, Indiana, Michigan and Wisconsin.



Tom Doran, Senior Account Manager - After graduating from Indiana University, Tom owned a Mexican foods company for seven years, and through his passion for technology, spent the last ten years implementing and consulting with Enterprise Resource Planning systems. Tom has several Microsoft Dynamics NAV certifications in Financials, Manufacturing and Warehouse Management. In his free time, Tom enjoys spending time with his family, attending Notre Dame sporting events and volunteering at the YMCA as the Board Chairman along with serving on Development and Strategic Planning committees. Tom was born and raised in South Bend Indiana, and works from his home office leading our ERP sales staff and covering the upper Midwest area.



Jesse Davis, Network Engineer – Jesse is new to our Rhinelander office and holds an MCSE certification and specializes in maintaining network server platforms and hardware repair. Jesse, his wife, three cats and a dog relocated from Cudahy, WI. After growing up in Massachusetts Jesse served military duty in Kentucky and worked in the aviation maintenance industry prior to joining the technology field. In his free time, Jesse likes to work with his hands, building and repairing things.



Nathan Peters, Development Consultant – After graduating with his degree in Computer Programming from ITT Technical Institute Nathan joined us to focus on Microsoft Dynamics NAV development. Nathan has his certifications in NAV Development I & II and thoroughly enjoys programming, especially customizing the software to meet the customer's needs. Nathan grew up on the outskirts of Mishicot, WI and enjoys spending time with his family - 3 daughters.. all 5 years old and younger! He also enjoys golfing.. when he has the time. Nathan works from our Waupaca office.

New Places

ABC is pleased to welcome these new Dynamics NAV customers to the ABC Family:

Acoustech Supply - Milwaukee, WI

Alarm Detection Systems - Aurora, IL

Altex-Mar Electronics - Westfield, IN

BelGioioso Cheese - Denmark, WI

Breezy Hill Nursery - Salem, WI

BusBank - Chicago, IL

Continental Fragrances - Auburn Hills, MI

Designed Alloy Products - Aurora, IL

Detroit Diesel Remanufacturing - Kentwood, MI

DMR Electronics- Hibbing, MN

Fox River Graphics - Carpentersville, IL

Highsmith - Fort Atkinson, WI

Holly Hunt - Chicago, IL

Indeck Boiler Corporation - St. Hyacinthe, Quebec

Semex USA - Madison, WI

Single Source - Darien, IL

SoftwareOne - New Berlin, WI

Need to email or fax a customer a copy of an invoice?

Do you have customers that require that you send their invoices via fax or email? Maybe you would like to fax or email invoices to improve the cycle time to receive money from your customers. If any of the above describes your situation, then you need to talk to us about an add-on for Dynamics NAV.

Altus is an add-on product that lets you control how each customer would receive their documents.

Customers that want them sent via email would have their documents automatically sent through email. Customers that prefer faxing would have their documents sent via fax. In addition, if a customer wants an invoice or statement resent, it is simple to have the document resent via that particular customer's preferred method.

We implemented this product on our own system and our staff loves it.



They have found it to be an incredible time saver. No more printing the document to a PDF printer, saving it, then manually creating an email, finding the saved PDF file and finally, sending the email.

With Altus, when you print the document, it automatically saves the image as a PDF, creates the email, populates the email address (from the Dynamics NAV customer card), and sends the email with the PDF attachment.

If you think this sounds too good to be true, please contact us for a demo .

Microsoft's NEW Kitting Functionality for Dynamics NAV

Microsoft® Dynamics NAV 5.00 incorporates a number of new features, one of which is the new Kitting granule.

Kitting, sometimes referred to as "Light Manufacturing," refers to a process by which individual items are grouped or packaged together to form a new, single item. Assembling a case, motherboard, RAM memory modules, power supply, hard drive, cabling, etc. to form a computer is an example of kitting. Assembling a home emergency kit out of a flashlight, bandages, antiseptic, aspirin, gauze, and a knife is another example of kitting.

