Summer 2019

GP OPTIMIZER MAGAZINE

20 Years in the Making

Is your Quality Management System Ready for Digital Transformation?

Chargeback Processing – Then and Now

20 Years in the Making – An interview with Mark Rockwell

GP OPTIMIZER MAGAZINE

Welcome to the Summer 2019 Edition of the GP Optimizer Magazine! Not sure what you're reading? The GP Optimizer is a digital magazine comprised of articles provided by Microsoft Dynamics GP Add-On Partners. Each article focuses on making your investment in Microsoft Dynamics GP more worthwhile by addressing issues that you may be experiencing and providing ways to remedy them.

For this edition, we are celebrating our 20th Anniversary, so why not produce a magazine with cohesive content, so we are contining with one overarching theme. This one is 20 Years in the Making!

As you'll soon read, each ISV has interpreted this phrase in a fun and unique way, from looking back 20 Years in the GP space to the evolution of inventory stock counts. We hope this topic will provide solutions applicable to your current business and inspiration for future endeavors!

Rockton Software has been in the Microsoft Dynamics GP Channel for 20 years. We've established ourselves as fervent supporters of the greater Dynamics GP Channel, and we want you to excel in business by leveraging other tools and knowledge from our friends in the community. We are proud to continue offering this valuable resource to Dynamics GP users everywhere.

We want to thank all participating ISVs—Blue Moon Industries, Horizons International, ICAN Software, Integrity Data, JOVACO, Metafile, NETSTOCK, Olympic Systems, and Panatrack —for their help in producing this great magazine, as well as their commitment and support to the Microsoft Dynamics GP Channel.

Take a look and let my team know what you think—candid thoughts are always welcome.

Enjoy!

Mark Rockwell
President, Rockton Software

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On the Cover

GP Optimizer Magazine

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Every digital magazine needs a digital home! Check out www.gpoptimizer.com for additional content from our contributors, including extra Dynamics GP tips, info on our webinar series, view past editions, and more!

17 Is your Quality Management System Ready for Digital Transformation?

21 Chargeback Processing – Then and Now

30 20 Years in the Making – An interview with Mark Rockwell

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Table of Contents

5 Looking Back 20 Years of Panatrack History

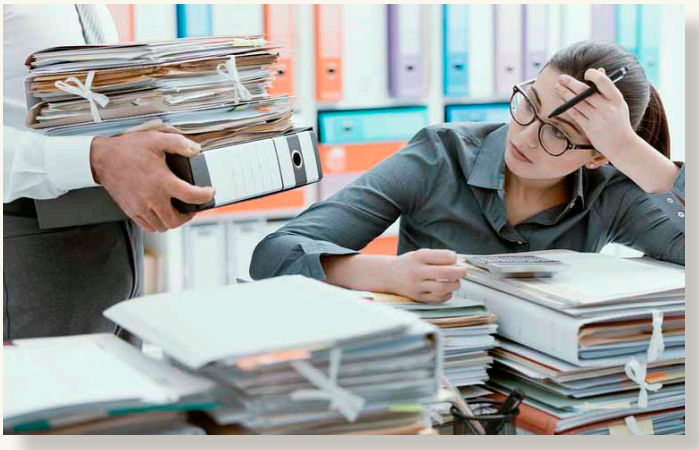
9 20 years in the GP space—Lessons Learned

12 Not Built in a Day: Evolving Together with Dynamics

15 Apply Documents Automation in Microsoft Dynamics GP

17 Is your Quality Management System Ready for Digital Transformation?

19 Control Inventory Item Prices & Costs in Microsoft Dynamics GP



21 Chargeback Processing – Then and Now

23 20 Years of Robots: The Future of Robotic Process Automation (RPA)

25 The Evolution of Inventory Stock Counts

27 Why Users should evaluate Project Cost with DevExpress Integration

30 20 Years in the Making – An interview with Mark Rockwell

33 A Day in the Life of an Inventory Planner

GP Optimizer Sponsors

4 Panatrack
www.panatrack.com

5 GPUG
www.gpug.com

8 Integrity Data
www.integrity-data.com

11 JOVACO
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14 ICAN Software Solutions
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16 Quality Essentials
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20 Blue Moon
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22 Metafile Information Systems
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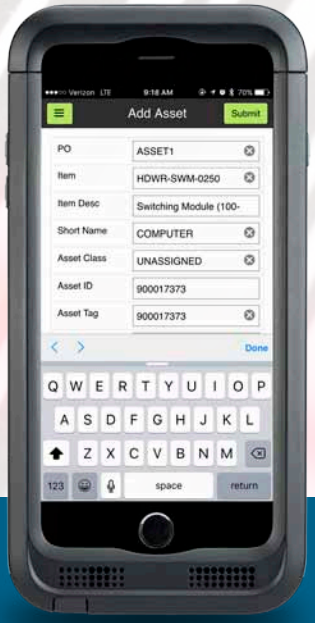
Extend Microsoft Dynamics® GP for powerful inventory and asset control

"Panatrack has a unique understanding of the business side of things as well as IT so they have helped us transition our culture and run a more efficient and accurate manufacturing business. We trust them immensely."

Carmen Door
Faribault Wollen Mill Co.
Read the case study...

"PanatrackerGP worked so well right out of the box...and worked exactly the way we needed it to. The improvements were immediate and we have been thrilled with both the solution and Panatrack's caring support team."

Pat Santana
Specialty A/C Products
Read the case study...



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Looking Back 20 Years of Panatrack History

Written by Alex Rode, Solution Consultant, Panatrack

20 Years Ago,

Panatrack (at that time The Burnham Group) was in the midst of a contract for the design and development of a custom inventory management system. As this long-term contract began to wind down, the company name was changed to Panatrack. This name is derived from 'pan' meaning all, every; and 'track' for 'follow and note the location of.' In 2004, Panatrack was contracted by a local company to develop an inventory solution utilizing barcode technology for improved management of serialized inventory with an integration to Great Plains (now known as Dynamics GP). In 2005, Panatrack decided to launch PanatrackerGP as an integrated solution for Dynamics GP.

From the start, Panatrack evaluated ways to make item tracking easier. That first PanatrackerGP customer relied on Panatrack to design a transaction to streamline their cycle counts for the high volume of serialized inventory. Instead of requiring scanning every serial number; Panatrack leveraged the GP multi-bin setup. This supported counts against specific area locations instead of a count for a single item across the entire warehouse. Additionally, Panatrack added a feature that enables a count of each 'row' (i.e., bin) at an item level. Only when the count didn't match GP would scanning each serial number in that row be required. In 2005 at the Panatrack teams first Convergence conference, this customer won awards, and Panatrack along with the PanatrackerGP inventory solution received credit for streamlining their operations.

Our Evolution...

he evolution of PanatrackerGP has sustained over the years and continues through today. Initial installations of the solution took many hours, sometimes across days. Installs today are typically completed remotely in less than an hour. Early versions of Dynamics GP didn't offer a browser interface for configuration setup. Our current dashboard not

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only includes the configuration and setup interface, but also offers access to view detailed transaction logging, the ability to reprint item labels, and provides interfaces for extensibility features added such as internal transfer orders and work orders for Assembly.

Many of the features that have incorporated into the product over the years, and their continued evolution can be attributed to requests by customers. Even feedback from demos with prospects contribute to product direction and the roadmap of our solution offerings. The PanatrackerGP solution offers integrations with other ISVs including support for Binary Stream's MEM solution and Key2Act (previously WennSoft). We have also added support for manufacturing; not just GP manufacturing, but also for Vicinity and Horizon.

Outside of standard integrations, Panatrack has built an infrastructure that supports the ability to add integrations to other systems through pre- and post- stored procedures on any transaction. Our Flex Fields (additional user definable fields optional on any transaction), added the ability for customers to tailor the solution as needed without requiring expensive customizations.

Some of our extended features have since been added to the Dynamics GP ERP. For example, we added the ability to capture a reason code for adjustments, which was added within GP around the GP 2013 release. Panatrack then developed a setting option to utilize GP reason codes or continue to use PanatrackerGP specific reason code assignments to support our customers on older GP versions.

