User Menu

Winter 2006 - 2007

www.sytelineusernetwork.com

International SyteLine User Network Quarterly Newsletter

Letter from the President
John Crish

Greetings to all members around the world! The SyteLine User Network is growing, expanding and changing. Membership numbers for the past year are the highest in recent history. We are doing our best to improve the benefits we provide our members. Please contact any board member with ideas of what we can do for you. The Network Now fall conferences are all wrapped up and if you missed them you missed a lot. The conferences yielded more topics and interaction then ever before. All the affiliates and attendees seem to have had a great time and gained valuable information that directly improved their business.

With the Infor national conference moving to the fall time frame we will be holding a conference in the spring. It will be held in Orlando, Florida with a brand new format. You can look forward to more hands on events and longer sessions to go more in-depth on topics. The new format is to provide something different and fill the gap until the fall. In the future we will set our Network Now conferences for the spring timeframe. This will allow us to provide the best benefit to our members.
The new virtual web meeting/training session we held was a huge success. We plan ondoing many more. We are planning as we speak on what topics, type of interaction to have and how to leverage this new communication to serve our members. Any input would be greatly appreciated. We are pleased and excited this new medium is so well accepted and embraced. You will see a lot more communications on this in the upcoming year.

We have developed into a "reference" organization with great success. Many of the board and myself field calls from members and non-members to talk about add-on software and SyteLine itself. We have worked closely with many affiliates and have been able to be very successful at this function. We give an unbiased opinion on software that we have direct knowledge. This is of great value to both sides. Many users communicate to me, "I know software is not perfect and all software has bugs. I just want to know where and if it does what I need". This is where the User Network comes in with the true perspective from a user that has lived with it every day. Sales demonstrations always work perfectly or they wouldn't present them however, how does it really perform in the work place? This is the challenge of the user and where we can help.

Everyone I have talked to finds the membership fee to be a significant value for the benefit we provide. This is only accomplished by the hard work and dedication the volunteers provide. The *User Menu* Newsletter, local meetings, conferences, website and an entire network of users who are willing to help anyone that needs it are the best benefits around. I get a bit over the top on how great the User Network is, however, we need to get the word out that this is a great deal and a first rate organization. Due to the privacy laws, Infor can no longer provide us with new customer sales information and contacts. Therefore, in order to recruit new members to keep the organization vibrant, we need each of you to communicate the benefits and importance of the group to the SyteLine world.

Thank you for your participation and membership in the SyteLine User Network and get out there network to those that need our help!

by Kathy Benedict,
Secretary / Treasurer

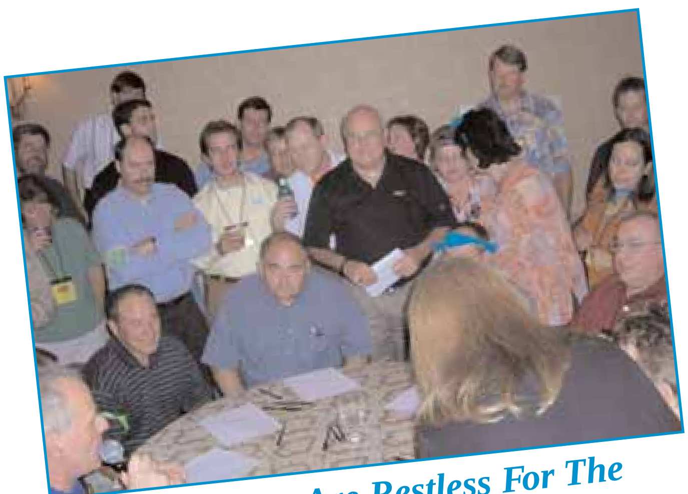
In today's fast paced manufacturing environment full of new theories like Lean, Six Sigma, Theory of Constraints, JIT and all the other three letter anachronism we are challenged to do one thing, lower cost. This is not as simple as this statement in that a reduction in lead-time may reduce overall cost but raise the purchase price, lean theory. Overall I view this complicated myriad of theories as boiling down to one simple guiding principle that can be applied across the board. Are you ready? Do what makes common sense to your organization.

