



Summer 2003

Key Opportunities Celebrates 25 Years of Service

“Opening doors to a brighter tomorrow” is the motto of Key Opportunities of Hillsdale, Michigan. Key recently opened the doors to a newly renovated facility in conjunction with the celebration of 25 years of service. In recognition of their restoration enhancements, the Hillsdale Chamber of Commerce presented Key with their Renovation of Building award.

Supplying a labor force of skilled and semiskilled employees, Key is able to meet all the production needs of area companies, from purchasing raw materials to delivering the finished goods. In

addition to onsite production, Key can also place a workforce at a customer’s location to do a temporary or ongoing job. Key has increased their production output 1000% in the last 15 years, demonstrating their expertise and commitment to quality and customer satisfaction.

Jane Munson, who began her career at Key Opportunities in 1976 and has been Executive Director since 1980, has been instrumental in the creation of many of the programs currently offered at Key. Besides training and employment, Key offers in Jane’s words, “a wide variety of assistance programs that help mold productive citizens.”

Key’s comprehensive approach to helping individuals become productive members of the work force and community takes many forms. The assistance programs include testing and assessment, work adjustment, job readiness, work services, community experience, job placement, job experience training, youth services, and work hardening (therapeutic return to work program).

According to Jane, the training program improves participants’ soft skills, helping them to reach their maximum potential. County-wide transportation is another entity and is a specialty for those with disabilities. “We’ve also started transportation for those who are getting on their feet. They may need a ride for a short term because they don’t have a vehicle or their vehicle is in the shop for repair.”

Congratulations to Key Opportunities for providing 25 years of service and for their Renovation of Building award.

Retail training experience for high school students in cooperation with Wal-Mart has been successful, and youth services works with people who may need extra tutoring and certification to advance their careers. “All the programs fit together and provide a lot of

similar services with different populations and different situations,” said Jane.

Key Opportunity’s diversified staff includes skilled professionals and semiprofessionals who monitor and review programs with an eye towards the individual’s talents and needs. Their success is reflected in their consistent and steady growth and their commitment to continue to open doors for all they serve. 📧



Sanford Chandler, President

Chris Mayeres, Editor

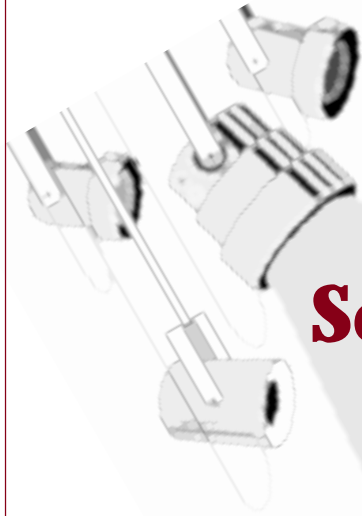
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Software Spotlight

Controlling Job Costs is Easy with Job Manager

Job Manager is the tool you need to determine which jobs are profitable, and which are not. Designed for agencies with \$500,000 or more in annual product and service sales, Job Manager tracks costs for every part of the job and distributes costs for both production and service jobs.

Job Manager works as part of Microsoft Business Solutions - Navision and is fully integrated with General Ledger, Sales Orders, Purchasing, and Inventory. It is also integrated with Pathway ProductivityTrac to give your agency one simple process that passes information from the sales order, to the production floor, to the final invoice and your General Ledger.

With Job Manager, you can track all of your labor, material, and overhead costs for each job so you can make sure your jobs maintain a competitive edge, while still showing a profit. ✓

Vertex Retires Pathway Document Builder

As we announced last year, Pathway 6.7 (to be released in September 2003) will not include Document Builder. Individual plans created with Crystal Reports offer more flexibility and better presentation. If you have not already moved from Document Builder to Crystal Reports for your consumer plans, please call our Customer Service department at (800) 536-3427 to discuss your options. ✓

Pathway 6.7 to be Released in September

Pathway 6.7 will be released in September 2003 with many new and improved features.

Support for InterBase 7

Pathway 6.7 will support the InterBase® 7 database. InterBase 7 dramatically improves the ability of the database server to provide a quick response to a large number of simultaneous users and provides enhanced support for server machines with multiple CPUs. InterBase 7 is also certified for Windows® XP and Windows Server™ 2003. If you are interested in upgrading to InterBase 7, please call Vertex Sales at (614) 318-7100.