As identified and requested features have been added, we continue to maintain the solution without releasing any custom or one-off versions. Every element is incorporated into the standard solution, even if there is only one customer that uses it. Features are managed through our configuration infrastructure. This allows Panatrack to ensure that no changes or enhancements will break another customer on an upgrade.

We have been able to continue to use Dynamics GP as the single host database for inventory management while still extending and enhancing functionality. Some key elements that have been added to PanatrackerGP include the following. We have created an internal order infrastructure to support directed picks for inventory transfers between site locations. A work order was added to support the inventory BOM and Assembly transaction. Our Advanced Bin Management adds additional logic to the multi-bin environment within GP with the ability to set a bin type (stock, staging, overstock, etc.) and assign a 'Zone' to bins. We also offer users the ability to transfer all items from one bin to another without the need to scan every individual item.

When 'cloud' became the 'in thing,' Panatrack's infrastructure provided the ability to easily move PanatrackerGP to the cloud. Panatrack now offers customers the option to be installed on-premise or in the cloud and has added a subscription pricing option.

Where we are now....

The most recent changes for PanatrackerGP is the introduction of our solution on the Android platform. Although for inventory management, we continue to recommend ruggedized devices with a dedicated scanner, the solution can also be run on phones and tablets for the light duty user.

Panatrack has launched a new solution for item tracking. Our PanatrackerST solution doesn't have a reliance on Dynamics GP or any other ERP. It is an item tracking solution that reaches beyond 'where is my inventory' and tracks custody alongside ownership. This solution merges inventory and asset tracking into a single system. Panatrack is working with targeted early adopters that track items for project use and for other organizations that track items owned by other third or fourth parties. PanatrackerST is an Azure based solution. Panatrack will be offering different application options, including solutions that target tool and equipment tracking, project inventory and asset tracking, customer-owned inventory management, among others. GP

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GPUG CASE STUDY: COOPERS DIY, LLC

The Dynamics GP User Group (GPUG) is the world's most influential user group community of Microsoft Dynamics GP users and partners. Across the globe, our members share a common goal of maximizing and advancing the performance of Dynamics GP so that individuals and companies can improve operations, overcome obstacles and exceed goals.

Utilizing GPUG for Companywide Success

Mr. Beer is the world's largest supplier of do-it-yourself (DIY) homebrewing kits. In 2012, the company was purchased by Coopers DIY, LLC, which is the largest independent brewery in Australia. Having a real brewery behind its product is what makes Mr. Beer unique and provides an advantage in being able to offer a continuous stream of innovative, high quality, and easy-to-use products.

In July 2012, Rick Zich, president of Coopers DIY, LLC and his IT colleague took on the task of implementing their own Microsoft Dynamics GP solution at Mr. Beer. "I had experience in business system setup and worked alongside a great IT expert, so we took it upon ourselves to put everything together," Rick recalls. Since then, Rick has moved up in position from controller to president at Mr. Beer and along the way has shared his expertise with the GPUG community by presenting sessions at Summit, starting two Chapters, and serving on the Advisory Board. For Rick, the best part about volunteering is seeing people succeed, and this success is exactly what the User Group can provide.

Making Dynamics GP Less Intimidating

"The main way I use GPUG is through training," Rick notes. Though training is necessary for all Dynamics GP users, old and new alike, Rick has found GPUG to be especially helpful in training brand new employees because being a part of the User Group makes Dynamics GP much less intimidating to learn. "What I've found GPUG to be really valuable at is giving people their first initial training. Whenever I need to bring on new employees, I've found it really helpful."

"Members of the User Group are the most intelligent and willing-to-share people out there."

GPUG offers education, networking, and volunteer opportunities for everyone, regardless of skill level. "Anybody that is interested in GP should join." According to Rick, the User Group does two main things:

- Allows you to stay up-to-date with any new Dynamics GP items.
- Provides the best resources to answer your questions.

Alternating Roles at Summit Conferences

"I've been to three Summits so far, and each one has presented different opportunities," says Rick when asked about his Summit experience. Rick's first Summit was a chance to meet people and expand his network. The second time around provided the opportunity to present educational sessions, which helped to improve speaking skills. By the time the third Summit came around, Rick had taken interest in planning and served on the planning committee. "Each one has presented different things for me," Rick says. Though his interactions have been different each year, Rick still follows the belief that "what you put into it is what you get out of it".

Even with years of experience, his active involvement in GPUG, and his climb up the company ladder, Rick is modest: "If I've thought of it, someone else has thought of it before," he shares in reference to his thoughts on GPUG. "GPUG has become such an important resource we can count on, and it is user generated, which is even better."

Rick Zich, President
Coopers DIY, LLC
Dynamics GP User Since: 2012

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GPUG Partner Member

20 years in the GP space—Lessons Learned

Written by Terry McClallen, Director of Operations , Integrity Data

"The only thing that is constant is change." This quote, attributed to Heraclitus, a Greek philosopher who lived 100 + years before Socrates, represents what 20 years in the GP space has taught us. Change being constant is not a new concept, but coming to grips with its applied meaning has been a recent epiphany.

Changes in our history

Integrity Data was founded a little more than 20 years ago, as an ISV within the Great Plains partner channel, providing customization primarily around the financial modules.

In 2002, we made a declaration that we would be the "go to" team for payroll within GP. This was a bold statement to make considering the status of the payroll module within GP and level of our expertise regarding payroll in general. However, in the next 24 months we developed 11 bolt-ons to the GP payroll module.

The extent of the changes that were required to facilitate making that shift from a customization shop to a sales organization selling perpetual license software was substantial:

- Development services now needed to be a true manufacturing process
- Product ownership concerns, and scalability became a new dynamic
- Quality Assurance was needed with test regressions and automations
- Customer services for implementation and training had to be developed
- Support practices were needed
- Sales processes and understanding sales cycles and embracing marketing strategies that were also scalable were needed
- We needed resources to do all this

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So in the first decade of Integrity Data's existence, we successfully morphed from a customization shop focused on financials to a company that derived most of its revenue from selling products and services around GP payroll and human resources. We declared we would be the "go to" GP Payroll resource and to that end, developed people who were subject matter experts in source code as well as federal, state, and local payroll/HR laws. This combination allowed Integrity Data to be a leader in its market.

Then, in February 2007, we entered into an agreement with Microsoft for them to market and sell 9 of our 11 payroll bolt-ons. We also entered into a sustained engineering agreement with Microsoft to help with the maintenance and improvements of their GP payroll module.

Signing the contract with Microsoft was a milestone for Integrity Data. The event was a radical change in the landscape of Integrity Data; essentially we went from having 11 products to sell, to only having two. Partners that needed us to help close an ERP system sale now could go directly to Microsoft for the bolt-ons that satisfied the customers' payroll needs. These factors required significant adjustments to how Integrity Data operated.

We will not speak to the transformation of GP in the last 20 years. It is a very mature ERP offering. Given the length of time it has been a viable ERP solution it is a testament to its viability as a piece of software.

After the dust settled on the agreement with Microsoft we began building more bolt-ons to the GP payroll module, adding even more robust functionality to this very mature product.

The landscape continued changing. In 2011, as Microsoft began to make some changes regarding its Dynamics practice we began to look again to the need to make some adjustments.

In 2010, the passing of the Affordable Care Act impacted the payroll and HR arena's and by 2014 Integrity Data understood that their customer base needed a viable solution for tracking and reporting requirements set down by the new law.

By the summer of 2015, an opportunity presented itself, and we acquired the IP and customer base of a small company exclusively focused on ACA tracking and reporting for employers. The opportunity opened the door to exploring SaaS and subscription pricing models and leveraging Microsoft's Azure platform – further contributing to our growth.

How does a small company thrive in the midst of perpetual metamorphosis?

I believe the answer is culture. When tactics and targets must change in order to stay viable, the things that cannot change are core values, core purposes, and the "Why" of being in business.

The company's vision and mission statement must be lived, not just recited. It must be expressed in such a way that allows all in the organization to engage in the expression of the statements. Core values are an extension of the vision and mission statements, core purpose is an extension of the core values.

