



Toll Free: 1-866-392-6132

### East Coast Partners

Al Casciello - VA - Ext. 702  
al@tandemtechnologiesllc.com

Bob & Val Aubry - PA - Ext. 701  
val@tandemtechnologiesllc.com  
boba@tandemtechnologiesllc.com

Dennis McVeigh - NJ - Ext. 705  
dennis@tandemtechnologiesllc.com

Jay Katon - MD - Ext. 703  
jay@tandemtechnologiesllc.com

### Headquarters/Midwest Partners

Karen Smart - KS - Ext. 706  
karen@tandemtechnologiesllc.com

Linda Kiernan - KS - Ext. 704  
linda@tandemtechnologiesllc.com

### West Coast Partner

Bob Zuckerman - CA - Ext. 707  
bob@tandemtechnologiesllc.com

### **Inside this issue:**

Monthly e-Sessions	2
Sage 300 ERP Tips & Tricks	2
Need Help Attracting New Business?	3
ALERE Tips & Tricks	3
Help Us Serve You Better	4
Sage Summit 2015 - New Orleans, LA - July 27-30	4
Is Business Intelligence An Oxymoron??	4

## **Tandem Technologies' Yearly Support Contracts**

Many of our clients are covered under a separate yearly support care plan with their consultant. These yearly support plans set us apart from other firms and provide valuable services and extended support that are not part of the Sage and ALERE/TIW Business Care Plans. While the plans are not required, consultants recommend these yearly support plans to receive the level of support and services your company needs to stay worry free about the software solutions you utilize every day and are the heart of your business success.

Tandem Technologies' consultants carry industry expertise and offer detailed assistance focusing on your specific needs and the uniqueness of your business. Additionally, the plans include response times (times vary) so that your support cases are moved to the front of the line. With a support plan, each support case or diagnostic call/e-mail will be given a Priority Level (based on the information you provide us) and answered in the time frame specified in your plan/contract. Some of the areas covered in the plans include, but may not be limited to: upgrades and service packs, downloading and installing payroll tax updates, extended training, and unlimited help desk support. Plans are designed to fit our clients' needs and business model by taking into consideration the number of users and modules, and third party software solutions integrated to Sage 300 or ALERE solutions.

**Our support plans do not require you to be on the most current version of software.** We are able to provide this type of support to our clients because we realize the depth of possible customizations, the budget constraints that companies are undergoing in today's economy and your desire to keep your software in service as long as you are in business.

If you have additional questions or want to get on a yearly support plan, please contact either Linda Kiernan or your software consultant.

As of June 1st, all of our e-newsletters, email webinar invitations, and email announcements will be sent from Linda Kiernan –  
linda@tandemtechnologiesllc.com.

Please be sure to add Linda to your safe senders list today!

# Mark Your Calendars! - Tandem Technologies Monthly e-Sessions

Tandem Technologies has invited the Sage HRMS team to present our May and June e-Sessions. The sessions in May and June will be open to everyone and free to attend.

## May e-Sessions:

➤ **Sage HRMS - “What You Might Be Missing”**

**Date: Thursday, May 28, 2015**

**Time: 1:15 PM to 2:30 PM CDT**

Join our special host from Sage HRMS to see how HRMS automates the most time-consuming human resources functions and ensure compliance.

➤ **ALERE -- Manufacturing**

**Date: Thursday, May 28, 2015**

**Time: 1:15 PM to 2:30 PM EDT**

Join Dennis McVeigh to learn the features and functionality of work orders and to see the improved material assignment.



## June e-Sessions:

➤ **Affordable Care Act - “Is Your Organization Ready for ACA Compliance?”**

**Date: Thursday, June 25, 2015**

**Time: 1:15 PM to 2:30 PM CDT**

Let us show you the power to track and analyze your company so you can make the informed decisions around healthcare and the Affordable Care Act requirements.

➤ **Sage 300 ERP - “Inventory Control”**

**Date: Thursday, June 25, 2015**

**Time: 1:15 PM to 2:30 PM CDT**

Join Karen Smart for how and when to use Sage 300 ERP Inventory Control — Bill of Materials (BoM) and Kitting.

**Enroll now at <http://tiny.cc/e-session>**

## Sage 300 ERP Tips and Tricks

### Sage 300 Reports or Forms Won't Print



**Assumption:** All other documents are printing fine from the workstation and from other applications on the workstation.

