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Welcome to the Summer 2010 edition of the OrderWise Newsletter.

OrderWise News & Updates



Changes To VAT

As announced by George Osborne in the Budget on 21st June 2010, the standard rate of UK VAT is set to change from 17.5% to 20% on 4th January 2011. In preparation for the change, as with the previous changes to standard VAT, we will be releasing a new utility to ease the task for our customers. This will be available to all customers with a valid Support and Upgrades Contract at the time of release. All customers will be contacted in due course, and there will be further details in the next newsletter.



Sales Team Update

OrderWise has become so popular that we have had to expand our Sales Team. When the level of enquiries from new customers was proving more than our Sales Team could handle, Chris Harding was invited to join our existing team of Chris, Paul and Simon. Chris has joined us with a background in accounting and business analysis, having spent the last 12 years working with Sage products, POS, stock management and optimization. Chris tells me he is raring to get out and about, sharing the benefits of OrderWise with businesses everywhere. And we couldn't have been happier to welcome him to the team!



Direct Courier Integration

The number of couriers that OrderWise integrates with is continuing to grow, with the streamlined communication between OrderWise and the chosen courier provided by Direct Courier Integration proving popular with OrderWise users. OrderWise Direct Courier Integration now works with the following courier services;

- Royal Mail Despatch Express
- ship@ease complete (both DPD & Interlink)
- UK Mail Consignor Gateway
- DHL EasyShip
- TNT Express Manager
- Home Delivery Network NetDespatch

With direct courier integration, OrderWise generated consignment files are picked up by the courier's own software system which generates the consignment information and returns the allocated consignment number to OrderWise. This makes the process of managing couriers quick and simple for the OrderWise user.

To find out more, please call the Business Management Team on 01522 704083 or email them at businessteam@orderwise.co.uk

Increased Training Provision

Due to continued high demand for OrderWise training, in May we expanded the Migration team when new trainer Robert joined us. We will also soon have four brand new, purpose built training rooms allowing us to increase our training capacity and reduce the time our customers have to wait to attend training.

Read more about the new training rooms and our exciting plans on page 2.



News & Updates

A Brand New Home For Wise Software

Later this year, Wise Software (UK) Ltd will be moving into our brand new complex.

We're not going far, in fact our new home is just a mile away. But what is exciting us all here at OrderWise is that the whole building has been designed to meet our exact needs.

We moved into our present offices in 2003, and as our numbers have grown so have the offices to accommodate us, with layout changes over the years and even additional buildings added to the site. But it's not only ourselves we need to accommodate. Every year we have more and more demand for training, from new customers buying OrderWise and coming to their initial training to some of our oldest customers coming to brush up their OrderWise skills. Over the years we have expanded to 3 training rooms, each with a different capacity and each with it's own good and not so good points. So with no more space left to expand the Support Team and no more options for improving the training rooms, we realised we needed to address the situation. As luck would have it, just as the search for new premises commenced, a unique opportunity presented itself to us to provide the space and parking we need, with plenty of space for future expansion and close to our existing office.

So with work on schedule, we are hoping to move later this year and will be keeping all of you updated. Of course, we'll be letting everyone know our new address and there will hopefully be more details and lots of pictures in the next newsletter. Until then, at the top right of the page you can see the architects drawing of the building along with some facts and figures about our new home.



- 1350m² internal space—this allows us plenty of space for expansion over the coming years, most importantly the expansion of the support team.
- Space for parking 60 vehicles.
- 4 large, spacious, purpose built, training suites, all with natural light and full modern features.
- A purpose built and furnished customer lounge for breaks and lunches.
- A Seminar Theatre with capacity for over 70 customer delegates—allowing us to host regular customer seminars and focus group meetings.

Are You Moving Too?

If your business address changes, please let us know by contacting our Accounts Team so that we can ensure your details are kept up to date.

You can email our Accounts Team at accounts@orderwise.co.uk, and please ensure that all emails regarding company updates are sent from an official company email address. Alternatively, you can write to us on your company's headed paper.

