

# In Harmony

Future Business Systems Newsletter

Issue 2, Spring 1999

## From the publisher

It's been suggested to me that one of the reasons our clients stay loyal to FBS, is because we don't rest on our laurels - we are continually developing our products. In this issue, we'll tell you about the many enhancements we've made to Harmony and Harmony Desktop.

Of course we've also been busy with Year 2000 compliance work, which required us to make modifications to Harmony *and* make sure the upgrade was installed at every client site! At the end of September more than 80% of clients have been upgraded, and all clients will be ready well in advance of the millennium.

What do you think of "In Harmony?" I would appreciate your feedback. You can e-mail comments to [msilver@fbsaust.com.au](mailto:msilver@fbsaust.com.au).

We hope to be able to e-mail future newsletters and information bulletins directly to you, so please fill in the attached sheet and fax it back or e-mail so you will not miss out.

Mark Silver  
Managing Director

## Online Help Now Available

After many months of development, we have released our Online Help, which uses a browser interface to help you navigate through Harmony's electronic manuals. We will no longer be releasing "paper" manuals, because this method is so much more efficient. You can have Online Help on CD or on tape – so it can reside on the server, on a local PC, or a remote site. You can even take it home with you! It's so easy to use - just click on a field to go straight to the relevant page in the manual.

Online Help includes the following:

- Manuals for Harmony Accounting and Harmony Desktop
- A module overview, which explains how each module works
- A procedures menu that show you how to handle various tasks, such as end-of-day and systems administration
- Online forms for all the common tasks

Online Help is continually being updated, and will be sent to clients with each upgrade. Copies are also freely available from your account manager.

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## Harmony News: Harmony Desktop Version 1.2

Harmony Desktop 1.2 is **OLE compliant**. This means that other OLE compliant Windows applications can be opened from within Harmony. You can now launch Online Help while using Harmony - and there are more exciting opportunities. For example, being able to call up product pictures made with a package like Paintshop Pro, for style development, product maintenance or order entry.

You can also open the **Harmony Document Viewer** during a Harmony session. The Document Viewer, also new with v1.2, gives "WYSIWYG" functionality to Harmony, allowing you to see your documents with images, fonts and formatting, exactly as they will appear on paper. You can then choose to print on your local printer, fax or even e-mail the document. The Document Viewer will save time and toner, because you can view the document *before* you hit the print button.

**Remote printing option.** If you have remote users who dial in to your network (via Internet or Modem), you can now send print jobs directly to their local printers. Imagine order confirmations, price lists, copy invoices and the like, that your agents or branches can merely pick up off their printer.

### Harmony now ODBC compliant.

ODBC compliance means that data can be shared between Harmony and other compliant applications easily. For example, you can grab data from Harmony "on the fly", and drop it into an Excel spreadsheet or Access database.

More importantly, ODBC lets you produce active web pages – giving access to "realtime" Harmony information via a web site. Using this technology, your prospects, clients and suppliers can potentially look up prices, check the status of orders, query accounts and the like, on the live Harmony system while using a standard browser.

Even if you're not ready for on-line trading, you can benefit from giving authorised users access to your system. Your account manager can tell you more.

## What's new in 2000

The next release of Harmony will have some valuable new features and some new modules available:

**Non calendar months.** Now you nominate when each month will end. This is ideal for retailers and others who want to compare 4 and 5 week trading periods, or businesses that prefer the month to end on a Friday or a fixed day of each month. Harmony will automatically treat transactions after your nominated date as having occurred in the next month.

**Electronic payments** We've offered this for payroll for some time, now it's available in creditors and general ledger. You can post payments to a creditor's account, and Harmony will automatically create a standard ABA file which is downloaded to your bank. This will save a lot of money on bank fees, postage and administration. In fact, one client estimates he'll save \$30,000 a year!

Your current version of Harmony can record creditor account details – so we suggest you start collecting this information now, so that you can use the facility as soon as it's released. Full instructions will be in Online Help.

### Style Development Upgrades

We have made a number of improvements to the style development module.

