In Texas, Howdy is a colloquial contraction of the formal greeting of "How Do You Do?", and as such is a formal and acceptable greeting for residents of that region of the world. Wikipedia
“Howdy, Y’all!”
Thanks for attending..

Introductions

Acclamare Customers and Evaluators 😊
40+ individuals from Customers and Evaluators

Acclamare Partners in attendance

Admix – Tom Rowlett & Brian Zaeistowski
Advantage – Bert Pedersen
CMS – Dick Mogel
ERP Interface – Shmily Grossbard
Ethos Solutions – Doug Perkinson
SEI – Bland Motley & Mike Yochmowitz

Acclamare Staff
Kevin Clark & Troy Jones
Meeting Agenda
(synopsis of the next 2 days)

• 8:15 – Kickoff – Troy Jones
  • Welcome
  • Introductions of attendees

• 8:30 – 9:45 – Acclamare Status Report – Presenter Troy Jones
  • A Year in Review (Product Development)
    • Stats and Surprises
    • Review/Highlighting Acclamare Enhancements

• 9:45 – 10:00 – Break

• 10:00 – 12:00 – Effectively Analyzing Your Inventory
  • Mr. Jon Schreibfeder (Effective Inventory Management)
    • Jon will review the best methods to analyze your company’s inventory investment

• 12:00 – 1:15 – Lunch (provided in the atrium)
Meeting Agenda
(synopsis of the next 2 days)

• 1:15 – 3:00 – Acclamare Enhancements in Review
  • Detailed overview of the major, as well as some minor, enhancements to Acclamare in the past 12 months.

• 3:00 - 3:15 – Break/Snacks

• 3:15 – 4:15 – Acclamare “Attached Documents” – Presenter Doug Perkinson
  • Review of the new “Attached Documents...” feature set
    • ....with some real-world advice on integration with available scanners

• 4:15 – 4:30 – Automated Shipping Acknowledgements – Presenter Doug Perkinson
  • How to set it up and the hierarchy for how it works...

• 4:30 - 5:30 – Acclamare from 30,000 feet – Presenter Troy Jones
  • Acclamare Processing Overview
  • Acclamare Screen Customizations
  • Acclamare’s Dynamic Inquiry
  • Acclamare Report Integration
  • Sales Order Entry Overview

• Dinner is on your own....choose from the many local restaurants available
# Meeting Agenda
(synopsis of the next 2 days)

- **TUESDAY:** (Dual Tracks to choose from)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 AM</td>
<td>Inventory Replenishment&lt;br&gt;<strong>Doug Perkinson (Presenter)</strong>&lt;br&gt;•Replenishment Philosophy&lt;br&gt;•Item Setup and Definitions&lt;br&gt;•Stocked Items&lt;br&gt;•Virtual Items&lt;br&gt;•Vendor Item Records&lt;br&gt;•Replenishment Processing&lt;br&gt;•Automated&lt;br&gt;•Manual&lt;br&gt;•Expediting and Follow Up</td>
<td>Main Event Room</td>
<td><strong>Doug Perkinson</strong>&lt;br&gt;<strong>Michael Yochmowitz</strong>&lt;br&gt;<strong>Kevin Clark</strong>&lt;br&gt;<strong>Bert Pedersen</strong></td>
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<td>10 AM</td>
<td>BREAK/SNACKS</td>
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<tr>
<td>10:15 AM</td>
<td>Researching in Acclamare&lt;br&gt;•Sales History Research&lt;br&gt;•Purchase History</td>
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<tr>
<td>12:00 PM</td>
<td>LUNCH Provided in the Atrium</td>
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<tr>
<td>1:15 PM</td>
<td>General Ledger Reconciliation&lt;br&gt;•Setup and Definitions&lt;br&gt;•Transaction Postings&lt;br&gt;•Reconciliation&lt;br&gt;•Accounts Receivable&lt;br&gt;•Accounts Payable&lt;br&gt;•Inventory&lt;br&gt;•Bank Reconciliation</td>
<td>Embassy Suites Conference Meeting Room</td>
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<tr>
<td>2:15 PM</td>
<td>CRM for Acclamare&lt;br&gt;<strong>Bert Pedersen (Presenter)</strong>&lt;br&gt;•Customer Relationship Mgmt&lt;br&gt;•Tracking Prospects&lt;br&gt;•Great mobile sales force automation</td>
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<tr>
<td>3:15 PM</td>
<td>SQL Server Training&lt;br&gt;<strong>Kevin Clark (Presenter)</strong>&lt;br&gt;•Basic SQL Syntax&lt;br&gt;•Using SQL with Acclamare&lt;br&gt;•Customizing Searches</td>
<td>Embassy Suites Conference Meeting Room</td>
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<tr>
<td>4:15 PM</td>
<td>Warehouse Mgmt Tools&lt;br&gt;<strong>Michael Yochmowitz (Presenter)</strong>&lt;br&gt;•Barcode, RF and Hand-Helds from SEI/CLC for Acclamare</td>
<td>Embassy Suites Conference Meeting Room</td>
<td><strong>Michael Yochmowitz</strong>&lt;br&gt;<strong>Kevin Clark</strong>&lt;br&gt;<strong>Bert Pedersen</strong></td>
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<td>5:15 PM</td>
<td>BREAK/SNACKS</td>
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<tr>
<td>6:00 PM</td>
<td>LUNCH Provided in the Atrium</td>
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**Given the above schedule, attendees have the flexibility to choose between sessions held in the main event room or those held in the Embassy Suites conference meeting room.**
Meeting Agenda
(synopsis of the next 2 days)

