Vantage Point

JANUARY, 2017

CUSTOMER SERVICES DEPARTMENT UPDATE

Theresa Willems
VP Customer Services
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Happy New Year! 2016 flew by like the wind, and 2017 is already gearing up to be an exciting and busy time at AgVantage.

I spent a good amount of 2016 on the road for work this past year, both to prospects demoing our software and working with existing customers on training and enhancing their use of our products. That part of my job is and will probably always be one of my favorite parts of my job – to be onsite working one on one with our customers is very rewarding. So many times we find out that our existing customers aren't always aware of new features and settings which allow the user to customize how AgVantage works for them. I don't know if anyone has ever sat down and actually counted the setup flags that dictate how the software works – but trust me, when you are setting up a new customer for the first time, the options seem endless!

Software Updates — With that struggle to keep our customers informed and aware of all the software updates we release weekly, we are currently working on several projects internally to help you with those challenges. I'm excited to share our commitment to continued improvements in our methods of communication with you today.

Within the last several months, we have begun working on refreshing our documentation to make it more user friendly and concise while still getting you the information you need, especially if you are new to AgVantage. We will be rolling out our new documentation packages as they are completed in 2017. It is a big undertaking to rewrite all our documentation, but I truly feel our fresh, new approach to documentation will be more helpful to our customers.

For several years, we have been utilizing our Message Board to communicate weekly enhancements to our software. While the concept is good and definitely serves as an important communication tool, we are currently in the process of revamping that tool to provide better information and get it in our customers' hands more effectively. The first stage of this process is already underway with an upgrade to the Message Board software we currently use to provide additional features and stability that our current version does not accommodate.

Upgrading our current Message Board software will be our interim resolution as we have a team of staff working on designing a new tool which will offer better communication and information distribution to our customers. We are excited to be bringing clearer, more relevant information directly to our customers with this new approach!

Finally, we have been working on enhancements to our call management system by granting access to our customers to see their open calls within our system. It is a product we have had for some time, but recently have added in

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enhancements which will make it much more user friendly and will provide you greater detail on your support calls. We will be showcasing this updated access to your support calls at the Executive Conference in March and look forward to having our customers begin using that tool shortly thereafter.

Beyond those several items we have in the works to improve communications to our customers, we have also been very busy working on our latest version of AgVantage – AgVantage Edge! It is exciting to watch the transformation of our software each week and we have had several customers graciously work with us during this process to help Beta Test the prod-

GRAIN CUSTOMER PORTAL

ucts as we move forward. We would not be as far as we are without our business partners helping guide our processes along the way, so for their help and feedback, we are extremely grateful!

EDGE Edge Products include Accounts Payable, Grain Customer Portal, CRM (Customer Relationship Manager), Edge Energy/Dispatch/Mapping and Agronomy Dispatch/Mapping/Order Application. We are also currently working on Edge Feed and Edge Item Portal – both which will be tremendous products as well. It's exciting and fun to see the evolution of our products within Edge! If you are interested in learning more about our Edge products, please reach out to me at theresaw@agvantage.com and we'd be happy to get you more information.

As always, there is a lot in the works at AgVantage to continue to improve our service, communication and software. We look forward to a bright and prosperous 2017 and wish you all abundant joy and success in this new year.

