

BARCELLOS LIMITED

NEWSLETTER

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Introduction

Summer 2009 Edition

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Welcome to the Summer 2009 Barcellos Newsletter.

I would like to start by welcoming new customers who have joined us in 2009 so far, and to also thank our existing customers for your continued business and support, it is very much appreciated.

I have to admit that I actually forgot to send my reminder email this year, to let the guys know that their articles for this summer's newsletter were due. It took Nick to remind me. He had several crumpled balls of paper thrown at him at our fortnightly meeting, when I informed the guys of this.

Hopefully you will find the articles up to their normal high standard.

I have actually written my own article this year; can you guess from the title on the left which one it is? If you are a longstanding customer I imagine you will guess it straight away!

The Global Accounts have had numerous enhancements made to them, which Mark covers in his article. Also, our very own website had an overhaul done as well. I was quite pleased when Steven asked if he could take over the Website.

Finally, I hope you find our Summer 2009 Newsletter of interest. If you have any questions regarding any of the articles, please email the author.

Happy reading !

debbie@barcellos.co.uk

OMG - 25 Years!

Did you guess right?

I know I don't normally write an individual article, but whilst typing up the introduction I suddenly remembered that I actually will have worked at Barcellos Ltd 25 years this August. Blimey, you don't get that for murder now a days!

I have seen many changes over the years and worked with many different people. I can even remember every single one of them. I won't name names though, as I don't want to give away their ages!

I actually remember my interview. Fresh out of school and absolutely scared out of my wits. My mum came with me, she was supposed to have waited outside (as we were going into town shopping after), but John invited her in and made her a cuppa. After my interview I found my mum in the reception area chatting away to Ken and Mike. I knew from that point forward, that if I was offered the job I would take it. Barcellos wasn't a family owned business, but it always had a family feeling about it, and still does.

The first computer I worked on was this huge SD100. Blimey, the noise that made whilst backing up was almost deafening, I kid you not. The clunking of the two drives whilst backing up from one 8" floppy disc to the other, would be comical by today standards.

The first word processing package I used was BOS Writer, does anybody still use that? I remember when Ken told me they were replacing it with a package called WordStar, my stomach turned over. All those dot commands to remember, but it didn't take me long to get to grips with it. Then Microsoft Word came on the scene, yet another package to get used to, and several versions later I am still using it.

I also remember sitting at a Qume daisywheel printer that had the keyboard on the front, manually typing our invoices. This included the company name, address and VAT number on every single invoice that went out. When it was decided to implement computerised SOP I thought all my birthdays had come at once, as I'm sure you can imagine.

I could go on forever, but I don't want to bore you.

Over the past 25 years I have got used to the ever changing IT industry and always expect the unexpected. Even now, when something new comes along, I have to be convinced that it will make my life easier. I hate to admit it, but 9 times out of 10 it does!

I still can't believe it's been 25 years! They have gone so fast, which is actually quite scary. Well, whilst I carry on reminiscing about the past, and looking forward to the next 25 years, EEK, I hope you all enjoy the Summer 2009 Edition of our newsletter.

debbie@barcellos.co.uk

Bucking the Trend

Enquiries from England and Wales are much scarcer than in recent times, but thankfully Northern Ireland and Edinburgh are bucking the trend. There have been a number of trips to both, unfortunately the flights are at a ridiculously early time, in fact I would call them night flights. Perhaps that is because I am not at my best 'first thing'. I cannot recommend sitting at Belfast City or Edinburgh airports for hours on end, which is what happens when you have a very short meeting!

Anyway, shortly there should be several Decorating contracts being let by Edinburgh University. Also, under discussion is the possibility of letting some Building contracts. An addendum schedule has been created to cover Scaffolding.

In Northern Ireland, Belfast Health Trust has just ordered the software. They have let quite a number of contracts on the PSA schedules, so far two of the contractors have the system, and hopefully more will follow. One is located next to the mountains of Mourne, what a beautiful area that is. We are also in discussions with another Health Trust. They have a large 'Civils' addendum schedule, so possibly more typing.

One area where there has been quite a bit of interest is in the sale of the PSA schedule data to be used with Excel. I always feel that we have failed when this happens, as I do not see where Excel can possibly compete with a system written for MTCs, be it ours or anyone else's. But many people are very comfortable with Excel and I guess that is why they make that decision. I would dearly like the opportunity to try to convince them otherwise.

Talk about the lull before the storm. Carillion are about to release the new PSA Building Schedule, good news for some but a lot of typing and checking for Debbie and myself. We have just ordered new keyboards for when ours wear out.

