



Spring 2011

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## OrderWise News & Updates



### Edit Guide Updated

Last month, the Edit Guide was updated to give more information about the forecasting methods in OrderWise, how each one works and how to run an edit on your existing dataset to set this information up.

This information will be helpful for people who have been using their dataset for a few months and have built up usage history against products, as it allows you to set up your data so that OrderWise automatically prompts you on what to order to keep enough of each item in stock.

### OrderWise On The Web

Regular visitors to our website or blog, will have noticed that there have been a few changes.

In fact, towards the end of February we went live with our totally new website, and also updated our [Twitter](#) profile. Not only are we on Twitter, we have taken the plunge and have also joined [Facebook](#) and have a [LinkedIn](#) Profile. So, whatever your social media preference, you can now follow us, like us, tweet us, become a fan or just check us out.

We're also working on a new series of Version 7 videos at the moment, so look out for them featuring on our website and Facebook page. Of course, we still have our Blog too, which carries all the latest news and updates, along with customer questions and comments.

### Extended Support Hours

Here at OrderWise Support, we are always looking at how we can improve the service we provide for our customers.



So, as part of our continued commitment to our users, **we have extended our opening hours** with Support now available from **8am to 5pm** Monday to Friday. We want to ensure Support is available when you most need it, so we studied the times when most Support requests are made and we've structured our support team to be available to you during these hours.

Find out about our new way to contact Support here. And remember, you can call us on 01522 704083 or email us at [support@orderwise.co.uk](mailto:support@orderwise.co.uk).

### Version 7 Latest

OrderWise Version 7 is now at the beta test phase. To find out more, click [here](#) or go to page 5 for all the latest news.

Invoice name	Description	Item price (Average)	Qty received	Qty to be used	Item val (Average)
Allyday Energy	Clifford Road Loutham East	10.00	1.00	0.00	10.00
Allyday Parts & Services	Radley Umbrella - Fluro Day - Purple	27.66	1.00	0.00	27.66
The 1944 Company	Radley Balsa Small Crab Bag Navy	65.67	10.00	0.00	1,646.70
The 1944 Company	Radley Balsa Small Crab Bag Black	65.67	10.00	0.00	1,646.70
The 1944 Company	Radley Balsa Small Crab Bag Red	65.67	20.00	0.00	1,323.40
Apple	Apple iPod Nano 2GB Silver	100.43	1.00	0.00	100.43
Apple Computers	Apple iPod Nano 2GB Green	100.43	2.00	0.00	200.86
Imagine Corporate View Ltd	ASCOFF FFB3 3rd Clm 2 Stk	100.43	0.00	0.00	0.00
Imagine Corporate View Ltd	ASCOFF FFB3 3rd Clm 4 Stk	100.43	0.00	0.00	0.00
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## News & Updates

### Recommendation Scheme



New customers often tell us that OrderWise was recommended to them by a business contact or friend who is already using the system themselves.

Here at OrderWise, our customers are important to us and we want to show our appreciation and make sure you are suitably rewarded for your efforts.

To say thank you we decided to set up the customer recommendation scheme. It has been running for a while now but we wouldn't want anyone to miss out, so we thought we would give you a quick reminder of how the scheme works.

It's incredibly easy. If you know of any company that would benefit from

OrderWise simply follow [this link](#) to our website where you will find a contact form ready for you to fill in. Enter both your details and those of the company you wish to recommend to us and submit the information. One of our Senior Business Consultants will then call them back to offer advice and guidance and answer any questions they may have.



**If the company should decide to purchase OrderWise you will receive a cheque for £250!\***

So next time you are talking to your business clients, suppliers and friends please remember to recommend your contacts to us before someone else does!

\*Terms and conditions apply.

Visit: [www.orderwise.co.uk/community/recommendation-scheme/](http://www.orderwise.co.uk/community/recommendation-scheme/)

### Our Charity Of The Year

OrderWise employees have chosen St Barnabas Lincolnshire Hospice as their charity of the year.

St Barnabas Hospice provides care for people who are living with terminal or life threatening illnesses across Lincolnshire. The In-patient Unit provides a 'home from home' atmosphere where patients receive expert care from trained staff. In addition to this, the Trust has six Day Hospices across Lincolnshire and also provides a Hospice at Home service that supports patients to stay at home during their illness. A night sitting service is provided to help families and carers.

The hospice provides these services free of charge and although they receive local Primary Care Trust monies the Hospice is still required to raise £3.1 million, making



everyone here at OrderWise agree it is a very worthwhile cause.