All of the theories out today are rooted in sound cost saving principles however, none are a magic pill to be blindly applied everywhere. I read and study them all and apply only what is needed where it is needed. We all know that our inventory and vendors are not alike and cannot be treated the same. I have used a simple but very effective analysis to determine which theory resolves which challenge. Because I am a numbers person, my own strength or weakness, I needed a way to make this decision for each part or family of parts in my inventory. I asked myself what is important about this part and ranked each part or family of parts with a rating based on the following: Lead-time, Quality, Price, and Value. I know this means nothing without explanation.

I view lead-time as how critical a short lead-time is for this part. Do I need it on a couple of days notice or do I know well in advance when I will need this part or type of parts? I then rank it with a number from 1 to 5. One being I know well in advance and five being I know at the last minute and need it tomorrow. Quality is similar but is directly related to the others. Can I tolerate a small percentage of parts that must be returned or scrapped? Rank from one to five again. One being a part like a retaining ring that I order by the hundreds and 2% out of tolerance is OK or a part that is not precision and plus or minus .25 of an inch doesn't matter is a one. A high tolerance part that off .002 will not work gets a five. Price is always a factor but on some parts price is not that important compared to the other three criteria. Sometimes price from the vendor is critical in that this part is a commodity item and all are essentially the same. Enter a one for the special stuff that the part is more important then the price and a five for commodity stuff that price rules. Value is how important is this part to me. Is it a high dollar part that is needed at a critical stage of manufacturing or is it something that just needs to make the truck when the order ships. Five is important and one if not so important.

Now that you have all that work done for all part types look at what you have. You can rank every vendor in that same manner. Some vendors have great prices and short delivery, but low quality and you don't trust them with critical parts. This matches a part set you have identified. You just need to play the match of parts to the right vendors. When all the ranking and matching is done, do it again and again, seek out new suppliers and rate them. This is the game of supply chain synchronization as I see it.

I know this is just a small part of the total picture, but it is the building block and a place to start. The other issues of combining vendors to elevate your purchasing power, vendor managed inventory, vendor consignment inventory and a host of other things we do all figure into the equation. Thank you for you time and attention.



The Natives Are Restless For The Survivor Game.

To Ship or Not to Ship? That is NOT the question!

The question is, "Is your shipping maximizing your cash flow through efficient order fulfillment or is it a gaping and bottomless cost center with no solution in sight?"

Here is a list of the top shipping issues that are reported by frustrated SyteLine users:

1. Duplicate Data Entry – SyteLine orders need to be re-entered into a shipping system and then the shipping data needs to be re-entered back into SyteLine.
2. Shipping Errors – no validation against the order causes mistakes in the destination, quantities or items shipped.
3. Late Shipments – there are no planning or communication tools to give visibility to the priority shipments.
4. Wasted Picking Time – Pickers are directed to the wrong location or are sent out looking for inventory that doesn't exist.
5. Tracking Shipments – Customer service has to jump through hoops to tell a customer the status of their shipment
6. Lot and Serial Tracking – the shipping systems does not force recording of lot and S/N that will be required to do the shipping transaction in SyteLine.
7. International and Hazardous Materials Paperwork international orders or hazardous materials can add 45 minutes to order fulfillment to complete the required paperwork.
8. EDI Orders Require ASN's – an advanced shipping notice is manually (and painfully) generated for EDI customers and failure to do so results in fines or lost customers.
9. Multiple Shipping Systems – different carriers use different software to complete the shipment and sometimes require separate computers/ shipping stations.
10. Customer Labeling Requirements – specific customers want the shipments with their own labels on the box and the need to be manually created (if someone remembers!)

InSite Software has a solution specifically for SyteLine users and now has even more options to help you save tens of thousands of dollars per year in your shipping operations.

