

A Turnkey Update...

Top 10 Reasons to Upgrade to Microsoft Dynamics GP 10.0

- 1) **Streamline purchase order processing** with automated, roles-tailored approval routings. Returns management improvements include password protection for deleting Returns Management Authorizations and the ability to use expired lots when entering purchasing returns.
- 2) **Maintain tighter control over distribution** by tracking inventory in transit between warehouses with Two-Step Transfers. Flexible lot expiration capabilities alert people when a lot is nearing its expiration date, helping them work proactively to consume the lot, extend expiration dates if appropriate or edit the lot's attributes.
- 3) **Help people work more productively with the Action Pane**, a graphical, roles-tailored command bar that appears across all navigation lists. Staff can preview and filter details for lists and then perform actions against multiple selected records without the need to open and juggle new windows.
- 4) **Manage planning and production with greater agility.** Gain more control over your shop floor with the ability to reverse manufacturing order receipts after posting. A new multi-level pegging tree makes it easy to trace material needs, sources of supply and new demand generation.
- 5) **Simplify installation** with prompts and prerequisite checkers for Microsoft Dynamics GP, Microsoft Business Portal and Windows SharePoint Services. In addition, security can be synchronized across Microsoft Dynamics GP, Web Services for Microsoft Dynamics GP and Business Portal.

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37 Tips to be more Productive with your Microsoft Dynamics GP Solution

- 1) Select a Service Plan that's right for your organization.
- 2) Visit CustomerSource often.
- 3) Sign up for Insights.
- 4) Discover the Knowledge Base.
 - a) Use numbers when possible.
 - b) Use search defaults with discretion.
 - c) Spell out words.
 - d) Click "Go" instead of hitting the Enter key.
- 5) Print the Knowledge Base document for future reference.
- 6) Review Support Hot Topics.
- 7) Use an automated solution.
- 8) Ask questions and share information with other customers.
- 9) Use Newsgroups.
- 10) Register for a managed Newsgroup Response.
- 11) Subscribe to TechNet Plus.
- 12) Submit a support incident on CustomerSource.
- 13) Call Technical Support.
- 14) View your Support History.
- 15) Be prepared to open a Support Incident.
- 16) Purchase 5-pack of incidents and save!
- 17) Receive Microsoft Dynamics product updates and upgrades.
- 18) Find payroll tax updates.
- 19) Get the Investment Credit benefit.
- 20) Get the Transition Investment Credit benefit.
- 21) Deluxe Support Services for Microsoft Dynamics.
 - a) Get a Technical Services Account Manager
 - b) Get a one-hour guaranteed response time with priority support delivered by senior engineers.
 - c) Get an on-site supportability review and report.
 - d) Have access to resource facilitation.
- 22) Design a training curriculum that's right for you or your employees.
- 23) Access your unlimited E-Learning benefits.
- 24) Start an E-Learning course.
- 25) Download E-Learning to your local drive for offline viewing.
- 26) Access your unlimited training material benefit.
- 27) Know who to contact with training questions.
- 28) Communicate with your partner on a regular basis.
- 29) Determine which service plan you are enrolled in.
- 30) Know your service plan renewal date.
- 31) Understand the Microsoft Lifecycle Support Policy.
- 32) Purchase and use Advanced Product Support Services.
- 33) Access Hot Fixes.
- 34) Complete support surveys.
- 35) Complete the annual customer satisfaction survey.
- 36) Attend Online Seminars and Webcasts.
- 37) Attend Convergence 2008.