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V7 Latest Update & Screenshots

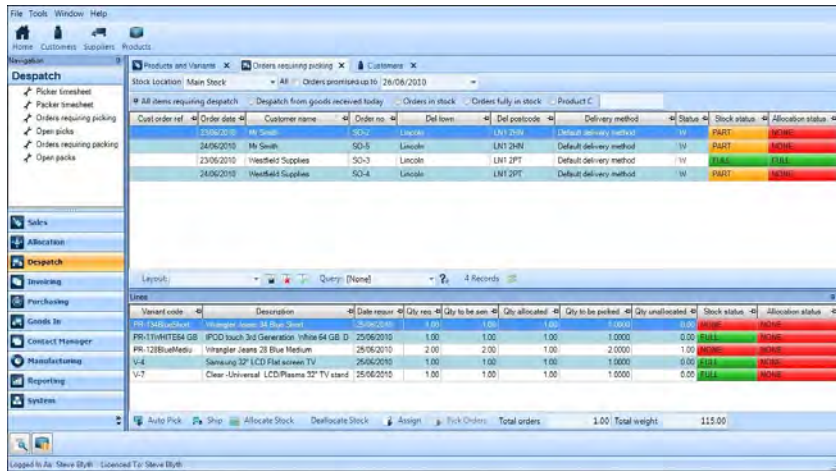
As regular readers of the OrderWise Newsletter will know, development work on OrderWise Version 7 is well underway and making excellent progress.

Since our last update, both Goods In and Despatch have progressed to testing where they are being rigorously put

through their paces by our Version 7 Testing Team. The developers themselves are continuing to push forward and having upgraded to Microsoft Visual Studio 2010 earlier this year, are using the very latest development tools to create the next, exciting version of OrderWise.

To help ensure continuity between Version 6 and Version 7, Lucy from our Data and Testing Team has moved across to join the Version 7 team, taking with her years of OrderWise knowledge and expertise.

As we edge closer to the beta testing phase, planning has begun to ensure that all of our customers experience a smooth, well-ordered migration from Version 6 to Version 7. As you read this, Cheryl, in our Migration Team, is formulating a great plan and working to ensure everything will be in place.



Version 7 Despatch Screen

So, all-in-all, you can see that there is a real buzz of activity building up around Version 7 here at OrderWise! Remember to check future newsletters and the Official OrderWise Blog for updates.

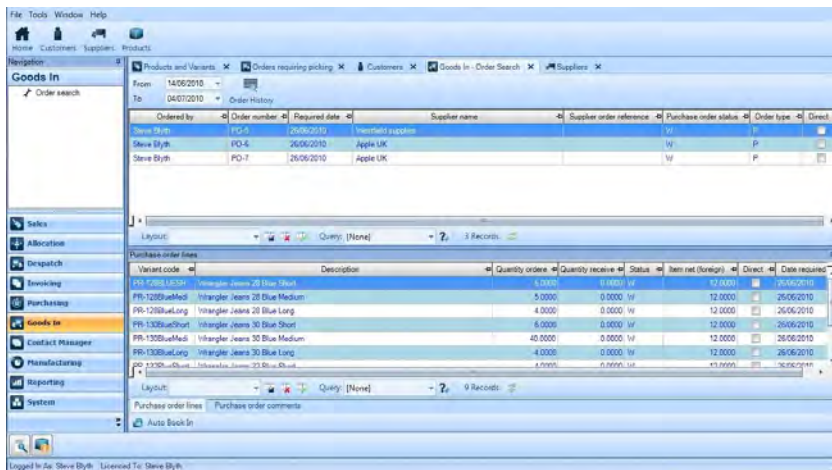
Version 7 Re-cap

Currently in development, OrderWise Version 7 is a complete re-write of OrderWise using the Microsoft.NET Framework and SQL server 2008.

Version 7 is due for a beta release later this year, which will then be followed by a managed roll-out, and when the time comes OrderWise Version 7 will be **available free of charge to all customers** holding a valid support and upgrades contract.

By the time of it's release, over £1 million and three years hard work will have been invested in the development of OrderWise Version 7.

We here at OrderWise are very excited about Version 7, which will provide all OrderWise users with a modern, highly expandable, multi-platform system on which to grow their business well into the future.



Version 7 Goods In—Order Search

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Meet The OrderWise Team

Amanda Hatton—Business Management Team

Amanda Hatton leads our new Business Management Team here at OrderWise.

With a strong background in stock control and order processing, Amanda joined OrderWise in early 2006. Prior to joining us, Amanda had built up 21 years of experience working in Software Solutions, having spent the majority of this time providing training and business consultancy to a wide variety of businesses across a range of industry sectors. Having initially worked in our training team, Amanda moved across to Sales as a Senior Business Consultant in late 2007, before setting up and heading up our Business Management Team this year.