InSiteShip eliminates all of these issues and makes the entire order fulfillment and shipping process much easier. It provides tools to plan and prioritize the shipments for the day. InSiteShip gives real time visibility to orders, inventory availability and the status of a shipment.

The order detail (ship to, ship method, item detail and quantity) is automatically fed to your carrier, paperwork is completed (packing lists, customer specific labels, International or Hazardous Material documentation, manifests, Bills of Lading) and the shipping transaction is done for you in SyteLine . . . one easy step to do it all.

HR Corner
Stephanie Latimer,
Former Board Member

Say What? Communication in the Workplace
You talk with your employees all the time. You send them e-mails, you leave voice messages, and you talk to them in the hallway. But are you effectively communicating with them? You may be surprised to learn that a recent survey involving over 2,000 exit interviews found that the main reason employees left jobs was due to poor communication skills on behalf of their direct supervisor. It's crucial to employee retention that you are a strong communicator. And here's the good news – being a great communicator is a skill that can be learned!

You Cannot Not Communicate – Everything you do, and how you do it, says something about you, whether you mean for it to or not. For example, if you are standing with your arms crossed you are expressing discontent, stubbornness, or general unease. If your arms are dangling at your sides, you appear happy and relaxed. And don't think that your employees aren't picking up on your nonverbal cues. If you say some thing positive but have a scowl on your face, it is the scowl people will remember.

The next time you talk with an employee, think about not only what you are going to say, but also how you are going to say it. If you are looking around the room instead of making eye contact, or typing at your keyboard while talking, you are giving the impression that you are not interested. Instead, turn your body toward the person talking, maintain eye contact, and give him or her your full attention.

Choose Your Words Carefully – In employee relations, credibility is everything. All communications must be accurate. An inaccurate statement may be the basis for a breach of contract claim or discrimination lawsuit. When confronting an employee about poor performance or misconduct, be straightforward and accurate. This concept applies equally to performance evaluation which, are often inflated. Don't sugar coat, and don't give false or misleading reasons for your actions. If employees trust you to tell the truth, they will be less likely to perceive you as being unfair.

• **So let's say…**Carla has made a habit out of surfing web sites on the Internet during work hours rather than working. Her supervisor doesn't skirt around the issue with her, instead she takes her aside – where she won't be embarrassed in front of her peers – and tells her calmly that she is to be performing her job during work hours, and not surfing eHarmony for her next boyfriend. She then documents their conversation. When Carla is confronted with the same issue a month later and shown the documentation with her signature, she cannot gripe when she is disciplined.

If one employee if having a performance problem, deal with it individually. Don't send out an e-mail to everyone in your department saying "make sure you clock in at the start of the shift" when only one employee is breaking the rules.

Say What You Mean – One of the biggest pitfalls that managers fall into is not clearly communicating their expectations. If you use vague language, you can't expect that an employee will get the gist of your meaning. Use concrete terms and deadlines to avoid confusing. For example, don't say, "Put this on the front burner," or "We all need to work on punctuality" when what you really mean is, "I need this on by desk by 8 a.m. tomorrow."

Being straightforward with employees is a big deal in today's world where sugarcoating an issue can come back to bite you in a big way. Don't tell an employee that you are having a layoff due to lack of work when you really are terminating him for a performance problem. Otherwise, if he sues you'll have to explain to the judge what you really meant – and that is not an easy task.

Be an Active Listener – Communication is a two-way street. If you are doing all of the talking, you are missing out on half of the conversation. And you can be sure that your employees are noticing. The next time you meet with an employee, come out from behind your desk, do not answer your phone, and set aside all other matters. Give your employee your full attention, and you'll be rewarded.