We have carried out a number of enhancements to the system. For PSA combined contracts, as well as a whole order, there is now the ability to show that part of an order belonging to Building, Mechanical or Electrical. For Mechanical or Electrical orders, if the B rate quantity is the same as the A rate then this is remembered. Then if the A rate quantity is altered the B rate is changed automatically. If there are many sets of dimensions against a code, this applies principally to Building or Decorating contracts, it can be difficult to locate a set of dimensions to alter. There is now an option to show the set of dimensions number against each set. In the contract details there is some substitute wording that can be entered and this will override any substitute wording in the system variables, but only for this contract. This allows different wording to be used on one contract from the rest. If you have any ideas regarding changes to the system then please let us know. We cannot guarantee being able to implement anything, but we will look into it and let you know.

Statements, Payroll & Enhancements Galore!

Statements, Payroll & Enhancements Galore!

Statements

TIS have now launched the Email statement option in the Global 3000 Debtors ledger. This allows you to save time and money by automatically emailing statements to customers.

Just as by way of example if you were to send out 250 statements per month the saving on postage alone would be £900 per annum. Barcellos is charging £150 to setup your own email statement backdrop and implement the system. This means that on a customer base of 250 you would cover the cost in just 2 months.

Payroll

All of our payroll sites have now migrated over to the Sage 50 range of payroll. The migration went a lot better than expected and having used Sage now for 3 months I have to say that it is pretty good! I now have enhanced the Sage to Global import to provide a much smoother transition for the NL/GL posting files. If you are currently posting manually to the Nominal/General Ledgers and would like details on the import routines then please do not hesitate to contact me.

Enhancements Galore!

Cash Manger

- Improved standing order creation/amendment
- GL comments added to transaction entry

Creditors Ledger

- Print auto-payments list in alphabetical order
- Transaction Query added to search all types of transaction
- "Setup" button in transaction entry to skip/highlight fields

Debtors Ledger

- Email statements
- "Setup" button in transaction entry to skip/highlight fields
- Print statements via PDF format
- Transaction history report by date or period/year

General Ledger

- End period/year added to standing journal entry/enquiries

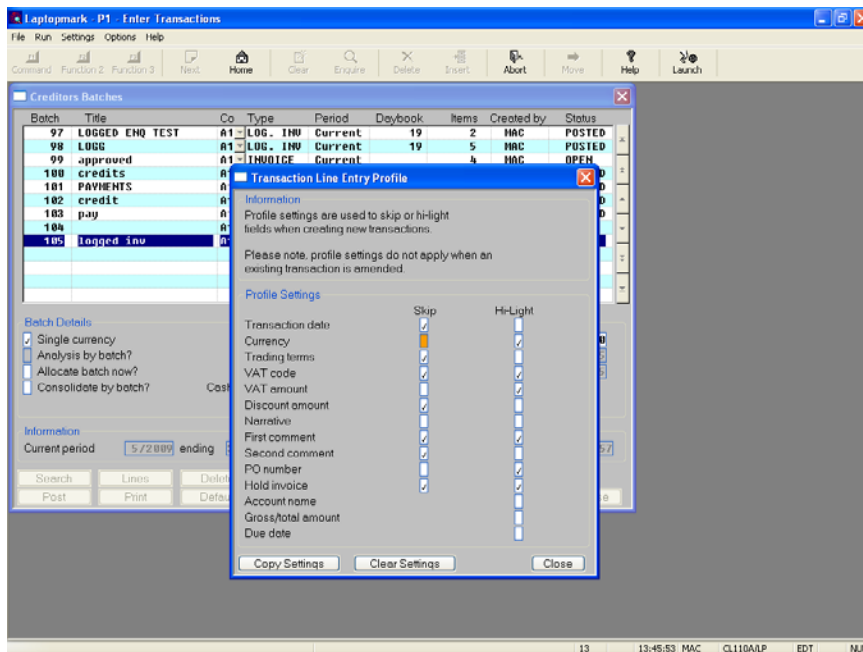
SOP

- Selection criteria enhanced for printing quotes/acknowledgements
- Block user from amending a line description in transaction entry
- Sales order completion statistics