Make it a splendid day,
Theresa

ENERGY DISPATCHING/MAPPING
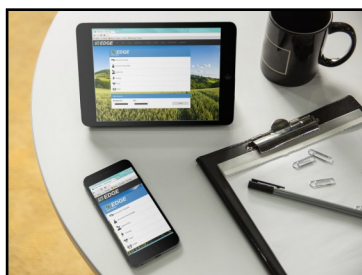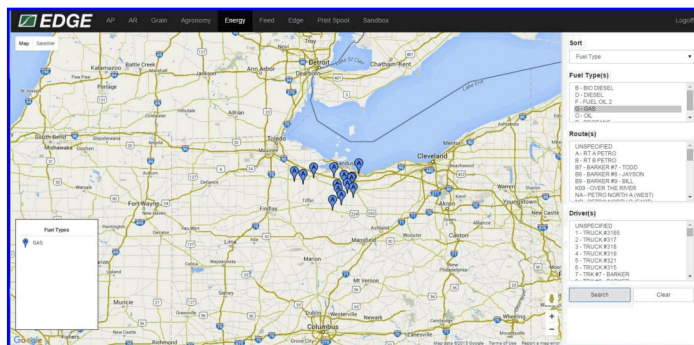
AGVANTAGE SOFTWARE, INC.
2017 TRADE SHOW SCHEDULE
**Minnesota Grain and Feed Trade Show
Hyatt Regency Minneapolis, March 2-4
Booth #205**
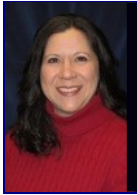
TWO NEW METHODS OF REACHING AGVANTAGE
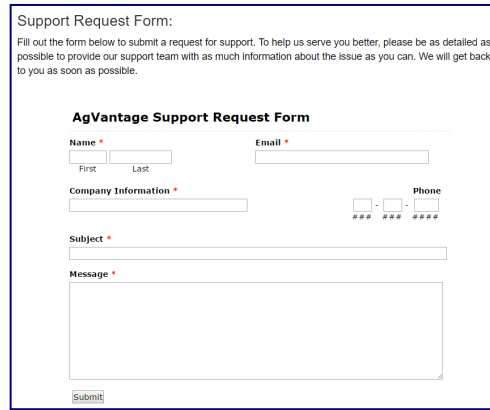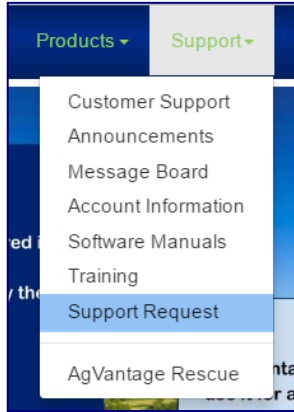## ON-LINE SUPPORT DISPATCH
Brenda Dvorak & Jason Schneider
Customer Services Representatives   support @agvantage.com

As of January 24th, we are launching two new ways to get your support questions answered.

Online Support Request Form

Fill in the new Online Support Request form on our website to generate an email to our support staff. This will create a request to the support team for callback. To help us serve you better, please provide as much detail as possible, including errors you may be receiving about your issue. This new form can be found on our website under the Support menu, called Support Request.

Online Dispatch

New to the homepage of our website, in the lower right hand corner, is an online support/dispatch request. Click on the window to enlarge it and fill out the form to initiate a session to the online dispatcher. Use the Online Dispatch to ask questions or to put in a support request for a callback. Please note that while this feature allows us to chat in real time with you, it's intended purpose is to enter support call requests and ask general questions the dispatcher may be able to handle. If the dispatcher is helping another customer, you will be placed in the queue and helped in a timely manner. If the online dispatch is offline or away, it will say so, and your question will be submitted to our support staff via email.
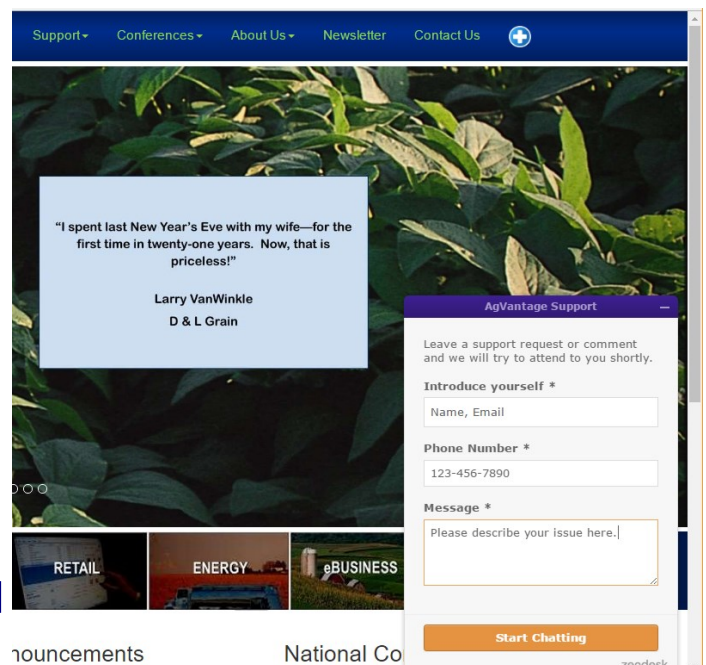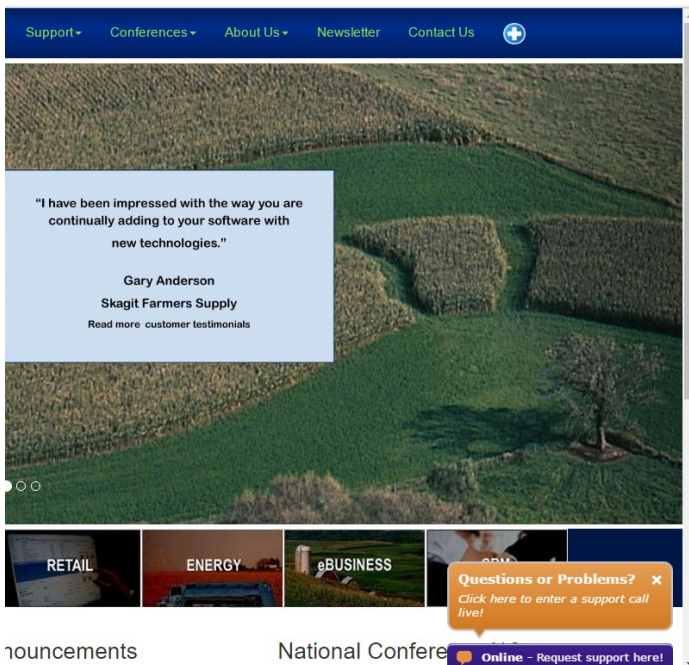
AGVANTAGE EXECUTIVE CONFERENCE UPDATE
MARCH 12-14, 2017
FORT MYERS, FLORIDA