So, How Can Amanda Help You?

As part of the Business Management Team, Amanda is an ideal person to talk to if you think you might like to make any additional OrderWise purchases. If you know exactly what you want, that's great, but all too often a new feature or additional module might look appealing but you're not sure how it will really benefit you.

Amanda will happily talk you through how features work, let you know the benefits and give you a demo if you would like to see the feature in action. But, Amanda doesn't just run through the motions. She will talk to you about your business and what you want to achieve, and will then advise you on the best way of meeting your needs, even if that means you won't be buying that additional module after all!

The 25 years of experience that Amanda has working with business and software solutions have given her the knowledge and skills to gain a real insight into how business works and more importantly, how OrderWise can be utilised to help you achieve more.

"we have been running Orderwise Software since 2003 and our business demands have changed dramatically in that time The post meeting report you produced was something we used as a template of actions / ideas that we can implement to make our business processes work more efficiently."
Dave Clark, Vanitorials Ltd.

Having changed her focus from new customers to looking after our existing users, Amanda soon identified a desire from some customers for a site visit in order that she could fully review how their business works, and in turn how best they could use OrderWise to increase efficiency and productivity. Amanda conducted a few "trial visits" and, as the feedback has been very positive, we **now offer a Customer Review Service.**

"All the team at BM have been using Orderwise for a number of years and it became apparent that we had become a little 'stuck in our ways' and not utilising the system to the it's full potential and indeed making our life unnecessarily difficult. The time spent with Amanda highlighted our areas of weakness and also indicated how we could better utilise the system through some new reports, changes of certain operating procedures and some re-training on the new features."

James Margerison, BM Furniture Ltd

The **Customer Review Service** involves Amanda, or her colleague Emma, visiting your premises, spending time looking at how you work, how you use OrderWise and speaking to you about what you want to achieve. After returning to the office, an in-depth report is then written to help you get more out of your system. This service is chargeable but the benefits far outweigh any cost, and in a lot of cases, help you to realise a better return on your OrderWise investment.

We hope to bring you more details about the new Business Management Team in a future newsletter. In the meantime, if you feel there is anything they can help with please don't hesitate to contact them at businessteam@orderwise.co.uk.

Introducing Emma Johnson

Our customer base is growing all the time and Amanda could not look after all of our customers alone, so Emma Johnson has been recruited to the OrderWise Business Management team. Emma also brings with her a wealth of business experience, and is looking forward to meeting our customers and helping them get the best from OrderWise.

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Customer Profile : Running Imp

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Award winning company Running Imp have been using OrderWise for many years now. Here they tell us more about themselves and how OrderWise helps them everyday.

From 1983 to 1989 Chris Illsley and Caroline Birkin organised the highly successful Lincoln Grand Prix series of road races, which at their peak attracted over 12,000 runners to their 4 annual events.

It was through organising these events that they identified the need for a specialised supplier for event organisers, from whom they could purchase all of the essential items for their events. Their search for this supplier drew a blank, so in 1988 they created Running Imp. Running Imp created a brochure which brought together all of the different products which Chris and Caroline had purchased from various companies in their organisation of the Lincoln Grand Prix Series; they marketed it as the 'one-stop-shop' for an event organiser.

Fast-forward 22 years to today and Running Imp has grown to become the industry leader, holding a 65% share of the market and recording its highest-ever sales figures to date.

Working within the running events industry brings many logistical challenges to a company like Running Imp. Just one event can require thousands of finisher's medals, competitor's

"OrderWise software plays a key role within the core of our business. We promise our customers the most efficient and proactive service when ordering with us, and this software is crucial in helping us provide that. We are also now using OrderWise to produce timed and targeted marketing campaigns, so there's no doubt that this software will play a key part in our future."

Chris Illsley, Managing Director

numbers and promotional items. Each of these items must be manufactured bespoke to that event from suppliers based all over the world.

For an event organiser, timing is everything. Running Imp must constantly work towards different deadlines, scheduling shipments of goods from as far as China and delivering them right to the start line for event day.

"As our business has grown and grown, we've needed to become more efficient. OrderWise has played an integral role in helping us keep our supply chain systems streamlined, from the factory shelf to the customer's door."