- Bill of materials consistency – BOM screens within style development now match those in the bill of materials module.
- You no longer have to specify a colour in the costing of a style.
- View bills for each colourway from within style development, also making bill maintenance possible.
- Ability to bypass the bill header screen.
- You can copy a bill from another style or a template and then make changes, saving time when creating a new (but similar) style.
- Improved navigation through style development options – go to next or previous style, rename and delete, as in other Harmony modules.
- Ability to have a style include multiple components – for example, a jacket and a skirt can be developed separately, but treated as one style together.
- Sample planning. This new feature allows you to specify, by size, colour and component, which samples you'll produce.
- Scheduling for style development. A new project management tool that helps to manage all the tasks associated with style development, including who is responsible, and when the task must be completed. You can set up a template for each type of item so that scheduling and planning are done automatically.
- Viewing of images through Harmony Desktop 1.2 – see the drawings while you work on the style.
- **New Forms**
- **Fabric sheet.** This is a new form to be attached

to the sample, with space for fabric swatches.

- Sample Sheet. This sheet provides details for sample production.

**New Sales Order Tracking Module.** For clients who manufacture/assemble to customer order, we have developed a new module which allows you to specify and track the various production stages from within the sales order. Now you can plan and manage your production, even if you're not using Harmony's manufacturing module. Sales order tracking lets you specify the routing of manufacturing for each product, calculate workloads by department, show what's due and overdue, and where there are bottlenecks.

**Telxon devices for scan pick and RF stocktake now in Advanced Warehousing Module.**

Harmony now has the ability to use hand-held RF (radio frequency) terminals for various applications. The Telxon RF unit is a full terminal in one compact unit, incorporating a full keyboard, barcode reader and a small screen. Being a live terminal, there's no downloading – information is in the system as soon as you scan or type it. The primary uses of the hand held unit are:

- Scan Pick. Scan as you pick off the shelf to ensure the correct goods are picked, rather than later at the packing bench. Ideal if you have many stock lines that look alike, or if you tend to pack as you pick.
- Stocktake. You can scan barcodes of products, bin locations etc. This functionality saves days of effort and makes the Telxon unit a good investment – in a large site, it can pay for itself in a single stocktake.
- Bin transfer. Do it on the spot, no chance of forgetting later! Saves time and improves accuracy.
- Stock lookup. Scan a bin to see what should be in it, or scan a loose product to see where it belongs.

**New Timeclock Payroll Interface.**

We have developed an interface between Harmony and standard time clock devices. With the next release you'll be able to track employee movements and create an accurate payroll based on actual hours worked within the appropriate award, without tedious data entry. Capture of clock data can come from the Harmony Clock In/Out module or from stand alone clock units. To date both Simplex and Zipnet units have been tested.

## New products available from FBS

**Webramp** is a piece of hardware that connects to your LAN and allows you to share a single dial up Internet connection among multiple users. This means everyone on your network has access to the Internet simultaneously, saving you the cost of multiple phone lines and ISP accounts. A more advanced model also allows remote users to dial in and share the Webramp facility.

**Mdaemon** is a handy software package to manage your e-mail distribution. Mdaemon checks your ISP for mail, then forwards it to the mailboxes within your organisation. You can easily create and update your own mailboxes as you need them, without having to pay your ISP for the service (most ISP's charge \$25 per additional mailbox). Mdaemon can be configured for automatic reply and forwarding, and has excellent security options. For a fraction of the cost it will do 90% of what the more expensive software can do, plus it's reliable and easy to use.

Contact your account manager for information on these products.

## More on Internet Technologies – the V.P.N

A VPN is a Virtual Private Network – basically an intranet on the Internet! An intranet is like a Network for your nominated employees, customers or suppliers connecting via the World Wide Web. VPN's can be set up with varying levels of security depending on your companies needs.

Your VPN can be used to share information, send e-mail and transact business (ie: sending in orders). Basic company information, such as product descriptions, the internal phone directory, company policies and the like are there for staff to query as needed.