Change Control to meet SOX Requirements Change control for SOX not only has to have procedures but also controls and test. I will list the controls we have but in place along with the procedures and the tests environment required. The purpose of the policy is to cover all new programs or changes to existing programs. The procedure covers the current version of SyteLine being used in the production at the faculty. The controls are the test we produce for the SOX auditors, depending on risk will determine test frequency range from daily, weekly, monthly, quarterly and annually,

1. A formal change management procedure exists for the business application.
2. Requests for changes to the SyteLine business applications are signed by the initiator and approved by IT management.
3. Changes to the SyteLine business applications are implemented after testing is completed and final sign-off by It management and user management.
4. Changes to the SyteLine business applications that affect existing financial controls are tested to verify the integrity of the controls.
5. Changes to the SyteLine business applications are tested in a test environment.
6. Changes to the SyteLine business application production environment are moved for the test environment.
7. Changes to the SyteLine business application production environment are verified to approve change authorization requests after implementation.

The Change control process starts with a "Change Request Form". The requester completes the project name, request date, requesters name, business objective, site information, programming selection. The requester also fills out, to the best of their knowledge, the "User/Developer Requirements Scope Documentation". The forms are then forwarded to the Manager for Process Improvement (MPI) for his/her review and approval. The request may be returned for addition information or clarification. If approved, the request is forwarded to the program developer for review and input.

The program developer is to review the request and supply critical information regarding the application development to the core team before actual programming is to begin. The program developer may contact the requester or manager for process improvement if addition information is required or to answer questions. The program developer will update the "User/Developer Requirements Scope Documentation" and provide an estimate.

At this point in the process, the requirements of the application are set and a path forward established. If changes in scope are required in the programming phase, the request must be returned to this phase for re-evaluation. The information from the programmer is returned to the MPI for review and approval.

The controller reviews the requested application for impact to key financial controls. The controller may approve the request as not affecting key financial controls, approve the request with additional testing of key financial controls, or disapprove the request for implementation. The controller returns the request to the MPI.

Approved requests are then reviewed by the SyteLine Core Team. The core team is to review the impact of the change to system operation and user training. It is the requester responsibility to provide the SyteLine Core Team members with a discussion of the application or change, changes to operations, testing requirements, and training of users. The chairperson of the SyteLine Core Team signs and dates the review and returns it to the MPI.

The Request is returned to the programmer for coding and documentation. The programmer completes his programming and testing in the test database. If the programmer encounters issues not covered in the original scope of the project, the MPI and requester are to be notified. If after discussion of the issue the scope of the program has to be expanded, it reverts back to the "User/Developer Requirements Scope" stage and must be reviewed again before proceeding.

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For all new applications, all inputs, outputs, and a full process discussion are required before go live. For revised or modified applications, only the modifications and the impact to the application need to be documented. Testing of the application is the responsibility of both the developer and requester. The requester may require addition help with this process at their discretion. All testing is to be performed in the test database. Testing should follow a predetermined script that tests all of the possible branches the application could take. If the application is determined to impact key financial controls, a rerun of baseline testing must occur and be included in the test results. A test script, inputs, and output have to be submitted and signed by the tester. Testing is to include all possibilities for input or an explanation on how the input is controlled within the parameters of the application. This test document is to be included in the application documentation. On completion the programmer provides the following documentation:

- A listing of all code changed or created by file name.
- A written discussion of inputs, outputs, and how the application runs including a list of reasons the application will not normally complete as designed.
- A written discussion of testing performed on the application by the programmer.
- Table(s) used• Field(s) used and action taken (Add, Modify, Read, Delete)
- User Interface Screen(s) and Report(s)
- Production installation steps

Based on the review with the core team and the knowledge of the program requester, a training program must be completed. All associates who use the application must be notified and properly trained in the applications use. If the changes impact existing processes, they must be updated accordingly. Training documentation must include:

- New or revised process documentation
- Training materials
- List the training date and personnel trained
- Signature of trainer

A fallback plan needs to be written in case the application does not perform as expected when it is moved to the live database. The fallback plan should also identify key people that are capable of determining that the application is not operating properly and can implement the plan. The fallback plan will be implemented by IT upon a fallback signature of a key person or IT management. Final approval must be obtained by both the requester (signifies the program meets all of the requirements of the change request) and the Controller. When IT receives all of the above documentation an individual in the applications group will move the application from test to the live database. This associate will notify the application requester that it has been implemented and sign the “Moved to Live” block.

