



PROFITsystems E-COMMUNICATOR

Calendar

February

- 4th - 8th - Daily Process Training Class

March

- 3rd - 7th - Daily Process Training Class

April

- 7th - 13th - High Point Market, Main Building - 12th floor, Space 42
- 14th - 18th - Daily Process Training Class
- 21st - 22nd - Advanced Retail Education Class: Accounting and Financials; Understanding Metrics
- 22nd - 24th, PROFIT *groups* Thomasville group - Los Angeles, CA



Daily Process Training Class

For more information about our classroom training and to make your reservation, please call 800.888.5565 or

Systems Define Outcomes

Phyllis Zaepfel, Director of PROFIT groups

In our performance groups meetings, we frequently talk about: "Working *on* your business rather than just working *in* your business". We also stress to our members that: "Systems define outcomes".

Documenting the processes that manage business operations and define job responsibilities is the first step in systematizing any company. System standardization requires a business owner to analyze and define all routine and customary business processes. One must then document the standard operating procedures (SOP), preferably using a defined form or template. Your staff can and should be used to create the individual processes within their departments and under their areas of responsibility.

Why Create a SOP form?

- Template for defining systems.
- Attain input from those directly involved in processes.
- Become lesson plans for staff training.
- Develops into the contents of your business' Operations Manual.

The form you develop becomes your SOP document. The form should include standard elements for each process:

- Desired result.
- Required material and tools, if any.
- Steps to achieve desired result.
- Quality and/or safety standards.
- Date and times for expected completion.
- Staff position/responsibility/accountability.

After processes are identified, formalized, and documented, the forms become the key components of the 'Operations Manual' for your business. Creating your Operations Manual will assure your business runs more efficiently. This manual is critical to your success and will ultimately allow you avoid fire-fighting and step back from day-to-day routine business to do the

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We are looking forward to seeing our PROFIT *groups* members at the next meeting. If you would like more information, please [visit our web site](#). If you are considering becoming a PROFIT *groups* member or would like references, contact us at 800.325.2018 or phyllisz@profitsystems.com.



Coaches Corner by PROFIT *consulting*

Here are some of the products and services that we currently deliver:

- [Business Analysis & Recommendations](#)
- [Financial Forecasting](#)
- [Inventory Management Systems](#)
- [Financial Management](#)
- [Customer Service Systems](#)
- [Operation Consulting and Procedures](#)
- [Distribution Systems Implementation](#)
- [Delivery Routing Systems](#)
- [Sales Management](#)

Contact PROFIT *consulting* at info@profitconsulting.net.

necessary strategic planning that will allow you to take your business to the next level.

Once your processes are defined and you have thoroughly trained your staff, you will then be on your way to "Working *on* your business as opposed to working *in* your business".

If you would like more ideas to take your business to the next level, or learn more about systemizing your business, consider joining our premier performance group program or utilizing our world-class consulting team today. Call PROFIT *groups* or PROFIT *consulting* at 800.888.5565 or email; phyllisz@profitsystems.com.

Complete for Delivery Report

Julian Fistani, Software Support Specialist

Maximizing your company's profitability is the key to a successful business.

PROFIT *professional* software allows you to focus on this area like no other, allowing you to keep track of your inventory, while providing accurate accounting capabilities.

Many reports and tools come to mind, however, I would like to focus and talk about the Complete for Delivery report and its functionalities (Print/Reports/Sales/Complete for Delivery).

Essentially, this application allows you to print a report that will provide you with all of your sales that are 100% complete for delivery.

By generating and utilizing this report, you will ensure accuracy within your delivery areas, increase customer satisfaction, and move your inventory faster.

Delivery areas are affected in terms of accuracy due to the flexibility of the report. For instance, the report can be processed for sales that are marked as ASAP or for ones that have backordered items, giving the warehouse personnel the ability to avoid inaccuracies.

By generating this report with the option to include backordered items, you will view the exact dates that the merchandise is due, allowing you to keep your customers up to date on the status of their order.

In PROFIT *professional* 11.3, this report is further enhanced to best fit your business needs:

- Sale payment information allowing you to view the payment amounts due on delivery.
- Complete for delivery by salesperson.
- Ability to sort and page break for different criteria.
- Sales totals and cost information of the items, allowing you a final review before the items leave the warehouse.