Integrity Data's core purpose: We help employers cultivate successful employees, by providing creative technology and service solutions to complex challenges.

Integrity Data's core values:

- Chase perfection and catch excellence
- Be trustworthy
- Build meaningful business relationships
- Create a caring family culture
- Foster creativity
- Enjoy the journey

Our ability to remain viable in an ever changing market place is due to having a solid foundation. Knowing why we do what we do, allows us to look into the customer's changing needs and address them with innovative effective solutions. This ability is one reason we have been able to sustain our position in the market place for over two decades.

We acknowledge the significance of sustaining a business for 20 years, and recognize the values required to do so. On to the next 20 years! GP

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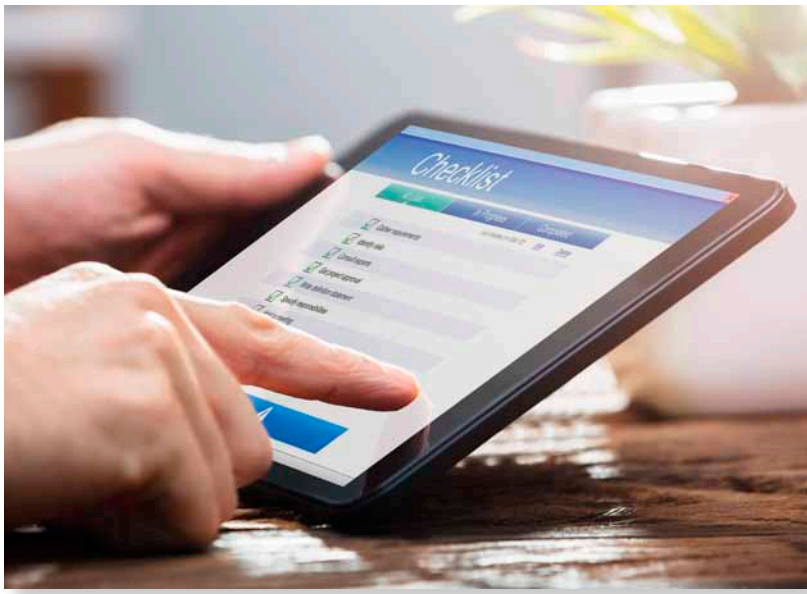
Not Built in a Day: Evolving Together with Dynamics

Written by Tania Konczynski, Director Sales & Marketing, JOVACO

JOVACO Solutions has been around for more than 35 years, a rare feat in the IT industry. The secret to our longevity? A readiness to constantly reinvent ourselves as the industry evolves and a drive to incorporate new technologies to ensure that our customers can benefit from the best systems and applications available.

This has been true for our leading project management solution, JOVACO Project, which has been around for more than 20 years. After going through several versions (and a couple of name changes!), JOVACO Project is more robust than ever, offering project-based organizations everything they need to deliver their projects on time and on budget.

Let's take a closer look at this evolution.



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In the beginning

JOVACO Project, then named Project Suite, was developed based on the capabilities of the ERP software solution by Great Plains, even before it was acquired by Microsoft and renamed Microsoft Dynamics GP. This integration to the robust financial capabilities of GP has always been the core of JOVACO Project, allowing us to leverage its many powerful tools and adapt them specifically to project management.

What has helped us stay current is working in close partnership with our customers. We have continued to develop functionalities to meet their needs and tailor the solution to the realities of project-based firms within the professional services industry. These long-term partnerships have been at the core of our success and that of our software development.

Expanding the scope of JOVACO Project

20 years is a long time, and numerous technologies have risen during this period. Over the years, we have leveraged new technologies as they became available and expanded the capabilities of JOVACO Project to more people across the organization. The successful management of projects does not depend solely on the finances team, after all. JOVACO Project evolved to allow everyone involved in projects to complete their tasks and access the data they need when they need it, from sales to operations. This was done while staying true to our core: a strong financial understanding of the project.

Integrating projects to the CRM

A major milestone for JOVACO Project was its integration to the CRM: in an increasingly interconnected world, allowing information to flow freely between JOVACO Project, Dynamics GP and Microsoft Dynamics 365 (then Dynamics CRM) was essential. This opened the solution to the operational side, not just finances. As a result, project managers can now review their projects from a single, fully integrated application and harness the features of Dynamics 365 to manage their projects, enhancing their visibility on real-time project information pulled from Dynamics GP.

Taking advantage of the latest web and mobile capabilities

The more people can access the information they need, the greater the power of the solution. For this reason,

easy data sharing has always been important to JOVACO. Functionalities for project managers, such as project-specific reports, a resource planning tool, and a human resources module, to name only a few, provide more and more features to our customers so that they have a complete view of all projects across their organization.

Another important feature is our timesheet, which has come a long way since it was launched in 2000 in JavaScript: now built on HTML5 and fully integrated to projects, it boasts multiple approval capabilities and a mobile version to meet the current needs of modern firms.

Tailoring our solution to various industries

Although JOVACO Project was originally designed for engineering firms, in recent years, we have developed vertical solutions designed specifically for certain industries and processes, for example, accounting firms, NPOs and project manufacturing firms. While the core functionality of JOVACO Project remains the same, its flexibility has allowed us to keep evolving it to better serve users and organizations. We retain our identity as a specialist of the professional services industry but have since branched out, ensuring that users have a project management solution that takes their specific realities into consideration.

So, what is the defining characteristic of the past 20 years for JOVACO Solutions and JOVACO Project? Our willingness to evolve together with the changing technological landscape and ensure that our products still have their place within it. Even though Dynamics GP remains at the core of our JOVACO Project solution, its integration to other products and its constant evolution has ensured that customers can benefit from the latest technologies as they become available.

For more information about JOVACO Project, visit our website or contact us. GP

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Apply Documents Automation in Microsoft Dynamics GP

Written by David Eichner, ICAN Software

When entering a large number of cash receipts or entering a single cash receipt for a large number of invoices, many Dynamics GP customers grow frustrated with the lag that occurs as each invoice is marked for apply. Stop wasting your time and money.

Mass Apply Receivables allows users to enter or import unapplied cash receipts (or returns/credits) and then import the apply data for that payment/return/credit against an unlimited number of invoices. Once apply data is imported, **Mass Apply Receivables** can be run in a mode that automatically applies the specific one-to-many apply records imported.

Does your firm struggle to deal with short pays? **Mass Apply Receivables** can automatically handle short pay scenarios after the mass apply process has finished.

Need to apply negative cash receipts or multi-currency documents or national accounts documents? No problem with **Mass Apply Receivables**.

Many customers record returns in Sales Order Processing that need to be applied to a specific invoice. If they store the related invoice number in the Customer PO Number field, **Mass Apply Receivables** can be run in a mode that searches for and automatically applies any payments, returns or credit memos that reference a specific invoice.

Other customers just want to run an auto apply process across a wide range of customers and document dates… without having to do it one customer at a time. **Mass Apply Receivables** can restrict this auto apply to only auto apply those documents that have a matching prefix value if you choose to do so. It can also be run in a mode that auto applies open documents for a range of customers and/or document dates. It also can be restricted by customer class if needed.

Do you need a low-cost integration tool for importing customers, receivables documents, cash receipts? Mass Apply Receivables has the fastest import tool available for accounts receivables!

For users that manually apply credit memos and manual payments in **Accounts Payable**, we have **Mass Apply Payables** which also allows for auto apply documents with/without prefix matching. It also allows for import of apply records in a similar fashion to Mass Apply Receivables. Additionally, you can import vendors, payables documents, and manual payments using the fastest import tool for accounts payable.

These are just a few of the many great products from ICAN Software Solutions. We make solutions that turn hours into minutes…

Want more information? Check out **Mass Apply Receivables** and **Mass Apply Payables** as well as our other products like **Print Cash Receipts**, **Automatic Cash Receipts**, **Item Min/Max Pricing**, **InvestmentAssets**, and **Vendor Price Matrix** at www.icancloudapps.com

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Is your Quality Management System Ready for Digital Transformation?