The associate in IT who moves the application will give the packet to another applications associate. The second associate will verify that the application has been moved proper and sign off on “Move Verification.” The paperwork will be filled in the IT department. All controls are related back to the change request form and the sign off of the form. The SOX test are to prove you are doing what you say you are doing. Good luck with change control.

Hello to All the SyteLine / SYMIX Users

Start planning and reserving the dates of 5/9-5/11/07 for the newest version of the SyteLine User Network N2 Conference. By request of many of our users the conference will be held in Orlando Florida. The hotel is the Radisson Resort, Orlando Celebration. The group rate is $99.00 per night, so book early as the rooms go fast.

This year we will try to improve the conference event, some sessions will be longer, and more in depth. Other sessions will be presented with a computer in front of you to place you in the "drivers seat". We believe by changing the way the information is presented the user will get more from the event. This is a first in conference style format and we hope will lead to improved user learning. The sessions with PC's will be limited to 10-20 users so sign up when the information goes out early in 2007. The sessions with a large response will be repeated.

The longer 1 1/2 to 2 hour sessions will be on the "education light flavor", rather than just gloss and go. The users now can get a sense for the amount a time and training needed to get the product working in their company. There will also be several great sessions from Infor presented. As always the User Network encourages you to offer a session from our members. While we still will have a number of typical hour long sessions, after hearing what many of you have asked for we hope the changes are helpful.

Check out the web site www.sytelineusernetwork.com for more information, as always thanks for your support.

Cheers Bruce Carter

Lean and Standard Work

Each step in a process should be defined and performed repeatedly in the same manner since variations in the process may create problems. “Standard work” defines the most efficient method to complete a job using available equipment, personnel and material. “Standard work” identifies key process points, operator procedures, production sequence, safety issues and quality checks. “Standard work” also identifies the amount and location of inventory in a work area.

Standard Operating Procedures (SOPs) partially define standard work. SOPs can define the safest, most effective and efficient way of doing work (with the understanding that what is best today may not be tomorrow). SOPs are important for the following reasons:

- Provide some level of assurance that work is being done consistently which is important to quality.
- Allow fair production rates to be established.
- Provide guidelines related to safety.
- Are needed to effectively train new employees.
- Actually lead to more improvements. It’s easier to identify improvements when everyone works the same way.

Note that the process of preparing SOPs gives us the opportunity to identify waste, such as leaving the work area to get parts or tools, bending or reaching for items, downtime, filling out paperwork, carrying things to other work areas, or performing unnecessary work.

One of the challenges we face when preparing SOPs is to make them usable. Where possible, we should use picture and drawings to show:

- Step by step work instructions.
- Critical quality or safety items.
- How to hold tools, where to stand and even proper posture.

The most important aspect of SOPs however, is making sure that they are followed. The best way to keep improvement going and to prevent backsliding is to establish a routine of daily, weekly and monthly audits by different levels of management. Developing standard work for management just as there is for the factory or the office allows us to rapidly detect and respond to problems, and eliminate their causes.

In the IT realm a virtual server environment could ease the clutter a bit. There are many benefits to consolidating the number of Windows servers in your environment by taking advantage of the many different server virtualization products (i.e. VMWare and Windows Virtual Server) on the market. These include:

1. Lower number of physical servers - reduces hardware maintenance costs because of a lower number of physical servers.
2. By implementing a server consolidation strategy, it increases the space utilization efficiency in your data center.
3. By having each application within its own "virtual server" you can prevent one application from impacting another application when upgrades or changes are made.
4. Develop a standard virtual server build that can be easily duplicated which will speed up server deployment.
5. Deploy multiple operating system technologies on a single hardware platform (i.e. Windows Server 2003, Linux, Windows 2000, etc).

By taking advantage of server virtualization you can easily improve the efficiency of your Windows Data Center, as well as lower your cost of ownership.