To raise money for this important cause throughout the year our fundraising team are busy coming up with ideas. With Table Tennis mania still in full swing here at OrderWise, a table tennis league has been organised with the entrance fees being donated to the charity. A monthly football card draw has already started, a jewellery party is planned and we're all looking forward to the Easter bake sale in April!

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Wise Software(UK) Ltd  
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 Saxilby, Lincoln  
 LN1 2LR  
[www.orderwise.co.uk](http://www.orderwise.co.uk)  
 01522 704083



## Our New Look Website

Our website has a brand new look and feel to coincide with the launch of version 7. We think it is much friendlier and easier to use and we've had a really positive reaction so far.

We really hope you like it! Please let us know what you think, your feedback is much appreciated!

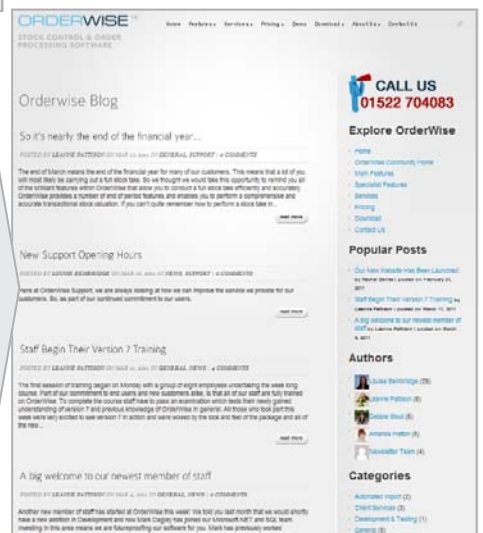
### Our new home page.

There are links to the rest of the site, whether you are a new customer wanting to find out about the features of the software or if you are an existing customer looking for information.



The OrderWise Blog has also had an image overhaul, having been integrated into the main site. It's well worth checking the blog regularly. As well as having general news, advice and updates, you'll always find important announcements here first.

You can find the blog at:  
[www.orderwise.co.uk/blog](http://www.orderwise.co.uk/blog)



### The new community pages are designed just for you!

Over time we will expand this section to include a wealth of helpful information, links and documentation.



### What would you like to see on the website?

Click [here](#) to email and us let know what you would like to see and what you would like to be able to do via the community pages of our website.

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## New Staff

We are now settled into our brand new offices and the extra space has allowed us to expand the OrderWise team.

We have increased the number of support technicians in the Support Department, strengthening our commitment to provide our customers with excellent levels of service. In fact, you may not realise it, but

over 60% of our staff are focused on caring for our existing customers. Jason Jordan and David Hoe started back in November last year and having successfully completed their intensive OrderWise training, Jason and David spent time shadowing the rest of the support team. They are now fully fledged members of the Support Team and are regularly on the phone helping our customers, you may well have received assistance from them yourself. In February we went on to welcome a further two additions to the Support team, Andy McGrath and Scott Griffiths, who are currently undertaking their training.

As part of our ongoing investment into Website Integration, Terry Moore joined us to become an integral part of the Web Integration Team. Terry has a strong background in this area, having previously worked for a UK tourism website and for a price comparison shopping site.

Over in Development, Mark Dagley has joined our Development Team, specifically the Microsoft, Net and SQL Team. Having previously worked as a software developer for a telecoms company, Mark has ample experience and has been warmly welcomed into the Development Team.



The Latest OrderWise Recruits

We have also welcomed Bernard Gammon to our Version 7 Team, who are responsible for testing the software and ironing out any glitches before it is rolled out to our customers.

Furthermore, we have also appointed another member of the After Sales Account Management Team and an extra Report Writer. As our customer base is growing, Richard Turnbull was recruited to work alongside Amanda and Emma to care for our customers. Richard brings a wealth of business experience to the team and having now completed his training, has been out meeting our customers to help them get the most out of their OrderWise systems.

And last, but certainly not least, Tom Lindridge joined our Reports and Layouts Team and will soon be kept busy writing any customised reports our customers may require. Tom was previously Head of IT Services and Office Manager for a recruitment search firm.

With all of our new recruits joining our already established team, we now have our largest and strongest team in place, ready for the release of OrderWise Version 7.

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## OrderWise Version 7

As most of our readers will be aware, we have spent the last few years working on the next version of OrderWise, Version 7.

A complete re-write of OrderWise using the Microsoft .NET framework and SQL server, OrderWise Version 7 features a fresh, modern, new interface, along with a massive injection of speed and capacity.