Top 10 Reasons to Upgrade continued from page 1

- 6) **Make it easy and fast to find, use and share the right information.** Using Microsoft Office SharePoint Server 2007, people can define and initiate searches that return not only structured Microsoft Dynamics GP data, but also unstructured information, including Office Word documents, Office Excel spreadsheets and Office Outlook e-mail messages.
- 7) **Facilitate strategic decisions on all levels** and transition easily to standard reporting tools with refreshable Excel reports based on more than 200 SmartList favorites and more than 75 Microsoft SQL Server Reporting Services reports. New report types make the Report List a starting point for finding virtually all the reports people need. Whether they're working in Microsoft Dynamics GP or another application, your staff can store, launch and view reports through Microsoft office SharePoint Server 2007 Report Libraries.
- 8) **Boost efficiency with automated notifications and approvals** for key financial and supply chain processes. When deployed with Office SharePoint Server 2007, Microsoft Dynamics GP delivers roles-tailored, customizable workflow that empowers employees to collaborate systematically on tasks, with a full audit trail that ensures accountability for ownership and actions.
- 9) **Save time and improve accuracy for payables processes** with the ability to specify and adjust vendor-specific 1099 tax types and box numbers, print in multiple boxes on a single 1099 form or print multiple 1099s based on tax type. New EFT output options include optional pre-notes, printing non-negotiable checks for EFT payments, validation for transit numbers and support for corporate payments.
- 10) **Efficiently manage demanding payroll requirements.** Quickly calculate and make retroactive pay adjustments to employee earnings for supplemental wages, as well as monitor garnishment across different states and jurisdictions. Manage complex deduction priorities and help ensure compliance with the ability to sequence tax-sheltered and garnishment deductions.

MICR Prevents Check Fraud

Why Should Check Fraud Be Important To You and Your Customers?

More than 318 million checks are forged annually in the United States costing businesses somewhere between \$10 billion and \$12 billion. The average cost to a company per each fraud occurrence is \$40,000! All negotiable documents are targets for unauthorized duplication especially with the availability of inexpensive, sophisticated computer equipment, and high-grade color copiers and printers. The most obvious objects of fraud are business checks.

Source: Compilation of figures provided by law enforcement agencies throughout the U.S. to the Federal Crime Statistics Bureau.

How Does Mekorma's MICR Prevent Check Fraud?

Consider that preprinted check stock is *always* a negotiable instrument *whether signed or not*. Securing an inventory of preprinted check stock requires protection of the physical access. Mekorma's MICR uses *blank check stock*. By itself, it's just plain paper. The stock becomes negotiable only *after* the check is printed. Not only that, MICR controls the printing of checks with two levels of password protection.

Mekorma's MICR Check Printing -

When check fraud hits, Who pays the price? (Hint: It's not your bank!)

Mekorma's MICR check printing software offers your company the protection and control needed to guard against check fraud. Offering enhanced safety features, MICR uses a laser printer to create checks that conform to bank guidelines on blank paper, using a black magnetic toner to print the assigned account information on the bottom of the check. And, because it requires passwords to access check formats and printing, your organization increases its control in the prevention of check fraud. This solution fits companies of any size and provides a reduction in accounting costs by allowing you to use blank check stock and magnetic toner rather than the pricier pre-printed stock.

Support for Microsoft Dynamics Great Plains 8.0 Extended through October 13, 2009!

Due to requests from customers and partners Microsoft has extended the mainstream support date for Microsoft Dynamics Great Plains 8.0, which was originally scheduled to end October 9, 2007. Mainstream Support for Microsoft Dynamics GP 8.0 will end October 13, 2009. Microsoft will provide a 2007 Year End Regulatory/Tax update. But will not provide additional tax or regulatory updates for 2008 Year End or 2009.

Watch your Mail! Quarterly Microsoft Dynamics GP User Group Meeting December 6, 2007!

Turnkey hosts the Microsoft Across America Truck August 2007!



Microsoft Dynamics Promotions:

GP Human Resource & Payroll Offer:

July 6 through December 21, 2007

Receive up to 25% off of the estimated retail prices for select human resource & payroll (HRP) modules when you buy two or more HRP Modules. Modules included in this offer are:

- Benefit Self Service Suite (New)
- Employee Pay
- Employee Profile
- Human Resources
- HRM Self Service Suite (US & Canada)
- Recruitment
- Skills & Training
- Time & Attendance
- Advanced Human Resources (New)
- Advanced Payroll (New)
- Federal Magnetic Media
- Payroll (US & Canada)
- Payroll Connect
- Payroll Direct Deposit
- PTO Manager (New)

License Model Transition Sales Offer:

July 16 through December 21, 2007

Customers may transition from Module Based Licensing (MBL) to Business Ready Licensing (BRL) and purchase additional users for a special promotional price. When transitioning, customers may subtract \$750 off of the License Model Transition Fee for every Business Ready Licensing User purchased at the time of transition – customers must purchase 3 or more new Business Ready Licensing Users to qualify.