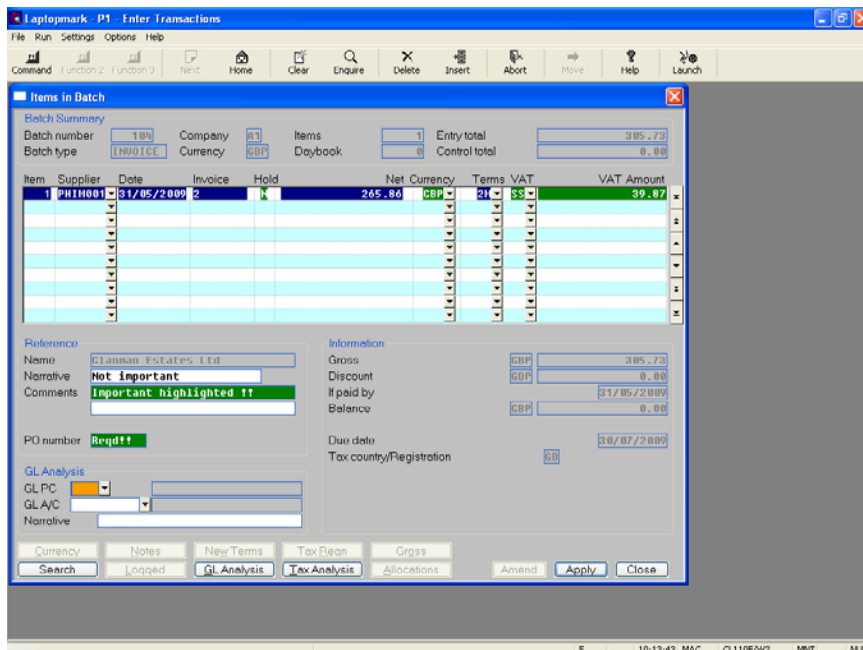
Stock Control

- Operation ID, date & time added to all stock movements

One of the best enhancements is the “setup” button in transaction entry. This allows you to select to skip fields that you do not use and also to highlight ones that you need to bring attention to. Setup is very easy as the screenshot below shows, just tick the boxes.



this



gives this

So if you want any details on the latest software enhancements or would like a chat about your software strategy please do not hesitate to contact me.

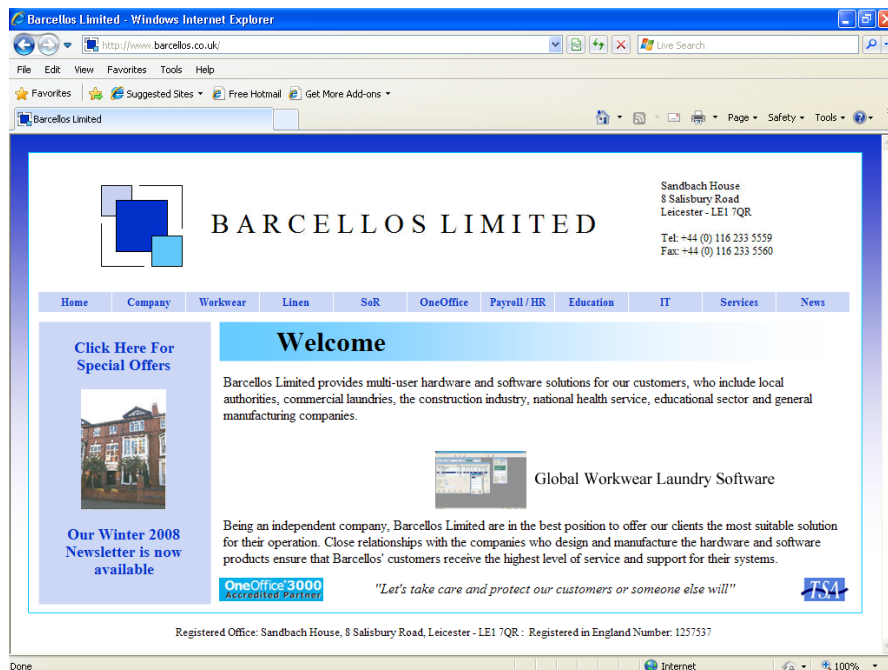
I would like to take this opportunity to wish you all a good summer and I will be off now to start two things, the first being my article for the Winter 2009 newsletter as I want to get a head start this year and the second being to start my Christmas shopping list as it will not be long before that time is here as well :o)

mark@barcellos.co.uk

Revamping our Website

During the start of the year our website was discussed in a meeting and we decided that the content needed to be updated on a regular basis. Also the whole presentation of the website could do with a fresh new look. I asked if I could take control of the website and improve it. Debbie had created our first website which looked good and functioned well and all the content was there, so I used that as a starting point and worked from there.

I started by creating a template page that all the pages would be based on; this had to be right as it would affect the whole look of the website. I then started on the front page and wanted this to look very good as it's the first page that you will see. I added lots of nice animations to the website and a nice simple animated navigation bar that runs across the top under our banner, this uses java script code and was not simple to create, but looks great now it is working.



I had done some web page design courses at college and university, so I had some basic knowledge which helped me. I have been learning more whilst doing this and it has been an enjoyable project. Barcellos will of course ensure the website is full of the latest information. The website is best viewed in Microsoft Internet Explorer 8 and if you have not had a look at our website please check it out at: -