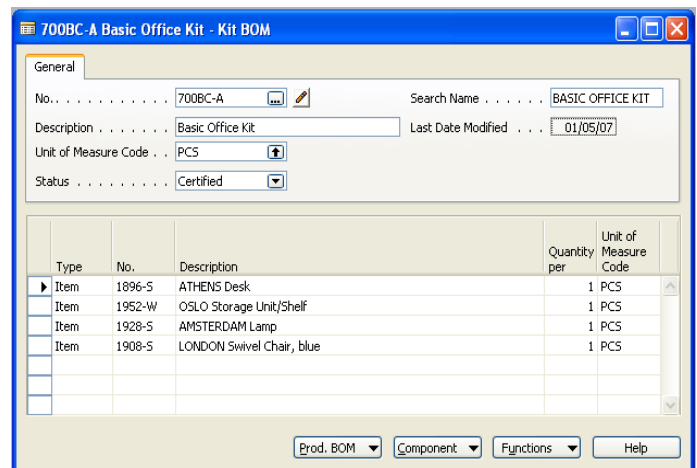
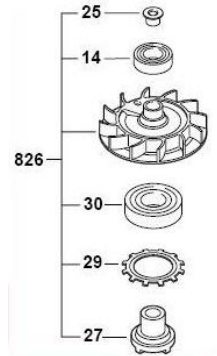
The new Dynamics NAV Kitting granule allows you to define kit items and kit components and use them throughout Dynamics-NAV, including Order Planning and Warehouse Management. Lot and serial number tracking is also supported for both components and finished kits. Kits can be purchased, built, and sold through the new functionality.

Kits are either "built to stock" – assembled ahead of time and stored in their completed form so that they can be used to immediately fulfill sales orders – or "assembled to order", that is, the kit is put together from components at the time of sales order picking and shipping. An advantage of an "assemble-to-order" strategy is that components are available for use in other types of kits or for resale on their own. For instance, a computer manufacturer may offer a number of different styles and configurations of computers, but each may use the same hard drive. The manufacturer may sell the same hard drive separately, and need to maintain a supply as spare parts for warranty service. By assembling each kit to order, the manufacturer can minimize the total number of hard drives carried in stock since units can be directed based on need.

Similar to the full blown Manufacturing granule in Dynamics NAV, the new Kitting granule identifies the components included in the kit using a Bill of Materials (BOM) structure. In addition to items, Kit BOMs can include resources, setup resources, and comments. Resource components are used to identify labor or machine costs associated with assembling a kit. Setup resources are used to identify one-time costs associated with assembling a batch of kits.

Although there are similarities between kitting and manufacturing, kitting is simpler to implement and use. For example, kitting does not require production orders or separate routings. If you assemble kits as part of fulfillment, you do not have to explicitly record consumption of components, including labor. Kitting also has some functional advantages over manufacturing. For example, kitting supports disassembling kits and returning components back to inventory. Better yet, Microsoft has provided the ability to identify separate bills of material for assembly and disassembly. This allows the system to account for components which cannot be reclaimed through disassembly, and identify specific costs related to disassembly.

Having recently developed the Kitting courseware content for Microsoft, ABC Computers is well versed in the set up and use of the Kitting granule. If you are interested in learning more about this product offering, give us a call at 800-834-7700.



What's New with NAV 5.0?

Kitting: Streamline inventory processes by integrating kits and kit resources into your sales, inventory, accounting, and pick-and-pack operations. NAV 5.0 supports assembly and disassembly of kits and order processing with kits including rollup pricing, kit components on documents, and order promising, reservations, and item tracking at the kit component level.

Item Tracking: Item lot and serial tracing is now integrated along with navigation from customer to vendor.

Prepayments: The new Prepayments functionality helps users to invoice and collect deposits required from customers or remit deposits to vendors.

Document Approvals: The sales and purchase document approval system is suitable when a document needs approval from another person in the company and can be set up to improve workflow.