Written by Frances Donnelly, C.Q.P.A., Director of Product Development, Horizons International

If you are experiencing these frustrations, then digitally transforming your quality management processes should be in your future.

- Tired trying to generate your quality control data for Certificates of Analysis and Conformance with off line systems and constantly worrying if the archived documents are recoverable?
- Fed up searching through network folders for the right excel spreadsheet to use to generate a certificate?
- Frustrated with the user restrictions around data entry in Excel holding up your processes?
- Spending too much time double checking the content on a certificate so that there is no reason for your customer to reject shipments?
- Worried that lack of audit trails with your current systems will affect your regulatory status?

These are just a few of the challenges we have helped our customer's overcome with Quality Essentials Suite.

Supporting Certificates of Analysis and Certificates of Conformance is a real headache for many manufacturers. These certificates have to be available to support shipments but they are not generated out of the mainstream ERP data. Creating, distributing and archiving these documents, because of their regulatory nature, constitutes a critical subsystem and often companies are forced to rely on Word, Excel or some proprietary tool that no one knows how to update. It can be a real nightmare of risk.

Over the last twenty years advances in technology mean that we can supply end to end quality management solutions that truly meet the needs of the quality department and also the needs of departments like shipping and sales. More importantly Horizons can deliver our solution affordably because we don't price our products based on either named or concurrent users.

Legacy solution, whether proprietary development or off the shelf, that can handle the complexity and variation

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of inputs and outputs needed for quality management to generate these certificates have been expensive. These solutions, whether on premise or web based, are sold on a per user license basis. This means that when trying to deploy the solution for best fit with business process flows the cost escalates rapidly in order to obtain sufficient licenses for efficient operations. If the choice is made to limit investment then the offset is less efficiency and new bottlenecks are often discovered.

These other products often bring unnecessary overhead to the process too. They want users to buy a range of individual modules and before they know it buyers are looking at very large price tags for what is a simple application. With Quality Essentials Suite, we keep it simple with just two modules, Data Management and Improvement Management.

Companies looking to get out from under this combination of risk and expense burden while still meeting response and budget goals can do so with the Quality Essential Suite from Horizons International.

What makes our solution different?

We are often asked what makes our solution different from the legacy products in the marketplace. Here are a few key differentiators:

Affordability with Unlimited User Access

Our solution is sold per module based on number of companies in the installation configuration and specifically allows for unlimited user access to the functionality, governed by user security rules of course. The goal is to ensure that end users can build their business process flow in a manner that is most efficient for them and that is not constrained by user license cost. We know it is important to have everyone be involved in the goal of quality. With unlimited user access we make sure that is possible.

Runs on Multiple Devices

Managing and benefiting from your quality control data should, today, be easier and more affordable than it has been in the last 20 years. The cost of hardware and software has continued to decrease and the improvements in speed and responsiveness, whether over the web or on a local network, has also been occurring. Development tools allow the creation of user interfaces that can run on a range of devices which means the quality department can put data collection tasks where they are most efficient. It also means that dashboards for control charting and analysis can be rolled out easily to every relevant member of staff without concern for cost.

Supports Data Collection, Analysis, Reporting and Audit Trails

The functionality in the Data Management module is targeted to the core tasks for quality management of data collection, data analysis, reporting and audit trails. When all those functions are in one shared solution risk of errors is reduced and tasking around certificates of analysis and conformance is highly efficient.

Customize Forms and Lookups

We also provide a range of customization tools. Your team can decide what content is necessary and remove unneeded entry points or change the layout of the forms to meet your efficiency goals.

Built-in Formulations Just Like Excel

Our data collection interface also provides access to a number of built in calculation tools. Some of these tools are simple functions like averages, but more sophisticated formulas, such as those often created in excel can be executed during the data collection tasks.

Report Layouts and Filters for COA

A specific set of tools and functions are available to support Certificates of Analysis and Conformance. End users can create an unlimited library of reusable report layouts so that the correct layout for customer data is easily available. We also automate data filtering so each customer gets exactly the information they require. All certificates once generated can be distributed electronically via email if desired.

Generate a COA in 4 Mouse Clicks

When data setups are complete it is possible to create a COA or COC in as few as 4 mouse clicks. Data auto populates forms reducing the need for data entry and improving accuracy. Reports and their related data are automatically archived and easy to retrieve. Integration with your outlook client enables automatically sending electronic versions of the certificates to your customers.

If you are ready to leave your frustrations behind give us a call (866) 949 9504 or email sales@qualityessentialssuite.com we'd love to give you a demo of our solution. GP

Photo by Alubaslish/iStock/Getty Images Plus.

Control Inventory Item Prices & Costs in Microsoft Dynamics GP

Written by David Eichner, ICAN Software

When entering items on sales orders, salespeople sometimes like to lower the unit price so much that it actually is less than cost. Ever wish you could set a floor price so that they can't sell products at a loss?

Item Min/Max Pricing allows you to set a minimum and/or a maximum price that can be entered on the sales documents. This way you can ensure that salespeople never sell products at a loss ever again.

Do you need better control of the unit cost that defaults on purchase orders?

Vendor Price Matrix allows you to control unit costs on purchase orders by specific vendor, item, quantity range and currency. You can import vendor item costs easily and it can automatically create the vendor item record at the same time.

If your vendor gives you a percentage discount off manufacturers suggested list price for different items or item classes, you can import our VPM records based on that instead of specific unit cost. In that scenario, you would just update the item list price as needed and the vendor item unit costs would always be correct.

Vendor Price Matrix also allows you to import vendor contracts ahead of time and have them automatically activate on their start date after archiving the previously existing contract.

These are just a few of the many great products from ICAN Software Solutions. We make solutions that turn hours into minutes…

Want more information? Check out **Item Min/Max Pricing** and **Vendor Price Matrix** as well as our other products like **Mass Apply Receivables**, **Mass Apply Payables**, **Print Cash Receipts**, **Automatic Cash Receipts**, and **InvestmentAssets** at www.icancloudapps.com GP