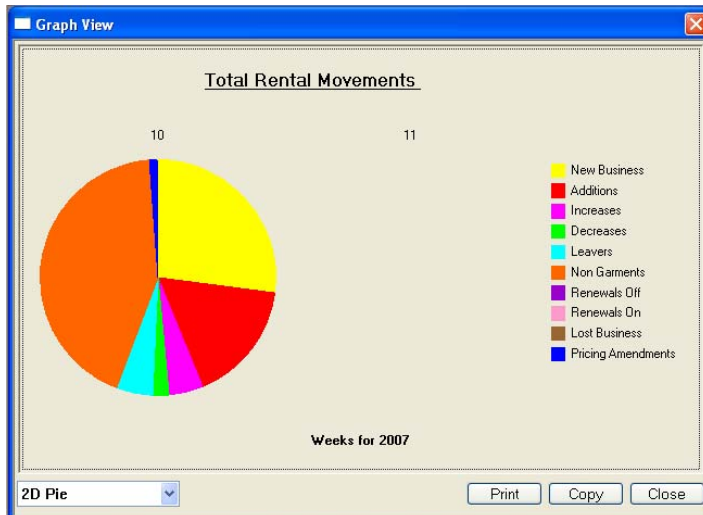
www.barcellos.co.uk

steven@barcellos.co.uk

Hidden Treasures

Every software package has its little hidden extras, its just finding them.

Well how many of you knew that since version 8 was released you could print graphs, of things like sales analysis for a given period?



For anyone using Workwear, did you know you could get the following information? It's all stored away in that little module called 'Customer Action Notes'.

If you use linen, how many of you know that the delivered quantities report now enables you to break out the delivery note lines?

Barcode: [input] [input]

Old Garment
RPG Type
 Replace
 Size Exch

Add to Repairs?
Reduce Entitlement?

Send to
 Rag
 Lost
 Used
 Await

New Garment
Take from Used Stk?
Take from Book Stk?
New Residual £ [input]

Charging
Reason Code [input]
Add to Invoice
 Yes
 No
 Only if Ragged

Charge
 Old RV
 New RV

Charge Label? [input]
Order Num [input]

Continue Back Eqg Popup 2 Exit

If you are an RPG user, did you know that as well as giving the entry screen a complete face lift, you can now bill any ragged garments automatically on extras?

Update Contract History?

Invoice with Extra Billing?

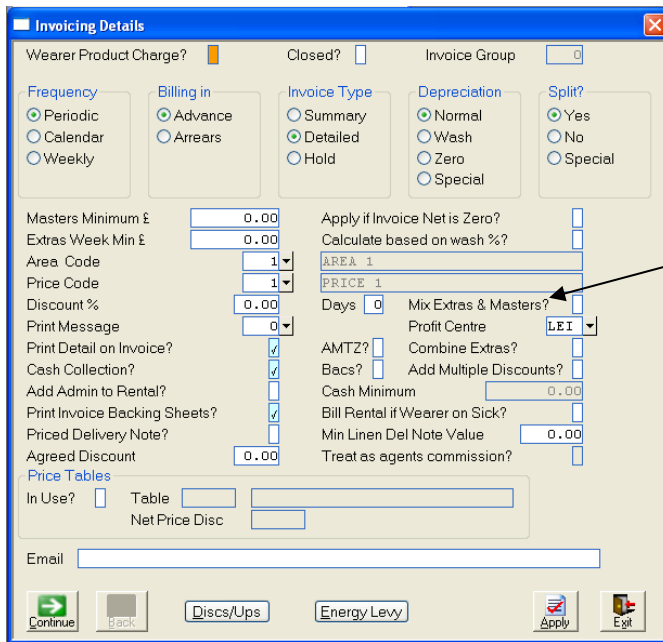
Create Sundry Invoice?

Use
 Garment RV
 Fixed Price [input]

RPG Checks
Re-Invoice if already RPG invoiced?
Obey RPG Invoicing Status?
Only Invoice if RPG'd?

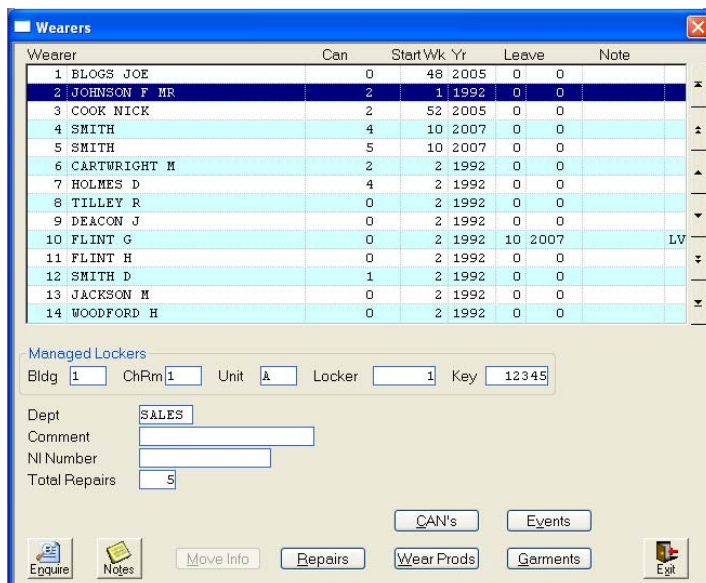
Move un-washed garments to new stock?

