



ICS NEWS

INNOVATIVE COMPUTER SOLUTIONS, INC.

712 Riverview Drive • Brielle, NJ 08730 • (732) 223-0909 • Fax (732) 223-1877 • www.vision.bz

FALL 2004

Introduction

VISION's new VISION

4 years ago, when our first client received VISION, it was tailored specifically toward a User Interface that resembled Control+Plus in its presentation. The menus were geared toward the use of "Letters" much the same way that the original system utilized them. The Forms (Item, Customer, etc) were displayed in a familiar style, with many fields placed in similar positioning to their Control+Plus counterparts.

As the system has matured, we have begun to rework these user interfaces, to take advantage of technology as well as providing an approach that becomes easier to use and maneuver. The first example of the new approach was the Customer form, which was revised to a tabular presentation, with the General, Secondary and Sales information for a specific customer accessible by using tab controls. Recently, we have expanded this feature to the Item form, where the Basic and Kit, are accessible by clicking on a tab. Other tabs will be introduced shortly.

We are also looking at the simplification of some of our processes. The recent revision to Physical Inventory reduced that feature from 5 separate functions to a single consolidated one. Future plans call for revision of the menu structure to become oriented around functions rather than files.

As always, this process is evolutionary in nature and VISION users will see changes appear over time. We hope that you find these new enhancements streamline your tasks and improve your productivity.

NEW EMAIL ADDRESSES

Recently, our company has changed some of our communications infrastructure. As a result, new email addresses have been created for all of our employees. To access us, use the following addresses:

| | |
|----------------|--|
| Tony Pitale | Tony@vision.bz |
| Dave Leyh | Dave@vision.bz |
| Jim McMillan | Jim@vision.bz |
| Charles Barker | Charles@vision.bz |
| Matt Mandel | Matt@vision.bz |
| Anne Leyh | Anne@vision.bz |

For any other staff member, send your email to tony@vision.bz. Make sure to visit our Web www.vision.bz.

TRANSFERRING OWNERSHIP

If your store has changed ownership recently (or is contemplating doing so), please contact ICS in order to provide us with the names of the new owners. This will enable us to update our records while continuing to provide support through the transition period.

VISION Backups!!!

Please note: your backup CD's must be changed every month. Make a plan to replace your CD-RW on the first day of every month and take that backup home!!!!



Welcome to the Staff...

The new voice you have heard over the last couple of months is Matthew Mandel, who has recently joined our staff after graduating from DeVry. Matt has an in-depth grasp of networking and PC hardware and is currently undergoing intensive training on VISION. He will be serving in a dual Installation/Support role at ICS. Welcome Matt!!!

Charles' Troubleshooting Tip:

If you have entered your mixed case discounts for products in VISION but they are not calculating at the register, take a look at your Group File Function. In order to use the mixed case discounts, you must denote the minimum quantity that constitutes a mixed case in each group.

Quickbooks Support

While the tutorial and documentation for Quickbooks provides a good background, sometimes this information is not sufficient to answer your queries. QUICKBOOKS has a web site www.quickbooks.com/support which can help address your questions. You will be prompted for the version that you are using as well as the release. This site also provides a series of articles and videos on using different functions within Quickbooks.

Store Management Refresher Training

If you are a new owner or a new manager, chances are that you inherited your system from the previous management. Our experience has shown that complete training of the computer system is not taken into account when management teams shift due to change in ownership. This leads to frustration, which we feel is unwarranted and can be avoided. If you find yourself in this situation, please contact ICS to arrange for refresher training sessions. These will help you get the most mileage out of your system by showing you the location of those "got to have" reports and functions.

New Process for After Hours Contact

Effective immediately we have a new phone number for contacting ICS after hours for emergency purposes. The new phone number is:

732-292-9261

Please verify that your management employees have access to this number should they need to contact ICS during non-business hours for any system related **emergency** and that they understand the conditions under which it is to be used. You are responsible for every call made to this number.

Please remember that you will be charged for an emergency call.

For Vision customers, this new number is in your online documentation, which is sent out each time you receive a program update. You should however, display this emergency call number where your management employees can have access to it.

A Note From

Tony

Vision development continues to proceed at a very consistent pace. Choosing priorities has become a delicate balancing act as there are a number of factors which influence our planning. These include:

- Integration of features from our legacy system, Control +Plus
- New features requested by customers
- New features to meet the needs of a change in the industry
- Features that we have always wanted to be able to do with Control+Plus, but couldn't.

