



## We're British

In honour of the subject of this issue's employee profile, Chris Fisher, we're going to try out some Blightly English here and there. Please do not send us corrections!

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## Five Questions: Karol Anderson

A series of informal Spruce customer interviews

Pleasantville, NJ, just West of Atlantic City, is where you'll find the headquarters of Peter Lumber Company, a nine-location Lumber and Building Material dealer and longtime Spruce partner. We spoke with Karol Anderson, Manager of Information Systems.

### Can you tell us a bit about Peter Lumber?

In 1932 Hugh M. Peter, Sr. founded the Company. His business plan was to offer our customers quality materials, good service and sound advice at the right price. That is our heritage and our future. Three generations of Peter family members have worked within the company to maintain our tradition of integrity, dependability and value.



### What prepared you for overseeing information systems, and what keeps you in the IT world?

30+ years ago, I got my Masters Degree from Drexel University.

I have since spent my time equally between the communications and retail lumber industries. I took 26 technical credit hours to prepare for Spruce's new system. IT is like that: you have to like change, like helping others, and like learning because it never stops.

### Peter Lumber converted from SprucePlus to SpruceWare.NET in March. How have things gone?

We have nine locations, so very hectic initially.

We started at the beginning of our fiscal year and concentrated on POS and A/R, areas affecting the customer. Our long standing customers were very vocal.

We are still ironing out some of the procedures in the financial systems area. This, however, was the plan, figuring we had a year to get it perfect.

### What advice do you have for people converting to SpruceWare.NET?

- Keep your mind open to new

procedures and processes.

- When the system does not perform a task in exactly the same manner as in the past, it will often accomplish the task in a different way. Many times the new way is better.
- Some additional confusion up front could have been avoided with better planning between the old and new systems, like how to handle the open orders.
- There really is less paper....!!
- Be patient for those things that "must" come in the future. Our request list is always active.

### Anything else you think Spruce users would be interested in knowing?

Peter Lumber Company has had 25 successful years as a Spruce user and plans many more. We believe this success has been achieved because of continued open and honest communications flowing in both directions.



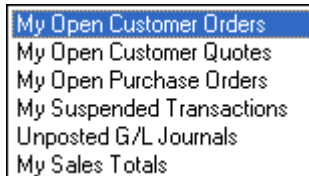
## Brill Activities Use Activities pages to keep everyone up to date

Activities, an option under the Office menu in SpruceWare.NET, is designed to give your employees the information they need on one screen and in a very usable format.



You can set up different activities for different people, and they can leave that window open so

they can refer to it while they go about their regular work. What kind of activities? Here are the choices at the moment:



This is a great way to increase information access and productivity with very little effort!

To set up an activities page, go to the Maintenance menu and select Database / User ID. Click on the icon next to the Activity Page dropdown, name the page, and select activities. You can assign the resulting page to any number of users.



## Welcome to the Spruce Family Thanks to all our newest partners

### **Parks Building Supply Co.**

Fayetteville, NC

### **Thomas Lumbertown**

Zanesville, OH

### **King City Lumber Co.**

King City, MO

### **Requarth Lumber Co. Inc.**

Dayton, OH

### **Specialty Builders Supply**

Brewster, MA

### **Slayton Building Materials**

Slayton, MN

### **Nevis Lumber**

Nevis, MN

### **Rock Creek Lumber**

Red Lodge, MT

### **Black Millwork Co., Inc.**

Allendale, NJ

### **Stone Building Materials**

Wausau, WI

### **NFL Building Centers**

Summerdale, AL

### **Vowell & Sons, Inc.**

Martin, TN



## All (SprucePlus) Knowing Gen up on more SprucePlus Features

### **Global Modify Import File feature**

In Inventory Global Modify you have the ability to use an import file to make changes. The import file needs to be a comma delimited (.csv) file. You will need to transfer the file from your PC to the Spruce system using the transfer file option in Spruce Term. There are two options available when using the import file feature.

Option 1 is where the import file contains only a list of items to be changed. In the global modify screen hit return until you get to the Process File field. Enter your file name. The system will prompt

“Does this file contain field specific information Y/N:” Enter N for no. The system will then place you on the next input field. From this point forward the Global Modify entries will be the same as a normal modify, where you select the field or fields you wish to change. When you process, the system will use the items in your file for the changes. Only those items will be affected.

Option 2 is where the import file contains the specific fields to be changed along with the item number. In the global modify screen hit return until you get to the Process File field. Enter your file name and at the prompt “Does this file contain field specific information Y/N:” enter Y for yes.

The file must be in the correct format for this import. A comma delimited file with the following layout: Item#, Field 1, Old Value, New Value, Field 2, Old Value, New Value, Field 3, Old Value, New Value, Field 4, Old Value, New Value. You must have an item number in each line/record.

Only the item number and one Field is mandatory (Field 1, Old Value, New Value), but you can have up to four changes per item. The Fields are the item fields that are to be changed. They must be named exactly the same as how the field name appears on the modify page when you toggle and select the field names if you had manually done a global modify.

They must be in capital letters and if there are blanks within the field name they must be there in the file. Examples: for group code – GROUP, replacement cost – REPLCOST, miscellaneous key – MISC KEY. All available fields are listed in the software manual.

The Old Value would be the current value of the field for the item. If it doesn't matter what the old value is then you can leave this blank, but it must still be a column in your spreadsheet. When the Excel file is saved as .csv, it will keep a null position for that column. If you want to change the field only if the current value is blank, then use the tilde (~) for the Old Value. The new value would be what you want updated to the item. To blank or null out a field you must use the tilde for the New Value.

An item will not be changed if there are invalid field names. Also, if you use the old value, an item will only change if its current field value matches the old value set in the import file.