• 2:30 – 3:00 – Acclamare’s Future – Presenter Troy Jones
  • Acclamare’s Vision
    • State of the business
    • Upcoming Product Plan

• 3:00 - 3:30 – Break/Snacks
  • Several Attendees will be leaving at this time and all formal training that was planned on the agenda will have been completed.

• 3:30 – 5:30 – Closing Session
  • Acclamare Roundtable
    • Open Discussion of proposed ideas, as well as training questions brought by the remaining customers...
Acclamare Company Update

• Acclamare company statistics summary
  – Incorporated Oct. 2006
  – First installation April 30, 2007
  – First LIVE operations on Acclamare, July 20, 2007
  – 50+ systems sold to date
  – More than 60 companies running on Acclamare in 25 different states in the US from coast to coast
  – Half a billion dollars per year in transactions are processing through Acclamare
  – More than 1,000,000 invoices per year
  – Looking at adding at least another 5 companies in 2013
Acclamare Customer Conference

• Future conference schedule
  – Planning to move the conference to March timeframe
    • Next meeting would be March 2015
      – Southeast US…probably Florida
  • Why?
    – 4th Quarter is our busiest time of year, and is for many our customers
    – March is generally better for most distributors, at least early March
    – Still provides a nice time from for our northern customers to escape the colder weather. 😊
  – Conference will be extended by a day
    • The first day will be optional but will contain several workshop options. It will likely be on a Wednesday with the conference running Wednesday through an early Friday
  – Interested in your feedback
    • Let me know as we chat during the conference
Acclamare Development

• Acclamare Development Philosophy
  • Enhancements
    • Acclamare
      • Based on protecting your investment and ours
  • New Accounts (deal driven)
  • Existing Accounts
    • Customer Conference feedback
    • Customer voting feedback

• Enhancements and Bug Reporting
  • Documented by Acclamare and our partners
    • Entered into FogBugz
      • [https://acclamare.fogbugz.com/default.asp?pg=pgOldMainMenu](https://acclamare.fogbugz.com/default.asp?pg=pgOldMainMenu)
      • FogBugz provides tracking and categorization
      • Currently expanding its use for customers
        • Acclamare WIKI

• Current Stats
  • Lets take a quick look
Acclamare software is getting deeper and more feature rich

• In the past 12 months....(since Park City conference)
  • Acclamare has had 7 new general release versions
    • 2012.4.0, 2012.4.3, 2012.4.4, 2012.4.5
    • 2013.1.0, 2013.1.1, 2013.2.0, 2013.3.0, 2013.3.1, 2013.4.0, 2013.4.1(current release)
      • New releases contained more than 325 enhancements & bug fixes

• We will likely have at least 2 more versions before year end
  • As always, these new versions will contain several items from this conference

