



FAQ's From Some Of Our Customers.....

Question: Will the POS and Sales Order produce a "real-time" report or inquiry which will provide a break out by MC/Visa/American Express/ Other CC/ Check/ Cash etc?

Answer: Both POS and Sales Order produce a "real-time" report or inquiry which breaks out the amounts collected for each credit-card vendor by location and a summary of the total collected.

Question: Does SOFTWRX have an interface to the Microsoft Office Suite so we may produce spreadsheets, mail-merge, for our marketing and emails?

Answer: We provide an optional ODBC driver which will allow you to send any information from any file to any of the Microsoft Office Products. This is a very simple process and have provided an example of producing a mail merge document with Word and an example Excel spreadsheet.

Question: Is it possible to interface or get our shipping charges from our UPS World Ship Software?

Answer: The World Ship Software from UPS has several export features of which we can accommodate.

Question: We need to have the availability to schedule and/or track people which come here weekly for training purposes and conferences.

Answer: SOFTWRX CRM system does not currently have a "scheduler" but should be ready within the month of May.

Question: Is it possible to receive our web orders and interface the Sales Order module and in return, send the requested quantity of an item to our Remage 7100 duplication system so as the order would be ready to ship the next morning?

Answer: SOFTWRX has written many interfaces to automation equipment and we need more information from the manufacture as to specific requirements.

Question: Does the SOFTWRX system have a currency conversion capability?

Answer: Not in the core system. We have provided a "hot-key" program for our client in Mexico which would allow the user to select which currency from the pop-up window and then would refresh the screen with the new values.

Question: We are satisfied with our current accounting system. Can the SOFTWRX system interface with our existing SQL database and would this be something we would have to manually update daily or weekly, or, is it a real-time interface?

Answer: Acucorp's SQL and 4GL runtimes provide bi-directional interface to MSQL (Microsoft SQL), Oracle, and many other RDBMS. This is "real-time" and seamless to your users.



Question: Can SOFTWRX provide web access for users via their web browser?

Answer: Yes. We can accomplish this in (2) two ways; first by utilizing a thin client and the other is directly through the web browser by embedding our program inside the clients web browser.

Question: Can we maintain on a per/item basis, a price matrix for each customer?

Answer: Yes. In our customer catalog, you may have up to 12 pricing levels with discounts for each item for each customer. The customer catalog is also automatically updated when a customer purchases an item which is not in their current catalog.

Question: How does SOFTWRX handle updates? Do you provide us with a CD and we install? How long typically will we be down and unable to perform our tasks?

Answer: SOFTWRX performs the updates. This is a part of our annual maintenance contract. We typically log into your system via secure vpn connection and perform the updates ourselves. If it is a program update, there is typically NO user downtime. The only time we would require any users to not perform any task would be in the case of a file modification and would only require those users which may be accessing those particular files to sign out temporarily. This typically is no longer than 10-15 minutes per file and is very rare unless there are special customer request.

Question: Are there any file size limitations or number of records which any file may have?

Answer: No. SOFTWRX systems do NOT use a database format. There is a separate file system for every individual file, i.e example: You have an individual file for you're a/r customers, a/p vendors, transactions, etc. This topology allows greater throughput, and flexibility. Also, the files are dynamic so they will grow as large as your disk or OS allows.

Question: We will attend approximately 17-20 conferences per month in which our staff will utilize the POS system. We would like the POS system to be real-time from our inventory system. Can this be accomplished?

Answer: SOFTWRX can provide you with a couple of options. In most cases, you will probably have internet connectivity so yes, in this scenario; the system will be "live" or "real-time". In instances where you do not have internet connectivity, we provide you with an ftp script which can transfer all data at your discretion.

Question: Can we send an email to our customers or clients from within the SOFTWRX software?

Answer: Yes, you may send an email to anyone either from Microsoft Outlook, or to other email customers in the CRM system which may or may not be in Microsoft Outlook. Our system will address the mapi32.dll for outlook and grab your outlook contact information. This is a transparent function and you will not have to "flip" back and forth between the two systems.

Sales Order

The success of your business depends on timely shipments and keeping your customers satisfied. You need to be able to handle picking, packing, shipping and tracking. SOFTWRX Sales Order System gives you the necessary tools to do that.