After years of planning and hard work the OrderWise Version 7 beta has been released.

### Beta Testers

Our Beta Testers have now attended a special training session here at our Saxilby Training centre.

Each of our beta testers is a long-standing

OrderWise user with great technical knowledge, alongside expertise and experience in different business areas.

They are now in the midst of testing Version 7 from a real-life, end-user perspective and are working closely with our V7 Team. The feedback we're receiving is helping the team ensure that official first release will be the best OrderWise there has ever been.

### Staff Training

There was an air of anticipation when the first group of OrderWise staff attended the first internal Version 7 training session.

An intensive week long course, everyone here at OrderWise has to attend one of the courses, taking themselves out of their day-to-day role to fully immerse themselves in Version 7 for the week.

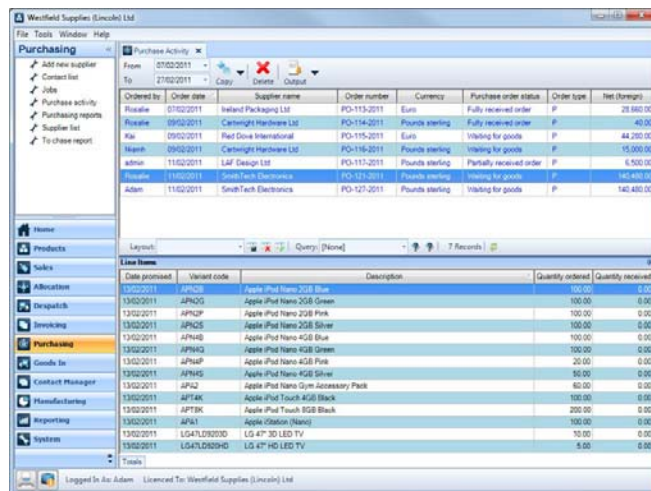
The culmination of the training course is a 3 hour examination to ensure they are reaching the required level of Version 7 knowledge and understanding, which everyone must pass before they will be allowed to work on Version 7 with our customers.

For most of the company, the training is their first look at Version 7. And despite a few exam nerves amongst those who have already attended a course and taken the exam, everyone has come back from training genuinely enthused and excited about our new product.

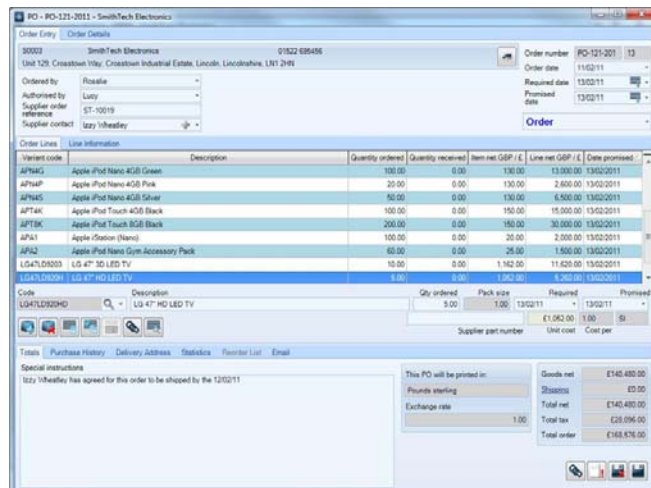
### What Happens Next?

The first release is due to start going to new customers in May, with a managed roll-out to existing users following. Check our blog or follow us on Twitter to keep up to date with progress, and look out for our first user reviews in the next newsletter.

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OrderWise v7 Purchase Activity