• Version 2013.5.0.0
  • Due around 2nd week of November 2013
    • Will contain around 25 enhancements and bug fixes
      • Including 2 largish requests from this conference
  • PLUS....
Acclamare Development

• Acclamare Conference Surprise
  – Acclamare Dashboard upon login
    • Calendar or Dashboard
    • Several dashboards will be available
      – Specific to Executives, Managers of various areas, Customer Service, etc.
  • Dashboards assigned by user
  • As always, requests will be welcome

  – Let’s take a look....
Acclamare Enhancements in Review

• Attached Documents
  – Incorporated the ability to attach documents in various areas of the application
  – Special segment in the conference dedicated to review this functionality

• Banking
  – Voiding of Blank Checks
    • Review the Check processing aspects of Acclamare
  – Bank Reconciliation
    • Date and Time of reconciliation logic incorporated
    • Timeout period extended for those that do this annually.
      😊
• Commission Plans
  – Generation of Negative Commissions

• New logic allows a distributor to setup a commission plan, generally based on profit, that will award a sales person a negative commission when the sale is done at a loss. It is very important that the user set the brackets up correctly with the negative sale amount being the very first bracket and then working higher. The commission percentage must remain a positive value at all times.
Break time!
Acclamare Enhancements in Review

• Counter Sales
  – Customer Payment window is now a modal window
    • Done to allow us to not force a save if opened on accident, or customer changes mind
  – Pricing Formulas have been incorporated into the Line Level grid pricing field
  – Alternative units of measure can be selected for quantity or price

• Customer Collections
  – Ability to highlight multiple rows in a collection call for email, fax or print

• Customer Credits
  – Credits can now be entered for a 0.00 value
Acclamare Enhancements in Review

• Customer Document Inquiry
  – Ordered By column added as a column chooser option

• Customer File Maintenance
  – Customer Location
    • Incorporated the static purchase order number and expiration date logic

• Customer History Inquiry
  – Greater details provided
    • Reversed or NSF checks can be seen in the grid results
    • Detail lines have been incorporated into the grid display
    • This allows the user to see associated invoices with a payment and an associated payment with an invoice
  – Also has now been incorporated to account for payments made by payors
Acclamare Enhancements in Review

- **Customer Payment Processing**
  - Ability to search by Customer Invoice
    - In the old Orange but now presently differently

- **Customer Refunds**
  - Can issue refunds by credit card with PC Charge integration
  - Can reverse/void refund checks issued to customers

- **Customer Returns**
  - Feedback from prior conference to warn of duplicate serial numbers
    - Logic added to prevent a serial number from being returned when it already exists and is presently on hand for the item.
  - Incorporated the ability to select from various item units of measure
  - Visual Clue regarding the crediting of Freight
    - Free Freight is automatically deducted in current version
  - The Price column now has an icon to copy a price value from the Sales History dynamic inquiry
  - Address block information incorporated in the vertical grid of the user interface
• Customer Statement Printing
  – New area that allows for the generation of customer statements
    • Statements can be generated at any time based on several different filter choices
      – Statements are automatically directed for output based on Document Control Settings (company or customer specific)
Acclamare Enhancements in Review

- **Customer Quotes**
  - Release process checks for duplicate purchase orders and warns the user
  - New “Repricing” options have been incorporated
    - NOTE: “Reprice This Quote” will use the pricing engine to derive a new price for any line that hasn't been manually priced.
  - Customer Quote lines now contain a check box.
    - All lines are checked by default, but the user can check and uncheck lines as needed.
      - This check box is used for two purposes:
        1) Only checked lines are released when using the Release This Quote feature.
        2) Only checked lines are considered during the totaling process when the user view the Totals screen.
    - The Customer Quote form will need to be modified to incorporate the checked lines logic.
  - Complimentary Items incorporated once again
Acclamare Enhancements in Review

• Document Settings
  – Default email messages
    • Review Handout
  – Default messages for a fax cover sheet (with GFI Faxmaker)

• “Email To” feature set
  – Added the CC’d option to the existing To and Blind CC’d
  – User can now add attachments
Acclamare Enhancements in Review