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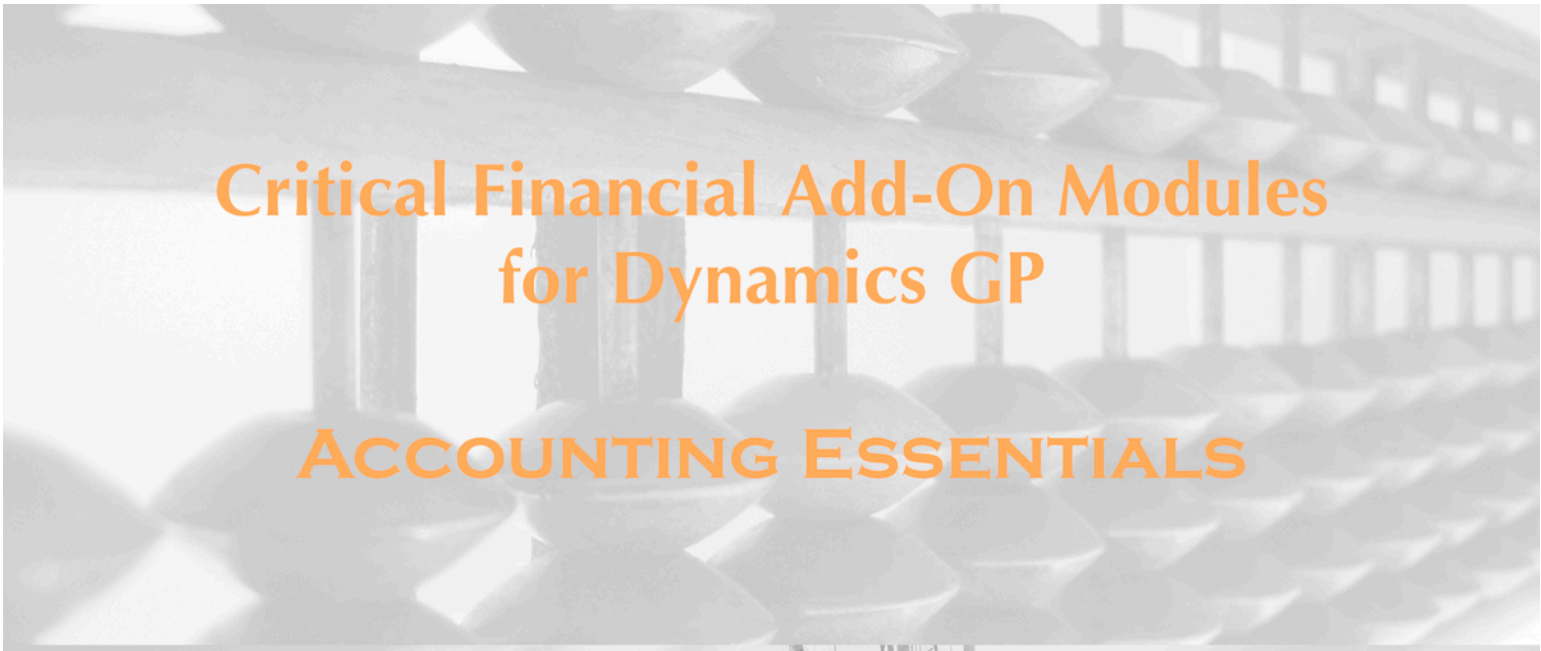
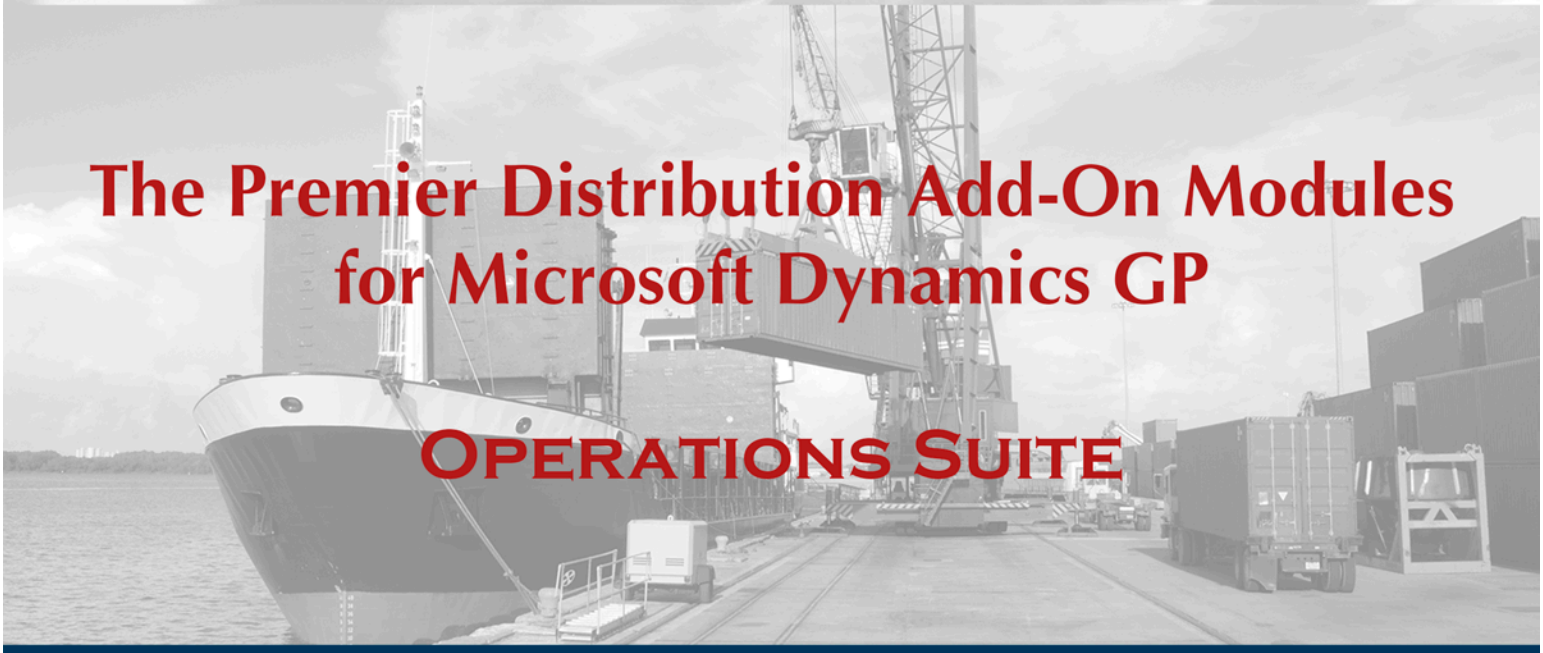


Critical Financial Add-On Modules
for Dynamics GP

ACCOUNTING ESSENTIALS



The Premier Distribution Add-On Modules
for Microsoft Dynamics GP

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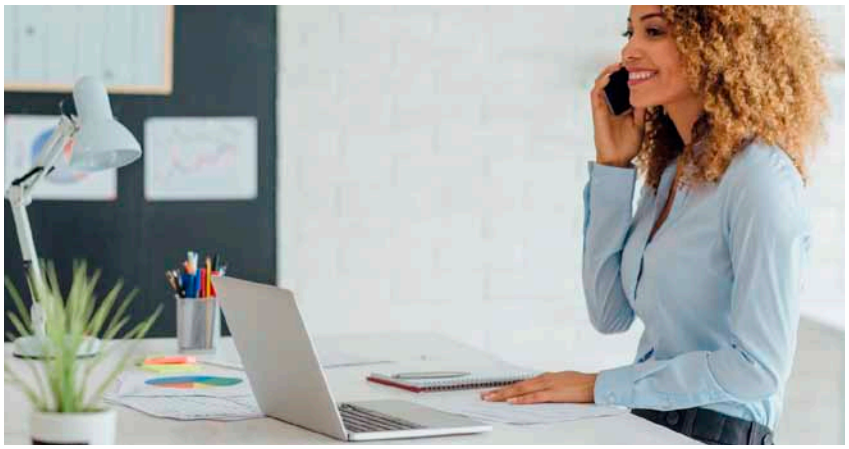
Innovative Products and Development Services
for Microsoft Dynamics GP since 1994

Chargeback Processing – Then and Now

Written by Janice Phelps, Blue Moon

About 25 years ago, we were introduced to the concept of a chargeback. As with all our products (and this one was an early one), we had a customer who needed functionality that was not in their Dynamics system.

A chargeback is an adjustment often imposed by "big box" retailers to reduce the amount they will pay on an invoice for infractions or penalties on the part of their vendor. These infractions may include shortages, delivering to an incorrect location, errors with carton or pallet labeling, or for an unknown reason. The adjustment itself usually has its own document number, and if the vendor wants to challenge or dispute the chargeback, they must do it by using the chargeback document number, rather than the invoice that the adjustment was applied against during the payment application process.



When we were first introduced to this concept, we watched the cash application "team" take between 3 to 5 days (yes, I said days) to apply one check within their system. In this customer's industry, they shipped very small jewelry items, so the retailer assumed they 'must' have shorted them on something, so they took an automatic 2% chargeback on every invoice. Multiply that by a lot of invoices and a lot of delivery addresses, and the volume adds up quickly. Nothing was automated, and check remittance detail (i.e. check stub) was so many pages it was shipped in a 9 X 12 box, with the check on the top.

Within Dynamics, the challenge continued. The credits had to be entered and posted in order to be applied against an invoice. So, they were entered and posted and selected and applied. Then the remaining amount hopefully equaled the amount of the check. If not, it was time to manually figure out why it didn't match properly.

Enter Blue Moon's ChargeBack Processing module. By replacing the multi-step apply process with the ability to enter the chargebacks from within the Cash Receipts Entry window, the time spent on pure data entry was cut to less than a quarter of the time. We also included the ability to use adjustment reason codes to measure and report on the issues behind the chargebacks – were there compliance/quality issues, instructions just not being followed, or just poor-quality delivery truck drivers? Now the users could use the information within the Adjustment Entry window to get a handle on the money they were losing in these transactions. They also had the ability to indicate whether they agreed with the assessment or not, and that ability to dispute gave the user visibility to the amounts and their document numbers. This was not something that was able to be captured before, and it really changed the way our customer (and hundreds of customers since then) was able to work with their retailers.