Faye Yarwood, Operations Director

Using OrderWise has enabled Running Imp to keep a strong hold over its supply chain systems. Hundreds of orders are processed each day, with all the picking and packing done in the Warehouse at the company's base at Millennium House in Lincoln. The accurate stock figures provided by OrderWise are essential to Running Imp, and allows the company's Sales and Warehouse staff to be able to respond efficiently to orders from a customer base that varies from local fun runs to international marathons.

With a product range of over 700 different items, which all need to be regularly updated with new prices and catalogue codes, the different Import features within ...

Continued on next page →



Customer Profile : Running Imp Continued...

Continued from previous page
 ...OrderWise have been invaluable in saving time for the Data Inputting staff at Running Imp.

"Our OrderWise software enables our sales team to provide the prompt and informed sales service that has become our trademark within the marketplace"
Faye Yarwood, Operations Director

Last year the company recorded its highest-ever yearly sales figures, an achievement recognised with the firm scooping the 'Lincolnshire Bites Back Award' at the Lincolnshire Media Business Awards.

Behind these sales figures was an aggressive marketing campaign, which featured investment in new direct marketing materials and promotions. Orderwise was used to build a marketing database which now holds the

details of over 10,000 customers and an additional 28,000 prospects.

Responses to marketing activity and any feedback from sales calls are all logged onto the Contact Manager facility in OrderWise. This allows the company to not only monitor the success rates of its different promotions but also maintain its successful customer oriented approach to an ever-increasing market.

Running Imp makes a promise to supply event organisers with the best service, advice, choice and value in the marketplace, and OrderWise plays a key role at the heart of that promise. This year the company is looking to build on last year's record breaking sales figures and will be continuing to use OrderWise software to achieve those goals.

Many thanks to Faye Yarwood, Chris Illsley and Chris Cheesman at Running Imp for taking time out of their busy schedules to talk to us.
You can see more at www.runningimp.co.uk



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Have you visited the Official OrderWise Blog recently?

If you have, you might have noticed a few changes we have made. **Everyone here at OrderWise is now contributing to the blog, updating it with the latest news right across the company.**

Also, YOU can now leave YOUR QUESTIONS AND COMMENTS against new posts, which makes it so easy for you to let us know what you think or ask questions about anything we have posted, and allowing us to answer your questions.

In fact, we would really love you to let us know what you think of anything and everything OrderWise related.

So, to keep up to date with all the latest OrderWise news and let us know what you think, visit blog.orderwise.co.uk

WELCOME TO THE OFFICIAL
ORDERWISE™ BLOG

Your only source for the latest OrderWise news, FAQs & updates!

OrderWise Version 7
 June 10th, 2010

As regular readers of the OrderWise Newsletter will be aware OrderWise version 7, which is currently in development, is a complete re-write of OrderWise using the Microsoft.NET Framework and SQL server 2008. Due for a beta release later this year, development work is progressing well and there is a real buzz of activity building up here at OrderWise.

Version 7 will be available free of charge to all of our customers who have a valid Support and Upgrades contract, and by the time of its release over £1 million and three years hard work will have been invested, with much of our support & Upgrades revenue being ploughed back into the development of Version 7.

You can follow Version 7's progress in the quarterly OrderWise Newsletter, by following the link on the right. The very latest update and screenshots will be in our Summer Newsletter, due for release later this month.

Posted by admin | Posted in News | Edit | No Comments »

The Import Header File Has Been Updated
 June 9th, 2010

The Price List Line Items section of the Import Headers file has been updated and can be downloaded from the client services section of our website. Simply click here to go straight there.

Hi, and welcome to the official blog of the OrderWise system. Here you'll find all the latest news on the continuing development of our software, plus a whole load of other useful information, FAQs and updates!

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- Training Courses & E-books

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How To . . .



Perform A Stock Take In OrderWise

There are two ways of achieving a stock take within OrderWise. The first is using the Batch Stock Adjustment functionality in the Stock Location screen. The second is by zeroing the current stock levels of the items and re-importing the full quantities using the Stock Opening Balance import routine. **Remember, whichever method you use, always take a backup first.**

