

## Macola Tech Tips To Make You An Expert Problem Solver

### Screen Set File Error

If a user receives an "Unable to Create Screen Set File" error while attempting to run certain reports to the screen the problem is that there are too many SCREEN??.TMP files. These SCREEN??.TMP files are created whenever a report is printed to screen and they should be deleted automatically as the user closes the report on the screen. However, they occasionally are not deleted due to a system error and remain in the Macola company data directory. Eventually if the directory contains 99 of these files, Macola will not be able to generate any reports to the screen and will return the error. The solution to this problem is to periodically

check the Macola company data directory and delete any SCREEN??.TMP files that exist through Windows Explorer. If the SCREEN??.TMP is currently being used, Windows will return a message that the file cannot be deleted and you should move on to the next file. Be very careful that you only delete the SCREEN??.TMP files and not any other files.

### Price Code Table

When using Macola's Price Code table there is often a question about which price is used when two price codes with the same criteria have overlapping dates. The answer is that the price code with the earlier start date will be used if the order

date is before the end date of the price code.

### Macola Support Website

Recently, the Macola Support Department began using e-Synergy for tracking and managing all support activity. Support information on Macola's technical support web site will be transitioned over to the new platform. Soon you will have access to current support information via the e-Synergy customer portal to track the progress of open issues. You will be able to see where it is, who's working on it and whether it has been resolved. You will also be able to see other issues by product. e-Synergy permits this access anywhere, anytime.



**Beachwood  
Systems  
Consulting**

# The Next Wave

WWW.BEACHSYS.COM

A Newsletter for Managers That Depend on Computer Technology to Accomplish Their Goals

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## Productivity – How to improve it

Most business people agree that increasing productivity is a good thing if it can be done in a cost-effective manner. Alan Greenspan has attributed much of the great economic expansion over the past 10 years to productivity increases.

Before you can increase productivity in your organization you must know how to define it. Simply, productivity is the output per unit of input. Input is generally defined as a full time employee or even down to the man-hour level. Output depends on your business and can be "# widgets produced" if you are a manufacturer or can be "# new home insurance policies" if a service provider. The first step is to define the output measures for your company. These measures can be company-wide (revenue), for a particular function (# sales calls made), for a particular person (# of accounts payable vouchers processed), or some combination. The goal is to increase the number of 'whatever' with the same or fewer people.

Economists agree that computer and factory automation has largely been responsible for productivity increases to-date. Now being affordable, hardware and software systems have been implemented to aid even the smallest business. People can keep track of customer requests, customer orders, customer history, vendor contracts, purchase orders, and on and on much more easily and more accurately than anytime in history.

That brings us to the hard part...

how do you increase productivity from here? Beachwood Systems has assisted hundreds of businesses with automation and has gained a few insights that you may find useful. 1) Get your people working together. In order to do this effectively, you must have common platforms and common repositories of data. Far too often we have seen spreadsheet after spreadsheet as well as personal Access databases that virtually duplicate what is in a company's ERP system simply because employees do not know the capabilities of their systems. 2) Use your system the way it was meant to be used. Management must instill the attitude that it is the end results that matter and be open to changing specific processes to better match a systems' functionality. 3) Use the business model that propelled the Japanese

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**Beachwood Systems Consulting, Inc.**  
P.O. Box 22690  
25800 Science Park Drive, Suite 100  
Beachwood, Ohio 44122  
(216) 765-0220



### Management Letter

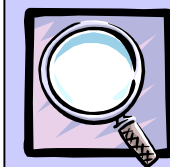
Did you know that this is the 20<sup>th</sup> anniversary of IBM introducing the IBM PC? There is no doubt that PC's have made business more productive.

The flip side is that today's PC software is so chock-full of functionality that it takes time to understand either through (sometimes painful) trial and error or through study. Consider the additional productivity gains your organization can make if each of your staff better understood the capabilities and workings of your software.

Beachwood Systems revamped its web site, [www.beachsys.com](http://www.beachsys.com) to permit on-line registration for classes and to record problems you are facing with GoldMine, Macola, or PC or network issues. You can see special promotions currently offered by the software vendors we support. Did you read something in a past edition of *The Next Wave* you want to recall? No problem, all past newsletters are now on-line.

We also revamped our support plans. There are two basic plans to choose from and several options for each plan. Each defines service levels, and clients on a support plan move to the top of the call-back queue. These plans are quite inexpensive and we hope that you will consider one. Beachwood Systems delivers on the promises it makes!