Hello everyone in the SyteLine User Network. There have been some changes with the SyteLine User Network Board of Directors. Dale Burgess has stepped down from the Central West due to too many other commitments. Thank you, Dale, for your hard work and dedication.

I will now be taking over the Central West which will play more to my strengths, both with organization and knowledge of the SyteLine product. The User Menu that I had been involved with will be temporarily taken over by Paula Carter (yes, Bruce's wife) who has more experience on the publishing/marketing side of business.

For all those user group coordinators in the Central West, I will be in contact with you shortly. I hope to be able to grow the camaraderie and knowledge base that we have in the Central West territory.

Regarding the Network Now fall conferences, both had great content that included: data collections, barcode labeling, wireless SyteLine, SyteLine 7, shipping, supply chain, finance, forecasting, shop floor control, report writing, quality control, web portals, progress, and more.

The Indy Conference was a resounding success. Many of us were skeptical as to what there was going to be in the city of Indianapolis, but Indy has a lot to offer. There were numerous restaurants and many places to go in the evening as well as a great selection of topics and seminars given by both the users and the third party affiliates. Many of us networked and learned about the new products that the affiliates are coming out with on a regular basis. The Survivor theme went over well and fun was had by all at the Indy Network Now Conference.

The Fort Worth Network Now Conference had a larger turnout and again the Survivor theme went over very well. In fact, if any of you decide to play musical chairs you would definitely want to have Amanda Hovis on your team! She obviously played musical chairs a lot when she was a child! At the Fort Worth N2 Conference we also had a keynote presentation by Dinah Gratis who is now the Infor liaison assigned to the SyteLine User Network for all SyteLine related inquiries. We thank Dinah for helping us and we know that together that partnership will yield some good results. As part of the keynote address, one of the issues that came to the forefront was the Progress interface. When Progress 10A came out it did not have all the OBDC connectors that the prior versions of Progress had. Because those connectors were not present, the add-on products would not work with Progress 10A. Progress 10B will be coming out in December. The Infor personnel will then review it and make sure that all of the add-on products will work on Progress 10B running SyteLine 6.

Again, I look forward to working with the Central West region, don't hesitate to give me a call or email (info can be found on the contact page of this issue), and I will be ready to see what I can do to offer advise or point you in the right direction. After all Network is our game/name!

Rebirth or Restructure?

In an attempt to come up with something witty and interesting for this article, I went back to previous User Menu's. When I say 'previous' I mean back to 1994! Yes, the User Menu was started at the end of 1992 as a copied document that was circulated to 417 companies using SYMIX. The interesting thing that I found reading through the articles from year to year was that the core values of the user board have remained the same. Provide communication and knowledge to users! Bruce Carter was on the board back in 1994 with several people that have moved on to whatever fate their careers met with. While there was a significant difference in hair style (and amount), the desire to provide help and guidance to users was his and the board's driving force.

The user group had almost reached 800 companies in 2002 with the advent of SyteLine 7 looming in the evaluation lists of many customers hungry for change. Through the buyout years of 2002 – 2005 the number of users declined because of poor economic conditions and the development of newer, more industry specific packages. This radical change in 'players' also created a huge problem for the User Board because the links and channels of information were slowly eroding. Personal contacts for new users were lost, the corporate contacts at user sites changed and the board members also changed. The MAPICS proprietary values also created huge insecurity amongst the partners as well.

Now that it appears there is stability in the marketplace with Infor blazing the trail, the user community is growing again. The SUN board is coming up with new and creative ways to support and strengthen the user experience through a stronger web presence and bigger user conferences. While this revitalized energy within the user community can be viewed as a rebirth of sorts due the number of new SyteLine 7 users in the network. The board's perspective is more of a restructure in the direction and content we want to provide new and old users. SyteLine 7 is the future of this network. The focus at the Network Now conferences this fall was towards SL7 and next year's SUN Mega-Conference will take that even further.