Improve Customer satisfaction, save time and money, and track orders efficiently. Gain customer value !

You'll keep customers happy by filling their orders promptly. You won't lose track of commitments you've make or terms you agreed upon. Backorder fulfillment is right at your fingertips. You know exactly what's backordered and when it will ship.

Need to build customer catalogs? SOFTWRX Sales Order System will automatically build a unique customer catalog for future orders that allows you to define up to 12 pricing levels with discounts for each item in their personalized catalog. Each Customer may have multiple catalogs !

Need to track your Promotion? Our promotion tracking system allows you to define a "promotion code" with unlimited items assigned to that promotion. You may define 6 discount levels per item and track the performance of your promotions !

Other Key Features:

- Produce picking slips for warehouse employees, packing slips.
- Historical inquiries and reports.
- Current and historical sales order status inquiries and reports.
- Analyze sales and customer trends.
- Bar coding and hand scanners supported.
- Multiple warehouse support.
- Keep track of customer promotions.
- Individual customer catalog pricing matrix per item.
- Seamless integration into Microsoft Office Suite for mail-merge and promotions.
- Promotion Code Tracking
- Print directly to your network Printers, Fax, or Document Storage System.



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Work Order

The Work Order System can help track internal construction costs, maintenance costs, capitol project costs, scheduling of personnel, billing for outside services and keep your preventive maintenance on schedule.

The Emergency Work Order keeps track of machinery downtime and maintains a history so you may scan the data files for failure codes specific machinery.

Gain control of your machinery downtime, personnel, and scheduled maintenance.

With the Work Order System, you can also maintain additional comment fields for technicians later referral.

The Direct Work Order is for capital projects, preventive maintenance, corrective maintenance and other work order types for which you wish to track the history and accumulated job cost.

Both sections allow the user to select inventory parts from the product structures module and/or the inventory control module.

Other Key Features:

- Multiple key search fields.
- Historical inquiries and reports.
- Current work order status inquiries and reports.
- Integrates fully with the job costing, preventive maintenance and product structures modules.
- On line graphs and charts.
- Multiple inner-department reconciliation.
- Work order prioritizing.
- Up to 9999 lines additional descriptive text information per work order.
- Failure analysis for machine downtime reporting.
- Auto-generation of machine part requirements from P.M. module.
- Print directly to your network Printers, Fax, or Document Storage System.



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EDI Manager

EDI Manager is a completely integrated add-on to our SOFTWRX systems. With more than 15 years of experience with EDI, SOFTWRX brings a comprehensive set of functions, seamless integration with Sales Order and Inventory, and a dedicated attention to setup and support. EDI Manager provides a reliable environment. Assistance is also available in related areas such as catalog setup, product label and bar code printing, chargeback research, etc.

Get on the fast track with EDI communications manager.

If pressure is growing to do business electronically with your customers, SOFTWRX can teach you the true value of integrated Electronic Data Interchange (EDI) and how it affects your company's productivity. Integrated EDI reduces cycle time, improves efficiency and improves productivity.

The EDI section is a sub-unit which is an optional feature for each of the SOFTWRX Systems.

Just Some of the Ansi X.12 Documents Supported:

- 210 (Freight Details and Invoice)
- 227 (Health Care Status)
- 810 (Invoice)
- 820 (Remittance Advice)
- 824 (Application Advice)
- 835/B (Health Care Claim/Payment)
- 837 (Health Care Claim Transaction)
- 846 (Inventory Advice)
- 850 (Purchase Order)
- 856 (Advanced Ship Notice)
- 857 (Shipment Notice)
- 860 (Purchase Order Change Request)
- 862 (JIT Ship Schedule)
- 865 (Change Order Acknowledgment)
- 997 (Functional Acknowledgment)
- Print directly to your network Printers, Fax, or Document Storage System.



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Resource Manager

SOFTWORX has been incorporating the "ROBAC" (role base access control) principal of security in all of our products since 1992 and has only recently become recognized as the most secure method of ensuring department / user controls.

How Does It Work?

Each module and its associated programs may be assigned up to 99 different user access codes. Each user may have a separate user-defined security level for each of those modules or programs.