- Dynamic Inquiry
  - Custom Fields have been incorporated to Customer, Item and Vendor information
  - Item Information Inquiry
    - User can customize the dynamic inquiry and move field presented
      - Custom Fields cannot be removed. Other fields are permitted for removal
    - Font was darkened for legibility
    - Note fields can be opened to reveal all contact. No edits are permitted.
- Incoming Stock Inquiry
  - Now has the item’s cost and the item’s cost unit of measure
- Outgoing Stock
  - Hyperlink enhanced to allow drill to Vendor Return
- Redesign to provide instantaneous refresh when moving from form to form
- There is a new "Edit" menu. This new menu, provides three new buttons: "Edit Customer ...", "Edit Item ...", and "Edit Vendor ...". When applicable, these buttons will open the corresponding file maintenance screen.
Acclamare Enhancements in Review

• Foreign Currency – Very LARGE enhancement in terms of scope
  – Infrastructure placed everywhere in Acclamare where it is applicable
  – Incorporated for daily use throughout the entire Vendor Transaction side...Purchasing, Receiving, Vendor Invoice and Vendor Payment process...also Vendor Quotes and Vendor Return Process
    • NOTE: AP Adjustment are currently prohibited for foreign currency vendors

• General Ledger
  – Ability to reopen a closed year
    • Must be done in succession if going back more than one year
Acclamare Enhancements in Review

- **Item Maintenance**
  - **Substitutes/Upgrades**
    - Visual Clue and Tool Tip to appear in Sales Order Entry
    - Review Conference Handout
  - **Item Status of “Discontinued”**
    - more clearly indicate to the distributor’s staff that the item is not just unavailable to them any longer, but the item itself is no longer being produced. Prevents the item from coming into Replenishment
  - **Vendor Item Maintenance**
    - Vendor Family field added to this record for vendor family discounts
- **Searching**
  - Default Vendor is now a search option in the Advanced Item Search
- **Inventory History Inquiry**
  - Hyperlinks activated from grid results
Acclamare Enhancements in Review

• Kit Orders
  – Virtual item components can be left un-purchased and they will show up in replenishment as special order demand lines

• Look and Feel
  – Bonus Skins
    • Many new concepts and themes have been incorporated
  – Entire face lift, relative to Acclamare icons (i.e. button glyphs) has been put in place
    • These new images more closely mirror the latest Windows graphics elements. Along with this change, users can now turn on the "Large Icon" option when customizing menus throughout the application.
Acclamare Enhancements in Review

• Merge Item
  – Acclamare will now attempt to merge stock item usage, when applicable

• Minimum Order Rules
  – Historically, min. order rules could be set to either increase a sales order’s total by some dollar amount, or to increase a sales orders total to a fixed value, when the order entered did not reach a sufficient value. A third option has now been added, wherein the user can now increase the sales order by a percentage(%), if the order total falls short of a desired amount.
Acclamare Enhancements in Review

• Price Contracts
  – Column chooser option added for Item Description
  – Row value duplication added for ease in adding multiple records
    • New rows will have its Cost Basis, Price Basis, Formula, and Formula % defaulted based on the values of the previous row.
    – Item grid is now tied into the Dynamic Inquiry to aide with additional cost, as well as other, information when editing, or reviewing, contract

• Promotions
  – You can now create a global promotion that applies to all customers. You do this by creating a promotion and leaving the customer grid completely empty. This promotion will now be available as the lowest priority promotion to every customer and customer location. Although the system will not prevent you from doing so, you are highly discouraged from creating more than one global promotion.
Acclamare Enhancements in Review

- **Purchase Orders**
  - **Revision Numbers**
    - Review the concept
  - **Search**
    - Purchase Order “Type” column added to search result to quickly show standard vs. drop shipments
    - Vendor Name also added as column chooser option
- **Vendor Family Discounts**
  - Only line level discounting is supported. As the user enters lines, the normal vendor cost will be captured and displayed. Any time the purchase order is saved, either manually by the user or automatically by the system, line level vendor family discounts will be evaluated. If any apply, the appropriate lines will have their cost updated to reflect the discount obtained.
- **Placed Order With**
  - Field incorporated into the PO Header
  - Additionally, automated emails and faxes will look to the associated contact record when generating the email or fax
  - Purchase Order deletion is now recorded in the tattle tale table
  - Changes on a saved purchase order to quantity, or cost, or both are recorded in the tattle tale table
• Purchase Order Receiving
  – When receiving excess quantity on a line that is associated to other documents (sales orders or kits), the user now has a choice of what to do with the excess. The user can select between two options: "Add to Document" or "Into Inventory". The choice is made in the "Excess Disposition" field which needs to be customized into the grid if you choose to use it. By default, the value will be set to "Into Inventory". The one restriction is that the user cannot choose "Into Inventory" on unit controlled items.
Acclamare Enhancements in Review