Additional User Offer:

October 18 through December 21, 2007

GP Standard Customers: Purchase 2 Users, Get 1 Free
 GP Professional Customers: Purchase 5 Users, Get 1 Free
 BRL (BE & AM) Customers: Purchase 3 Users, Get 1 Free

License Model Transition 10-20 Renewal Offer:

July 16 through December 21, 2007

Customers may transition from Module Based Licensing (MBL) to Business Ready Licensing (BRL) for a special promotional price. Receive a 10% discount off of the License Model Transition Fee and/or 20% off of Additional Business Ready Licensing Users when you transition on or before your Enhancement Plan renewal date. Your renewal date must be within the next 60 days to qualify.

Business Intelligence Offer:

October 1, 2007 through March 21, 2008

Purchase any two of the Business Intelligence modules and receive a third at no additional cost. Contact Turnkey for a complete list of included modules.

Microsoft Financing SmartPay:

July 2, 2007 through June 27, 2008

SmartPay from Microsoft Financing lets customers pick the payment that fits their budget. For the first 12 months, customers can choose one of these monthly payment options: \$50/month, \$100/month, \$200/month, \$500/month or \$1,500/month. After the 12-month promotional period, the remainder of the loan is paid in regular monthly payments aligned with the terms of the loan agreement.

For more information on any of these promotions, contact Turnkey Technologies at (636) 777-4110.

IMPORTANT NOTE:

Would you like to receive Turnkey newsletters
& user group invitations electronically?
Please fill out the insert and return.

From the Presidents Desk...

Microsoft CRM, do I need it?

Customer Relationship Management (CRM) means different things to different people and businesses. A key part of being successful at operating and growing a business is the ability to add new customers and keeping existing ones. So how can CRM help a company do a better job in both of these areas? Microsoft CRM is designed to help businesses manage the entire lifecycle for a customer – from acquisition through service after the sale.

Good customer relationship management requires many things, but above all, it is organization of all details and touches related to a lead, opportunity or customer account. To differentiate the role of CRM versus accounting software - accounting software is designed to capture all the transactional activities around customers, where CRM is designed to capture all the non-transactional touches – emails, letters, marketing activities, phone calls, etc. Without a CRM solution in place, most businesses lose all the non-transactional touch details.

As doing business becomes more complex and competitive, we find that the more information we have at our fingertips, the better informed we are about the person and company we are communicating with. For example, how can I know that others in my office are having discussions via phone or email with a customer proposing new services? Microsoft CRM has an Exchange email router, so as inbound email hits your mail server it is automatically associated with the CRM records. Likewise, outbound emails also have this association made to the CRM record that the email pertains to. This feature allows any employee to see all the email correspondences with the contact. Microsoft CRM becomes the central repository where we look before we act to make sure we have the most accurate view of the status of the company and contact.

Microsoft CRM Workflow is a powerful feature that can help an organization become more regimented in executing a sales process. For example, when a lead of a certain type is created in Microsoft CRM, the workflow engine can make sure that in 5 days, they get email-A; in 9 days, an activity is created for the sales rep to call; in 14 days, email-B is sent. The Microsoft CRM Workflow is completely customizable and allows organizations to implement many different sales processes and schedule executions of activities (email, mail, phone, etc) with the sales reps having to create their own activities. This consistent execution of a sales process increases the overall success of marketing plan execution and customer acquisition.

Turnkey is a Microsoft Gold Certified Dynamics CRM partner. For more information on how Microsoft Dynamics CRM can help you grow your business, please email me at cgherardini@turnkeytec.com or call 636-777-4110 ext 14.



770 Spirit of St. Louis Blvd
Suite 100
Chesterfield, MO 63005

PRE-SORT STD
AUTO
U.S. POSTAGE
PAID
ST. LOUIS, MO
PERMIT NO. 51542

Customer Name
Street Address
City, ST ZIP Code