Lori Campbell
Conference Mgr.
loric@agvantage.com

Save money—don't delay! January is the last month to take advantage of the $100 Early Bird Discount off an Executive Conference registration! You may register, see the conference brochure, and make your hotel reservations all from our home screen—agvantage.com. The Early Bird Conference rate is $595 and is available through February 1st. If you are on Annual Support, then you should have AgVantage Dollars available to use toward this fee, unless you have already spent them on other training. To check your AgVantage Dollar balance, just give me a call or send me an email.

AgVantage Software, Inc.

Leadership: Share the Vision

We are excited to have ten customers doing presentations throughout the conference.

Building A Sustainable Agribusiness Panel
♦ Harold Cooper, CEO / GM, Premier Companies
♦ David Rischmueller, GM, Middleton Farmers Cooperative
♦ Keith DeVoe, GM, Roggens Farmers Elevator Association
♦ Frank McDowell, CEO, New Vision Co-op

Customer Software Advocates
♦ Heather Hall, Asstant Controller, Ursa Farmers Cooperative—Edge Grain
♦ Karen Larsell, Controller, AgVentures NW—Employee Time & Attendance
♦ Ron Harrison, Operations Energy Manager, Sunrise Coop—AgVantagePC Energy
♦ Randy Fry, Data Processing & I.S. Manager, Ceres Solutions LLP—Seed
♦ Jamie Pratt, IT Manager, Legacy Farmers Cooperative—Customer Relationship Mgr.
♦ Alicia Streich, Accounting & Finance Manager, United Ag—eAgVantage Financials

We also have an 11th customer joining us as a virtual guest presenter—George Secor, CEO of Sunrise Cooperative. In addition to these, we have many sessions taught by our AgVantage staff and our business partners. This is an event not to be missed!

We sincerely appreciate all of our customers who have chosen to participate in this conference as their wealth of knowledge plus the networking makes this conference incredible.

Thank you to our conference sponsors who help us to keep our registration fees the same, year after year.

Platinum Executive Conference Sponsors:

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Our Conference Hotel is Sanibel Harbour Marriott Resort and Spa in Fort Myers
Call 1-800-767-7777 or make your reservation on our website. Our group rate is $299 for a single or double for three conference days and $319 for additional days.

'15 Executive Conference

Conference App
Don't forget to download the Conference app!

AgVantage Software encourages you to download the AgVantage Conference app from the Android or Apple app store. It allows you to: network with other attendees, get information on conference sponsors, receive reminder notifications of events that are about to happen, take surveys, and learn about sponsors' products.

For any questions regarding registration, our hotel, AgVantage Dollars, or travel information, please give me a call at 877-282-6353, ext. 117 or email me at loric@agvantage.com

Reminder from Valerie Ahlers
Customer Services Representative

Please remember that ALL W-2's and 1099-MISC (electronic or paper filing) are due to the Federal government by January 31, 2017. Penalties will be assessed if late. This is a change from last year.