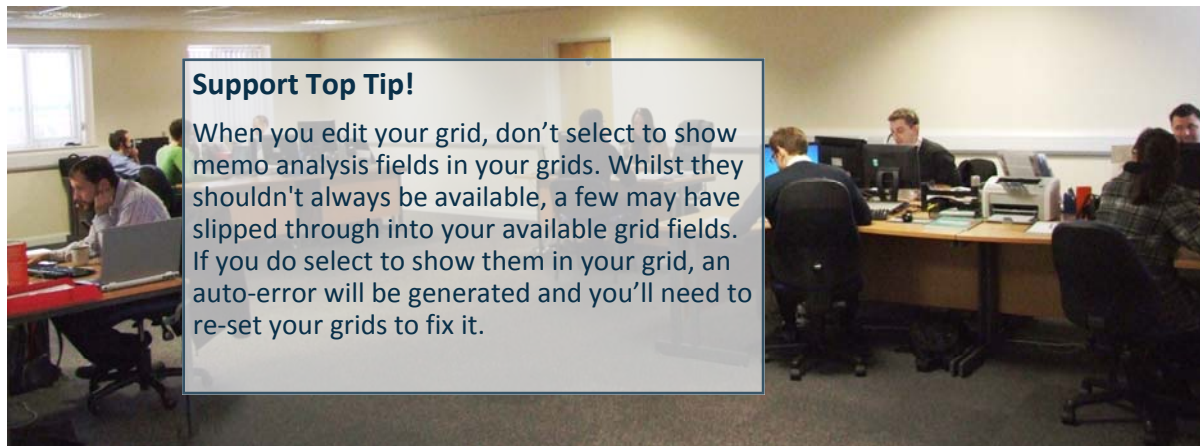
OrderWise v7 Purchase Order Entry

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### Support Top Tip!

When you edit your grid, don't select to show memo analysis fields in your grids. Whilst they shouldn't always be available, a few may have slipped through into your available grid fields. If you do select to show them in your grid, an auto-error will be generated and you'll need to re-set your grids to fix it.

## Auto Import Advice

Our Auto Import Module (AIM) is now more popular than ever, which means we are supporting more and more customers using AIM.

So, to help you avoid experiencing problems, here are the top 3 most common reasons your order might not import:

### Import Product Code Doesn't Exist

When importing an order, the import session uses the 'import product code' to identify the product. If the products on your site don't have a valid 'import product code' within OrderWise, they can't be recognised. You need to ensure that you always have the correct 'import product code' set up against your product.

### Delivery Method Not Found

This occurs when a delivery method you have on your website, doesn't match a delivery method set up in OrderWise. For example, on your website it may be known as 'Post' but in OrderWise it is known as 'Royal Mail'. So, you need to ensure your delivery methods match exactly.

### Payment Method Not Found

This occurs in much the same way as 'delivery method not found', where if you have a payment method on your website that doesn't match the payment methods you have set up in OrderWise, or doesn't exist. So, you need to ensure your payment methods match exactly.

## Support On The OrderWise Website

In the community section of our brand new website, we now have two new pages specifically related to support. You can contact us directly using the 'Contact Support' form, and we also have a new Remote Assistance login page.

Why not add them to your internet browser favourites, so that Support is only ever a couple of clicks away?

[www.orderwise.co.uk/community/contact-support/](http://www.orderwise.co.uk/community/contact-support/)

[www.orderwise.co.uk/community/remote-assistance/](http://www.orderwise.co.uk/community/remote-assistance/)

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## Meet The OrderWise Team

Cheryl works in, and supervises, our Migration Team who are responsible for looking after our new customers.

From importing their data to arranging their training, Migration makes sure that everything is in place and ready for the all important 'Go Live' day. Naturally, this involves a lot of customer contact, both over the phone and via emails.

Chances are, during those first tentative steps when you were a new customer, you spent a lot of time speaking to Cheryl!

Cheryl has worked here at OrderWise for almost three years and her main responsibilities are liaising with the customer from when they first purchase OrderWise, obtaining their data and building this into datasets, right up to ensuring customers have successfully gone live. As supervisor, Cheryl also ensures the smooth running of the team, which includes the Co-ordination of projects, Training and Web Integration. Everything Cheryl and the team does is focused on ensuring our customers have a swift implementation.

When Cheryl gets to work in the morning the first thing she does is check her emails and then prioritise her tasks for the day.

Cheryl says that the most enjoyable aspect of her job is helping new customers and also the satisfaction of knowing that a migration has completed successfully and smoothly.

Unfortunately, sometimes the clients aren't as dedicated to the Migration process as Cheryl and struggling to gain the information she needs to complete this



### PROFILE

Name: **Cheryl Dodson**  
 Job: **Migration Supervisor**  
 Team: **Migration**  
 Joined us: **May 2008**  
 Likes: **Playing dance games on her Wii and Xbox, socialising with friends & walking her two dogs.**

important stage is the frustrating aspect of her job.

She feels that the customer must sometimes get a little fed up of her chasing them all the time to make sure they are on track! However she just explains to them that it is best to put more work into the project before training begins, as following their training they will have many other important things to consider.

Cheryl enjoys working at OrderWise and thinks that she and her colleagues work very well as a team.

### Congratulations to our Employees Of The Month for February & March.

**Jodie Shucksmith** was our February Employee of the Month, having been nominated by one of her colleagues for not only excelling in her role within the Support Team but also for her excellent customer service and all the assistance she gives to the rest of the team.