Confirm Back Exit



How many of you have seen this? Yes, that's right! On any Periodic/Calendar invoice you can now combine the extras billing, just like a weekly billed customer.

I know many of you have been really pleased with the new contract enquiry. So we have taken this to a completely new level, by adding loads more drill down buttons.



We've added extra buttons to the wearer screen to show purchase orders, replacements and size exchanges, individual CAN lines, wearer repairs and movement information.

Dedicated linen now drills down to weekly entered quantities – just like pool linen. Workwear to follow!!

The wearer barcode enquiry screen now lets you see any 'awaiting stock' items that are still outstanding.



Product enquiry now drills down to Multi-Frequency Items. Not only can you see dedicated contract items, but you can also see items currently scanned out to a customer.

This newsletter sees us introducing the concept of 'Events'. Any major change to a contract will have an event record created. This will mean a completely new level of detail, never seen before – Just click on the 'events' button wherever you see it.

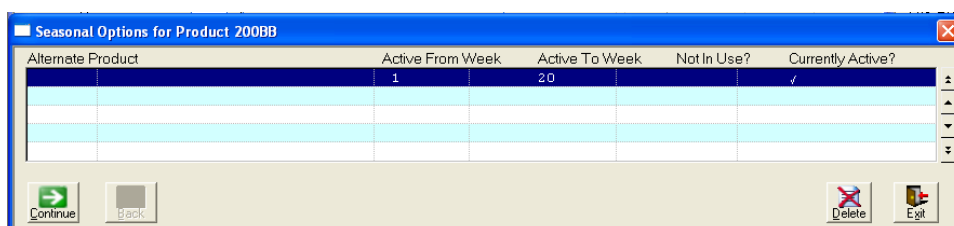
So, what type of 'events' are we storing?

Check out the following list.

- Any price change no matter where it's done – If changed at wearer level it also stores the old and new price.
- 'On hold' and 'on stop' events. Easily see when you have placed a contract on hold etc.
- Wearer leave and move information – also storing the RV for each wearer's product!
- Placing wearers on and off sick.
- Contract delete/undelete.

And that's just for starters. This list is expected to keep on growing, so if there is anything you want storing, then just let us know. We'll add it to our 'events'.

So what else have we been working on?



Products can now be setup as seasonal, billing and RV depreciation are stopped when the product goes out of season.

We can now print barcode labels for multi-frequency items – Great for keeping track of pool linen loan stock for example.

When looking at purchase orders from the wearer enquiry, you can now drill down to the order enquiry, to see all details for the selected order.

All this development is just the programs I have been working on... See Martins article to check what changes he is making to the software.

So you can have all this for a simple upgrade. Give us a ring to schedule yours in, or for me to come and show you the new developments in person.

nick@barcellos.co.uk

Hot! Hot! Hot!

The weather of the past few weeks has certainly given everyone that summer holiday feeling and just like the weather our software too, is getting Hot! Hot! Hot!

I can't believe we've past the half way stage of the year already, and it looks like we will be in for a good summer this year (or have I spoken too soon)!

So what have I been up to since the last article at Christmas? Well Santa (aka TIS) have given Nick some new little bits and bobs to play with, which keeps him happy and helps him carry on moving forward with the constant ongoing development of the system. You will have seen what he has been up to in this article.

So what's new I hear you all saying? Well Nick has covered most of what is currently new and hot off the press, but we have also been adding and tinkering with all our modules to make them more user friendly, listening to you when you say; things like: -

"I wish that when we just pressed the Advice Note button in Dedicated Linen, it produced the invoice there and then straight to the printer, instead of having to go into Sundry invoicing, completing the invoice, then printing it to the invoice line database before I can actually print it"

and just like a fairy godmother (Nick in a Tutu! Most fetching I must say) as if by magic we have turned your request into reality. So next time you are sitting there thinking, "I wish I could get this information", or "I wish the system could do this....", pick up the phone and tell us! You may already have the solution sat on your system, or there could be something that you could use to help solve your problem. It might be a simple change we can make for you? If you don't ask, you will never know. Our aim is to make the system work for you, and it's your input, ideas and wishes that helps to keep pushing the system forward.

We are now in the process of making the Contract Enquiry Screen a one-stop shop when it comes to customer queries. Nick has already spoken about some of the new buttons that have appeared, such as the Events, Purchase ordering, CAN's buttons etc, but its not just New buttons that have been added.

