



March 2008

## Useful Features in TSM 6.7 : Requisition and Commitment

TSM 6.7 contains features and functionality allowing the management of stock requisitions and ordering of commitments.

**Requisition:** A request for the delivery of materials initiated by a TSM user. It usually includes requested dates and quantities. There are many reasons for this but the most common are that the user wishes to use some parts on a job that they do not already have, does not have access to the store or there are currently insufficient goods on hand to fulfill the request. Requisitions are created at the point of adding parts to a job.

Requisitions for out of stock items by staff in the course of entering jobs are usually processed by a warehouse manager who will handle stock purchase orders and manage the picking and delivery of stock to jobs. For existing or received stock, a "Pickings List" report can be generated in order to assist them with locating the items in the warehouse.

**Commitment:** Setting aside a quantity of on-hand stock for use against specific jobs in the future. You might need to use specific quantities of items from stock for jobs that do not require these items immediately and wish to ensure that the stock is set aside for when it is required.

The Product module displays a breakdown of stock quantities for each item divided into categories that indicate how much of the on-hand quantity is available and reserved for jobs, how much is requested and how much is on order.

Warehouse Management is made easier through the application of a new Requisitions / Commitments module that manages application of commitments to jobs and allows the Warehouse Manager to print a Pickings List report to aid the procurement of items due out on jobs. Likewise the Order Items module has been modified to handle ordering for requested items.

We have some detailed documentation detailing the use of the Requisitions / Commitments module in TSM.

Please contact TSM at 02 8002 2311 for further information.

## TSM Support FAQ Library

A compilation of support documentation addressing common questions in TSM is now available from <ftp://ftp.proware.com.au/FAQ/FAQ.html>. Issues ranging from the accounting posts to common errors and operating system compatibility are addressed. This project is a direct result of customer feedback and we greatly appreciate user input and welcome any comments on this FAQ library



## Implementing a Successful Business Oriented Internet Strategy (Part One of a Three Part Series)

What makes a successful internet site? Is it the design, the look, or the image? Is it the copy, the text? What are your prospects and customers looking for in a website?

This article presents an outline of what should make a successful Internet site and how such a site could be set up. It is not suggested that you implement all of the following strategies but choose those that suit your business model. What is important is that you have a long term view in place and that you start off in the right direction.

### Benefits to You

- To raise additional revenue from an online electronic service.
- To leverage and improve the value of existing production in conjunction with the Internet.
- To provide additional avenues to sell products/services
- To provide a forum for you to provide information to a mass market

### What makes a successful Internet site

The Internet provides a unique opportunity to put millions of people not only within Australia and around the world in contact with companies, their products and services at very low cost with potentially huge exposure.

There are right ways and wrong ways to set up an Internet site. This article tries only to give you the possibilities. In no way are we suggesting a particular strategy. This will depend on many different factors including company direction, budget, aspirations etc.

### **Defining your role**

The most important aspect to successfully embarking on an Internet strategy is for you to define your role on the Internet. Some potential roles include:

- Enable access to company/product information
- To actively encourage and attract access to  
company/product information
- To provide links to other similar Internet sites
- To provide a forum to **actively** provide  
information to people accessing the service

You may note that a number of the above points (there are also many others) are very similar. In fact, the subtle differences can have a significant impact on the way you set up your site. This is the beauty of the Internet in that **there are many different ways of setting up your site.**

The important thing to remember is to **define your role**

### **Bringing companies together**

The Internet is so much more than a place to offer a static home page to passers by. You can do much much more - and potentially raise considerable revenue doing so.

If you consider nothing else then consider the following. **You will be successful on the Internet if you develop your own community.** Community is the keyword here. Your site can be so much more than just a business site attracting only passers by.

Aside from the considerable revenue that you can gain (discussed in detail later) what is it that you want from an Internet site? Of course you want people to visit it! You can have the best information in the world there but if no one visits you then what is the use.

You need a strategy that will:

- Attract visitors
- Encourage people to revisit the site on a

regular basis

The Internet has a reputation of being an indispensable tool for researching company and product information. Your site should allow this to occur in an unhindered manner.

By encouraging people to visit and revisit your site, you will significantly improve your chances of raising increased revenue but you must be subtle in your approach.

**The single most significant deterrent to people accessing a site is to directly charge for such a purpose.** You should provide sufficient and extensive free information and services to get a user interested in your site, to revisit your site and to agree to pay (if necessary) for the privilege of accessing desirable information.