Account Schedules: Improvements include expanded address fields, new column functionality and the ability to assign intercompany expenses.

Jobs: WIP Calculations, Item tracking integration, integration to the item ledger and Improved handling of fixed price jobs.

Inventory Costing: This area for average, FIFO and LIFO costing were completely overhauled and greatly improved.

Other areas of improvement are Attachment Links, Business Analytics, Improved Integration with other Microsoft Products, Export Using Office XML, Map integration with Windows Live, Custom fields for Outlook integration, Improved field level help and Roles based training manuals.

Don't miss Convergence 2008 in Orlando! March 11 – 14, 2008

What is Convergence? Convergence is a yearly training and showcase event sponsored by Microsoft for all of the new Microsoft business software and technology products. This is the place to get hands-on with the new versions or Microsoft Dynamics NAV, SQL Server 2008, CRM, SharePoint, Office Products and a host of other business based technologies.

Are there training sessions? Yes, the entire event is a series of demonstration showcases, training classrooms, interactive discussions and hands-on labs. This is also the event that Microsoft announces new products, such as Microsoft Mobile framework – an application for field service and delivery.

Is there a cost to attending? Yes, there is an early bird registration cost (Before January 11th) of \$1195 per person. After January 11th the regular cost is \$1495. This cost covers most of your out-of-pocket expenses such as food, events and exhibits. Airfare and Hotel are not included. Microsoft typically will give a discount on purchases after convergence of \$2500 of purchases over 10K which is a way of reimbursing for the event.

Is the event worth it? Many of our Microsoft Dynamics NAV customers have attended this over the past years and all have wanted to return again. Many have expressed that this event gave them an advantage by learning how the software can be used to help with critical business issues. Another advantage is the networking with other software users just like you and share experiences with solving problems. You will meet lifelong friends and save money by getting problems answered from other users just like you.

Any suggestions? We suggest that if you are planning to attend, register quickly. There are 8,000 users that attend convergence and the good hotels fill up fast. You can register and find more information at www.microsoft.com/dynamics/convergence. This event is held at the Orange County Convention Center. A map of the convention center and list of hotels can be found at: http://www.occc.net/pdf/Map_Web.pdf. We will update you with the hotel and travel arrangements that our ABC staff will use.

Please let us know if you are planning on attending by sending an email to dlane@abc-computers.com. We will help coordinate your plans to get the most from this event.



Microsoft CustomerSource.. A little known secret.

CustomerSource, a secure customer Web site for those using Microsoft Dynamics NAV and related products, provides access to timely and relevant information about your business solution. Customers with a service plan can use it at any time to get information such as technical support, product updates and downloads, training, events, and more.

This site is your one-stop resource for quick and easy access to information that helps reduce your support costs by allowing you to find answers to your questions.

Free eCourses! Users of Microsoft Dynamics NAV with annual maintenance receive free eCourses. By opening this online training, Microsoft is making products more familiar and better preparing customers to upgrade their systems. This also removes cost barriers and makes "just in time training" easier for our customers. Both aspects positively impact end user productivity and assist managers in using scarce training funds wisely. Microsoft's goal is to provide training access to more users through the Enhancement Plan.



To visit the CustomerSource go to: <http://www.microsoft.com/dynamics/customersource.mspx>

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What is Microsoft Dynamics NAV?

You've seen it in our newsletters and on our website, but what exactly is it?

Microsoft Dynamics NAV, formerly Navision, is an enterprise resource planning (ERP) system developed for companies that require unique business process integration with distribution, manufacturing and finance.

It is an accounting solution that allows you to grow at your own pace. Microsoft Partners like ABC are given access to full source code and can customize the application to your business needs...your way.

If you would like to learn more about Microsoft Dynamics NAV, give one our friendly staff at ABC a call.

Test drive NAV online! Go to:

<http://www.dynamicsnavtestdrive.com>

For more information about ABC Computers, visit us at
<http://www.abc-computers.com>