Database security

Pathway 6.7 will provide improved database security. This is just one of many changes planned to help you with your HIPAA Privacy and Security compliance.

ProductivityTrac improvements

Pathway ProductivityTrac™ 6.7 will provide more consistent subsidy calculation and reporting. The Adjustment Pay subject has been revised to make it easier to enter adjustments and verify that the employees will be paid correctly.

Additional options have been added to the post gross-to-net features, and a new interface to QuickBooks 2003 will be available for purchase starting with 6.7. And, by popular demand, we have added a Birth Date field to the Employee Setup subject.

New and improved reports

All reports have been rewritten and updated for use with Crystal Reports® 9, and a top-to-bottom review of reports has resulted in hundreds of improvements in performance and clarity on the reports.

Ability to cancel reports

With Pathway 6.7, users will be able to cancel a report during the report generation process. ✓

Q & A

Answers to frequently asked questions and tips on how to get the most from your Vertex software.

Voiding Checks In Navision

Q There are Void and Financially Void statuses in my Check Ledger Entry list. What is the difference?

A A check voided before posting has a Void status. A check voided after being posted has a Financially Void status.

Q How do I void a check?

A There are different methods that must be used for voiding checks that have been printed but not posted and checks that have been posted.

If a check has been printed but not posted, void it in the Payment Journal. From the Payment Journal, select the check you want to void. In the Payments menu (opened from the Payments button at the bottom of the window), click Void Check. When the confirmation message opens, click Yes. The voided check number is removed from the Document Number field on the journal line. Select the journal line and delete it. The status of the check in the Bank Account Check Ledger Entry is set to Voided. The check number can be reset and used again.

If the check has been posted, void it through the bank account. On the General Ledger menu, click Bank Accounts. Select the bank account from which the check was issued. In the Bank Account menu (opened from the Bank Acc. button at the bottom of the window), click Check Ledger Entries. Select the check you want to void. In the Check menu (opened from the Check button at the bottom of the window), click Void Check. The Void Confirmation window opens.

The Void Date defaults to the issue date. If the check is voided on a different date than it was issued (such as for a check issued the previous month), change the Void Date. Voiding on the issue date could change financial information for a previous period. For Accounts Payable checks, always select Reverse Original Entry in the Type

of Void field. Void Check Only is used only when a replacement will be issued for a payroll check.

Reverse Original Entry: A posted Accounts Payable check is applied to the vendor invoice. The Reverse Original Entry void reverses the payment, but not the invoice. Reverse Original Entry resets the invoice status to Open and the status will remain open until another check is issued or a credit memo is applied to the invoice.

This type of void can also be used for a payroll check when the employee was paid in error and you want to reverse the employee's time and earnings, all calculated entries, and employer expenses. When a payroll check is voided using the Reverse Original Entry void, taxable wages are affected.

Void Check Only: If a payroll check is lost or damaged and will be reissued for the same amount, the Void Check Only option can be selected. This option voids only the Net Pay record from the original paycheck.

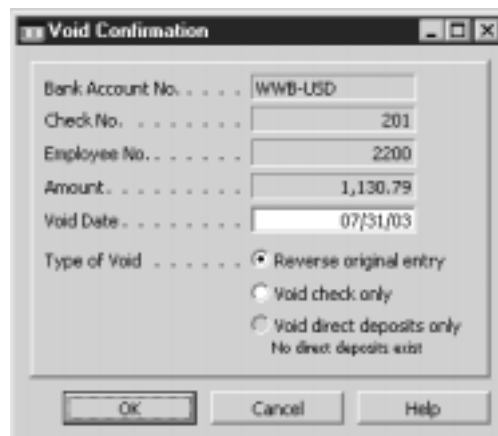
To be certain that this process works correctly, some setup must be completed. The payroll posting group setup must include a liability account for the net pay account(s). If there is no liability account, you will receive an error when you attempt to void.

Repayment groups should be set up for each net pay ledger posting group. For example, if you are using different ledger accounts for your consumer, hourly and salary payroll groups, you will need repayment groups for each account. If you have different payroll groups but are using only one ledger account for a payroll clearing account, then only one repayment group is needed. The repayment group consists of only two payroll controls: Repayment and Net Pay. Select the correct posting group from the lookup.