Currently, most of our customers use DDS or ISDN to connect interstate branches or agents. While a VPN will not replace these in every case, it does offer a much lower cost alternative. Using the Internet is fairly inexpensive, and the more locations you have, the lower the cost per location. For example, the estimated running expenses for a VPN with a head office and 2 branches (each with 1-3 users) would be about \$5,500 per annum.

## Wizard – Company Overview

From a one-man plumbing business established in 1984, Wizard has grown into an enterprise employing more than 60 people. In addition to its own plumbing, gasfitting, electrical, air conditioning and security services, Wizard has contracts with Gaslink and United Energy to service much of Melbourne.

Managing Director Glenn Robertson knew that customised scheduling would have a big impact on the business, which is why he chose Harmony over a standard financial package. FBS developed the scheduling module with Wizard's active input.

"The module has now been running for over 2 years and it works extremely well," comments Glenn. "It's also quick to learn - we can train a new operator in about an hour."

The scheduling system was designed to minimise keystrokes, which is important because of the volume of calls coming through each day. Wizard has 8 dedicated phone lines and 16 PCs to enter and update jobs.

The investment in Harmony has really paid off for Wizard. "Productivity for our phone operators has improved at least 40%" Glenn says. "Using the manual system it would be taking our team 10 hours a day, plus 2 hours of administrative effort to get the job sheets done. Now that takes about 10 minutes at the end of an 8 hour day."

Throughput has improved because calls can be logged faster with the customised screen layout - Glenn reports that the time taken per phone call has dropped from 4-5 minutes to around 2 minutes.

Added to these valuable benefits is the improved knowledge - having a global picture of the business at any time. The Harmony system is sure to stand Wizard in good stead for their future expansion.

## New Harmony Users

**Monti**, VIC. Women's clothing manufacturers. Labels such as Monti, My Style, Fio, Fiorelli and Partners.

**AKI**, VIC. Mens clothing importers.

**Shelta**, NSW. Umbrella and furniture manufacturers and importers.

**Taking Shape**, VIC. Women's clothing manufacturers and retailers.

**Fastener Specialists Of Australia**, VIC. Distributors of fasteners.

**S.D.A**, VIC. Importing and servicing of scientific measurement devices.

## Other points of interest....

### GST

As the ATO has just released the final details of the GST, we have now begun our GST development. Work will be finished by the end of the year and clients will be progressively upgraded between January and April 2000. Your account manager will be in touch to advise you of your estimated upgrade date.

### A reminder to tax exempt clients...

Although the ATO regulations relating to computer hardware (Part 7A goods) changed some time ago, we still get orders without the necessary accreditation number. Not having the number means we have to charge you tax, and slows down deliveries.

*If you are buying more than \$6,000 worth of hardware this year and are tax exempt, you should apply to the tax department for an accreditation number, and include it with all orders to us. If you are buying less than \$6,000, there is a form you need to complete and send with orders. For information please contact the ATO on 1800 634 905, or visit their web site at [www.ato.gov.au](http://www.ato.gov.au).*

By the way, this procedure applies to all hardware we supply, EXCEPT thermal printers and consumables. You can still be tax exempt on these items, but do not need an accreditation number. For fastest supply, always send us your tax exemption number and purchase order number.

### Y2K Audits

Many clients have had their year 2000 audits completed now, but it must be remembered that these are just audits and those computers and peripherals which have been identified as not being Y2K compliant must be upgraded or replaced before 31<sup>st</sup> December 2000.

# In Harmony

Newsletter Fax Response

Fax No: (03) 9500 1766

## Receive 'In Harmony' Via E-Mail

*In Harmony* – a new source of product information, hints and tips, industry news and the like. We hope you will find it a valuable resource to enhance your Harmony installation. We have recognised the value of a regular newsletter for updating our public, sharing information, and strengthening client relationships.

Your feedback is crucial. We welcome your comments and suggestions, even letters to the editor. You can call the office, or send e-mail to [sales@fbsaust.com.au](mailto:sales@fbsaust.com.au).

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