AgVantage Software ● January, 2017
Update on New Releases &
Software Releases Coming Soon

Bonnie Fohrman
V.P. Programming
bonnief@agvantage.com

New Releases—Version 8

See our Message Board for many Product Enhancements continuously available.

Accounts Receivable
- No longer allows flag change when work order contains grain item (379971)
- Added ability to not print budget statement (385891)
- New option to set up email information in the customer master and work with screen (394295)
- Now identifies cash customer in the customer master file and skips when running an aging (396051)

ACH
- ACH Bank file for AR with PPD & Web bank transactions (360994)

Edge Agronomy
- Work Order Map Dispatch—new ability to schedule multiple orders (384982)

Edge Energy
- Energy main menu items do not display if the user does not have authority (390507)

Edge Grain
- In add settlements – added intention contracts (385388)

Energy
- CDD—Added term code field to tank file on Customer Tank Maintenance Screen (363043)
- Added the monitor date to the tank screen for interfaces (397730)

Feed
- Feed orders now allow the user to specify multiple printers (397362)
- Added Bold mixing instructions at print time (397426)

Grain
- Delete Settlement – Displays warning message if check has been reconciled (349082)
- Purchase Contracts – Requires buyer number if using emailing (371906)
- Purchase Contracts – Prevents changing price with loads applied (374206)
- Added pit number to location transfers, change loads, delete loads and load entry (380860)
- Sales Shipments – Now doesn't allow applying to new crop (390053)

Interfaces
- Silicon and Wesroc Tank Monitor interfaces are complete (383819)

AgVantagePC Agronomy
- New bold font for comments text on Blend Sheet, spray work order, shipping documents (354034)

AgVantagePC Invoicing
- Grain Bank Balances are now on the invoice (339147)

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AgVantagePC Time
- CDD Manage time – drop seconds for changes (386480)
- Add employee number to subordinate listing (397350)

Payroll
- Added work comp code to Work Code file (390832)

Software Releases Coming Soon

Accounts Receivable
- Do not allow flag change when work order contains grain items (379971)
- Aging by location (371267)
- Ability to require contract begin and end dates on contracts (376128)

eAgVantage Commodity DPR
- CDD—Add back button to return to purchases (363463)
- CDD— Apply button – "contract added" message when complete (363465)

eAgVantage Energy
- Do not show the back button after the order has been completed (391372)

Edge Agronomy
- Don't show on the main menu items if the user does not have authority (390727)
- Work order map dispatch ability to schedule multiple orders (384982)

Edge Dispatch Mapping
- Way to close many calls at one time (380914)
- CDD—Show tank type on the call screen (392598)

Edge Energy
- Track when Delivery Tickets and Listing Printed (339356)
- Allow comment access in tank maintenance and PC Dispatching (383422)
- Tanks that need to be painted (339535)
- Don't show on the main menu items if the user does not have authority (390507)
- CDD—Add term code field to tank file to Customer Tank Maintenance (363043)
- New Edge Tank Reports (394980)
- Customer Delivery Activity (339391)

Edge Grain
- Contract Valuations Report & Merge (380573)
- Inventory Valuation Report & Merge (380574)
- Unpriced Delivered Grain Report & Merge (380575)
- Purchase control priced not paid report (344486)
- Daily Summary of Grain Settlement Checks (393914)
- Shipments in Transit Report & Merge (380576)
- Unposted Discounts Report and Merge (380578)
- Command for today's loads by load number – detail or total (383821)

Energy
- Add bill lease codes based on tank usage (378479)

Feed
- Force a 2000 lb. ration size (385239)

Grain
- Settled checkoff report – add recap (349046)
- Delete Settlement – Display warning message if check has been reconciled (349082)
- Change Amendment Sheet to new layout to match the Purchase Contract (334134)
- Purchase Advances – warning message on screen if previously advanced (379239)

Interface
- Payment interface to scan in payment amounts (361353)

Patronage
- CDD Void a patronage check (333260)

Payroll
- Add work comp code to Work Code file (390832)
- New Ohio W-2 regulations – must show school district number (387830)

AgVantagePC Agronomy
- Bolder comments on blend sheet (354034)

Seed
- Seed Inventory Dashboard (382952)