• Replenishment
  – Discontinued Item will not appear in replenishment under ANY circumstances
    • Buyers now have a method to use the All Items (i.e. Total Review) functionality to build a worksheet while still screening out items that they no longer want to review anymore.
  – Filter label name changed to Primary Vendor
  – Posted Successfully Form
    • Hyperlink will now be available to drill into transfers and kit orders that are created
  – Replenishment will now create a transfer line when the user specifies that a special order should be fulfilled via warehouse transfer during the replenishment process.
  – Show Me button redesigned and incorporated
  – Column chooser option of Vendor Name added
Acclamare Enhancements in Review

• Required Fields
  – Most of these have been removed as applicable
• Special Note on Freight and Carriers
  – Carrier no longer required in several areas, but there are consequences
    » No frt adjustments, no frt charges when carrier is no defined. Visual Clues reinforce these things..impacts in Invoice, Orders, Quotes, Returns, Shipping, etc.
• Vendor Item Number now required

• Rework Orders
  – Placed Order With has also been added to the rework orders header
Acclamare Enhancements in Review

• Sales Invoices
  – Sales Order Number is now hyperlinked to allow drill to the sales order
  – Can enter tracking numbers after the fact
  – Sales Invoice Search
    • Customer Name column chooser option added
    – Reassign the customer on an invoice that is not paid (i.e. okay on Open and Posted)
    – Column chooser feature of Margin %
Acclamare Enhancements in Review

• Sales Orders
  – Create a warehouse transfer for an item not stocked in the warehouse associated with the sales order but stocked in a sister warehouse.
  – Substitute Items
    • Visual Clue, Tool Tip and new screen to review the options.
    • Review Conference Handout
• Sales Order (cont.)
  – Acclamare’s annual customer conference is really a great meeting for everyone involved. This “change” in the system was something that came about as the result of open discussion between nearly 40 distribution professionals, both that operate distribution businesses and those that automate them. As a result of one of these discussions the final “Status” for a sales order is no longer Shipped...now it is Completed. The consensus from the group was that shipped could be misleading when the order was cancelled in its entirety. The group felt the term “completed” was more comprehensive and illustrative of the final status of an order.

• Acclamare’s sales order entry application has been enhanced with an additional layer of “auto save” logic. Acclamare will now automatically test the header for complete entry, and auto-save the order as soon as the user places focus in the line entry area. This means as soon as the user clicks the mouse to enter a line, or uses the keyboard to access the first line, the system will automatically save the sales order at that point (i.e. header only). The sales order is created in the database with a sales order number, although no lines have yet been entered.
  – This new logic will assist in better validation of required elements in the header. It will also prevent the user from changing the warehouse designation from one warehouse to another after lines have been entered.
Acclamare Enhancements in Review

• Sales Orders (cont.)
  – Hold User
    • The name of the user that put the order on hold is now displayed next to the check box.
  – Hold Credit Limit
    • Individual customer order limits are incorporated
  – New “Repricing” options have been incorporated
    • NOTE: “Reprice This Quote” will use the pricing engine to derive a new price for any line that hasn't been manually priced.
  – Sales Order Line Details tied to BTO Kits
    • A large number of enhancements have been incorporated into the software, relative to BTO Kits and sales orders
      – Deleting, disassembly of posted kits, changes with commits, etc.
  – Cancel logic for sales order line detail records
  – “Recent Orders” added to the File Menu
Acclamare Enhancements in Review