This report can be run with different options, depending on the needs of your staff.

For further details on this report, you can contact our Software Support team at 800.888.5564 or support@profitsystems.com.

Advanced Retail Education

PROFIT *university* is designed to increase the efficiency of your operations by helping you understand and utilize the many features available through PROFIT *professional*. These Advanced Retail Education Courses show you how to implement the management and operational tools, which will assist you in managing your business and improving your bottom line.

Our Advanced Retail Education Courses are two-day training sessions held at our Colorado Springs headquarters. We keep the courses smaller in size to allow for the unique opportunity of personal attention, while retaining the value of networking with other furniture store retailers. In 2008, each course will focus on a different aspect.

Accounting and Financials; Understanding Metrics

April 21-22, 2008

How do your financials stack up against the National Home Furnishings Association's (NHFA) top performing retail stores? Are you achieving double-digit profitability? How do you maintain or increase your gross margins when sales are down? These sessions will focus on providing tips and techniques to identify your key financial metrics and help you develop a plan to greater profits. These sessions allow you an opportunity to work *on* your business, not *in* your business.

- Key accounting procedures and reports.
- Cash and bank reconciliation, end of month, and year end procedures.
- Identify and review financial statements and reports.

- Review and discuss how to integrate the 5 SMART Steps.
- Understand and employ the most important inventory metrics.
- Review and identify the top 20 financial metrics.

Sales Training and Advertising

July 10th-11th, 2008

Please note, the Sales Training and Advertising Advanced Retail session has been rescheduled for July 10-11, 08. Check our web site at www.profitsystems.com for more information.

2008 Advanced Retail Education Schedule:

- April 21-22, 2008
Accounting and Financials; Understanding Metrics
- July 10-11, 2008
Sales Training and Advertising
- August 18-19, 2008
Human Resources
- November 17-18, 2008
Warehouse and Inventory Management; Delivery Systems

Call today at 800.888.5564 and register for \$395 per person. Or for more information call or email conference@profitsystems.com.

Backup Basics

Systems Support Department

Your data is an investment that has cost you plenty of time and effort in creating. Like any investment, to lose it would be a disaster or at least cause personal grief and tears. Since it is an investment, you should protect it and take steps to avoid losing it. If you had more than one copy of your data, it wouldn't matter as much if one copy were destroyed (the cost is only that of the restoration of the lost data from the backup).

- There are basically four reasons why you might lose data: hardware failures, viruses and hackers, user action, or natural disasters. The most critical piece of hardware for storing data

is the hard disk, which relies on tiny magnetic fields remaining intact in a world filled with electromagnetic noise.

- Theft of data or its destruction with viruses has become a growing problem. Guarding your data has become an investment in itself.
- Users are quite unreliable; they will either make a mistake, or they will be malicious and destroy data on purpose.
- Nature can wreak havoc even when being good. Hence the need for a backup plan! Below are a few guidelines and tips to help you develop a plan to avoid losing your investment.

Prioritize the Data

Mission-critical PROFIT *professional* data is located in your ... \profitsystems\PS112\data\live directory. If you have more than one company, you will want to backup that directory as well i.e., ... \profitsystems\PS112\data\live2 and so on. All PROFIT *professional* data should be backed up once a day at a minimum. Other systems and databases may warrant even more frequent backups and may be required by law i.e., email. *Consult those manufacturers and or applicable State and Federal laws.*

Choose a Backup Media

This is probably the most important decision regarding backups. You need to consider cost, reliability, speed, availability, and usability. A backup medium consists of a software application (scheduler) and media (where data is stored).

- Cost is important, since you should preferably have several times more backup storage than what you need for the data. An inexpensive medium is usually a must.
- Reliability is extremely important, since a broken backup is useless. You should expect a backup media to hold data for years without corruption. How you use the media affects its reliability as a backup medium. A hard disk is typically very reliable, but as a backup media it is not very reliable, especially if it is in the same computer as the disk you are backing up.
- Speed is usually not very important. It doesn't matter if a backup takes two hours, as long as it needs no supervision.
- Availability is obviously necessary, since you can't use a backup media if it doesn't exist on

other systems other than your own or is unavailable in the future. Otherwise you may not be able to restore your backups after a disaster.