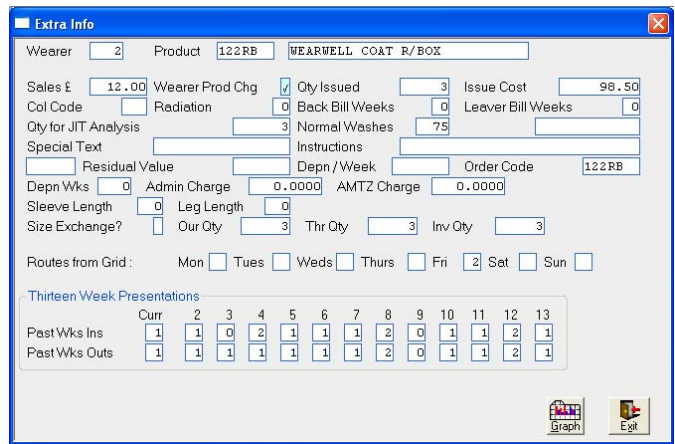
| Wearer | Product | Description | Size | Our Qty | Thr Qty | Inv Qty | Sale £ | Clean £ | Chg |
|--------|---------|--------------------------------|-------|---------|---------|---------|--------|---------|-----|
| 1 | 122RB | WEARWELL COAT R/BOX | 92R | 3 | 3 | 3 | 12.00 | 0.1000 | ✓ |
| 1 | 200BB | WEARWELL P/C BOILER SUIT B/BL | 92R | 3 | 3 | 3 | 15.00 | 0.1000 | ✓ |
| 1 | 200BG | WEARWELL P/C BOILER SUIT B.GRN | 104T | 3 | 3 | 1 | 14.25 | 1.2000 | ✓ |
| 2 | 122RB | WEARWELL COAT R/BOX | 94R | 3 | 3 | 3 | 12.00 | 0.1000 | ✓ |
| 2 | 200BB | WEARWELL P/C BOILER SUIT B/BL | 96T | 5 | 5 | 2 | 15.00 | 0.1000 | ✓ |
| 3 | 122RB | WEARWELL COAT R/BOX | 92R | 3 | 3 | 3 | 12.00 | 0.1000 | ✓ |
| 3 | 200BB | WEARWELL P/C BOILER SUIT B/BL | 92R | 3 | 3 | 3 | 15.00 | 0.1000 | ✓ |
| 4 | 122RB | WEARWELL COAT R/BOX | 104ET | 3 | 3 | 3 | 12.00 | 0.1000 | ✓ |
| 5 | 122RB | WEARWELL COAT R/BOX | 100T | 7 | 7 | 3 | 12.00 | 0.1000 | ✓ |
| 12 | 200BB | WEARWELL P/C BOILER SUIT B/BL | 98T | 0 | 0 | 0 | 15.00 | 1.2200 | ✓ |

Depn Wks: Admin Charge: AMTZ Charge: Kit No:

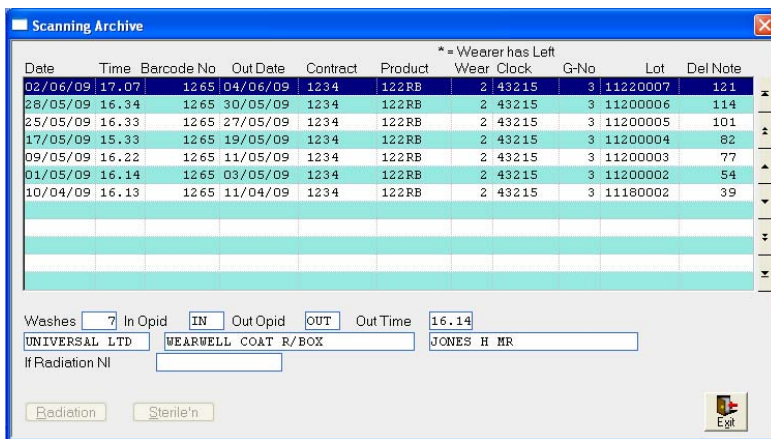
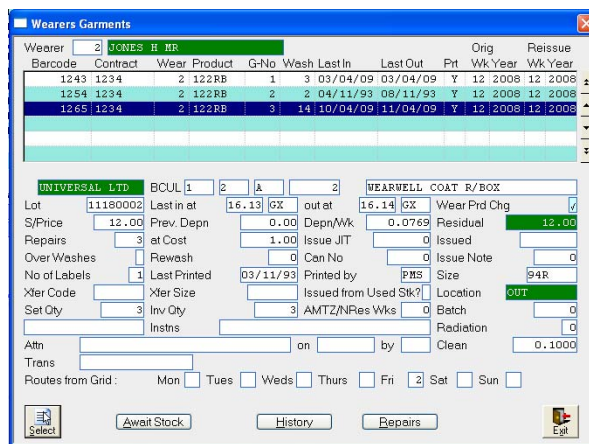
Wearer Name: Original Issue Qty: Order Code: Sup. Reference:

Buttons: Back, Next, Enquire, Extra Info, Garments, Exit

We have enhanced a lot of our buttons to allow more in-depth information, like the Wearer Products Button leads you to a screen that now has the new feature of "Extra Info". This shows the wearers product stats and the last 13 week presentation.