Example:

Jill works in accounts payable, Bob works in the shipping/receiving department. Jill may view the status of purchase order receipts, print reports, etc. but does not perform any actual receiving of the merchandise. Bob receives the materials based on his packing slip. Each purchase order receiver is assigned a unique receiver number as materials are not always shipped complete. After Bob has completed his receiving, Jill may now perform the invoice entry. The system will build the invoice based on "receivers" so Jill does not have to enter each line item detail thus increasing her productivity. The system automatically verifies the original purchase order, receiver, and cost of each unit within the system.



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Collaboration Tools

Microsoft Office Suite.....

Problem: Our marketing staff would like to send emails, promotional letters, and other information to our clients. Can SOFTWRX Systems provide our organization with the tools to accomplish this?

Solution: Yes. With ODBC, you can generate your own personalized mail-merge documents, send email, custom design customer statements, Excel spreadsheets, and export data into Microsoft Access and other 3rd party software i.e. Crystal Reports.

Paper Flow and Document Storage

Problem: Our Company's objective is to reduce our paper flow and store our printed documents on-line for later retrieval. Is this possible?

Solution: As in windows printing to any of your network printers, you select the appropriate windows printer interface and send your document or report to that interface.

RDBMS Integration ...

Problem: We currently utilize an e-commerce solution for our web based sales and would like to have it integrate "real-time" into the SOFTWRX System. How can this be accomplished?

Solution: Although SOFTWRX's Systems are not Database oriented, we support the following RDBMS and can provide your organization with a seamless "real-time" solution.

- MS SQL Server
- Oracle
- DB2
- Informix
- Vision



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Accounts Payable

Sound cash management decisions are the focus of our Accounts Payable System. Your company needs instant access to vendor performance on key item deliveries, which allow you maximum purchasing power and negotiated terms.

User-defined default general ledger accounts for distribution by vendor, set you own default accounts, or change accounts and terms during transaction processing.

Gain control of your cash flow, inventory cost, and Vendor performance with the power of our Accounts Payables System.

When integrated with the Purchase Order System, you now have total tracking ability. During transaction processing you may select from the actual P.O. receiver and apply directly to the invoice transaction therefore eliminating redundant data entry. Error discrepancy reporting is generated during transaction processing.

Other Key Features:

- Federal non-employee compensation (1099) forms for selected vendors.
- Partial payment of invoices for split period payments.
- Vendor analysis inquiry and reporting.
- Recuring Invoicing entry.
- Open invoice inquiry and reporting.
- Auto-transfer from purchase order receiving line items to A/P transactions to increase employee productivity.
- Vendor transaction history inquiry and reporting.
- Multiple bank account selection on check runs.
- Purchase order receiving to A/P invoice discrepancy and error reporting.
- Analyze trends in your payables. Detail and Summary history tracks activity by period.
- Multiple warehousing and departments for additional analytical cost.
- Determine which vendors provide most reliable cost and deliveries.
- Un-vouchered receipts reporting, inquiries, and G/L distribution.
- A/P Check Reconciliation.
- Historical Information is retained for future analysis.
- Vendor Performance analysis.
- Print directly to your network Printers, Fax, or Document Storage System.



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Accounts Receivable

The Accounts Receivable System will allow your company total flexibility for G/L account distribution when integrated with the G/L package, or as a stand-alone modules. You can set-up user-defined general ledger account numbers for sales and cash processing for all customers or for each individual customer.

Projection analysis of your Cash Flow by comparing your in-flow cash, and out-going cash in a combined report by user-defined pre-determined periods.

Multiple warehousing and departmental selection per line item give you total control to ship items from any warehouse that has the available inventory to reduce your shipping cost and increase your customer satisfaction.

Analyze your sales over a pre-determined period for any of your customers as to their purchasing trends and minimize your inventory requirements for "just in time" delivery and increase your turns ratios.