The fundamental, grass-roots component to the User Network twelve years ago was the local coordinator and the local groups. Areas like Pittsburgh and Cincinnati have rekindled the local group meetings, but for the most part users are too busy to devote a half day or more to this when they can sit at our desks and enjoy the same presentations, without the time loss. The Central East region is the largest and most concentrated SyteLine region in the World. For the upcoming year 2007 it is my hope that we make it easier for users to get answers and help either through local meetings or more web casts. If you have ideas or requests on how we can make your life more productive please let me know!

Many Thanks To John From Nutech for sponsoring a wonderful cocktail reception.

Submitted by John Hillborn

(Innovative Steam Technologies)… The SyteLine User Group hosted a one-day conference in Niagara Falls. It attracted members from both sides of the border. I would like to thank Darren Kennedy for organizing this event with the cooperation of RSVP.

I believe this event was a success, there were approximately 35 end users present, next time hopefully more, and a good variety of quality presentations well balanced between Progress and SQL platforms. Sunday night, RSVP hosted a welcome reception for the conference and introduced some of their new resources to help support the Ontario region. James Willey, Tom Welch and Nigel Ferguson, all from Infor were present as well. Between the food and drink, a lot of shoptalk occurred and the foundation was set for the following day's events.

Monday started with a keynote co-hosted by James Willey and Tom Welch. They assured the group that regardless of the latest Infor mergers (SSA Global/Extensity/Systems Union Group) it is still business as usual. They also identified Infor as a top three enterprise software company now, along side SAP and Oracle. James discussed the roadmap for Progress/Open Edge based SyteLine, which included version 6.02 (now in general release), 6.03 (Open Edge 10) expected release mid-next year, and 6.04 in the latter part of 2008. He moved on to SQL based SyteLine, revealing 7.05 expected release is later this month, then announced that SyteLine Genesis is well underway expecting release in the latter part of next near. Tom and James also covered the Canadian Cheque issue. They identified what modifications are being made for SyteLine 6 and 7, however version 7 is only a minor (four minute) change in Crystal Reports. Infor has asked for volunteers to work directly with them to help pilot the change in 6. This fix will not be released in future service packs, it must be requested due to its uniqueness to Canada only. If anyone would like to offer to help Infor, please contact Dinah Gradis (dinah.gradis@infor.com). Tom finished off by talking about the service, fixes, and EInfo website. He announced that later this year they will begin identifying certain fixes as recommended fixes. This will be really important to those who fumble through the dozens of fixes that come out that are irrelevant to your business.

The remainder of the day was a variety of service providers supporting Progress and SQL versions, which included Insite Shipping, Progress, QBuild Corp, and Symtrax. There was also an exhilarating round-table discussion on SyteLine 7 hosted by RSVP. Thank you to all that attended. It's the users that make these things worthwhile.

Recap Network Now North - Vancouver

Recap Network Now North - Vancouver 45 SyteLine end users from BC, Alberta, Ontario, and Washington State attended Network Now North at the Vancouver Airport Marriott hotel. A total of 25 Infor representatives and Infor affiliated Vendors also attended. The keynote speaker was Dinah Gradis from Infor. She spoke about SyteLine Genesis and the SyteLine roadmap for the future. Ken Philp from Infor gave the users and Infor current events update. We then broke into round-table discussions and spoke about the SyteLine User Network and its purpose. The session's breakout took place after lunch on Monday and the Vendor Fair was well attended. Vendors that took part in the event included Essential Software Solutions, Insite Shipping, Q-Build, The Lakes Companies, Single Source, The Radley Corporation, Progress Canada, and BravePoint. A major issue that was resolved was the change issued by the Canadian government regarding the A/P cheque format. Infor is now dedicated to deploying a fix for this to Canadian customers. At one point they were not going to change the format in Syteline. Now, due to involvement from SUN and the end-user base, we will have a resolve and support for this issue.

Monday's evening event was a themed dinner with the SyteLine Survivor game. Bruce Carter did a great job at setting up the games and hosting this part of the event. All had fun as they tried to answer Darren's Cool Trivia for prizes.

