



## Reminder – Seasonal POS installation

- Test your equipment a few weeks in advance
- Advise us a few days before the installation so we can make sure a technician is quickly available if necessary
- Make sure you connect the equipment to the right POS terminals

New

## Sharing developments Selling to customers at cost + % by using the average cost.

Currently, you can charge customers using the highest cost from among the average cost, the supplier cost and the last purchase cost or the last purchase cost alone.

The profit margin of sales made at the average cost + % is more representative of reality, as the average cost is closer to the store price, takes more expenses into account (such as freight charges), is regularly updated and is re-calculated each time a product shipment is received.

For more details or to participate in this customization, contact Isabelle Bergeron ([beri@ogcinc.ca](mailto:beri@ogcinc.ca)).

## New additions to the newsletter

### Sharing developments

OGC-Plus was developed to meet our customers' common needs. However, you can enlist our services to have your software customized to meet a specific company need.

The new "Sharing developments" section in our newsletter will describe customer-requested modifications that require more complex programming and that involve an investment that may be too high for one merchant. We think that some of you could benefit from these changes and may therefore be interested in sharing the costs with others to take advantage of these additional features.

### Doing more with less time

In this section, OGC experts will give you tips to help you save time and make your work easier. For some users these tips will be a revelation, while for others they will be a reminder of basic, perhaps even forgotten, methods.

If you want to read about a particular subject, do not hesitate to send your suggestions to Caroline Du Paul at [dupc@ogcinc.ca](mailto:dupc@ogcinc.ca).

## A whole team of experts at your service!

To provide you with superior-quality support and to meet your needs, we have developed a team of experts over the years who are dedicated to your success.

Our priority is to provide our customers with the service they deserve. If you have questions or comments about your level of support, contact **Marc Leblanc, Customer Service Manager** ([lebm@ogcinc.ca](mailto:lebm@ogcinc.ca)). He will make sure you have the necessary resources for your company's success and that you always receive high-quality support from OGC.

Our business commitment is also to provide the right assistance to our customers to help their companies develop. **Jean-François Dumouchel, Operations Coordinator** ([dumj@ogcinc.ca](mailto:dumj@ogcinc.ca)) is responsible for coordinating implementation and for providing you with quality support. You may also contact him if you require training; it will be his pleasure to help you establish your specific needs and to reserve a trainer on your preferred date.

New

## Doing more with less time...

### Navigate reports easily

OGC reports provide an infinite source of information, but it can be hard to find specific data if you don't know how to navigate them. Several function keys can make searching easier. Do you use them?

**H:** Display the help screen

**E:** Go to the next page

**D:** Go forward half a page

**⌵:** Go to the end of the report

**'+' or '-':** Accompanied by a number, allows you to go forward (+) or backward (-) in the report

**?:** Search for information in the data preceding the cursor

**/:** Search for information in the data following the cursor

To find out how many printed pages the report will have, divide the number of screen pages by three. For more information, consult the *Basic Principles* document on our Web site.

## OGC joins Hardlines for its Dealer Conference

The Hardlines Dealer Conference was held in Toronto on February 12 as part of LBMAO's annual Canadian Home Improvement Show. Invited as experts in the fields of information technology and the hardware and building materials industries, OGC's Tania Gauthier, Vice-President, Customer Solutions, and Al Holton, Regional Sales Manager, led a seminar on strategies to maximize the use of information technology in retail stores. Speaking to company leaders and managers, the two OGC experts talked about the importance of investing in a company's business processes and developing employees' management skills to encourage them to get the most out of their information systems. They also explained that with the vast amount of data available today, it is essential for companies to concentrate their efforts on tracking a selection of limited but relevant information. The presentation also showed the benefits of balancing investments in processes, labour and information management tools. "Surprisingly, merchants often have all the tools they need to gain a clear vision of their companies and improve how they do things, but they don't always know how to use these tools," explained Al Holton. "Our goal was to show them how to focus on searching for solutions instead of information."

For a complete summary or to view the seminar presentation, visit [www.ogcinc.ca](http://www.ogcinc.ca).

## OGC crosses Canada to meet you

The OGC team went from coast to coast to meet merchants at the trade shows of Canada's main buying groups and associations. From British Columbia to New Brunswick, we were in the field to talk with people in the industry and discover what's new in the market.

**Upcoming trade shows and events.** Consult the Events section of our Web site to find out where we'll be in the months to come.

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### Holidays

Our offices will be officially closed  
Monday, April 5 and Monday, May 24.  
Our emergency service will still be available.

