

Hello all,

Thanks go out to those who were at our meeting Friday 9/24 – I thought it was successful and am looking forward to the next one. Thanks again to Rex for hosting.

A separate e-mail will be sent to all the attendees with the names and e-mail address of everyone that was at the meeting.

Again, if you or your company is able to host a meeting, please let me know. I will continue to look for an affordable solution for a meeting facility.

I propose we set the following meeting dates for 2005 – plus ideas for a presentation (anyone want to volunteer to lead?):

1 st Quarter:	January 21, 2005	Financial / Tax Help
2 nd Quarter:	April 22, 2005	
3 rd Quarter:	July 22, 2005	
4 th Quarter:	October 21, 2005	Year End Processing

I would like for everyone to send me any updated information on their companies. If any contact people have changed, please just drop me a note so that I can correct our database.

If you do not wish to remain part of our group, please simply send me an e-mail with REMOVE and I will delete you from our list.

ENGAGE NOTES:

I was at the Exact Macola ENGAGE conference last week and I personally thought it was fabulous. We also had our yearly President's meeting following the close of the conference for the next few days and I also had the opportunity to have individual meetings with Exact Executives and Employees.

I thought I'd share my opinions of the conference as well as notes and information I took at our President's meeting. Listed below are the breakout sessions that I attended with my notes, views and rating of them. As a side note, each attendee was given a survey sheet to rate the session. They asked for ideas and suggestions on what was beneficial and what wasn't. I was extremely honest in my reviews and gave them several notes. Exact personnel will be reviewing those survey's and incorporating changes for their next conference – already set for October 2 – 5, 2005 (same location again).

I strongly recommend that people take advantage of the upcoming conference next year (of course I realize it's a LONG time away!). Not many Chicagoland users attended this year, and I think they would've been pleasantly surprised at what they offered, both in education and in presentation.

I would like to point out that in my opinion, this is a different company from what we were used to in the past. Macola has gone thru MANY, MANY changes in the last few years and I honestly feel that they are striving to be a better, more focused CUSTOMER orientated vendor of ours. Exact Software has changed the dynamics of the way Macola had done business in the past and it shows.

BREAKOUT SESSIONS

- Tips and Tricks on Progression
 - Material – OK
 - Presenter - EXCELLENT
 - As a “power” user, several of the tips and tricks shown were things I’d already known. However, in talking to other users that attended, they found several helpful ideas.
 - The presenter (Mary Hall) knew her stuff and was quite thorough and detailed in her teaching.

- Planning for the Progression to Macola ES Upgrade
 - Material – EXCELLENT
 - Presenter – Not good
 - The material presented was amazing. The biggest portion of the presentation was the LIMITATIONS of ES, which I found the most useful. I had only seen all the cool stuff that ES CAN DO, that I didn’t realize there were so many things that were NOT going to be a part of the new program. There is far too much data to type out – so do yourselves a favor, if you’re planning on going to ES, READ ABOUT THE CONVERSION PROCESS FIRST!!! There is a document available on the Customer Portal of EM’s website.
 - The presenter went thru the material way too quickly and was abrupt when asked questions. She knew the conversion process immensely, but had a hard time presenting it to the group in a way that we could follow and understand.

- Reporting against your Progression Database
 - Material – EXCELLENT
 - Presenter - EXCELLENT
 - The material covered was very good and explained the ODBC links from SQL to Excel, Crystal, Query Analyzer. Again, as an experienced user, I knew a majority of what he was teaching, however, there were a few tips I learned.
 - The Presenter was very good, very technical and VERY detailed. Other people thought too technical, but I enjoyed his teaching methods.

- Navigating the Customer Portal
 - Material – EXCELLENT
 - Presenter - EXCELLENT
 - Very helpful, very informative and all their improvements were highlighted and displayed. They have made tremendous strides with the site and continue to improve it daily. Important plans for the future: order forms online and multi-users within 1 company. If you haven’t checked out the Customer Portal, you should!
 - The Presenter was fabulous and took the time to answer all questions and point out different navigation techniques. Exact also took several of our suggestions and comments and will incorporate them into the website in the next few weeks.

- How Exact's Warehouse Management System Maximizes Efficiency
 - Material – BEYOND EXCELLENT!!
 - Presenter – BEYOND EXCELLENT!!
 - By far the best presentation they had. Basically Exact has bought a 3rd party add-on and incorporated it into the Progression and ES series. It encompasses Bar-Coding; Inventory control; Shipping and Receiving and Warehouse Management. It is the BEST enhancement I have ever seen come out of a Macola Module. I have already started the process of having their team come back to Chicago for a presentation. Let me know if you're interested in attending.

- Enhancements to Progression in 7.6.300
 - Material – EXCELLENT
 - Presenter - EXCELLENT
 - Very helpful, very informative and all their enhancements were clearly identified and presented.
 - The Presenter did a very good job of explaining all enhancements versus "fixes". It was taught by an experienced trainer/leader which showed his knowledge of the entire product line.

www.emug.org

Our National Exact Macola Users Group website is up and running. Within the next few weeks our Chicagoland website will be disabled and our information will be moved to the above address. We will put all agenda's out there, as well as problems and copies of e-mails that I send. Please take a moment to check out the site.

Business Partners

There was quite a lot of talk about BP's and how Exact Macola and their customers interact. If you are unhappy with your BP, the people to contact are as follows:

Bruce Shamel- Manager, North America Channel Sales - 918 523-4008

Ed Babb – Channel Sales – East Region - 910 270-2117

Robert Reed – Channel Sales – West Region - 661-297-6286

They will be happy to help you in whatever way they can.

In the next few weeks, I will get a list of information (POINT BY POINT) of what the Presidents discussed with Macola. One of the Presidents agreed to take notes and be the GO-TO person with them. We call it our ACTION LIST. Once I receive, I will forward to you all so you can see what we're working on.

If you have any questions, please do not hesitate to contact me by e-mail ked@lcraven.com!

Thanks!