

TURNKEY

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A Turnkey Update...

Do More With Less Effort Using Microsoft Dynamics GP—Part 2

Increase Employee Productivity: Microsoft Dynamics GP offers a simple and personalized user experience, accommodating your employees unique work style. Dynamics GP provides functionality to connect your employees, suppliers and customers effectively and easily, enabling your employees to be more productive.

Reduce setup and training time, freeing your employees to focus on what matters most.

- The user interface works like other familiar Microsoft products, reducing training time.
- The Action Pane reduces the number of clicks to perform an action, making your employees more productive.
- Linking data to Microsoft Office Applications speeds up access to information without the need for a Microsoft Dynamics full user license.

Empower your employees to be more effective with the role based design that maps to user tasks and specific work requirements for an individual experience.

- Roles-based home pages map to a broad number of specific jobs and can be personalized for each user's work style and role.
- Adding quick links to reports and tasks for the user reduces navigation clicks within the system.
- Create personalized lists of information filtered by unique user's needs for quick access to information.

Connect your employees, customers and vendors across your entire organization.

- Help managers work effectively with online access to employee information they need to make critical staff decisions, along with web-based approval for time cards.
- Centralize budget management through web-based budgeting for accurate, informed forecasting.
- Connect with vendors and customers through extranet portals for easy communication and collaboration.

Part 3 of this article will follow in the next issue of A Turnkey Update.

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Help Turnkey Offer Superior Customer Satisfaction!

Each year Turnkey participates in a customer satisfaction survey that is administered by an independent research company, TNS. By completing this survey you will help us deliver the highest level of service to valued customers like yourself.

If you choose to participate, the survey will only take 10 minutes to complete and will be emailed to you. Your privacy will be respected and your contact information or individual responses will not be shared with Microsoft Corporation at any time, and will only be shared with Turnkey with your consent.

If you are willing to participate, please email Michelle at mgiebe@turnkeytec.com.

We appreciate you taking the time to ensure we deliver the highest level of service to our customers.

Dynamics GP Extender Notice of Change

Announcing added features and functionality as well as a pricing increase for Microsoft Dynamics GP Extender. On August 1, 2009, the pricing for Extender will increase from \$1,750 to \$2,450 for the GP Professional, Business Essentials & Advanced Management Editions. The price will increase from \$825 to \$2,450 for the GP Standard Edition.

Extender is an easy-to-use tool that allows you to add data fields, notes, macros, lookups and much more, without writing a single line of code. Develop workflow and enrich your reporting power for Microsoft Dynamics GP with this empowering tool. This tool will be enhanced, improved and available along with Microsoft Dynamics GP Service Pack 4 due out in July 2009. Buy now and get enhancement prior to the increase in price!

* See a list of the **new features** due in July on page 2!

**Turnkey Microsoft Dynamics GP
User Group Meeting: June 23, 2009 1:30-4:30pm
To register visit www.clicktoattend.com
and use event code 138152**

Turnkey Welcomes New Staff
Turnkey would like to welcome the following new employees to our team:
Todd Schutte David Ewing Kevin Vogler

Microsoft Dynamics GP 10.0 Service Pack 4 Extender**Feature List****Forms Features:**

Create Standalone forms for data entry
 Auto-generate next master ID numbers
 Create lookups that can be used on other Extender objects
 Create multicurrency forms
 Add additional windows
 Add note and note list windows
 Add form information to SmartList
 Create templates
 Add default values
 Create views
 Import data into forms
 Add to home page as quick link

Detailed Forms Features:

Create standalone forms with scrolling windows for data entry
 Auto-generate next ID numbers
 Create lookups that can be used on other Extender objects
 Add detail header information to SmartList
 Add detail line information to SmartList
 Default line items
 Import data into detail forms
 Default values
 Create multicurrency forms
 Add additional windows
 Add note and note list windows
 Create templates
 Create views
 Add to home page as quick link
 Create new menus
 Add forms
 Add details forms
 Add imports

President's Letter continued from page 4

We must collect data from our customers and users to in order to articulate the positive and negative feedback about the experience they have in conducting business with us. No feedback, no improvement. Customer expectations have evolved to the level where they now anticipate a positive customer experience; they are looking for differentiators beyond the price of the product or service.