To learn more about Blue Moon's ChargeBack Processing module and see a demo, just click here. GP

Are paper-based processes "eating" your profits?

MetaViewer Paperless Automation for Microsoft Dynamics is designed with your budget in mind, robotically capturing information, eliminating paper-based processes, and automating workflow.

With the entire end-to-end process developed by Metafile, MetaViewer reduces the per transaction costs as well as the long-term cost of ownership, while offering superior functionality and user experience in a tailored and affordable solution.

MetaViewer — designed to keep *your* profits in *your* wallet.

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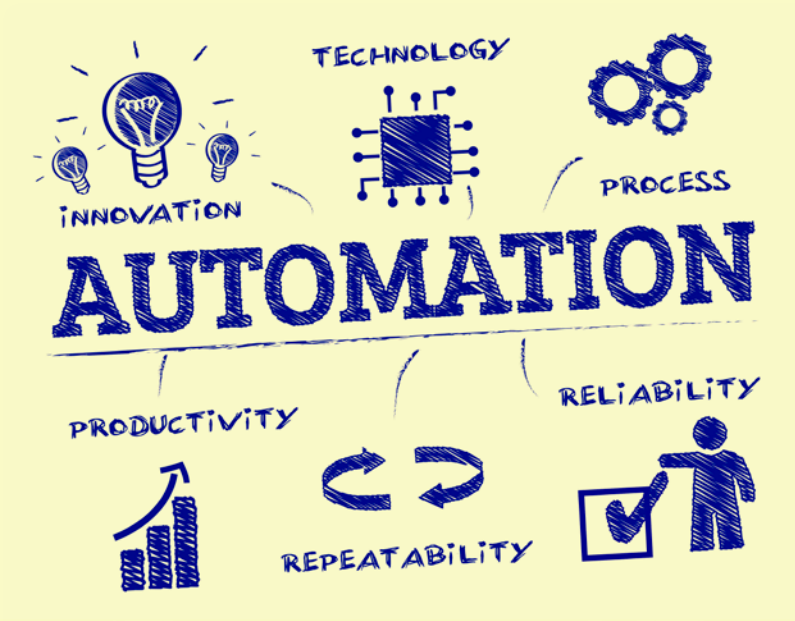
20 Years of Robots: The Future of Robotic Process Automation (RPA)

Written by Alyssa Putzer, Marketing and Communications Specialist for MetaViewer from Metafile

Sometimes it feels like we're at the pinnacle of technology. We have virtual voice assistants – like Siri and Alexa. We have virtual reality (VR), artificial intelligence (AI) and smart refrigerators. We have the ability to connect with people around the world, have products and services delivered to our door, automate processes and procedures so that we don't even need to touch them. How much more could technology possibly advance?



As a provider of paperless automation technology that utilizes RPA functionality, we are always excited to see developments within the industry, and to see how our skilled developers can continue to utilize this technology. RPA, the technology that is eliminating manual data entry, increasing company efficiency, improving organizational compliance and saving enterprises money each year, is vast and filled with greater accessibility, wider integration opportunities and a shift beyond rule-based and into AI and digital transformation. In the last 20 years, RPA technology has taken off and is now a staple for many businesses as they automate their tedious, manual processes. However, the future holds even more for RPA, according to experts.

Here's what we're looking forward to seeing in the next 20 years:

- **More industries utilizing RPA technology:** While companies in any industry can benefit (and are benefitting) from automation technology, we are still seeing it mostly in specific industries such as manufacturing, engineering and retail – industries that historically process massive amounts of paper. However, moving forward we are expecting more industries to adopt RPA more frequently than they are currently. These industries include hospitality, healthcare, finance and even nonprofits. RPA technology is expected to become more readily available and accessible, and with that comes a lower price-point or more pricing options for organizations in all industries.
- **More departments utilizing RPA technology:** More often than not, automation finds its way into companies' accounts payable department. Why? This has been the department to benefit most from automation as it is subject to many manual processes and procedures and is often buried under paperwork. We anticipate more departments to adopt the technology as it becomes even more commonplace, like legal and human resources; departments that are not using the technology as frequently right now. Leaders in HR and legal will likely see the benefits that AP is achieving from RPA technology and find ways to adopt it within their specific departments, as well.

Photo by OstapenkoOlena/iStock/Getty Images Plus.

- **Both large AND small businesses utilizing RPA technology:** Many believe that technology like RPA is reserved for large enterprises that process mass amounts of paper and have a more extensive budget to adopt modern technology. This is about to change! In the future, we are expecting to see RPA becoming more available (and affordable) for smaller organizations, and even nonprofits. More vendors will likely make the technology scalable and create modules specific to smaller businesses so that they can reap the benefits of automation, as well. This will create cost savings and greater efficiency for the companies that need it – both large and small.
- **Beyond rules-based and into AI:** Right now, most RPA solutions are rule-based, meaning that the companies define workflows and permissions based on their specific business rules, and the RPA solution follows those rules, sending information through a specific workflow so that human employees don't have to. This is often known as Machine Learning and it uses an algorithm to "train" RPA to perform certain tasks and make decisions based on business rules. But AI is becoming more common, and we will likely see RPA utilizing AI technology and becoming smarter, using cognition rather than rules. This will allow RPA to engage in trial-and-error, adjust based on results and make cognitive decisions and predictions, much like a human would.
- **Wider integration with other tools and software:** Whether you're using RPA on its own or integrating it with your ERP, be prepared for it to have the ability to integrate with even more tools that employees are currently using, creating even greater efficiency. From accounting software to payment automation, the opportunities will soon be endless and the integration capabilities will be vast so that all of your business tools will work together seamlessly.

Looking back 20 years at the amount of manual processing that took place within businesses is a blast from the past and seeing how far technology has come makes us even more excited for the next 20 years. The future is bright for RPA, as it continues to bring companies into the modern age, making them more competitive, efficient and agile. Here's to the future of RPA technology and another 20 years of robots! GP

Photo by IuriiMotov/iStock/Getty Images Plus.

The Evolution of Inventory Stock Counts

Written by Janice Phelps, Blue Moon

I started my career, like many of you, in the accounting profession. As a junior auditor in the late 1980's, my main role was to do the tasks no one else wanted to perform. For me, working for a firm that had many customers in wholesale distribution of machine parts, that meant hanging out in customers' warehouses supervising the annual inventory count. Since most of our customers had calendar year-ends, that meant doing it in snowy December and January, in warehouses that were usually disconnected from the nice, warm offices, with employees (and sometimes their extended family) that were required to work on New Year's Eve and New Year's Day counting parts, findings, and other items in return for a thank you and vast quantities of pizza.

The process usually consisted of a multi-part tag, labeled with the Part Number, that was attached to each item's bin. Then, the person counting that section would pick up the tag, count the item quantity, and write it in the space on the tag, along with their initials. At the end of the count, they would hand the tags to the supervisor, who would give them to Finance. Then, after putting the tags in order, they manually enter the tags and their quantity into a giant spreadsheet, that also held what Finance had as their planned quantity. They would review the variances, and if they were significant, they would detach the 2nd copy of the tag and send the counter back out to re-count that item. If there was still a variance, that item would then be further analyzed.

There were also often situations where tags were missing. Sometimes an untrained user would make a mistake on a tag and just throw it away, not knowing it had significance. Sometimes they just disappeared. But a missing tag was always a big deal.

Inventory counts have come a long way since then. In many customer offices today, there is no such thing as the big 'wall to wall' stock count – if the company has a strong cycle count strategy and a proven record of accuracy, they just rely on their system to provide them with the accurate value.

Our Quality Count product allows companies to take both their stock count and cycle count strategies to the next level. We provide the user with a variety of ways to configure the counts, determine the ABC items, count the same item in multiple locations and combine the totals for analysis, and run reports to determine whether there are missing tags.

Once the counts are complete, all variance analysis and potential inventory adjustments can be completed, and the new inventory value can be previewed before c ommitting the count and posting the quantities.

To learn more about Blue Moon's Quality Count functionality and see a demo, just click here. GP

Looking for a better cost accounting solution?

