



PROFITsystems E-COMMUNICATOR

Calendar

November 6th – 10th
Class Week

November 23rd
CLOSED for Thanksgiving

December 4th – 8th
Class Week

December 25th
CLOSED for Christmas

January 1st
CLOSED for New Years' Day

January 15th-19th
Class Week

Classroom Training

For more information about our classroom training and to make your reservation, please call 800.888.5564 or email karim@profitsystems.net.

PROFITgroups

We are looking forward to seeing our PROFITgroups members at the next meeting. If you are considering becoming a PROFITgroups member and would like more information or references, please call 800.325.2018 or email phyllisz@profitsystems.net.

Important Reminder for Ordering Forms

Gwen Keffel, Special Projects

With the holidays just around the corner, we want to remind anyone who orders preprinted forms and checks through PROFITsystems, that our printer closes down during the holidays. And, as most know, shipping times can slow a bit during this time as well. You can expect longer turnaround times before, during, and just after the holidays. Please plan ahead to avoid any forms emergencies.

To place your order or for more information, contact us at 800.888.5565 or forms@profitsystems.net.

The Family Factor and Improving Your Business

David McMahon, Senior Consultant

Most of you reading this are either in business with family members or working for a business with family members as management. This is the nature of small business America. Depending on the strength and quality of this family factor, some businesses see success and riches while others give way to failure and bankruptcy.

It can be a huge advantage in doing business if the family members work well together. I have seen great successes where each member communicates openly and has clear job functions that they execute with professionalism. I have also seen good companies that have been in business for years ruined, because the generation that assumed control was not properly educated in doing things right in today's economy. Those that fail to reach their potential usually have family management who are paid as well as hired professionals, but do not perform as well as those professionals. If your family members out perform your competition's team, you will produce greater sales, profit, and cash flow. Hold yourself to the highest standards!

Families who work well together prosper together. This is not just a natural occurrence. High profit family businesses take many actions to continually improve themselves:

- Have formal job descriptions outlining duties and expectations.
- Meet minimum job requirements.
- Set goals and targets on which they are measured.
- Offer pay for performance compensation plans.
- Attend regular operations and management meetings.
- Attend industry seminars and use performance groups.
- Are evaluated by their employees.
- Are true professionals in their job.
- Improve themselves through continual professional training.
- Are up to date and are using the latest technology.
- Help other family members in improving and developing themselves.

Success is determined by the competency of your family management as professionals. For example, if one member is a buyer, they need to be an expert in inventory management. If another member is an office manager, they should be responsible for producing on time and accurate monthly financial reports and analyses for management. And if another is a sales manager, they should be capable of setting and monitoring sales targets, tracking metrics, and developing salespeople.

I know first hand that working in a family based business can be hugely rewarding and loads of fun. I have been involved in several over the past 25 years and have seen huge successes in this fantastic business model, when done right.

If you feel that your business can prosper by helping your family and management improve their professional standards, I would love to help you. Email me at davidm@profitsystems.net and I'll get you started.



Why Can't I Get My Purchase Order to Generate?

Gerald Gary, Software Support

There are a several valid reasons why purchase orders will not generate. If you have a sale for which a purchase order is not generating (*Activities/Orders/Generate*), check the following:

Troubleshooting Tip: When generating purchase orders (*Activities/Orders/Generate*), checking the option **Include explanations in status box** will give you valuable information as to why an order did not generate.

- Verify that the item is backordered on the sale (*Enter/Sales, highlight the item, is there a quantity in the Qty B/O column?*).
- Be sure the backordered item is not attached to a posted purchase order (*Enter/Sales, highlight the item, is there a PO number showing?*).

Important Note: If [Automatically Generate & Post PO](#) is selected in User Preferences (*Preferences/User/Individual User/Sales Options*), Purchase Orders will be generated and posted automatically when the user adds or changes a

sale.

- Be sure the backordered item is not attached to an unposted purchase order. Run the order edit list for all Order Numbers to see if your order has already been generated but is not yet posted (*Print/Transactions/Orders*).

Tip: Choose Print Preview, then click the binoculars button at the top to search the previewed report for your specific sale number.

- If your profit center preferences are set to require credit approval (*Preferences/Profit Center/Individual/Sales/Credit Approval*), has the credit been approved on the sale (*Enter/Sales*, pull up the sale, *Activities/Approve Credit*)?
- The down payment required for the sale has not been met (*File/Maintenance/Codes/Payment Terms/Down Payment Percent*, compare to the payment that the customer has made on the sale).
- Do the options specified on the Generate Orders screen include the sale?:
 - The sale number is not within the sale number range specified.
 - The sale date is not within the sale date range specified.
 - The sale's deliver via code is not among the deliver via's specified.
 - Compare the ship by dates specified with the sales delivery date (*Enter/Sales*) and the items' reorder and reserve lead days (*File/Maintenance/Inventory/Items*). However, if your items' reserve lead days are set to 999, a purchase order will be generated regardless of the sales' delivery date or the ship by range specified.
 - The sale's profit center is not within the profit center range specified.
 - The item's vendor is not within the selected vendor range or is not among the specific vendors that you have specified.
- Has the item's vendor ID been deleted (*File/Maintenance/Payables/Vendors*)?

Please contact Software Support with any questions at 800.888.5564 or support@profitsystems.net.

Are You Taking Advantage of your Maintenance Benefits? Are you Signed Up for PROFITfreight?

Layla Berglund, Director of PROFITfreight

PROFITfreight is a free service offered to any PROFITsystems client current with their maintenance contract. We offer automatic discounts just by signing up and some members have even received money back from our carriers after joining PROFITfreight. We also offer multiple services including: consultations, quotes, freight analyses, freight maximization, automatic discounts, invoice analyses, carrier recommendations, and reviews of manufacturer programs.

PROFITfreight Fun Facts

- PROFITfreight currently has 269 members with 87 of our members actively maximizing their savings potential by working with a freight representative.
- PROFITfreight has saved our members over \$837,000 with our top two general commodity carriers, FedEx Freight and UPS Freight.
- The average savings for a member simply by signing up is \$1,730 a year.
- The average savings for **each** shipment sent on one of our carriers is \$385.
- The average savings for **each** manufacturer dedicated to ship on one of our carriers is \$4,200 per year.
- The typical savings for a member who is maximizing their savings potential with a freight representative ranges from \$4,200 - \$40,000 annually.
- To date, PROFITfreight is cheaper than **every** brokerage program we have priced against.

Contact one of our freight specialists at 866.754.4650 to sign up today.

Avoid Downtime; Upgrade Your Licensing Software Now!

Les Kush, Director of Systems Support

Microsoft has and will continue to distribute updates that have the potential of disrupting the licensing software that was installed on older versions of our software (9.x and 10.x). Rather than taking the chance of our customers having issues, we are being proactive in providing this new licensing upgrade. In the coming weeks, we will call our clients that are using PROFITsystems versions 9.x and 10.x and provide this upgrade. It does not affect clients on PROFITprofessional 11.x. For **do it yourself** folks, the license upgrade is currently available at www.profitsystems.net in the **Downloads/Updates** area. The license server download and installation can be done without interruption of daily activities. Contact us after the software is installed on the server and we will generate a new license key that can be activated at your convenience. If you have internet access, we can connect to your server and do all of the work for you. Of course, this upgrade is included with your maintenance agreement. Contact us now at 800.888.5564 or support@profitsystems.net if you would like to discuss this upgrade.

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 PSI, this is the place to find it. In conjunction with our website www.profitsystems.net, 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!

Michelle Michaels, Editor

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