

In harmony

Future Business Systems Newsletter

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From The Publisher

Welcome to another edition of our newsletter. I know I always start with the same line, but you guessed it, a lot has been happening at FBS.

We have a new web site which, is designed to provide information about FBS to the outside world and also to be a resource for our clients. Currently past copies of our newsletters can be found on the site along with the latest versions of Harmony Desktop and Harmony Document Viewer. This allows Harmony users to access the latest versions of these programs for installing on new PC's and for keeping existing PC's up to date. In the future, we intend to extend the site to include job logging and tracking.

We have re-configured our training room and installed a wall mounted LCD projector facilitating our new monthly training sessions that we promised you. These sessions are now well under way with details later in this newsletter.

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What's coming in 2001

As always, we continue to develop and expand the functionality of the Harmony system. Later this year we will be releasing two enhanced modules:

1. Harmony Desktop 1.4

We have put extensive resources into adding encryption functionality, so that you can enjoy better security when using Harmony over the Internet. Harmony Desktop 1.4 will also have the ability to use .wav sound files for error and pop-up messages, so you can create your own voice messages. We have even added hot links to our Online Help and the FBS web site.

Note: You can now download Harmony Desktop 1.3 from our web site whenever you like. We encourage you to use this method to keep your versions up to date.

2. Revamped Import Module

This module has been developed with input from our importing customers. The main elements of this module are:

- Import tracking - by order, by ship etc.
- Costing of shipments, including multiple orders in one shipment or by container
- Control of LC's, TT's, IDC's and the interface with the general ledger

Harmony helps you optimise your container usage and allows you to aggregate several shipments into one container. Changing the arrival date of a vessel will automatically update the ETA for every order that is affected. You can even control your import process, by allocating people and dates to the various tasks, and using the system to track progress. There are many more useful functions - call for details.

Your Account Manager will advise you when the module becomes available.

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Welcome New Harmony Users

Since the last issue of In Harmony, the following companies have become valued customers of FBS:

Denman Audio & Sony Centre

Retailers of Hi-Fi and Home Cinema, with 4 stores in Melbourne. Installed Harmony for all POS and Back Office, Stock Control and Accounting functions.

NicePak Products

Importers and distributors of Nicepak and Heinz Baby Basics products. Installed Harmony for Importing, Stock Control and Distribution purposes.

Taking Shape

National women's clothing retailers with shops and Myer concession stores. They have used Harmony at head office for many years, and have now installed the Harmony Point Of Sale system.

Central Depot & Balance

National casual clothing retailers. Installation of Head Office and Retail POS system.

INTIMO Lingerie

Women's lingerie sold through party plan. Use of Harmony for Accounting, Stock Control, Order Entry, Customised Party Plan Module and Distribution.

Welcome to new FBS Staff

Leon Tencer is a new Account Manager. Having worked in the clothing and giftware industries, Leon has a vast knowledge of TCF, importing and distribution. He has also been responsible for extensive IT implementation in these sectors. This experience will support Leon in his current role, which includes both new business and existing account management.

Many of you already know **Lina Mauceri**, our new Training and Seminar Co-ordinator. It's Lina's job to manage our events, including the successful training sessions mentioned in this issue. Lina is also responsible for updating our Online Help files and assisting with documentation. She has business qualifications, and has worked in administration, sales and event management.

We have recently began a process of streamlining and improving our Help Desk. We now have two dedicated staff members, **David Szalay** and **Maran Madijagane**, whose only responsibility is to take your call and solve your problems! We would also like to note that there are plans for more changes and improvements to our Help Desk - *stay tuned for details!*

We would also like to welcome **Leora Hazan** who will be taking over Heather's position. And on this note, we also farewell Heather who will be going to the UK to embark on a new adventure.

Harmony Point of Sale update!

Harmony's POS has already been well received by our clients, with a number of successful implementations. Customers enjoy the fact our POS in an on-line system that uses the same databases, so that information is always up to date and there's no end-of-day hassle or troublesome overnight polling.

We have further enhanced the product recently, and added more functionality. For example, we have completely rewritten the lay-by module, and improved the stock-take function so that you can use portable data capture units, freeze stock in multiple stores and more. We have also made it much easier and faster to handle petty cash at the store, with a direct interface to the general ledger.

Plus we have made lots of small improvements, such as:

- Faster data entry with fewer keystrokes
- Better interface to the diary database
- Improved handling of gift vouchers and processing of credit notes
- Ability to enter orders at the store
- Ability to reserve stock by serial number
- Ability to take deposit and ongoing payments against orders
- Ability to view free stock by store on screen

As well as new reports, including:

- Days's trading
- Time of day sales analyses
- Shop sales performance
- Retail performance report (compares retail price and actual sales price, tracks credit card commissions and allows you to adjust staff commissions accordingly)

All Harmony POS sites will receive this upgrade with the 10A release. If you have a retail business and aren't using Harmony POS, give us a call.