**Scenario:** You have the printer destination set to “Printer”. You can check this by logging into Sage 300 and going to File | Printer Destination. It should be set to “Printer”. When you attempt to print the form or report: nothing prints, and it may not even be in the print queue. If you Change the Print Destination to “Preview” mode and print the report or form it will show the correct data on screen and then you can select the printer (the one that won't print) and it prints just fine. If this is happening; it is a known issue with Sage 300.

**Problem:** The printer name is longer than 31 characters.

**Solution:** Sage 300 does not recognize any printer that is over 31 characters in name length. So a printer that has a name of “\\server1\generic laser jet 1320 PCL5 on Tammy's PC-538” is not going to be a viable printer name that Sage 300 sees. Consider changing it to something like \\server1\Tammy-LJ1320. This should resolve the problem, but if not please call us at 866-392-6132 for help.

## Need Help Attracting New Business?

Marketing, lead generation and sales is the heart of any business because without it, you won't have a business. While the goal seems simple, it is probably one of the most difficult challenges facing some businesses today. More and more businesses are relying on a Customer Relationship Management solution, or CRM, to drive their business and help them work not only smarter, but able to track what marketing is getting the job done. Sage 300 ERP clients are taking advantage of the single Sage CRM license that is included with Sage 300 ERP. ALERE customers are saying, "It's in there!" when adding In-Touch CRM to ALERE and finding out all vendors and customers are instantly available to In-Touch.

Clients report that a CRM system eliminates spreadsheets, notepads, and scraps of paper. Organization and follow-up is key to sales and having better contact information assists sales teams to line up more calls and schedule meetings for presentations. Being able to track information about the contact, notes about meetings, and any quotes makes calling more efficient and personable to the company. Sage CRM and ALERE In-Touch provide an icon to send a quote to a prospect, place an order for a customer or send specifications to a vendor.

Additionally, when using a CRM, companies are able to develop a sales process that can be used throughout the organization. Continuously monitoring and analyzing that sales process, using the tools in a CRM, aids companies in staying competitive. Training new sales representatives becomes less time consuming with prompts and built in workflow.

If you are not using an effective sales system, it is costing you sales and time. Remember, time is the element that you cannot make more of! You can hire more people, you can purchase technology, but you cannot buy more time.

Contact Linda Kiernan at [linda@tandemtechnologiesllc.com](mailto:linda@tandemtechnologiesllc.com) or your consultant to schedule a time for a look at what you're missing out on.

---

## ALERE Tips & Tricks Corner

How to Turn a Quote into a Sales Order

1. In the **Sale Module**, select **Orders**
2. On the **Order** header, select **Quote** from the pull down menu in the **Order** field
3. Go to the appropriate **Quote**
4. Go to the **Status** tab
5. Select items to be included on the Sales Order
6. Click the **Release** button
7. On the **Release Quote** pop up screen, select **Sales Order**
8. Click the **Continue** button



Note: The Quote Number is referenced on the Sales Order Status tab in the Source Field

## To Help Us Serve You Better

**HELP US  
SERVE YOU  
BETTER.**



Whether you utilize an outside IT firm or have an IT contract with Tandem Technologies, please contact us to schedule a date and time to install or download software to new servers and/or workstations. With proper planning, an easy planned workstation replacement or upgrade does not become an emergency case of, "I have new workstations and now my business accounting software does not work".

**Technical Tips:** Check our website regularly for additional technical tips and resolutions for all your Sage 300 ERP and ALERE Accounting & Manufacturing.



**Save the dates of July 27–30, 2015 -- Ernest N. Morial Convention Center, New Orleans, LA**

Whether your business has been around 20 days or 20 years...whether your goal is simplifying processes or managing meteoric growth...Sage Summit is the place to be!

The Summit brings forth hundreds of Sage product experts who are eager to share their insight and tips. Join customers and consultants to hear and discuss new ideas to propel your business, build your network, get hands on training and discover innovations from more than 150 sponsors.

**Check out the website and register today : <http://na.sage.com/sage-summit>**

## Is Business Intelligence an Oxymoron??

*What does it take for your business to be 'intelligent'?*

The basic Sage 300 ERP Intelligence Reporting module is included with all Sage 300 ERP installations, but how many of you are really taking advantage of it? Key Performance Indicators, customized Dashboards, user interactive reports that can be distributed automatically – How could these help your decision making every day?

**Sage 300 ERP  
Intelligence Reporting**

Find out at one of our Business Intelligence seminars or give us a call to discuss your needs. Learn how to turn data into information and take *that* to the bank.