Project Cost is now the most fully and tightly integrated Project Module for Microsoft Dynamics GP.

Process all transaction types in standard GP forms with fewer keystrokes and errors

Manage use of custom reports without administrative rights or server access

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Now with DevExpress

Why Users should evaluate Project Cost with DevExpress Integration

Written by Jim Beers from Olympic Systems, Inc.

After nearly 20 Years in the Making, Project Cost by Olympic Systems, Inc. is the best Project Costing solution for Dynamics GP.

New in 2019 - DevExpress integration with Dynamics GP

Project Cost includes an integration to the DevExpress Report Writer. The integration allows DevExpress reports to be attached to Dynamics GP form "Additional Menus" for execution. Each report may also be assigned to individual users or classes of users. The reports may also be accessed through a reporting web site. Use this link to watch a short overview movie:

https://www.projectcost.net/olympic-report-integration

What's new in Project Cost – Between Version PC12.02 and PC18.02.

http://bit.ly/NewInProjectCost

Tight Integration with Dynamics GP Processes

Olympic Project Cost begins transaction entry in standard Dynamics GP transaction entry windows. Project Cost attaches extended windows to the Dynamics GP windows to capture the project information. Project Cost does not use any modified Dynamics GP windows. This leaves the users able to implement most other third party products without interference. It also allows users to modify the Dynamics GP and the Olympic PC windows using Modifier.

Olympic Project Cost enables users to control the automatic opening of the project transaction windows. Our subsidiary window can be opened consistently through out the system with Ctrl+Z command.

Fewest Keystrokes

This consistent user interface operating as a subsidiary of the Dynamics GP windows allows users to adopt Olympic Project Cost with minimal training. It also provides the most efficient entry procedures (i.e. fewest keystrokes) in the industry.

This tight integration also allows use of standard Dynamics GP edit listings, error checking routines, posting processes,

and reports. All summary and periodic Dynamics GP tables are updated by the standard Dynamics GP Posting processes. In comparison, many systems use independent processes and do not update the Dynamics GP summary tables, thus making the Dynamics GP inquiry windows and reports incomplete.

Flexibility

Most Olympic Project Cost features, names, and structures are modifiable as user requirements change. The ability to activate, inactivate , rename, or implement features, names, categories through out the system allowing organizations to grow or respond to their environments over time. Olympic Project Cost is likely the most flexible project cost system available today.

Audit Trail

Users often struggle proving project reporting and billing accuracy. Olympic Project Cost was designed to meet Sarbanes Oxley and Defense Procurement standards as implemented by the Defense Contract Audit Agency. Olympic Project Costs provides a perfect audit trail between every project transaction and its source cost and resultant billing transactions. It also records a link to the resulting General Ledger transactions. Olympic Project Cost includes an automated tool to reconcile General Ledger account transactions with project transactions. To our knowledge, Olympic Project Cost provides the best audit trail in the industry and the only automated tool to reconcile project transactions to General Ledger transactions.

Periodic Processing of Burden and WIP Valuation Transactions

Olympic Project Cost uses summarized General Ledger transactions to post work-in-process, percentage completion, and burden transactions. Each transaction is supported by detail historical sub-ledgers. These processes have several advantages. The first is that the General Ledger transactions are summarized and well identified. Consequently, General Ledger transactions are easy to interpret and validate. The detailed sub-ledgers are held in separate tables so the review and analysis actual cost project transactions are not compromised.

The detailed historical sub-ledgers, held in Olympic Project Cost tables, provide a historical audit trail for valuation and burden entries. This is especially helpful for auditors reviewing projects using percentage completion revenue recognition methods because all of the pertinent details of the percentage completion calculation including actual cost and revenue totals, burden rates, and budget amount are stored by cost category.

Lastly, these periodic processing methods allow users to drill from a Cost of Goods Sold account on an income statement, to the General Ledger, on to the Dynamics GP transaction inquiry window, and finally to the Project Cost transaction. No other system supports Management Review with this degree of ease of use.

Component Based Upgrades

Olympic Project Cost has developed a component based upgrade. This means that each component, stored procedure, view, or table is individually upgraded. The upgrade process has the following unique features:

Each table structure is validated before the upgrade process begins. This keeps corrupt or user modified tables from entering the upgrade process and becoming less recoverable. Each table is automatically backed-up before the upgrade process begins.

The upgrade is done using SQL procedures which drop the existing table, create the replacement table, and then transform the data. This process is very rapid. It provides the user with a clear indication that the upgrade was successful and if not successful then what issue caused the failure. Upgrades take minutes not hours.

The table status is displayed to the user in a scrolling window grid format which does not flash by but remains visible to the user as long as required. There is a detailed report that lists table status and error messages that may be printed as many times as necessary.

In the less than common occurrence of an error, the table can usually be correctly updated individually without restarting the entire upgrade and without reinstalling a database backup.

Summary

Olympic Project Cost is easy to install, easy to use, and easy to understand. It has efficient operations to eliminate unnecessary key strokes and double entry.

Its tiered complexity and flexibility enables new users to get started quickly with the certain knowledge that more advanced features may be implemented and adjusted as requirements change.

With appropriate use of technology and an elegant database design, users can manage Olympic Project Cost to provide the most appropriate information for project management in an environment that can withstand current and historical audit scrutiny.

Because Olympic Project Cost has advanced features, low total cost of ownership, tight integration with Microsoft Dynamics GP, and superior management reporting and control; every organization should consider Olympic Project Cost when buying project management and cost accounting software. GP

Rockton Pricing Management

- Do you manage **multiple price lists** for **hundreds to millions of items**?
- Are you **losing way too much money on rebates**?
- Want to **easily set up and track all your pricing changes?**
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20 Years in the Making – An interview with Mark Rockwell

Written by Amiee Keenan, Rockton Software

2019 is a big year for Rockton Software. We are celebrating our 20th Anniversary as a technology company. Let's take a look down memory lane to see how we stood up to our slogan of making ***work simpler and easier®***.

How did Rockton Software come about?

I was a Dynamics GP developer consultant for a Seattle-area VAR, quit my job, and "stole" a big customer. (OK, it was with permission.) I had customized that customer's system extensively, and in that process, discovered common problems customers face with Dynamics GP. (Great Plains back in the good old days) Solutions to those issues developed into packaged products, and from there, the ISV side of Rockton was born. I have always loved solving problems, and it delights me to see the joy in a customer's face when software can change their life for the better.

Photo by juststock/iStock/Thinkstock.com

Where did the name come from?

I learned from Doug Durst, owner of the Durst Group (remember that Seattle-area VAR), that you should never name your company after yourself. That's because if something goes wrong, people know where the buck stops, and they won't seek "no-name" team members for help. Kelli and I playfully combined our last names Rockwell and Sexton to create Rockton. Because few people are looking for accounting software at sexwell.com. (However, that domain is still available for sale.)

I sometimes regret some consequences of the Rockton name, but it's here to stay. I'm often introduced as Mark Rockton, or people mistake our company as Rockwell Software. And for some reason, "Rockton" is hard to spell over the phone. But our family loves our name, and sometimes our kids raise the idea that all of us should legally change our last names to Rockton.

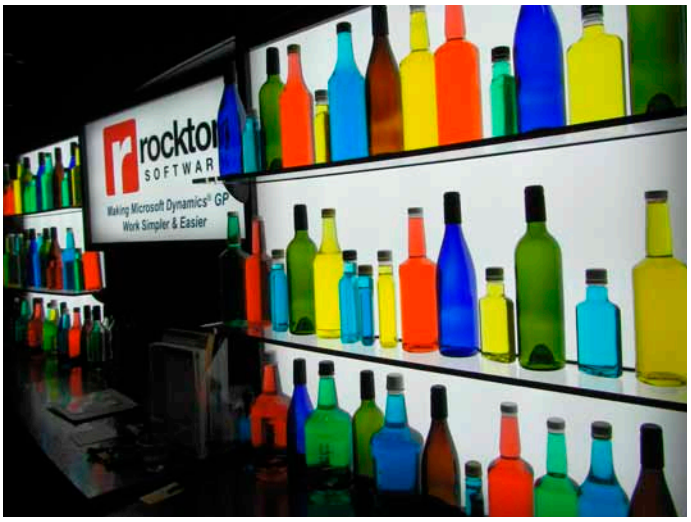
People think because we have different last names we're a blended family. Nope. Kelli and I have been married 26 years, each our first marriage. We chose to keep our last names, and like Dutch tradition, our children share the same last name as their same-gendered parent.