Vision has opened our minds to the virtually limitless possibilities that can be incorporated into the system due to open database architecture and product development technology available to us.

We will continue to add functionality, options and modifications to VISION on a regular basis. As our system evolves and the releases are issued, we are also refining the testing process to improve the quality of the product. This will continue to be an ongoing task, due to the human factor involved in software development and the complexity of the application. While we try to provide a fully tested release, please understand that at times, there may be problems that arise as a result of new changes. We appreciate it when these are brought to our attention and their identification helps make our product more reliable.

VISION Feature of the Month

Our 'feature' of this newsletter is actually two reports that have undergone significant changes based on your feedback.

Gross Profit / Markup Exception

We have incorporated a tolerance level into the report. This allows you to exclude an item if it does not fall within the tolerance level you have specified.

Reorder Report

We have added the last 5 weeks of sales data to the Reorder Report. This will display regardless of the sale weeks you pick for your comparison.

ICS Product of the Year

This scanner (pictured right) is the first cordless register model to receive the ICS Seal of Approval for regular use. It can be ordered with a number of connections to fit any configuration (VISION or Control+Plus) The range is approximately 30 feet. However once the unit is out of range, the UPC's are stored on the scanner until it is returned to the register. An excellent idea for those roaming Wine Sales folks in your store!!!!



Will UPC's cause another Y2K?

A recent article in the national press identified January 1, 2005 as the implementation date for the new European UPC standard which is 1 digit longer than the American one. The article continued on to imply that the software impact could rival the Y2K changes of 4 years ago.

Stop it already!!!!!! For one thing, the new UPC's will be phased in over time and it will be a number of years before every product on your shelf has 13 digits. And..... we are pleased to announce full compliance with the new standard on all Control+Plus and VISION systems. So, you can sit back and watch your competitors squirm, confident in the fact that you are ready to scan!!!!!!

Repair Centers for Out of Warranty Equipment

| | |
|-----------------------|--|
| OKIDATA Printers | Call (800) OKI-DATA or Pure Energy 1-877-787-3676 |
| Star Receipt Printers | Call Decision One (877) 285-1131 |
| Register Scanners | Call Christa at Data Capture (888) 684-0807 |

*Make sure you receive an estimate before authorizing work!
Many repairs exceed the replacement cost of the unit!*

Did You Know?

You can see what changes have been made to your VISION system by reviewing the Release Notes for the month in the system documentation. These provide a brief description of the additional features and changes that have been included in the releases created during the specified month.

Additional detail about the operation and impact of these new changes can be found in the documentation for the new (or changed) function.

Reminder

Please note that it is ICS policy to send all items with a value in excess of \$100 COD.

Thank you for your understanding.

Want to be Featured?

If you would like to be included in upcoming issues of ICS News or have been the subject of a newspaper article in your area, let us know!!! We are always looking for success stories about our customers and would be happy to feature you!!!

VISION Backup Notice

Many Control+Plus customers who have switched to VISION are used to seeing a message alerting them to the fact that their backup has not completed successfully. We have recently added this message to the back office system when a problem has been detected with the nightly CD backup. Refer to the VISION documentation for an explanation of this warning as well as all the possible message types.

Ask Tony About.....

Automatic Software Upgrade Policy

.....Questions & Answers

ICS News: All VISION and Version 3 Control+Plus Customers are covered under the Automated Software Upgrade policy. What exactly is this program?

Tony: ICS's Automatic Software Upgrade Policy keeps your system up-to-date and reduces your on-going maintenance costs by having the latest version of your program containing all features and changes.

ICS News: What is the benefit of this program to the customer?

Tony: Historically, our customers have wanted to keep their system operational however some have resisted investing additional dollars after the initial purchase. As a result, their systems become outdated, which, in turn, increases their phone support costs as it requires ICS staff to access multiple versions of the program.

ICS News: Is Telephone Support included in the annual fee?

Tony: This program addresses program updates only. Any need for support caused by customer-created situations will continue to be billable at the time it is rendered.

ICS News: What are some of the recent features that have been added to Control +Plus that are included in this policy?

Tony: We have just introduced a web interface routine for WorldWide Impact, a web development company.



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