Other Highlights Include:

- Customer defined A/R to G/L account tables.
- Up to 99 ship-to addresses per customer.
- Customer transaction history inquiry.
- Balance forward or open item customer accounts.
- Open invoice and history inquiries and reporting.
- Customer statements are customer dependent.
- Sales analysis inquiry.
- Miscellaneous debits/credit entry and journals.
- Invoice Printing.
- Cash receipts application.
- Open invoice register.
- Print ship-to listing.
- Aged trial balance reporting.
- Customer analysis and Cash flow reporting.
- A/R distribution to G/L report.
- Print customer listing.
- Sales detail inquiries and reporting.
- Historical information retained for all A/R Transactions and Cash Receipts.
- Print directly to your network Printers, Fax, or Document Storage System.



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Reconciliation

Make reconciliation of your bank accounts easier and faster by automating your bank reconciliation process

Account reconciliation is a necessary process, but can be a tedious one. Bank Reconciliation with SOFTWRX, provides a simple approach that lets you remove as much paperwork as possible from the process. The module frees up your accounting staff to focus on more strategic work.

Multiple bank account support !

Save time by reconciling checks and receipts from multiple bank accounts in one place. Bank reconciliation provides importing capabilities from Accounts Payable, Accounts Receivable, Payroll and General Ledger. Bank files can be imported to automatically match and clear bank transactions. Several formats are available.

Other Highlights Include:

- Automated Check Clearing Process
- Easily Manage Account Balances
- Print directly to your network Printers, Fax, or Document Storage System.



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Bill Of Materials

The BOM System is designed to accompany both your equipment/machinery parts list for preventative maintenance and your bill of materials of your company's finished goods.

Determine and control your inventory requirements based on your sales orders, maximizing your company's cash flow and efficiency.

SOFTWRX can help you gain instant access to your inventory requirements and future projections based on your customers' orders allowing you the benefit of just in time delivery to maintain inventory levels with the Bill of Material system.

Other Highlights Include:

- Multiple key search fields.
- Fully Integrates with other SOFTWRX modules.
- Unlimited horizontal depth at the primary level.
- Up To 5 Levels Deep per Primary Assembly
- Up to 99 Levels Per Sub-Assembly
- Up to 9999 Parts Per Level / Per Assembly
- Unlimited additional descriptive text information per description.
- Vendor purchase history tracking.
- Item/vendor cross-referencing indexes.
- Individual part entry per sub-assembly.
- Each part may incorporate installation instructions.
- Requires the Inventory System.
- Future enhancements will incorporate on-screen drawings.
- Print directly to your network Printers, Fax, or Document Storage System.



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General Ledger

With SOFTWRX General Ledger System, you generate financial statements by pulling vital facts from multiple accounting modules to report on the progress and profitability of your company or individual departments. Transaction entries flow from other applications into General Ledger, giving you timely financial information that is vital to your decision-making. Maintain your journal, log recurring entries, generate audit trails, and create custom financial statements and reports for up-to-date results on your company's activities.

Retrieve prior year histories and financials, project future performance, and capitalize.

With forecast budget and last-year comparison data, you can identify business performance trends and capitalize on them. As in ALL SOFTWRX modules, you can store your reports in Adobe Acrobat format or other document storage systems.

Set up your budgets quickly, save time with automatic reversing entries, and work either in multiple G/L periods or years. You'll appreciate having multiple-year functionality allowing you to see what percentage you've grown over the years.

Other Highlights Include:

- Financial reporting budgeted vs. actual, prior year vs. current.
- Prior year and current year data retained.
- 13 accounting periods per fiscal reporting year.
- Automatically generates recurring entries.
- Perform on-screen G/L account and transaction inquiries.
- Print data from previous year, budget amounts/variances statements.
- G/L account close-out by step, and consolidation.
- Journal history reporting.
- Statements of cash flow (FASB 95).
- Departmental expense inquiries and reports.
- Overlapping fiscal year reporting.
- User Defined Financial Report Formatting.
- Balance & Income Statements for Current & Future Periods.
- G/L Activity Inquiry & Reports.
- Departmental G/L Budgeted / Expense (MTD / YTD).
- Print directly to your network Printers, Fax, or Document Storage System.



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Inventory Control

SOFTWRX Inventory Control Module is fully integrated with all SOFTWRX Modules. It fully supports multi-warehousing, departmental, for finished goods, spare parts inventory, raw materials, etc., and tracks inventory item cost, sales, purchases, and receipts, for MTD/QTD/YTD reporting.

Monitor inventory movements; perform an interim physical inventory at your discretion.