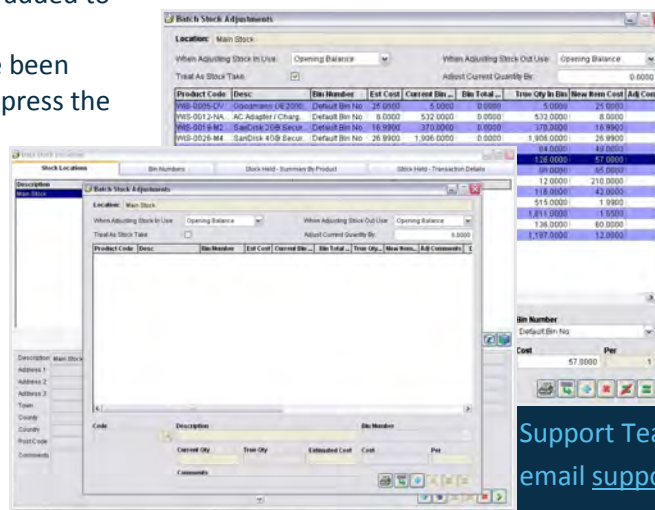
1.Using the Batch Stock Adjustment functionality

Note : this can only be used for standard products, not for products that use batch or serial numbers.

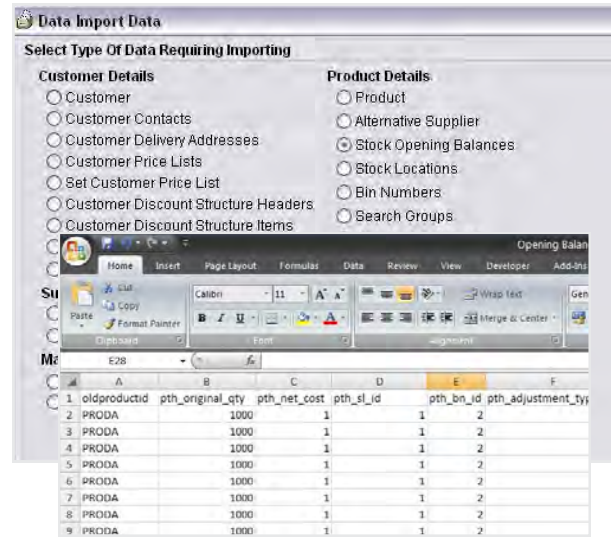
You can add products to the grid list in two ways; you can either press the add button in the bottom right and add each product to the list individually, or import all of the products at once using the Import from Excel option. A copy of the default spreadsheet can be obtained by clicking [here](#).

It is worth remembering that adjusting stock out of the system in this manner will affect the values stored against the product usage. The default adjustment in and out types can be selected by using the drop down boxes, you can choose whether to update the stock take fields against the product location record and you can also specify a default quantity to adjust the true quantity of the items by if they are being manually added to the grid.

Once all items have been added you need to press the save button in the bottom right of the screen to complete the Batch Stock Adjustment. A summary list of all increases/ decreases in stock can also be printed at this time.



The 'Batch Stock Adjustment' Functionality .



Import balances from an excel sheet using the ' Stock Opening Balances' import option within 'Import Data'.

2.Using the Stock Opening Balance import routine

This way of doing a stock take is by zeroing the current stock levels of the items and re-importing the full quantities using the Stock Opening Balance import routine located under Import Data. This can be used for batch and serial numbered products.

Stock can be zeroed for an entire location in the Stock Locations screen, or it can be zeroed for specific products locations or all product locations for each individual product.

Removing stock from OrderWise in this manner does not affect the product usage figures. The new stock levels can then be imported using the Stock Opening Balance spreadsheet, a copy of which can be obtained by clicking [here](#).

For further help and advice, contact the Support Team on 01522 704083 or email support@orderwise.co.uk

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Support News & Tips

The Latest Team News

It has been a busy and exciting time in Support since the last newsletter.

As the number of OrderWise users continues to grow so do the number of requests for support. Combining this with a traditionally busy April and a couple of our team moving on to pastures new, the last couple of months have seen the team working exceptionally hard to meet demand.

In the background, with the goal of expanding the team a top priority, the search was on for the right people to join us. The response was great, and resulted with us warmly welcoming Jodie, Darren, Phil and Paul to the team.

As always, all new OrderWise staff undergo an extensive and intensive, OrderWise training program followed by role specific training in their own departments once they have reached the required standard of OrderWise knowledge. Having been the first to join us, there is a good chance you may have already spoken to Jodie or Darren, with it not being too long before Phil and Paul are up and running. Welcome to the team guys!



...and here are *most* of our 2010 Support Team

Auto Support Emails

Whilst using OrderWise, there may be occasions where an error occurs and OrderWise will ask you if you would like to email the Support Team. When you select yes, an email opens with a form asking you to answer a few quick questions before you send the email.