Turnkey's First Focus Group—Project Accounting

Join Turnkey on June 23, 2009 for a one hour Microsoft Dynamics GP Project Accounting Focus Group. This meeting will be held prior to our quarterly Microsoft Dynamics GP User Group Meeting. The meeting will be an open forum for users and potential users to discuss project accounting and will be managed by Turnkey's Microsoft Dynamics GP Certified Professionals. If you would like to register, please visit www.clicktoattend.com and enter code 138184 or email Michelle at mgiebe@turnkeytec.com.

Coming Turnkey Events:

GP Distribution Inventory Module Training—May 19, 2009
 GP Distribution Purchase Ordering Processing —May 20, 2009
 GP Distribution Sales Order Processing Training—May 21, 2009
 GP Integration Manager Training—June 16, 2009
 Microsoft Forecaster Training—June 17 & 18, 2009
 GP Project Accounting Focus Group—June 23, 2009
 Microsoft Dynamics GP User Group Meeting—June 23, 2009
 Business Portal Training—July 21, 2009
 SQL Reporting Services—July 22, 2009
 GP Analysis Cubes—July 23, 2009

For more information on these events or if you would like to register, please contact Michelle at mgiebe@turnkeytec.com or visit www.clicktoattend.com and search for events hosted by Turnkey Technologies, Inc..

Turnkey has been sending most of our important notices electronically. If you or someone at your organization should be receiving the notices but are not, please visit www.turnkeytec.com and join the Turnkey e-Community via the e-Newsletter link.

ISV Spotlight: Mekorma MICR Check Printing

Printing checks to blank stock, also known as MICR printing, makes it easy for you to manage multiple checkbooks while reducing costs and improving security. Instead of ordering, juggling and storing checks imprinted with all your bank account information, MICR printing allows you to use blank stock which is more secure. Using blank stock makes printing from multiple checkbooks a snap.

If you are using Microsoft Dynamics GP, Mekorma MICR is the check printing tool for you. Mekorma MICR is the most widely used check printing software for Microsoft Dynamics GP. Mekorma MICR not only gives you all the benefits of printing to blank stock but is tightly integrated into standard Microsoft Dynamics GP check printing processes. There is nothing new for your check printing personnel to learn. In addition, Mekorma MICR adds:

- password security
- amount based signature printing
- easy configuration for unlimited number of checkbooks
- extensibility to add special sorts, additional information or special payment selection criteria

Mekorma MICR uses standard office LaserJet printers to create your checks. No special hardware is required, just a different printer cartridge.

Mekorma has been helping businesses get more from Microsoft Dynamic GP since 1993. Mekorma was named Global Developer in 2000 and has twice been voted Partners' Choice ISV.

Microsoft Dynamics Promotions:

License Sales Offer for Microsoft Dynamics GP & CRM

Now through June 26, 2009

Receive up to 25% off Microsoft Dynamics user and module license purchases. In addition, Turnkey will enhance this offer by discounting an additional 10%!

Business Ready Licensing Discounts:

- Up to 10% off licensing purchases from \$10K-19,999
- Up to 20% off licensing purchases from \$20K-29,999
- Up to 25% off licensing purchases above \$30K

Module Based Licensing Discounts:

- Up to 10% off licensing purchases from \$5K-9,999
- Up to 20% off licensing purchases from \$10K-19,999
- Up to 25% off licensing purchases above \$20K

Business Intelligence and Collaboration Sales Offer

Now through June 26, 2009

Receive 20% off selected Microsoft Dynamics Business Intelligence modules on purchases over \$3,000. Receive 10% off selected Microsoft Dynamics Business Intelligence module purchases under \$3,000. Modules included are:

- Advanced Analysis Cubes Library
- Analysis Cubes Library
- Electronic Document Delivery
- Enterprise Reporting User Licenses
- FRx Currency Translation
- FRx Desktop Users
- FRx DrillDown Viewer
- FRx Report Designer Users
- FRx Report Launcher
- FRx Report Manager
- FRx Report Server
- FRx WebPort
- Microsoft Forecaster
- SmartList Builder
- Business Portal Users
- Client for Microsoft Office/Sharepoint

Fresh Start Offer for Lapsed Customers

Now through June 26, 2009

Microsoft Dynamics GP customers lapsed from their service plan for 3 years or more can receive investment credit for the last-known recorded value of their Module Based Licensing towards the cost of an equivalent Business Ready Licensing solution.