Attention Melbourne Clients

We have restructured our on-site service fees

In response to customer demand, we have clarified our policies for on-site service. The flat rate has been replaced with three different options:

1. **Standard Service** for \$120 per hour. This applies for pre-booked site visits, 9am to 5pm, Monday to Friday. This is our first rate increase in 12 years.
2. **Contract Service** for \$100 per hour. Also applies to pre-booked visits during normal business hours. This rate is used if we are contracted to provide a minimum of 5 hours on site each month. You will be billed \$500 every month, plus \$100 for each additional hour used.
3. **Emergency and After Hours Service** for \$150 per hour. For "prompt" service at any time, including outside normal business hours.

Important Notes:

- On-site service is offered to Victorian clients only at this stage
- This service applies to on-site hardware support (if not under maintenance agreement), installations, networking, operating systems, non-Harmony software and the like
- Basic Harmony support remains covered by your annual maintenance
- If you have a hardware maintenance agreement it will still apply. However, you can use the on-site service for equipment not currently under maintenance

- For standard and contract service, you call and make a booking for us to attend, which will generally be within a day or two. For emergency and after hours service, we come out as soon as possible.
- A flat call-out fee of \$75 is charged for ALL on-site visits in the metropolitan area. Emergency/after hours call-out fee - actual travel time is charged
- All on-site visits are subject to a half hour minimum
- Time is charged in half hour blocks
- All pricing excludes GST

If you have any questions on the new pricing system and how it will affect you, please contact your Account Manager

Discovery!

Since its launch in 1983, the Discovery group has grown to become one of Australia's most successful apparel manufactures. The group installed Harmony's Accounting and Manufacturing Modules early in 1998. Late last year, the Point of Sale module was installed in all 30 of the group's stores in just 6 weeks.

Discovery's Financial Controller, Eitan Madar, reports that Harmony is a very dependable system that never "crashes". System availability is better than 99%, and it's rare for Discovery to have technical problems.

Discovery has experience significant benefits from Harmony POS's ease of use and superior functionality. The fact that it is a "live" system, rather than an overnight polling one, accounts for many of these benefits.

"With polling you can have delays and data corruptions, we don't have any of those problems", he comments.

"Because the system is always up to date, I can see how the shops are trading on the spot, and handle any issues quickly. I can check how a new store is doing, or a new style, or sales by a salesperson. It's terrific - the way of the future!"

More importantly for Eitan, the Harmony System allows him to track his gross profit on-line, at any time. There's no paperwork, no reconciliation - it's all on the system. This also makes life easier in the shops, as staff don't have to go through a complicated end of day procedure.

"We can close off the month within 2 or 3 days now. With the old system, there was lots of keying, scanning and verifying - it's all gone," Eitan marvels.

In the stores, staff are finding the new system much easier to learn and use than the old one. Harmony's functionality is better and the live system has drastically cut their workload. "The end of day procedure consists of running the daily report and checking the till," Eitan says. "Staff are spending a lot less time on administration, and finding it easier to do".

EDI update

As many of you know, we have received approval from David Jones for our EDI module, and are now on their preferred supplier list. In fact, we have already successfully implemented it in six sites. We are also currently preparing an EDI solution for BigW. If you trade with either of these suppliers, call your Account Manager for details.

The next development will be EDI over the Internet. This will allow users to cut down on the number of mailboxes they need on the GE or Telstra networks, resulting in significant cost savings. We'll keep you posted on this.

New Web site launched!

If you haven't visited FBS's web site lately, now is the time! We have completely redesigned the site and added valuable new features, including:

- A download area, where you can download the latest version of Harmony Desktop and Harmony Document Viewer.
- A "members only" section for training schedules, customer - only information, manual supplements and the like.
- Previous editions of the newsletter, which contain important tips and news.

We welcome your feedback on what we should put on the web site. If you have any problems downloading, please call the Help Desk.

www.fbsaust.com.au

Virus Warning!

New and dangerous viruses are discovered every day, yet very few of our clients are keeping their virus software up to date! Today's viruses are more destructive than ever and constant vigilance is essential.

In order to maintain protection, **YOU MUST UPDATE YOUR VIRUS SOFTWARE REGULARLY**, by downloading new DAT files at least twice weekly, and renewing your annual licence so you always have the latest "engine" of the software. Contact VET direct for assistance.

New Training Seminars A great success!

Our recent training initiative has been well received by you, our valued clients.

Our objective is to provide cost-effective training in Harmony, as well as offer your staff the opportunity to meet other Harmony users. If your staff never had formal training, or were trained a long time ago, these sessions are ideal for maximising their use of the system.

Courses run for half a day and cost just \$145 per person and \$95 per additional person (+GST). They are being held monthly in Melbourne, and we are currently planning our first Sydney session.

Most sessions have filled quickly, and we have had to have multiple sessions.

Some of the topics that have been covered are:

- Debtors Module Overview
- Sales/Order Invoicing Module
- Creditor payments incorporating EFT payments
- End of Year, End of Month procedures

The following topics are only some of the ones we are going to tackle in the following months:

- System Administration
- Inventory Module Overview
- Payroll Module
- Style Development
- General Ledger Overview

And many more!

Please watch out for any e-mails/faxes in regards to these sessions and should you have a topic that you would like to nominate, please contact Lina Mauceri or your Account Manager.

ODBC

We have also held information seminars on our new ODBC and Import Modules. Both are proving to be very popular and have had a high uptake.