

Vantage Point

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CUSTOMER SERVICES UPDATE



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I hope these past few weeks have been a great start to your 2014 business year. At AgVantage, our call volume is now approaching a more normal level as we move ahead to the end of January.

As your software support team, the Support Department gets a lot of calls each day, each with varying degrees of difficulty that our customers would like help resolving.

A lot of these issues that customers call in for help with, rely on the AgVantage support team to use methods that are unavailable to customers to resolve. We have our 'magic' commands that we use, our jars of 'potions' and 'fairy dust' that can help our customers resolve data issues or fix human error. These special things we do, come with some varying degree of difficulty, and varying degree of risk of data integrity. These are not things you will find in any AgVantage Software manual or on our Message Board. We don't teach these commands and processes at our User Conference, because it is just too risky in the hands of a person who doesn't have the full picture of the data flow, and can quickly take a situation from bad to worse without any intention of doing so.

There is however one issue that we are no longer able to resolve for our customers due to the risk and the data integrity red flags that can happen if we do. If you have merged an AR batch of invoices, and if there were payments in that batch, or if any payments were applied to any of the invoices from that batch, we are no longer able to unmerge and remove those invoices for you. Doing so has major implications when it comes to keeping your aging in balance and with tighter auditing standards in place, with probably more to come, the risk of throwing up a red flag due to missing invoices in your series of invoices becomes another area of concern.

We realize human error is always going to happen, and in most instances, we will do whatever we can to help you through those situations as to not impact your customers' statements, invoices and perception of your efficiencies. To help avoid getting into a situation such as this, please remind all your employees to carefully review the edit reports before merging any batch or transactions, not just Accounts Receivable. We provide reports with all the information needed to ensure the accuracy of your data before you merge your batches and they become permanent records on your system and can no longer be changed.

We appreciate your understanding and continued support, each and every day!

Looking forward to spring!
Theresa

AgVantage Software Trade Show Schedule

Minnesota Grain & Feed Association

River's Edge Convention Center, St. Cloud, MN Feb. 4-5, '14