• Sales Orders (cont.)
  – Create Vendor Drop Ship Lines in bulk for “virtual” item lines
    • HINT: Create a Drop Ship Warehouse for ALL lines
  – Kit Order numbers within a sales detail line are now hyperlinked to drill into the associate Kit Order
  – The “Line Number” field is now open and freely editable by the user
    • The Move Up and Move Down option is no longer applicable with sales orders
  – When a user deletes a single line from a sales order, information will be trapped in the tattle-tale table regarding the sales order number, line number, and item number that was deleted.
  – BTO Kit Pricing – Rolling up versus not Rolling Up
    • Logic to rollup based on the components fully incorporated
Acclamare Enhancements in Review

- Scheduled Jobs
  - Sales Invoice Post added once again
  - When the scheduled job for Recalculate Customer Aging is run, Past Due Holds are now being reassessed. During the customer aging calculations, if a customer is determined to be past due, all open sales orders for that customer will be flagged with the Past Due Hold. During those same calculations, any customer that was past due but has since paid their invoice(s) will have their open sales orders Past Due Holds cleared.
Acclamare Enhancements in Review

• Shipping
  – Fail safe has been incorporated into shipping so that Sales Orders currently locked by another user cannot be processed for a new shipment.
    • Additionally, fail safe logic was added so that export file for UPS, FedEx and USPS will always have a customer name, just in the case it was not entered when a one-time shipping address is involved.
    – The ability to generate Shipping Labels has been incorporated into the user interface

• Stock Item Usage
  – System now captures the end of month value of inventory on hand
    • Added to the Daily Cleanup stored procedure
Acclamare Enhancements in Review

- **System Wide Phone Number Masking**
  - Phone numbers throughout Acclamare will now be automatically formatted. If the user enters a 10 digit phone number, the system will automatically format it in the (XXX) XXX-XXXX US format. The user can still enter international phone numbers, but they will not be automatically formatted.

- **User Security**
  - There are two new field level security options that affect Sales Orders. User can now be allowed to or prevented from modifying the Sales Force and Field Sales Force fields.
Acclamare Enhancements in Review

- **Vendor Document Inquiry**
  - Hyperlinks incorporated to drill into purchase orders and vendor returns

- **Vendor File Maintenance**
  - Default Profit Center field
    - Optional field
  - Visual Clue to warn the user of duplicate vendor account number

- **Vendor Search**
  - Vendor “status” incorporated into the grid and the advanced search filters

- **Vendor Family Discounting is now incorporated**

- **Vendor Cost Contracts are now active**
  - Vendor Cost Contracts are now taken into consideration when a cost is being derived in a Purchase Order, Rework Order, Vendor Return, or in the Vendor Item Cost Comparison tool.

  - A vendor contract detail can now be associated to a vendor family. Previously, the detail could only be associated to an item or a product group.
Acclamare Enhancements in Review

• Vendor Invoice
  – Incorporation of a Default Profit Center
  – Unit Cost Adjustments for Vendor Drop Shipments
    • Only available in the Vendor Invoice screen and cannot be done AFTER invoice is posted

• Vendor Rebates
  – Global Rebate setup made much easier
    • Review Conference Handout

• Vendor Recurring Invoices
  – Several visual clues and tool tips added to assist with setup and release
  – Specific Release Schedule can now be setup and used
Acclamare Enhancements in Review

• Vendor Returns
  – Can easily return virtual quantity for stocked items
  – Action to Reset the vendor return status has now been incorporated
  – Require Vendor Approval
    • Can now be done independent of the Customer Return process

• Vendor Return Confirmation
  – During Vendor Return Confirmation, the user can now see and edit the price associated with the Customer Return Line. If the user edits this price, the new price will be used when the Customer Credit line is created.
  – During Vendor Return Confirmation, the user can now see and edit the cost associated with the Vendor Return Line. If the user edits this cost, the new cost will be used when the Vendor Credit line is created.

• NOTE: These column will need to be customized into the details grid area for use
Acclamare Enhancements in Review

• Warehouse Transfer
  – Incorporated logic to allow for multiple units of measure
  – Lines can be deleted from a warehouse transfer even when the transfer has been partially shipped. This line can be deleted as long as NONE of it has been shipped.
  – Auto-save logic incorporated into line level entry
    • Assists with the committing of product
  – System will auto check if a transfer can be set to Shipped, if alterations are done to lines so that nothing remains to ship.

• Search
  • Requested By column added to the column chooser detail search results
Break time!