



### Editor's Review



**2011...** The year of action has certainly been exciting so far! Late February and all of March has been a very busy time for our help desk and support team. We thank you for your patience, as at times we have prioritised calls to ensure that businesses are up and running. We are now heading for the

financial and tax year end. You will have received in the past 10 days our newsletters and fact sheets on the recommended processing for the end of the year. Any concerns, **please contact the Help Desk during office hours on 03 693 1121 Ext 1.**

A gentle reminder that backups are so vital and regular testing of the backups restore is essential. Backups need to be stored off site. If you need assistance with backups, please contact us as soon as possible. We will be implementing a review of backups as part of regular updates.

During April we have several events which we encourage you to attend;

**finPOWER Connect Road Show** – the team from Intersoft Systems Ltd are visiting Christchurch and will be making some exciting announcements.

Julie, our Help Desk coordinator and trainer, is also running our regular **emPOWER training course** - great for new staff or for an existing staff member that needs a catch up or for a change in focus. If you have any specific requirements, please contact us as soon as possible.

Implementing Customised Office Systems that Work

Helen Henderson

### Website Integration



We highlighted last month that we can now offer existing and new clients a website that can interface with emPOWER Accounting Software. This enables a raft of opportunities for customers to interact with your business over the web.

We will be holding a seminar to launch this great new feature, please keep an eye on your inbox for more information on these seminar dates.

### From Phil

## finPOWER CONNECT

### finPOWER Connect hits the Road

We are pleased to announce that the “**You asked, we listened, here it is**” finPOWER Connect Roadshow is coming to a town near you. finPOWER Connect unleashes a host of new features to take finance companies into the future.

#### Christchurch

- 14th April 10:00 - 11:30 am
- Copthorne Hotel Commodore
- 449 Memorial Avenue, Christchurch
- To register for Christchurch [click here](#) or email [amanda@helenhenderson.co.nz](mailto:amanda@helenhenderson.co.nz) for the link.

### From the Help Desk...

#### Postal Codes - Are you up to date?

Please check that you have the latest addresses available. This database is constantly being updated, with updates available online at the click of a button. The current version has an expiry date of **30/06/2011** – does yours?

**To check** – Admin, Post Codes, Address Tab and click on the check button and follow the prompts. If you encounter any problems, please give us a call on 03 693 1121 option 1 for assistance. We encourage you to check for updates as part of your Month End process.

#### Helpful Hints...

##### Using your Lookup Window

Do you need more information on the lookup window? To show more information on your lookup screen for customers, accounts etc...

- Click on the binoculars or the F6 lookup
- Right click in any space, select the field name you require from the list (choose field)
- Repeat for as many fields as you require
- Adjust column widths to show all information to its best advantage.

##### Compacting an Access Database

Compacting your Access-based databases for emPOWER, finPOWER and fdPOWER is a housekeeping requirement. If you regularly compact your database, you maintain the size and integrity of your data and this can improve performance. Please contact the Help Desk for assistance and a fact sheet for more information.

# ONLINE SUPPORT

With the ever-increasing cost of fuel, as well as the many constraints on everyone's time, we are now offering Online Support using Mikogo. This desktop sharing solution will enable you to receive immediate personal support using a very secure and simple procedure:

- Our Help Desk will be in contact with you by phone.
- Our Help Desk will start a session from their desktop, receive a unique 9-digit session ID from the Mikogo server, and email the session ID to you.
- You will open your email and click on the link provided. There are no installations or registrations required for participants. You simply enter your name and run the software.
- A connection is instantly established, and you can view the organizer's screen in real time via the Mikogo viewer window.

All you need is a broadband connection for this to work. We have found this to be a great tool to assist with queries, training and payroll Health Checks from the comfort of our own office, thus saving you a travel charge.



## emPOWER Training

Our next training course will be held in Christchurch office on:

**Thursday 14<sup>th</sup> April 2011**  
**Stage Two**  
**1pm – 3pm**

Book your seat today or register your interest with [amanda@helenhenderson.co.nz](mailto:amanda@helenhenderson.co.nz).

## Software News...



## emPOWER Add-Ons

*"Optional Add-Ons provide specialist functionality where required."*

## Sales Orders

Sales Orders are processed using a 'Progressive' type of Invoice. The initial order from the client is entered and available stock may be supplied. When committed, the Sales Order process will charge for any unsupplied items. When the Sales Order is "re-opened" the remaining unsupplied Items are listed, and available stock can be issued as it is available.

Full details of the unfulfilled Sales Orders are held for the Other Party and the relevant Item, and can be included in any Purchase Order generation runs.

Contact our team today for more information.

## POS – Point of Sale

POS software is the number one requirements when it comes to the sales entry process; it takes care of a number of tasks.

Some of the benefits of POS:

- Saving Time
- Improving Productivity
- Increasing Accuracy and Speed
- Obtaining Detailed Report
- Networking
- Managing Employees
- Creating a Schedule
- Printing Labels and Promotional Posters
- Securing Your Business
- Implementing Loyalty and Frequent Buyer Programs
- Plan Marketing Strategy



There are not only benefits for you the Retailer; POS also creates benefits for the Customers and Employees. Contact our office without delay to find out more.

## From Admin...



### Emails you receive from HHA

While we are mindful not to bombard you with emails, we will be streamlining our email process with a recognition tag in our email subject line – e.g. HHA – Payroll Training, HHA – HHA News April 2011. This will help with not only sorting past emails, but will enable you to recognize those that come from us.

## HHA Fees

Once again we have held off as long as we can with increasing our hourly rates and onsite fees. As you can appreciate, the cost of travel has just continued to rise over the last few months. The increase will be effective from April 2011.

For all account queries please contact Adele.

## FreightMan



HHA is pleased to announce the rebranding of the Freight Management software - **FreightMan**. Some clients will have noticed the change already with new logo, icon and software version numbers.

Designed in-house by Andrew Watts, FreightMan has become the software solution of choice for the discerning freight handler. FreightMan processes all the information required on freight rates and dispatching with add-ons for road user charges, container tracking, warehousing, storage, contracting and Power Maps, giving you everything a transport and distribution company needs to manage its business on a system that can be customised for your particular needs and integrated with all your accounting software.

**2011- The year of action?**  
**03 693 1121**