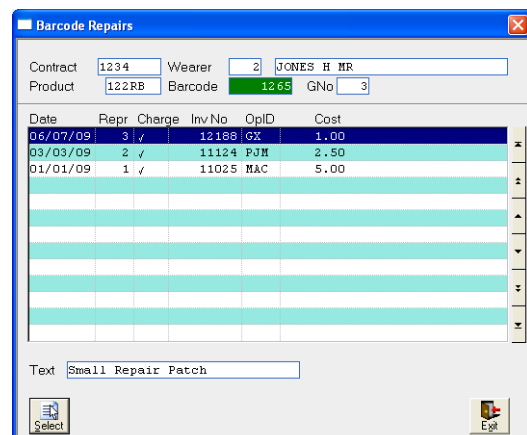
Also under the existing "Garments" Button we have now a couple of new buttons that will provide even more information for a single enquiry; they are "History" & "Repairs".



The History button is quite clever as this shows both History and Archive information, which in the past only gave the last few weeks History. This now gives instant total Garment History for a wearer's individual barcode (providing you have the Archive Module).

Add now to this the Repair option that again will instantly give you the repair history of every repair that garment has ever had.

The Best just keeps getting Better!



I have also been getting out and about to see how you are all getting on and trying to see if we can lend a helping hand in any way shape or form during these times of recession. Almost all of you are now using the New Menu System (version 8), which was launched almost 3 years ago now. I know from what you have all been saying, you have truly reaped the benefits, especially those that have taken the new invoice line database. I hope that some of our new improvements will appeal to you all, and if they do, why not contact me and arrange a visit to have a look at some of these new features.

Anyway with time moving on, I had better get back to it, because before we know it, it will be time for the Christmas Newsletter article, and that's a sign that Santa will be well and truly ready once more.

I hope you all have a nice summer. Don't forget the Sunscreen! Come On England lets beat them Aussies in the Ashes and finish off Qualification for the 2010 World Cup, in a summer packed full of sport.

[paul@ barcellos.co.uk](mailto:paul@barcellos.co.uk)

Trial, Tribulation & a Personal Trip to "That London"

Over the last few months I have been involved with continued visits to local schools, one of which included Steven & myself providing extensive on-site IT holiday cover for an absent member of staff.

I have had a number of new enquiries regarding our Casio portable scanning solution. One laundry is currently trialling a device in live mode on their system, which appears to be going very well.

I am currently involved in the roll out of a network file & email server to a new client, which whilst new versions of software have brought new unplanned issues to my attention, the light at the end of the tunnel has been reached with the customer now running live off the new equipment.

We are in daily contact with hardware/software suppliers, so please feel free to contact me for competitive pricing should you require any new equipment or upgrades.

I recently enjoyed a trip to the new Wembley to witness Burnley reach the dizzy heights of the Premier League via a win over Sheffield United (commiserations to our Martin!). I'll admit to being rather nervous regarding what next season might bring, but I'm sure the experience will do the Club & it's Supporters the world of good, even if we do end up coming back down to the Championship the following season.

gavin@barcellos.co.uk

Can you believe it?

From this:

P2 - Customer Action Notes - Adds/Incs

File Run Settings Options Help

Command Function 2 Function 3 Next Home Clear Enquire Delete Insert Abort Move Help Launch

CAN Header FULL SUPERVISOR MODE

CAN Number 2 Contract 1000 GREENS Date 11/04/06

Measured by 2 JUSTIN COLLIER

Badges Y/N Additional Lockers Y/N

New/Renew N/R/X Due Date 13/04/06 Correct Y/N

OK Cancel

Contract Info

Cont Type GARMENT RE
Business SPECIALIST
Serv Rep JUSTIN COL
Sales Rep MIKE SOUTH
MANAGED LOCKERS

Split Depm End Wk/Year
AMTZ? Cash? 52 2007

Rental Inv Values
Net 317.32
Disc/Upl 11.11
Total Val 328.43

O/S Bal
Cred Limit

CAN Lines

| Trans | Product | Wearer | Item | Size | Comment |
|-------|---------|--------|-----------|------|---------|
| A | 200RB | 3 | COOK NICK | A | 96R |
| A | | | | | |

Instructions BCUL 1 1 A 6 Kit

Select

Product 200RB OK

Partition 2 Computer 1C PGM ERROR IN P2 27 07/07/09 14:30:12 md CA0010/WY ADD CAPS NUM

start Inbox - Microsoft Out... P1 - Global Legacy Ap... P2 - Customer Action ... KEPT 14:30

To this

P2 - Customer Action Notes - Adds/Incs

File Run Settings Options Help

Command Function 2 Function 3 Next Home Clear Enquire Delete Insert Abort Move Help Launch

Can Header FULL SUPERVISOR MODE

CAN Number 2 Contract 1000 GREENS Date 11/04/06

Measured by 2 JUSTIN COLLIER

Badges? Additional Lockers?