(Continued on page 4)



...In Inventory Global Modify you have the ability to use an import file...





## UC Success and Bob's Your Uncle Notes from the online User Conference

The Spruce Online User Conference was pukka (remember, this is the British English issue; that has nothing to do with throwing up), with great reviews



### 2009 User Conference

and great ideas all around. With much increased attendance numbers over last year's conference, a lot of people gained valuable knowledge to put into practice during the Winter months. Thanks to everyone who attended, with an extra nod to those who took the time to take the conference survey.

...you can also view recorded videos of the presentations.

If you missed the conference, it's not too late to benefit from it. Conference materials (slide shows, outlines, etc.) are available to all Spruce customers in the conference area at

[support.sprucecomputer.com](http://support.sprucecomputer.com).

If you attended the conference or you agree to pay the one-time \$99

charge for it, you can also view recorded videos of the presentations. These include:

#### Day 1 Presentations

- SpruceWare.NET Release Notes Part I
- Creative Uses for Attachments
- Messaging & Communications in SpruceWare.NET

#### Day 2 Presentations

- Successful e-Marketing by Blaublitz
- SpruceWare.NET Release Notes Part II
- PCI Compliance by Chase® Paymentech
- Handheld Applications in SpruceWare.NET
- Introduction to SpruceWare.NET

#### Day 3 Presentations

- BuilderWire for SpruceWare.NET
- BlueTarp Trade Credit Options

- Delivery with DQ Technologies
- AR Best Practices in SpruceWare.NET
- Frequently Asked Questions - SpruceWare.NET

#### Day 4 Presentations

- Funding Options in a Tough Economic Climate
- Suggested PO Builds in SpruceWare.NET
- Spruce Customer Resources
- Manufacturing & Millwork in SpruceWare.NET
- Multi-store Features in SpruceWare.NET

#### Day 5 Presentations

- Rental with Solutions by Computer
- Information Access in SpruceWare.NET
- SprucePlus Release Notes & Features
- SpruceWare.NET Dashboard

## Employee Dekko: Chris Fisher This time it's a Spruce Computer Systems UK Ltd. Employee!

Name: Chris Fisher

At Spruce Computer Systems UK Ltd: 3 yrs

Education & Prior Work Experience:

Worked on Astrophysics (really), Electronics and Software Engineering at Leicester University. Prior jobs include Network & Desktop support for local government and a small IT company.

Main Duties: Providing software support and training for UK users.

When he's not imparting knowledge: Travel and reading have been eclipsed by doing up his new(ish) (read: mid 19th century—this is England, after all) house, so not much time

for anything else.

Favourite movie: *The Matrix*

Favourite non-Matrix Quote:

"You can put a cat in an oven, but that don't make it a biscuit."

(Sidney in *White Men Can't Jump*)

Self Quote:

"I'm not aware of anything interesting about me, though I do have a charming British accent."

Editor's Note: It is in Chris's honor that we are hiding a bit o' British English in various spots throughout this issue. ☺



Chris on the Athabasca Glacier in the Canadian Rockies

**Happy Holidays**  
from everyone at  
Spruce! May you  
and your family  
have a safe and  
happy 2010.



**Log in!**  
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## Did You Know?

(Continued from page 2)

When using this option, the system will skip the field selections since they are part of the import file. The process will then continue as a normal global modify.

The first time you use this feature it is recommended that you create a small one or two item file to test out how it works so you feel comfortable in using it.

### Security Screen Audit

The Plus system allows you to designate some screens for an access audit. Under Utilities, Initialization #1, Security Screen Setup you can mark available screens for audit. If a screen is flagged for auditing, when a user accesses the screen an audit record will be created in the End-of-Day audit file and will print out as part of the audit report.

The audit print out for the access will be function (column FCN) SEC. The user ID, port number,

branch, time and screen name will print for each access.

There are over 80 screens that can be marked for audit. You can mark as many as you want or just a few. If the Audit report is currently being generated on your




system these screen audits will print on that report. If you wish to have the Audit report activated contact Spruce Support. If the report is large you can have the report created but not print. You then can view the report via Report Viewer under Miscellaneous. An audit report is generated for each day of the week and therefore each report is kept for seven days.

### User Sign-on Log

Spruce Plus has a user sign-on log feature which tracks user sign on attempts and allows the administrator to monitor who is on the system and what port and ID's are being used or attempted. This feature keeps track of all logins both successful and unsuccessful with port number, date and times.

Log-in data is viewable by User ID, date, port number, sales ID and user name. Each of these has the ability for a start and ending range or a specific type. You can also filter the display by valid entry, failed entries, pound sign exits etc. The Help on each of the field options gives additional detailed information.

The user sign-on log is found on the User ID maintenance screen. If you are interested please contact Support. There is a nominal fee for the activation. 

## Jammy Gift Card Winners

As promised, Five lucky User Conference survey respondents received \$50 Visa gift cards for their trouble. Thanks to all who responded—the survey really helps us improve. And congratulations to the winners!

**Curt Claske**  
Noffke Lumber  
**Danny Jones**  
Ocean Springs Lumber  
**Judy Ensminger**  
Morehead Builders Supply  
**David Rush**  
Rush's Pueblo Lumber Co.  
**Deborah Stephenson**  
Stephenson Lumber

## Cracking New Features **New SpruceWare.NET Functionality**

The R&D team has been able to add a few features to the January release they didn't originally expect to have time for:

### Price Groups

In addition to the ability to have price groups point to price levels,

price groups will now allow the representation of markup & discount percentages.

### Customer Lookup

In Point of Sale, if there is no Account Name match for an entered customer

lookup string, the system will check account numbers for

matches. And in other areas of the system it will now check account names if there is no match by account number. 