Sincerely,  
Steve Rogers



## Look Inside...

### *Pages Two and Three:*

- GoldMine Companion Products
- Microsoft Office XP and Windows XP
- Special Promotions

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- Macola Tech Tips

## Tips and Tricks for



GoldMine allows you to have quick access to many data elements. One way to access these elements is by copying contact information to a clipboard so that it can be quickly pasted into another program such as Word or WordPad. To accomplish follow these steps:

1. Go to Edit -> Copy Contact Details
2. Select which fields you wish to copy.
3. Click on Copy.
4. Go to the second program and Paste the information.

A second way to quickly output information to another program is with your "Output To" option. This option can be found in version 5.0 and 5.5 at several locations such as in your Contacts, Details, Referrals, Pending and History Tabs, your Activity List and in your Filters and Report Listing windows. This feature allows access to information exactly how it appears on the screen.

To access this option simply Right Click and choose Output to. You will then have the choice of Excel, Word or Printer. Once you have selected the program, GoldMine will automatically open the application and the selected information will appear within. If the printer option is chosen GoldMine will input the information into a GoldMine report.

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For information on upcoming training classes, please visit our web site: [www.beachsys.com](http://www.beachsys.com)

## GoldMine Companion Products

Because of its market leadership position, GoldMine has a wealth of third party products designed to integrate with its base functionality. Some products take advantage of new technology while others make some of your traditional tasks easier to perform. Here are just a few that may be of interest to you.

Desktop faxing can save your team time. Based on your requirements you may want to take advantage of OmniRush (formerly FaxRush) or RightFax. RightFAX is a general business faxing solution to permit each GoldMine user to fax documents through a central server without leaving their desk. OmniRush is not as robust as RightFax for general business use but integrates more closely with GoldMine.

WirelessContact Server from Serex and Xybo Systems allows you to

access real time GoldMine data from any wireless device, including WAP enabled cellular phones, Blackberry by RIM, and wireless enabled Palm and Windows CE based products.

For reporting needs, you can easily integrate Seagate's Crystal Reports, as well as a new favorite, MasterMine. MasterMine allows Excel pivot table analysis of your GoldMine data, which can give you very powerful insight into your operations.

There are many other companion applications available ranging from quoting, accounting integration, data import / export, to caller ID and telephony services. If you're looking for something specific, we can research it and see if it is available. If what you need is not available, one of our skilled developers may be able to design and build it per your specifications.

## Microsoft Office XP and Windows XP

What's all this stuff about XP? Slightly confusing, Microsoft has given the "XP" version name to both its latest Office Suite (Excel, Word, PowerPoint, and Outlook 2002) as well as to its newest workstation operating system (o/s), Windows XP.

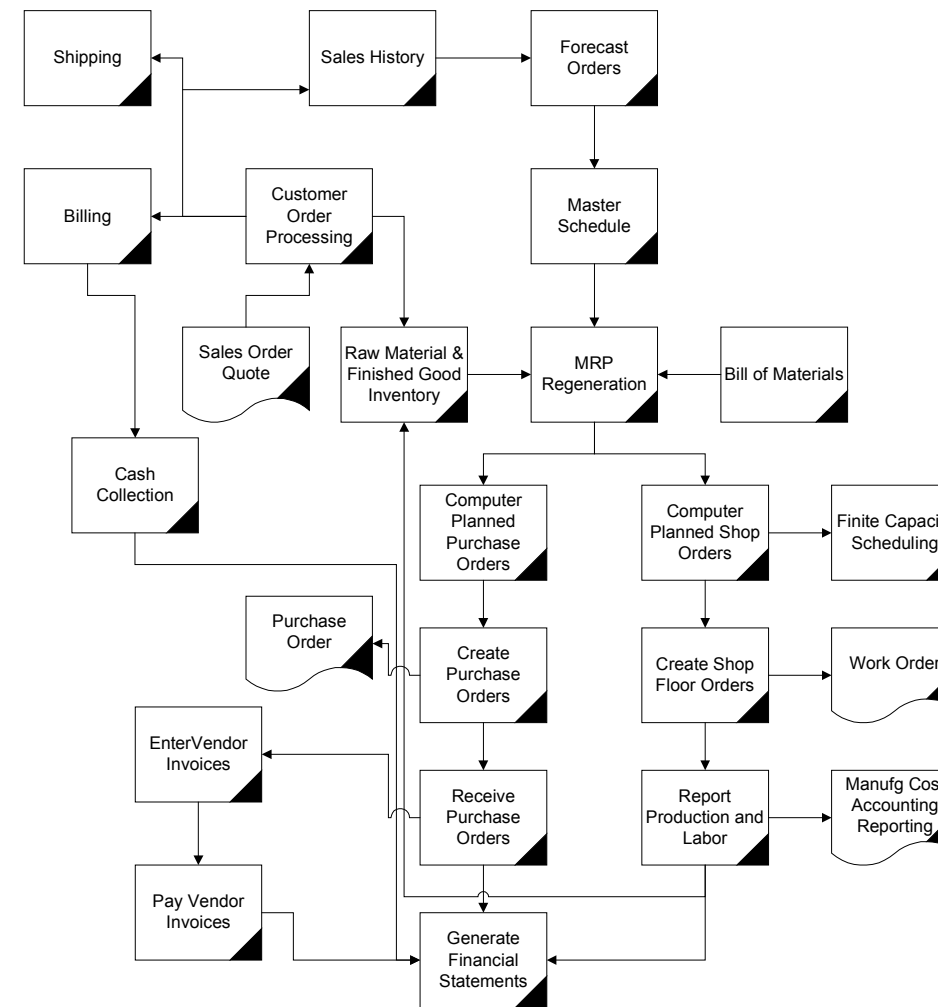
Office XP has been released and is available in three editions, Standard, Professional, and Professional Special Edition.