Due Date 13/04/06

New / Renew
New
Renew
X

Continue Back Exit

Contract Info

Cont Type GARMENT RE
Business SPECIALIST
Serv Rep JUSTIN COL
Sales Rep MIKE SOUTH
MANAGED LOCKERS

Split Depm End Wk/Year
AMTZ? Cash? 52 2007

Rental Inv Values
Net 317.32
Disc/Upl 11.11
Total Val 328.43

O/S Bal
Cred Limit

CAN Lines

| Trans | Product | Wearer | Item | Size | Comment |
|-------|---------|--------|-----------|------|---------|
| A | 200RB | 3 | COOK NICK | A | 96R |
| I | | | | | |

Instructions BCUL Select

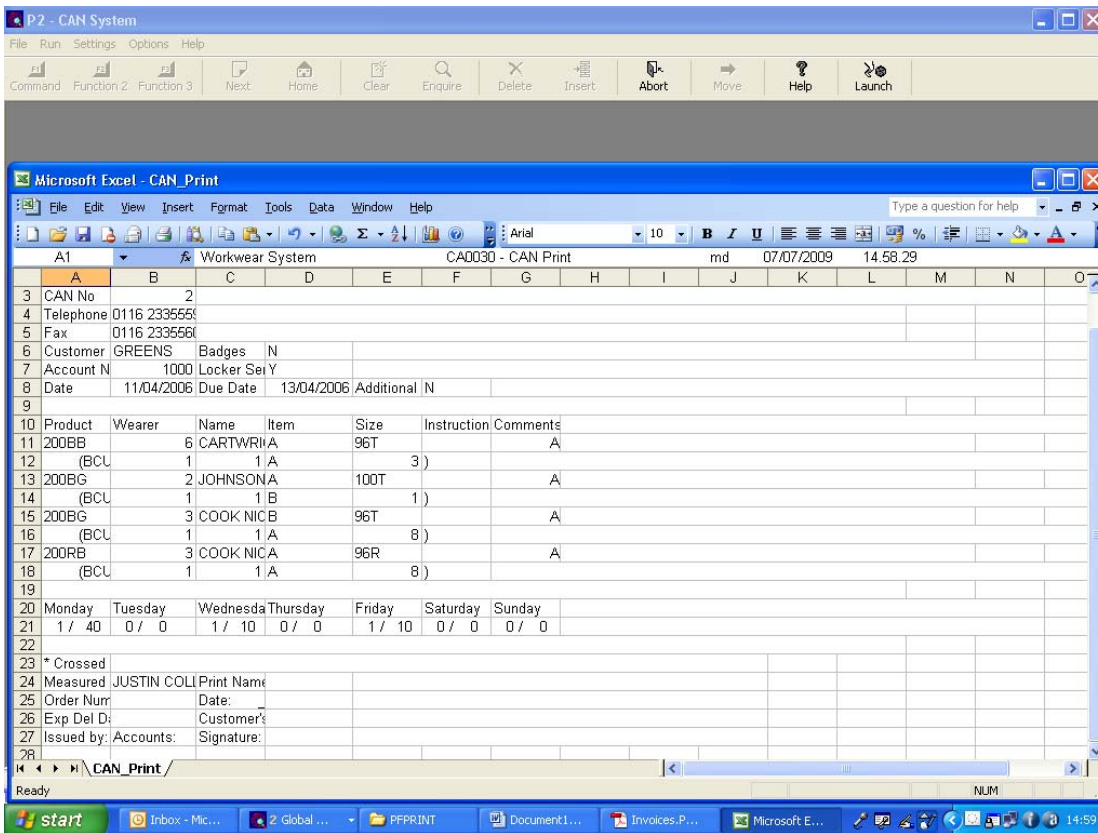
Product Continue Exit

Partition 2 Computer 1C PGM ERROR IN P1 30 07/07/09 14:51:54 md CA0010/WY ADD CAPS NUM

start Inbox - Microso... P1 - Global Lega... P2 - Customer A... KEPT Document1 - Mi... 14:51

Obviously the functionality of the system remains as before but it is now more “21st Century’ish”, with Iconic buttons, Boxes and more.

Reports can now be exported into Excel as well as printed:



On a personal note, if it is winter then Prague and Katherine Jenkins are on the agenda, if it's Summer it's an operation and a visit to a Bruce Springsteen concert. The operation was an action replay of one I had done three years ago, the only difference being it was a piece of pork not fillet steak that took up residence in my gullet. The Springsteen concert was almost a year to the day since seeing him last year, and he just gets better.

Anyway that's about it. I'm off on my hols next month going back to Palamos in Catalunya

Hope you have a good summer.

PS; As I write we have torrential rain, lightning and the loudest thunder I have ever heard – good old British Summer!

martin@barcellos.co.uk