- Usability is a large factor in how often backups are made. The easier it is to make backups, the better. A backup media should not be difficult to use and more than one individual should know how to use it. This means the user can both backup and restore from the media.

Establish a Schedule

It's essential that a schedule is established to rotate your backup media that protects your data at least once a day. The best rotation schedule is one that provides you with a varied history of file versions. We do not recommend a continuous schedule of merely overwriting your data from the day previous on the same previous day's media. It is essential that you protect your data at least once per day.

At a minimum, your data (live directory) should be 100% backed up once a day, with the previous day's data taken off site. For the rest of the system, at a minimum, once a week a full backup should be done. Optimum would be a full backup weekly, monthly, and quarterly (which means your entire system and all its files). Due to the cost and time of doing a full backup, most will do a differential and/or incremental backup i.e. Monday through Thursday with a full backup on Friday. Of course, this is considering you have a five day work week, adjust as necessary. Differential backups back up every file that has changed since the last full backup is backed up each time. It is faster to restore a differential backup. All you need is the last full and last differential backup.

- Differential backup is gaining in popularity because it traps files at points in time, for example, prior to virus corruption.
- Incremental backups only backup the files that have changed since the last full or incremental backup. Subsequent incremental backups only back up those files that have changed since the previous incremental backup. On average, incremental backups take less time because there are fewer files backed up. However, it takes longer to restore data, since data from the last full backup, plus data from all the incremental backups, must be restored. A full backup performed weekly will provide a recent record of all files, minimizing the number of tapes to search through for a recent copy of a single file.
- A full backup provides a level of redundancy

and an exact duplication of any file or files that have changed during the week

Backups Should Be Considered a Business Procedure

Your data backup and archival tasks should be part of your operational practices. Data protection and restoration operations should be included with audit processes i.e., annual financial audit, to ensure that backup operations are completed and the integrity of the data backed up is viable for restoration. This means testing your backups at least quarterly. What good is it to have a backup that isn't any good?

Evaluate the Plan Annually

Evaluate your backup plan annually. Determine whether or not your plan is meeting your needs, such as your data volume, volume growth, and the frequency of backups. Has anything new come about that needs to be added to your backup plan? Ensure your supply of backup tapes meet your demands of frequent backups. Doing so will help you forecast when you will need new equipment or software necessary to protect your investment into the future.

Consider Other Critical Data

Your backup policies should include protecting knowledge and information assets that exist on desktops and laptops. These systems too should be backed up daily. Don't leave this responsibility to individuals.

Establish a Restoration Policy

Ensure procedures are in place that will provide restoration of your data in a timely manner, so as not to cause further loss of any revenue. The policy should contain the names and phone numbers of the individuals that can restore your data, as well as the backup media location, the location of any software application media (CD's), licenses, and instructions for installation / restoration, as well as contact numbers for assistance and support hours of operation.

Summary

Having a backup plan without question is a necessity. It is important to have backups and to do backups properly. Part of doing backups properly is making sure they will work when needed. If you have only one backup media and your system crashes just as you're making the backup with your only media, you'll lose

your data. Like everything else that is related to the physical world, backups will fail sooner or later. If you have only one backup media, it might be destroyed, leaving you with the smoldering ashes of all your labor. Or you might notice, when trying to restore, that you forgot to back up something important, like the user database. Worst of all, all your backups might be working perfectly, but the last known tape drive reading the kind of tapes you used, was the one that now has caught on fire. What will you do? When it comes to backups, paranoia is in the job description!

To discuss this further, please contact our Systems Support team at 800.888.5564 or support@profitsystems.com.

The PROFITsystems E-Communicator is your best source for news and information on PROFITsystems, technology, and the retail furniture industry. If you need to know about our conferences, software, or just what is new around the halls of PROFITsystems, this is the place to find it. In conjunction with our website www.profitsystems.com, we are working to provide you the most information in the most timely manner possible. If you have not registered for access to our online PROFITresource Center, please sign up at our home page today!

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