Step Up to Microsoft Dynamics GP License Offer

Now through June 26, 2009

Microsoft Dynamics GP Migration from Microsoft Small Business Financials Promotion. This promotion is comprised of up to a 90% discount on user licenses and select A La Carte functionality for up to 10 users in the first purchase of Microsoft Dynamics GP.

Professional Services Tool Library Offer

Now through June 26, 2009

Take 20% off the PSTL Suite

LMT Sales Offer

Now through June 26, 2009

Receive 20% off the License Model Transition fee. Receive a 20% discount on BRL users and/or BRL modules.

Distribution Dynamo Offer

Now through June 26, 2009

Receive up to a 25% discount off of the standard list prices for Advanced Management user licenses when purchasing of between 11 and 75 user licenses. This offer applies only to new customers in the distribution industry for Microsoft Dynamics Advanced Management.

35 Employees for \$34K Offer

Now through June 26, 2009

Receive a 20% discount on the Advanced Management user licenses and a 50% discount on the Dynamics Client for Microsoft Office and Windows SharePoint Services with the purchase of 11-25 AM user licenses and 24-50 Dynamics Client for Microsoft Office and Windows SharePoint Services licenses.

Deltek Compete Offer

Now through June 26, 2009

All customers that are currently on a Deltek ERP system, considering purchasing a Deltek ERP system or have an eligible professional services SIC may take advantage of a 25% discount off of the standard list prices for new customers of Microsoft Dynamics GP AM or BE user licenses that purchase 5 to 30 user licenses.

Microsoft Financing SmartPay! Zero Payments for Six Months

Now through June 26, 2009

SmartPay from Microsoft offers total IT financing with no payments for six months, so you can address your IT infrastructure while retaining critical cash flow. Get the solid expertise of Microsoft along with the rest of your IT solutions in one streamlined package with SmartPay.

Win in the AM Sales Offer

Now through June 26, 2009

New customers may be eligible to take advantage of this special 15% discount pricing promotion when purchasing Microsoft Dynamics GP.

Business Essential 4 for 3 Sales Offer

Now through June 26, 2009

New customers qualify for the following offer:

- Buy one Foundation license and 2-4 additional BE licenses and get one BE license for free
- Buy one Foundation license and 5-7 additional BE licenses and get two BE licenses for free.
- Buy one Foundation license and 8 or more additional BE licenses and get three BE licenses for free.

From the Presidents Desk...**Does your customer have a good ‘customer experience’ when they do business with your organization?**

The amount of attention that businesses are focusing on the ‘customer experience’ is continuing to gain momentum as it becomes more difficult to differentiate between providers of products and services. One of the primary things that will help you and your business create a good customer experience is empathy. That is being able to put yourself in the place of people who are using the products and services you offer.

As part my process to improve the customer experience around the Turnkey product and service offerings, I find myself measuring and evaluating various customer experiences that I’m exposed to. Several weeks ago, I had to pick up a rental car while my car was in the shop. It took 45 minutes for the clerk to write my rental order and get me out the door with a set of keys. I told him, I was not having a pleasant customer experience due to the delays in me getting on my way. He complained back to me about 4 or 5 different things that kept him from getting me the service level I was expecting.



In this simple example, do you think he cares about my comment? Could there be anyone else at the rental agency that is aware that I was dissatisfied with the time it took to complete my rental? What should be done? The company should provide an opportunity for the customer to complete a satisfaction survey. Collecting critical information from the customer immediately after their experience can improve the quality and accuracy of feedback, as well as highlight required changes in process or procedures.

So how does Microsoft do it? For years Microsoft had tested software with focus groups and gathered comments and complaints from customers. Within the past several years, Microsoft has been trying a more precise way of garnering feedback. By deploying special software (with user permission of course) on computers running Office programs, Microsoft could track how people used their PCs day after day. Vista was the first version of Windows to include the remote-tracking software that helped Microsoft hone Office, and nearly 11 million Vista users had let their PC activities be logged. From these billions of data points emerged big ideas that got boiled down into design principles.

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