The new Windows XP operating system to be launched on October 25, 2001 is a significant leap forward. Microsoft has had two distinct operating system lines, the 9x (Windows 95, 98, ME) and NT (Windows NT and 2000). The 9x series has been praised for its compatibility with most computer devices but heavily criticized for its lack of stability... a real killer to productivity. The NT line can

serve as both a server and workstation operating system and is much more stable but does not support as many devices and features for workstation computers.

Windows XP is targeted just for workstations and will come in a Home version and Professional version. (Microsoft will introduce the .NET server o/s line late this year as the next generation for the Windows 2000 server o/s). Windows XP is radically different from the 9x line it is destined to replace. It is built on the Windows 2000 "kernel" and is much more stable. Beachwood Systems advises all of its clients to purchase new pc's only with XP Professional or Windows 2000 and to upgrade their current Windows 9x pc's to XP Professional when available. XP requires a P2-300 cpu, 128mb RAM, and 2GB of disk space. Stay tuned...more details in next issue.

## Get Your People Working Together!



### Productivity (continued from pg.1)

economy to number three in the world... make small improvements every day. What do you find yourself doing that takes a lot of time? Is there a way to automate it? 4) Document your procedures and standardize. It is amazing how clear processes become after you get them on paper and how you can combine and standardize what was previously believed to be very unique processes. The toughest part is to learn how to document exceptions and to develop a process to formally change a procedure.

Smart business people will continue to seek to improve productivity through selective technology. Please call us if you have some ideas you are considering.

### SPECIAL PROMOTIONS!

Been putting off your Macola upgrade from Pervasive to Microsoft SQL server? Don't wait any longer. Now through September 30, 2001 companies that upgrade will receive Web.Orders / Web.Views or Quoting and Estimating at no charge. The offer includes one year of FREE maintenance. For a site with 25 users, this offer is worth over \$10,000!

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Companies that attend the first annual Macola customer conference held in Orlando, FL from October 7 to 10, 2001 will receive a certificate for 10% off of one order, good through March '02.



## Authorized Training Classes

\*\* SPECIAL DISCOUNTS\*\*  
10% off 2<sup>nd</sup> attendee,  
20% off 3<sup>rd</sup> attendee,  
30% off 4<sup>th</sup>+ attendee\*

### Accounting

9/25 - 9/27

Day 1: General Ledger & Month End/Year End

Day 2: Accounts Payable

Day 3: AR/Bank Book

### ERP Manufacturing

10/12-10/17

Day 1: Inventory & BOM

Day 2: Standard Product Routing

Day 3: Shop Floor Control

Day 4: Manufacturing Cost Accounting

### Distribution

10/23 - 10/26

Day 1: Inventory Management

Day 2: Order Entry

Day 3: Purchase Order & Receiving

Day 4: Order to Cash Cycle & Purchase to Pay Cycle

### System Administration

10/30 - 10/31

Day 1: System Manager

Day 2: Database Tips, Client Setup, File Purging, & Basic Troubleshooting

### Crystal Reports for Macola

11/7 - 11/8

Day 1: Creating Reports & Selecting and Sorting Records

Day 2: Creating Formulas & Formatting Sections & Presentation Quality Reports

### Manufacturing Planning and Control (MPC)

11/13 - 11/15

Day 1: Inventory & BOM & Production Order Processing

Day 2: Master Scheduling / MRP

Day 3: Processing Transactions

\* Please see our web site for details and current schedule information.