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## WELCOME

Welcome to the first issue of the Info Tech newsletter for 2010! We hope you have all had a relaxing and enjoyable Christmas and New Year break. This year is already proving to be full of exciting new challenges!

There are a number of events scheduled throughout the year from services and support training to our annual user day. We will keep you all posted throughout the year on any updates.

The team at Info Tech is looking forward to an exciting year working with you all and appreciates your continued support.



## PRODUCT NEWS



### Sage CRM™ AR Collections Manager

Although Sage CRM™ is often referred to as a Customer Relationship Management System; the benefits are not just limited to the Sales or Marketing teams. An often under utilised function of CRM™ is that it can be used by all areas of your business so everyone is sharing the same information, including Customer Care, Vendor Management, Service and Support Department, Management and Finance.

Take the AR Collections Manager as an example; it's a free Sage CRM™ (200 Edition only) add-on component that helps to speed up the collections process by setting up to-do and call lists for the AR Clerk using the task automation capabilities within Sage CRM™. The AR Collections Manager also allows you to prioritise and manage collections more proactively and efficiently, plus track follow-up tasks and communications that are linked to the overdue invoice and customer record.

 [Download Brochure](#)

 [Download FAQ's Brochure](#)

### Sage Accpac Intelligence

Sage Accpac v5.6 introduces a new built-in analytical reporting module. Sage Accpac Intelligence facilitates the creation of graphical and tabular reports, or the use of standard templates through the familiar interface of Microsoft Excel. The data is sourced directly from your Accpac database, in real time, allowing you to use analyse and interpret the results for effective decision making. Advanced analysis of trends and what-if scenarios are available through the use of Excel pivot tables and OLAP cubes to give you a multidimensional analysis of your data. The reports can be scheduled to run over night and distributed to the relevant people via email, therefore allowing you to focus your time on analysing the information.



## SERVICES & SUPPORT TRAINING SESSIONS

### **Training 16th February - Virtualise your IT Infrastructure**

Our next training session is scheduled for Tuesday 16th February, at the Info Tech office at 9am. This session will discuss how virtualisation is used, including power consumption, hardware requirements and acceptable servers to virtualise. No matter how far you are down the track of virtualising your infrastructure, we will address requirements at all levels of implementation.

### **Training 3rd December - Reporting for Sage**

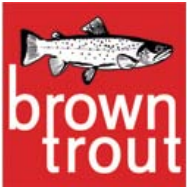
Our December training session focused on the very detailed topic of reporting tools available for Sage; covering Crystal Reports, Financial Report Writer, Financial Link Professional, Hyperion, Excel Pivots, Accpac Insights and Accpac Intelligence.

The choice of reporting tool is often a very personal choice depending on the specific requirements of the business, the skill level and the preference of the users. We compared the different tools, their strengths and ease of use, demonstrating the products side by side. Although we squeezed a lot of detailed information into a relatively short space of time, our attending clients were pleased to be able to evaluate the different tools against each other and get an appreciation of what is required to build new reports. The benefit of this is being able to better plan new reports and understand what information is possible to obtain from their systems.



## NEW CLIENTS

Info Tech would like to take this opportunity to welcome our new clients. We look forward to a long and satisfying working relationship with each of you!



Brown Trout leads the market as a supplier of calendars in the Pet, Travel, Wilderness, Wildlife, Plant, Fine Art, Automobiles, Sports, Americana, National Parks, Cities, States, Provinces, Regional, and Mind, Body & Spirit categories.



Delaware North Companies International is an ever-growing provider of hospitality and food services management in lifestyle industries. They provide services at sports and entertainment venues, airports, railway stations, tourist attractions, conference centres, parks and resorts and educational institutions.



Football Federation Victoria (FFV) commenced operation in 1884 under the name Anglo Australian Football Association of Victoria and is one of the oldest sporting associations in Victoria. It has had several name changes over the years, but has survived as the governing body of soccer in Victoria since this time.



The Family Mediation Centre, approved by the Federal Attorney-General, was established in 1985 and provides services for couples in conflict over issues such as separation, arrangements for children and parenting, division of property and future relationships.



## TIPS 'N TRICKS

This section is aimed at providing you with some handy tips and tricks that can be used to improve your daily processing tasks. Please let us know if there are any specific topics or areas that you would like covered in the future.

### Sage Accpac™ Short Cut Codes

Without using traditional finders, you are able to access at sales or purchase order time groups of similar products!

[Click here to find out how!](#)

### Sage Accpac™ General Tips

#### How to use the Accpac Calculator

- In any numeric field, press the plus '+' key
- Press the Paste button or 'P' key to enter the calculated value

#### How to create a custom folder

- Right click on the main menu screen
- Select New Folder
- Add the title of the Folder e.g. Custom Reports
- Click on Finish to save

#### How to copy a custom folder for all users

- Once the folder is created; copy the- c.ism file for that user to all other folders on the system
- The file can be found in the Accpac>user>username directory where Accpac is installed
- Make sure you copy the correct company- c.ism file from one user to the next



## NOTICES

Info Tech Accounting hosted their first annual user day event at the Mornington Racing Club in November 2009. The annual user day has been introduced as part of a new initiative to the Support Agreement.

The day was filled with exciting racing action, beautifully presented and tasty full buffet lunch, and many Info Tech giveaways. All up the day was a great success with lots of positive feedback from our clients who attended event!

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Our mailing address is:

Info Tech Accounting Pty Ltd,  
Level 1, 1042 Princes Hwy,  
Carnegie 3163 Victoria Australia

Tel: (+61) 3 9569 2166 Fax: (+61) 3 9569 2963 [info@infotech.com.au](mailto:info@infotech.com.au)

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