Tuesday saw the whole day set-aside for sessions and networking. All the attendees that I had spoken to said that they had a great time and had retrieved a great deal from the sessions provided. Many users I spoke to found that the new sessions such as SyteLine Costing from Greg Lake and the Month End / Year-End Procedures from Dinah Gradis of Infor to be very informative and interesting. We would like to gear more sessions towards this type of format in the future – where sessions will be more "Hands On" and interesting, instead of the same sales-style sessions. A quick poll was taken on the last day of the Conference to determine what kind of Conference the users wanted in 2007. It was also confirmed by an email poll after the Conference. The users want a "Retreat Style" Conference in 2007. Location and exact dates TBA.

I would like to personally thank all the Vendors, Sponsors and Infor for this event, and all the end users for their support and attendance. I will try to continue to bring the Syteline users an informative Conference. I know your time and money is very valuable, so thanks again, and I hope to see you in the spring of 2007!

Submitted by Darren Kennedy
Canadian / Int'l Regional Director

Resetting Voucher Numbers - What can be done if the voucher number gets set too high?

Resolution:
It is difficult to get the voucher number set to a lower number. SyteLine is designed to start at an initial value and then increment off that value. If a higher number is entered at any item, that becomes the new default value.

There a few options to fixing this problem. Below those options are listed.

Option #1

1. Purge the Voucher History. That is found in Purchasing Utilities, Delete Utilities. By performing this utility, the voucher registers will have no information. The vouchers will still show though in A/P posted transactions.

2. Reset the next voucher counter stored in the file lasttran. If you have full development Progress, the following program can be entered and run in Query Editor. Enter the number that should be the next voucher number in the field lasttran.

```
find lasttran where lasttran-key=5.
display lasttran.
update lasttran.last-tran.
```

If you do not have full development Progress, the file lasttran must be unloaded through the unload/load utility, which will create a lasttran.d file in the operating system. The voucher number can be edited through vi or DOS editor. Then lasttran must be emptied then reloaded.

Option #2
Obviously, purging voucher history is not a desirable option for many. So there is a way to fix files through Progress or VI editor.

1. Through Progress query editor, the wrong voucher numbers in files vch-hdr, vch-item, and vch-stax must be updated. Also, if the transactions were not posted in A/P, aptrx and aptrxd must be updated. If they were posted in A/P, aptrxp must be updated. Use the following query to update the voucher numbers.

```
for each vch-hdr where voucher > xxxxxxx:
display vch-hdr.voucher
po-num.
update voucher.
```

Run this query for each one of the files listed above, just replace vch-hdr with the appropriate file name. When editing numbers, make ABSOLUTELY SURE THAT THE NEW VOUCHER NUMBERS HAVE NOT BEEN USED ELSEWHERE IN THE SYSTEM. SyteLine has big problems with processing records when two or more vouchers share the same number.

The files can also be unloaded through the unload/load utility, but the entire file can only be unloaded. The bad voucher numbers will usually show up at the end of the file. The files can be edited through vi or DOS editor, then emptied, then reloaded.

2. Reset the next voucher counter stored in the file lasttran. If you have full development Progress, the following program can be entered and run in Query Editor. Enter the number that should be the next voucher number in the field lasttran.

```
find lasttran where lasttran-key=5.
display lasttran.
update lasttran.last-tran.
```

If you do not have full development Progress, the file lasttran must be unloaded through the unload/load utility, which will create a lasttran.d file in the operating system. The voucher number can be edited through vi or DOS editor. Then lasttran must be emptied then reloaded.

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SUN
SyteLine User Network

Change of Address Form

SEND TO: Kathy Benedict • PMP #10085 • 300 International Drive • Williamsville, NY 14221

Old Address	New Address
Name ______	Name ______
Company ______	Company ______
Address ______	Address ______
City ______	City ______
State ______ Zip ______	State ______ Zip ______
Phone # (____) ______	Phone # (____) ______
Fax # (____) ______	Fax # (____) ______
E-Mail ______	E-Mail ______

SyteLine User Network

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