Make a positive impact on your bottom line by detecting shortages, over shipments, and control supplier cost, in SOFTWRX “cradle to grave” inventory tracking.

Accurate stocking information is at your fingertips to satisfy your customer’s immediate requirements. Receipts are posted online and all inquiries give you the availability to “drill down” into the transaction history per your user defined parameters.

Other Highlights Include:

- Stock adjustment, entry, and transfers.
- Warehouse transaction inquiries and reporting.
- Digital image storage for each inventory item.
- Product class summary reports and Item turns reporting.
- Item backlog report.
- Item Evaluation reporting.
- Negative quantity reports.
- Period evaluation reports.
- Min/Max re-order.
- Warehouse month-end balance reporting.
- Transaction tracking.
- Inventory usage tracking.
- Standard and average costing.
- Multiple warehousing and department distribution supported.
- Cross-reference parts by ISBN, UPC, SPCN, and user-defined requirements.
- Multiple price codes per item.
- Item Inquiries by keyword, vendor, bin, category, Warehouse, etc.
- Use physical count tag processing and cycle count worksheets.
- Month-to-date and year-to-date tracking of sales, purchases, receipts, adjustments, transfers, and cost-of-good.
- Print directly to your network Printers, Fax, or Document Storage System.



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Job Costing

Job Costing System will track every phase of your projects and products, whether you're a construction company or manufacturing company. The "Bottom Line" is knowing what your accumulate cost is in regards to the estimated profitability of your project or manufacturing process. Cost is accumulated into individual categories within each Job/Phase. When integrated with the other Accounting Modules, transactions are allocated to individual phases in your process.

Get accurate up to date information of your product and project profits and cost !

You'll get all the information you need to maintain profitability by calculating variances between actual and estimated cost and revenues. Get extensive, detailed information about employee cost allocation, purchases, and billing at your fingertips.

Get accurate information for tracking pieces in production, invoice billing amounts, total cost, by period-to-date and year-to-date.

Other Key Features:

- Transaction Tracking through out the Work Order, Purchase Order, and Inventory system.
- Work-in-Process Reporting
- Accounts Receivable/Sales Order operation will be efficient.
- Transaction Inquiries and Reporting.
- Job/Phase Profitability Inquiries and Reporting.
- Job and/or Phase Billing.
- Unique Job/Phase Cost Category Tracking.
- Multiple cost category allocation per job/phase.
- Print directly to your network Printers, Fax, or Document Storage System.



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Purchase Order

SOFTWRX Purchase Order System implements stringent control management over your purchases and vendor cost. The “cradle to grave” tracking assists your organization with maintaining your budgets and provide you with vendor and inventory cost analysis.

You’ll be able to apply multiple receipts of goods and services for each line item until completed. With the Accounts Payable System, your personnel only have to enter a Purchase Order Number, and the system will generate the A/P Invoice based on the receipts. Error reporting and correction is also generated.

Make informed decisions, detect shortages, over shipments, and control supplier cost in SOFTWRX “cradle to grave” tracking.

When integrated with Job Costing, work order system, and inventory system, the purchase order system will assist the tracking of internal construction purchases, inventory purchases, capital project purchases, and help to maintain budgets or expenditures. It also contains totally integrated inventory item requisition/purchasing/receiving interface for total accountability of your inventory.

Another outstanding feature of the purchase order system is the automatic cross- referencing of inventory purchase items and your supplier's item numbers for inquiries, it is automatically generated through the purchase order system.

Other Highlights Include:

- Vendor Performance analysis report.
- Purchase Order Booking Report – Detail and Summary.
- Additional Messages, Line Item Descriptions, or Special Instructions.
- Release Purchase Orders Placed On Hold.
- Purchase Order Inquiry.
- Purchases Transaction History Inquiry.
- Track Vendor Promise Dates for Analysis of Critical Items.
- Print the Purchase Order Forms and Status Reporting.
- Multiple Vendor Remit-To.
- Purchase Order Daily Receipts and Backorder Report.
- Purchase Order Transaction History Report.
- Purchase Order Backorder Report.
- Period Receipts Report.
- Historical Purchase Order Reporting.
- Print directly to your network Printers, Fax, or Document Storage System.



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