What vision do/did you have for Rockton Software?

In the beginning, my vision for Rockton was to have a basic income, control my own time, and to solve customer's problems with software. (I made a terrible employee, holding three jobs for 18 months each before going out on my own. I don't know that I could work for anyone else ever again.) After hiring our first employee in 2004, I realized that people and relationships are both complicated and worth investment. Over time, Kelli and I have evolved the GP mission with our own spin, that we improve the lives and business success of our employees and customers. My vision for Rockton today includes maintaining a rich and loyal culture of amazing team members, inspired by Integrity, Humility, Emotional Intelligence, and the Passion to Grow. We don't grow for growth's sake; we grow as it makes sense, enjoying the journey on the way.

What was one of your biggest struggles?

It may seem like Business 101, but it took me years and an inspiring seminar to learn that "profit is not an option." Break-even was OK by me for the first five years or so. I



struggled with profit for some time, because in some ways it just didn't feel right. But during two economic downturns, when I had to lay off team members who were so loyal to our Rockton family, I realized that fiscal management was imperative to my goals of creating a safe and nurturing company culture. So profit is now one of three key pillars, along with fanatical customer service and company culture, to our overall company success. And we share our profits with our team and community.

The journey of Rockton for Kelli and I have been a deeply spiritual one as well. We have set course to grow Rockton into a larger organization to fund the Rockton Family Foundation, which will enable us in the future to change many more lives than just our team members and customers. This is where profitability can be fuel for immense and positive global change.

What was one of your biggest accomplishments?

I have heard feedback from a few people that I've inspired them. Or spoke up and shared my viewpoint when it wasn't popular yet was something others wish they had the moxie to say out loud. I am very passionate about some things, and while that has both greatness and liability, I am most proud to speak and share my truth when it matters. Everyone deserves a voice and a chance to be heard. Knowing I've made some positive difference in a single person's life experience is hugely rewarding.

Where do you see Rockton Software going in the next 20 years?

I often wonder if I will always have a rocktonsoftware.com email address – it's the only one I've ever had. I'm at a stage of my life where I do think about legacy, and I want to create more positive, sustained change in this world by sharing my truth and empowering others to share theirs. I think about transitioning our company into a more self-sufficient and thriving enterprise that builds on our core values. I see us expanding into Acumatica, growing our ISV solutions like Rockton Pricing Management, being leaders in making software, all while keeping up with our tagline of making work simpler and easier®. And while big things are ahead about where we're going, it's still so critical we enjoy the journey. I remind myself of that every day. Few places are worth going to if the path there isn't enjoyable. I am blessed to have such a loyal team at Rockton that inspires me to keep the journey a fun one.

OUR LOGO OVER THE YEARS

ROCKTON
software

ROCKTON
software
Rock Solid Solutions

COLOR YOUR WORLD
ROCKTON
software
OPTIMIZING MICROSOFT DYNAMICS GP™

COLOR YOUR WORLD
ROCKTON
software
OPTIMIZING MICROSOFT DYNAMICS GP™

rockton®
SOFTWARE
Work Simpler & Easier®

MAKE BETTER INVENTORY DECISIONS

NETSTOCK

Make better inventory decisions

Fewer Stock-outs | Better Forecasting

Reduced Excess | Faster Ordering

www.netstock.co

A Day in the Life of an Inventory Planner

Written by Eric Graf, Director of Marketing for NETSTOCK

The warehouse might seem like a boring place, but it's actually a dynamic environment. Your supply chain is an ever-changing habitat. From unexpected weather disturbances and holidays across the globe to new developments in your industry, there's always something going on that affects your supply chain.

Keeping track of your inventory is hard enough. Knowing how to read the tea leaves to keep your inventory items at optimal levels is nearly impossible if there are any complexities you have to factor in — and there are always complexities in the modern supply chain. When the conditions change in your warehouse, your inventory planner needs to be aware of the developments as they're happening.

Poor management of this dynamic environment leads to the costly accumulation of excess stock and painful stock-outs — which can result in lost sales and lost customers. Although those problems may seem like opposites (too much vs. not enough), they can occur simultaneously on different items in your warehouse, which further exacerbates the problem. Sales go down, profit on the sales you make goes down, and too much of the company's working capital gets tied up in items that are collecting dust.

How can an inventory planner manage all of these challenges? How should a purchaser compensate to ensure the warehouse is as healthy an environment for profitability as is possible?

Let's put you in the driver's seat and look at a day in the life of an inventory planner.

Two Key Aspects to Inventory Planning

The first thing you have to do as an inventory planner is figure out what is going on in the warehouse today. If your supply chain were impossibly simple and the demand from your customers was flat, you'd be guaranteed smooth sailing nearly every day. But supply chains are increasingly global and demand fluctuates in a variety of complex ways, so there's always something going on that needs your attention.

That leads you to the second thing you have to do as an inventory planner: figuring what orders you need to place today. Deciding you need to replenish an item is only part of the issue. Do you have minimum order requirements to account for, or perhaps a complicated lead time for replenishment? Is there stock in your other warehouses to fill your need? Do you need to factor in Bill of Materials or Product Kitting?

These are the two daily aspects of the job — what's going on, and what should be ordered. And the tools at hand? Maybe some basic functionality in your ERP software, maybe a spreadsheet with some fancy pivot tables and rudimentary regressions. For some basic planning tasks, these tools will do the trick. However, if there are any complexities in your operation, these tools will leave you effectively blindfolded. You need better visibility, fast.

Your Gut Intuition Won't Save You

You can get by using your intuition to figure out crude safety stock levels and you can rely on sales projections to inform your ordering, but these inefficient tools aren't removing that blindfold any time soon. Good luck when a storm hits; whether that's an actual storm that disrupts your next shipment or a change in the headwinds of your industry, you're not likely to make optimal orders any time soon. You can get by, but at what cost?

These are complicated decisions, and gut feel doesn't cut it. If you've been managing inventory for years, your experience and intuition are definitely helpful assets here, but you need a better process than leaning on your intuition to make decisions. WIthout visibility and better data, your outdated inventory management process is crushing your ability to profit and fill orders properly.

As an experienced planner, you know how to fight random fires when they arise. But what about the issues you and your staff don't know about? What about the problems you are aware of that keep getting pushed into the future because of more pressing tasks today? Ad hoc inventory management

can work, but only for a while. For most modern businesses, the ad hoc approach should be a non-starter.

Finding the Right Tools for the Job

You can't keep using suboptimal tools for demand planning. What you need are optimal order recommendations and the tools that get you there. You need an application to deliver best practices, run algorithms, and alert you to the most important issues in your warehouse. You need to know what should be ordered today. You need to remove the blindfold.

Your ability to keep capital moving through your business is a matter of survival, and inventory is a very real representation of that capital. As the planner, it's your job to maintain a warehouse where capital can flow and, ideally, grow.

Gut intuition and ad hoc processes just don't work and the same goes for outdated tools like an inventory spreadsheet. Your ERP may have some helpful functionality, but not enough to manage demand planning needs in the modern supply chain.

It's time to stop using the wrong processes. You've wasted enough time and money trying to get the most out of tools that can't help you produce better purchase orders. You need to know how much excess stock you have, you need to know if you have surplus orders, and you need to know where stock-outs are occurring.

Integrating the right tool won't mean your inventory planner is obsolete. Quite the opposite, actually. It will allow them to do their job the way it's supposed to be done.

NETSTOCK built an application with your inventory planner in mind. It will help your business make better inventory decisions every day, allowing you to drive more profit from your inventory. Visit www.netstock.co to see how a GP user cut nearly a million dollars in excess inventory within months of integrating NETSTOCK. GP