A direct deposit can be voided and reissued as a check as well. If an employee closes their account or the bank rejects the direct deposit, the process to void the deposit is similar to the Void Check Only process. The option to Void

Direct Deposit Only is available only when the original transaction was posted as an electronic payment.

More information is available in the Navision Financials Quick Task Guide. Step-by-step instructions for voiding checks, as well as instructions for reissuing and reprinting checks, can be found in the *Navision Financials Quick Task Guide*. If you would like a copy, call Vertex Customer Support at (800) 536-3427 or e-mail us at support@vertexsoftware.com.



Using Workflows in ConsumerTrac

Q How can I match data entry to our internal process?

A Create workflows that include the subjects you need in the order you want to enter the data.

Pathway ConsumerTrac™ is a powerful application that allows you to record a tremendous amount of information about each consumer. This information is organized into more than 40 subjects or categories, each containing several data fields. To speed data entry and ensure that all necessary information is entered for a consumer, create workflows that match your agency's process flow.

The information in ConsumerTrac is organized into subjects such as Name and Personal Information, Employment, and Medical Conditions. A workflow is a collection of selected subjects, with each subject becoming a step in the workflow. The steps can be ordered in a way that makes it easy for the staff to enter the data. Staff members are presented with an easy-to-use wizard that guides them through each step in the process. With workflows, users do not have to jump from subject to subject and there is no danger of forgetting to enter an important piece of information.

The ConsumerTrac administrator creates the workflows and controls which workflows a user can access. A user can only access a workflow after their access group has been granted the right to use it in the Access Management tool. This means you can have similar workflows customized for each group of users.

Workflows also enforce all security and consumer privacy safeguards. Within a workflow, users can only access the consumers and subjects for which they have been granted access. Ownership and confidentiality are also enforced.

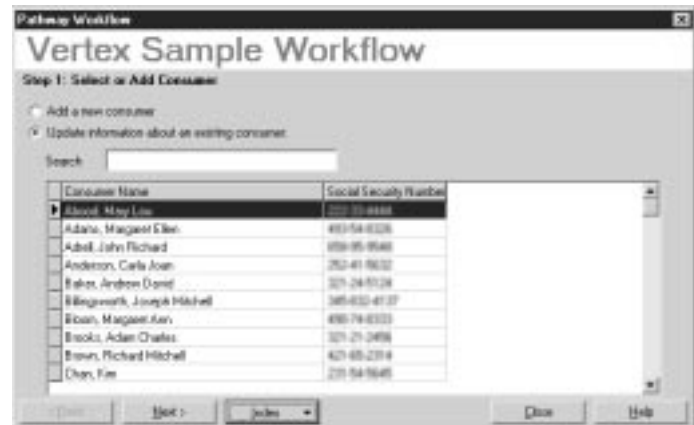
The following steps show how to create a new workflow for adding new consumers or editing information for existing consumers:

- 1 On the ConsumerTrac Tools menu, click **Administrator | Setup Workflows**. The Setup Workflows wizard opens.
- 2 In Step 1, click **Create a new workflow**. Click **NEXT**.
- 3 In Step 2a, type a name for the workflow in **Workflow name** field and click **NEXT**.
- 4 In Step 2b, click **ADD STEP**. Select **Select or Add Consumer** as the first step. When **Select or Add Consumer** is selected, **Name and Personal - Name and Birth** must be the second step.

- 5 Select the other steps that should be included in the workflow, and then click **OK**.
- 6 Click **CLOSE** to finish and save the workflow.

To use the workflow:

- 1 Open the Navigator and click the **Workflows** tab. Double-click the workflow you want to open.
- 2 The **Select or Add Consumer** screen opens and the **Add a New Consumer** option is selected as the default. (If you wanted to edit an existing consumer, select **Update Information about an existing consumer**, and then select the consumer.)



- 3 Click **NEXT** to move to the **Name and Personal-Name and Birth** step. Enter the consumer's first and last name. This information is mandatory. All other information is optional and should be entered according to your organization's business practices.
- 4 Click **NEXT** to move through the steps. Enter information in all applicable fields.
- 5 When you have completed all the steps in the workflow, click **FINISH**.

Workflows can be created to facilitate a specific type of data input. For example, if one person is responsible for tracking all employment issues for consumers, create a workflow that contains only the employment-related subjects.