Trainer **Andy Williamson** became our March employee of the month having been nominated for the outstanding work and effort he has put into delivering excellent version 7 training alongside his version 6 commitments.

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## Customer Profile

Papini have been OrderWise users for the last five years. Debs Howse, a Director at Papini, took time out of her very busy schedule to talk to us about the company and how they use OrderWise .

Solo International Limited, the parent company of Papini, was founded in 1996 by Gary & Heather Fisher. After 30 years of supplying garments to Marks & Spencer, Gary's vision was to set up a high quality label of clothing suitable for corporate, promotional, school and work wear to supply to trade. They ran the business hands-on, travelling to China, importing, creating opportunities and generating sales. Their experience and hard work paid off and Papini gradually grew in size. Today Papini employs a 12 strong, qualified and dedicated team. In fact, the Papini brand name is better known than Solo.



All stock orders are dispatched the same day. The reliability and speed of the computer system for dealing with orders is of the upmost importance.

With the previous system, Papini also encountered problems with their stock. Often what was available differed from what was showing on their system and therefore they constantly had to check the stock and adjust the system which obviously takes time. With the system they were using, everything ran through one screen and could only be used by one person at a time, which was not ideal.

Happily, things changed after they took the decision to implement OrderWise.

Debs told us

***“OrderWise is stress free! It's been so much easier to use OrderWise and has saved my sanity and probably a few lives!”***

OrderWise has helped Papini in all areas. They feel the system is easy to use and new members of staff quickly adapt to it.

Continued over >



Prior to implementing OrderWise, Papini were facing a number of issues causing them to look into new business management systems. At that time, Debs explained that they were using a system which wasn't very 'user friendly' and the time taken to complete tasks such as printing orders and posting invoices was very long winded. As all of Papini's orders are received and dispatched the same day 'time is of the essence'.

Papini stock a wide range of garments including 5 different style of polos, a deluxe weight contrast hoodie, sweatshirts, fleeces & jackets, all from stock held in their own bonded warehouse.



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## Customer Profile cont.—Papini

They now rarely experience problems with stock and all their orders are completed the same day. Different modules can run without interfering with each other.



Papini also provide a bespoke service – where garments are made to the customers own requirements. Whether it’s an exact pantone shade or style, their design team work direct with their factory in China to ensure the garments are to the customers specifications. Purchase orders have to be raised in a format which can be easily translated for the factory to ensure a smooth process from the initial order to delivery.

Debs told us “We also prefer to use a matrix format for our products. When we initially became an OrderWise customer 5 years ago this wasn’t something they offered but we worked closely together with the development team at OrderWise and OrderWise Matrix was formed!”

***“There is now no pressure trying to get things done, it all runs smoothly.”***

When Papini need to trace any old transactions or look in detail at their orders, whether it’s a purchase order or sales order, it’s all easy to track. “We have also had a couple of reports written specifically for us, which were continually ‘tweaked’ until we were 100%. Which we usually are! It’s hard to pinpoint just one area of OrderWise that we find particularly useful, OrderWise itself is just so user friendly!”

***“The Support Team, they really do live up to their name!***

We don’t have many problems but whenever we do, we send an email to Support and usually we receive a phone call fairly quickly. The problem is often solved over the phone, but if not OrderWise log-in to our system remotely and sort the problem out that way. It’s great!



*Many thanks to Debs and Papini. You can visit Papini’s website at : [www.papini.co.uk](http://www.papini.co.uk)*

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

### Reception

Opening Hours: 8.00am – 5.15pm Mon – Fri  
 01522 704 083  
[enquiries@orderwise.co.uk](mailto:enquiries@orderwise.co.uk)  
**Fax:** 01522 704 084

### Support

Opening hours: **8.00am—5.00pm** Mon – Fri  
[support@orderwise.co.uk](mailto:support@orderwise.co.uk)

### Sales

01522 706 075  
[sales@orderwise.co.uk](mailto:sales@orderwise.co.uk)

### Accounts

01522 706 072  
[accounts@orderwise.co.uk](mailto:accounts@orderwise.co.uk)

### Reports & Layouts

01522 706 071  
[reports@orderwise.co.uk](mailto:reports@orderwise.co.uk)

### After Sales Account Management Team

[amt@orderwise.co.uk](mailto:amt@orderwise.co.uk)

### Migration

[migration@orderwise.co.uk](mailto:migration@orderwise.co.uk)

We always value any comments or suggestions from our customers, and welcome any comments. Please email your comments to [newsletter@orderwise.co.uk](mailto:newsletter@orderwise.co.uk)

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