Often, when we receive these emails there is no information provided. We appreciate that it can be frustrating when you receive one of these errors, and you may be short of time, but the more information you provide us with, the sooner we can resolve the issue.

It allows the team to identify the cause of the error more quickly and avoids them having to ask you all the same questions when they call you.

So, before you email auto support errors to the team, we would really appreciate it if you could take a minute or so to fill in the details before you send it. This then helps us to help you more quickly and efficiently.

Support Top Tip!

Remember—Always 'Reindex All Tables' after running 'Table Optimisation'.

If you do not run a reindex, the table will not be updated and the changes made during table optimisation will not apply!

Import & Edit Advice

- Always take a back-up before importing or editing your data.
- When importing new products, you must always link them to a sales unit quantity, purchase unit quantity and stock location. You can do this manually in the data or by using the import feature – but it must always be done or your new products will not work.
- When importing or editing products, the minimum sales price must be lower than the product RSP. Failure to ensure this will result in OrderWise errors.

Full instructions for each import are included in the import files on your OrderWise disc. If you do not have the import file you need, please email migration@orderwise.co.uk who will be happy to send you the required files. For further help call support on 01522 704083 or email them at support@orderwise.co.uk

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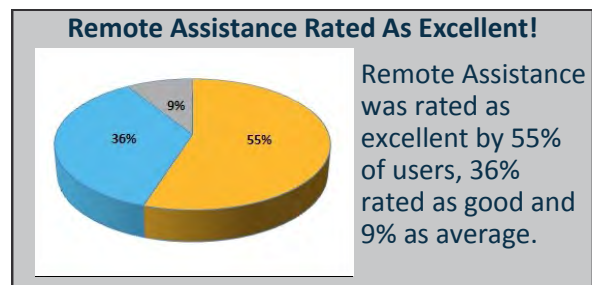


Support News & Tips Continued

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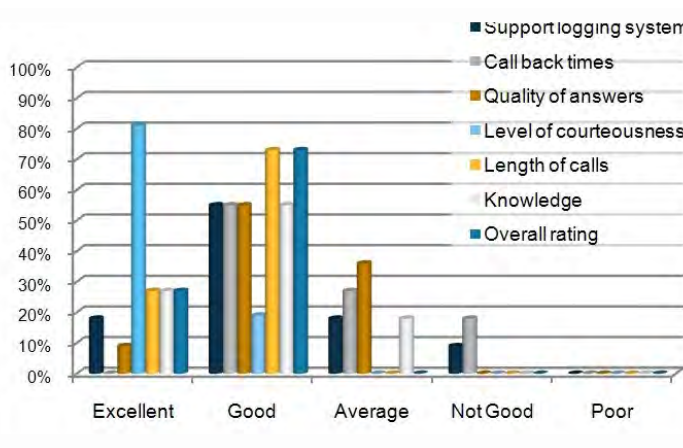
Thank you to everyone who completed and returned the OrderWise Support Questionnaire in the Spring Newsletter. We collated the scores, and **we're delighted to report that the general consensus was very positive.**

Happily, all respondents rated Support as excellent or good overall. In two other areas all feedback was also rated as good or excellent. The majority of respondents (80%) find our support team to be courteous and all respondents were also happy with the length of calls. The knowledge of our team along with the quality of their answers also scored well, with no respondents marking these as below average or poor, and as our new support staff increase their knowledge and experience we should soon see this rating improve even further. The results of the questionnaire have also highlighted that there are some areas that we need to aim to improve. One of these is the call back times which didn't



receive any scores of excellent. This is an area we have been working hard to improve, and we hope that you have noticed an improvement over the past year. With the continued expansion of the Support Team along with continued training, we certainly hope to see the feedback improve next time. On a positive note though, 55% of respondents did rate call back times as good, so we know we are heading in the right direction. It also became apparent that a few of you are not happy with the Support Logging system. This is something that historically has caused problems for our customers, and having researched and tried various systems we are happy to see that the majority did not rate this as lower than average. Hopefully, as call back times are reduced, everyone will soon start to feel the benefits of the system.

We greatly value the opinions of all of our customers and appreciate your feedback. It is important we know when we need to improve things, and it is equally great to know when we're doing a good job! So once again, thank you to everyone who replied.



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Contact Us we can be reached by any of the following methods:

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enquiries@orderwise.co.uk

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Business Management Team

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Migration

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Sales

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Support

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