The above is a very basic explanation of how workflows are created and executed. To receive a copy of "Creating and Using Workflows," please call Customer Service, at (800) 536-3427 or e-mail us at support@vertexsoftware.com. ✓



The Wizard's Column

Software Rights Management and Licensing

"The Congress shall have Power...to promote the Progress of Science and useful Arts, by securing for limited Times to Authors and Inventors the exclusive Right to their respective Writings and Discoveries...."

Article 1, Section 8 of the U.S. Constitution

More than 200 years have passed since the framers of the Constitution outlined the basis of all copyright and patent law, and in those years, technology has radically changed the world. As time has passed, legislatures and courts have expanded the interpretation of the term "authors" to include recording artists, software programmers, film producers, and the companies that hold the copyrights to their work.

The high-tech era has made it possible (and even easy) to make perfect, and illegal, copies of music CDs, software, and even DVD movies. At the same time, the wild growth of the Internet has made it easy to share and exchange copyrighted material. High-profile legal action against file-sharing services, such as Napster, has raised awareness of the issue, but people still may not be aware that they are violating copyright law. This is especially true for violations involving computer software, which unlike most other items bought and sold, is almost always governed by license agreements.

Owning versus licensing software

Software ownership is always in the hands of the individual or company that holds the copyright to the source code. Software companies make money by selling licenses of the software to their customers. Purchasing a software license does not give you ownership of the software, only the right to use the software according to the terms of the license agreement.

Software licenses can vary widely in their terms. Most agreements forbid the end user from selling, modifying, or "reverse engineering" the product licensed. Some agreements might additionally define how many computers the software may be installed on, or the manner in which the software may be used. Some licenses (such as Original Equipment Manufacturer or OEM — software that comes pre-installed on new computers) are actually tied to a specific computer and cannot legally be installed on other computers even if they are uninstalled from the original.

The key to understanding how software can be legally installed and used is the License Agreement (also referred to

as an End User License Agreement or EULA). This agreement defines both the user's and the vendor's rights with regard to the software. It is always best to review the license agreement carefully before agreeing to the terms.

Common Accidental License Violations

There are many ways that a company can violate the terms of their license agreement. In many cases, officials in the company may not even be aware of the violations. Here are three common violations:

Installing the software on more computers than the license allows. Most licenses specify the number of computers on which the software can be installed. Installing the software on more computers than the license allows is a violation of the agreement. Traditionally, vendors have relied on the "honor system" to regulate the agreement, but in newer versions of their software, Microsoft is trying to restrict software piracy by requiring that the software be activated by phone or by the Internet.

Exceeding licensed user counts. Multi-user software packages are frequently sold by the number of software "seats" or by the number of simultaneous users. The software may or may not strictly enforce user counts. Even if the software does not actively limit the number of users who can access the system, the company that licenses the software is responsible for following the terms of the license agreement.

Reinstalling Original Equipment Manufacturer (OEM) software on other computers. OEM software is usually licensed to be installed on only the original computer. Installing this software on other computers is a violation of the terms of the license agreement.

Your software licenses are legal contracts that you make with your software vendor. Good citizens in the corporate and nonprofit worlds are obligated to honor those agreements. If you have questions about the terms of your license agreement, contact the software vendor for clarification. ☑



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First Class Mail

Unscramble the Phrases for a Chance to Win \$50

Unscramble the phrases listed below and you could win \$50 from Vertex. Send the unscrambled phrases in an e-mail, along with your name and agency, to newsletter@vertexsoftware.com, or fax them to us at (614) 318-7145. All correct entries received by September 15, 2003 will be entered in a drawing for \$50. ✓

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Janet Cleveland of Futures Rehabilitation Wins Spring Newsletter Contest

Congratulations to Janet Cleveland of Futures Rehabilitation Center, Inc., winner of the Spring 2003 Newsletter contest. Janet has been the Director of Finance at Futures for 17 years.

Futures Rehabilitation Center, Inc., located in Bradford, Penn., has been providing vocational rehabilitation services for individuals over 21 years of age with mental disabilities since 1968 and also provides supported employment job placement and coaching services in the community. They provide adult day treatment services at two different locations, and have mobile therapists to provide services in the individual's home. Futures has 36 full-time staff providing services to approximately 156 individuals each year. ✓

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