*Continuation of this article (Part 2 and 3) on our next issue so watch out!*

## **10 New Year Resolutions to Boost Your Business**

*(Part two, a continuation from the previous article)*

By Miles Burke (an article from Sitepoint. Com, Mr. Burke is the Chairperson of the Australian Web Association and recently awarded as one of the Top Western Australia Entrepreneurs)

### **6. Create products that generate income.**

Web workers need to stop and take a look at many software developers, and how they build and resell their Intellectual Property. Take stock of your own tools and techniques, and look for methods of creating assets that you can monetize, or better still, will generate recurring income. Have a content management system? Explore licensing models, rather than simply selling it. Even seemingly simple elements, such as email forms, slideshows, and other items, could be written in a modular way that allows you to easily tweak a configuration here and there, and saves you hours of work.

### **7. Delegate effectively.**

We all want to work less and earn more. Here's one of the greatest secrets of time management: successful delegation. Start by writing down every activity you undertake for an entire week, then review the results.

There are likely a number of activities that don't help you achieve your goals, or could be done by other team members. Focus on working to get those low-payoff activities either delegated or dumped. If you're a solo worker, perhaps consider outsourcing these duties to somebody you know who could do the work. Considering your hourly rate, is it more effective to pay an accountant \$60 an hour to do five hours' work, or spend 40 hours on it yourself? Hiring a professional by the hour will often work out cheaper, and can save you valuable time.

### **8. Focus on client service.**

It's easy when you're absorbed in delivering to tight deadlines, juggling 100 projects, or just having a manic few weeks to forget the reason you have this work. That reason is clients. Clients matter, so unless you're hoping to lose a few, you'd better remember what it's like to be a client, and recall your memories of the best service you've ever received.

Now, set yourself a challenge to outdo that service experience, and outdo it over and over again. Take a look at

every method by which you have contact with clients -- telephone, emails, meetings, even invoices. Is there something you can change to ensure the relationships that you are building now will be long lasting?

#### **9. Take time to wander the Web.**

Set aside some regular time to aimlessly wander the Web. I'm not talking researching competitors, or checking sites you already frequently read. Cast the net wider, and follow more links. You'll no doubt stumble onto blogs or web sites which may hold inspiration, education, or just plain harmless fun. No matter what, there's a good chance your wanderings will be good for the mind and soul. Wander the Web, follow your instincts from link to link, and discover the 99.9% of the Web that you never visit when you're stuck working in your own digital ecosystem.

#### **10. Build rock-solid procedures.**

The right procedures will make your business run more efficiently. A good system will allow for increased workload and reduce the amount of effort you need to spend on repetitive activities. Just about everyone has heard the story of middle-aged milkshake salesman Ray Kroc, and how he created systems in fast food retailing to build his little hamburger chain (McDonalds) into the mammoth business it is today.

Ask friends who know the story and they will give you the same answer -- his success was driven by the fact that he created procedures for every single element of his business. Best-selling business books such as Michael Gerber's 'The E-Myth' reiterate this. Having procedures reduces the chance of errors, and increases your ability to think beyond the routine. Think of the differences between a business with procedures and one without, then consider what would happen to each business if you were hit by a bus, or took extended leave. Which would survive?

#### **Make Your Resolutions Now**

Now, don't just read the above list and start making excuses, thinking how nice it would be to have the time or inclination to do this. You could boost your business just by bookmarking this article or printing it out and at least working on a couple of the above points over the coming months. Soon you (and your business) will be noticing the benefits. Good luck and never stop building upon your success!



## **Don't forget about the TSM User Forum**

With over 170 members, it is a great place to get support or tips on TSM from colleagues in your industry and others. If you have any features that you would like to see in TSM, please post your idea in New Features Suggestions section of the forum. You can also find out if others also think this is a good idea!

Check it out now:

<http://www1.theservicemanager.com/tsmforum>



For any technical support or assistance,  
please call:

02 8002 2311 (Sydney)

03 9010 9011 (Melbourne)

07 3102 7511 (Brisbane)

08 9467 2911 (Perth)

## **Use Your TSM \$50 Voucher Now!**

TSM has given away a special TSM \$50 voucher to our valued customers last Christmas. This voucher which can be used for any purchase of TSM products (Services and maintenance excluded) and is valid until June 30, 2008.

Avail of this voucher now so you can start the year right for your business! See your voucher for conditions of use.

If you have not received your TSM Voucher yet,  
please call the Marketing Department at (02) 96903888

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