



Version 11 is available

Now is the time to upgrade to version 11 and enjoy the many new benefits it has to offer.

Use it to increase your productivity, enhance your customers' experience and streamline your operations.

For more details, visit our Web site or contact your OGC representative.

Sharing developments

Take advantage of a new module that makes your **trucking shipments** easier to manage.

With this tool, you can:

- Use scanning technologies to prepare shipping boxes (to ensure the contents of each box are clearly identified).
- Print labels with bar codes to identify each box.
- Ensure that all the necessary items in an order are included in the shipment.
- Scan the UPC of the box upon truck change to confirm it has been sent.
- Ensure all boxes are loaded.
- Consult the status of a shipment directly on the sales order screen at the service counter.

For further information or to contribute, contact Isabelle Bergeron (beri@ogcinc.ca)

Server maintenance

Check your system performance before the busy season begins

The busy season is fast approaching... and it is your responsibility to ensure your system is running at optimal performance in order to avoid situations that could slow down your operations or even bring them to a screeching halt!

Daily: Run and verify backups

Daily backups help prevent data loss in the event of a fire or an irreparable server failure. For maximum efficiency, rotate USB drive or cassette devices and keep them in a safe off-site location. You should also check the backup reports that print out automatically every morning.

(See further details in the "Backups" document.)

Weekly: Shut down server

Like you, your server needs a break every once in a while to keep performing at top capacity. A full system shutdown makes it possible to erase temporary files that are no longer needed and refresh the programs. We recommend shutting down your server once a week, outside of regular business hours.

(See further details in the "System" document.)

Monthly: Submit disk space report

Please make sure you fax a copy of the disk space report that prints out automatically on the 15th of every month to us at 1-866-900-2112 so we can check the status of your server and take any necessary corrective measures.

Monthly: Check battery

A properly functioning battery is essential to avoiding problems related to fluctuations or interruptions in power supply. You should therefore simulate a power outage on a monthly basis to check how long your battery lasts and recharge it as required.

(See further details in the "System" document.)

Yearly: Purge files

This operation erases obsolete files and frees up disk space. We recommend that CONTR users purge their systems once a year, or more frequently as desired.

(See further details in the "Utilities - Files" document.)

Should you experience any problems or have any questions about these procedures, please contact the OGC support team.

If you prefer, you can have the experts at OGC handle these tasks for you. For details and pricing information, contact Marc Leblanc.

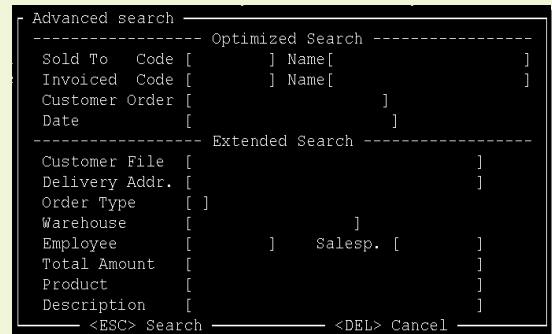
Doing more with less time...

Our advanced search feature lets you find the sales order you're looking for in a snap!

With this option, you can conduct specific multi-criteria searches and get faster, more precise results.

To access the optimized search window, go to the sales order screen in *Query mode*, enter "*" in the field "Sales Order #" and hit ESC. Reply "yes" or "no" when the system asks you whether you want completed orders to be displayed. The appropriate window will automatically appear on screen. Simply enter the desired information and voilà!

We hope these tips help make your searches more efficient than ever!



Improving your operations, one step at a time

The first step in making improvements to your business is to observe your current practices and determine where certain changes can be made. Too many organizations do not give these matters careful enough consideration and keep opting for procedures that are not aligned with, or even run counter to, the way they do business. As a result, they lose time and money—and are not even aware of the problem. In order to avoid this situation, it is important to take a close look at your operations and eliminate any unnecessary steps. Sometimes an outside opinion makes it easier to identify weaknesses and areas for improvement.

At OGC, we are very familiar with the best practices in this sector and have a wide range of industry experience. As such, we can offer you on-site consulting services to help you pinpoint the training requirements and operational changes that will help you maximize the success of your growing organization. Our skilled experts can identify staff development needs, provide you with support and guidance in the decision-making process and help you implement an improvement plan.

A number of our clients have already taken advantage of these services and seen concrete benefits as a result. The guidance they have received has helped them make key decisions and establish a solid foundation on which to implement their improvement plans.

Our experts would be happy to meet with you and assess your needs. For more details, contact Marc Leblanc, Customer Service Manager.

Come meet us at one of these upcoming events in spring 2011

Tim-Br Mart National Buying Show, March 31–April 2, Toronto Congress Centre, Toronto, Ontario

Home Hardware Show, April 10, 11 & 12, St. Jacobs, Ontario

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(toll free) 1-866-900-2112

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Statutory Holidays

OGC's offices will be closed on Monday, April 25, and Monday, May 23. For emergencies, contact our emergency service.

