



Coming Soon

If you're a SpruceWare.NET user, keep an eye out for the first enhancement survey, coming out soon! To make sure you get it, send us your email address at:

news@sprucecomputer.com

Five Questions: Russ Stephens

A series of informal Spruce customer interviews

Dawsonville, GA, about an hour North of Atlanta, is known as "Down South, Down Under" because of a Conservation Center that boasts the largest collection of kangaroos outside of Australia. It's also home of NASCAR Driver Bill Elliott, AKA "Awesome Bill from Dawsonville." With a population of 619 (not including marsupials), a building supply retailer has to make some good decisions to grow there, and Byrd & Stephens has done just that ever since its 1972 founding. We spoke with Russ Stephens, CEO, to learn more.



began managing operations, after that I became purchasing manager, and shortly thereafter became the general manager. I was general manager for 2 years before becoming CEO of the business. I have been the CEO here for 3 years.

Can you tell me a bit about your company and what makes it competitive?

My company is a building materials retailer much like many others around the country. Our mission is quite simple: treat our customers fairly and develop a lasting relationship while providing quality products at competitive prices. Also the key to our past and present success is our service. We take pride in the service we provide our customers.

How important is technology to your business?

Technology is very important to our business. Without it I don't feel we would have survived this

long. Inventory control and knowing exactly how much you have on hand is critical today more than ever. Also, managing accounts accurately and getting the invoice, statement, and quote to the customer important as well.

You transitioned from an Activant Eagle for Windows system to SpruceWare.NET in late October, 2008. How's it going?

Our transition has been great. There were some bumps in the road but we have gotten past those and it has been full steam ahead.



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

As a Spruce customer or one thinking about using Spruce in their business I feel this is the right place to be. Updates are easy to get and support is great. The system works and the document management is excellent.

Inside this issue:

Five Questions	1
Customer Interview	
Release Me!	1
Fall Release Preview	
Did you Know?	2
SprucePlus Features	
Welcome!	2
New Spruce Customers	
Document Formats	3
Doc Format Options	
Employee Snapshot	3
Doug Denette	
Spruce Green	4
Green Software Options	

What was your path to your current position at Byrd & Stephens?

My path was somewhat typical for a family business. My dad and his partner started the business in 1972 and I grew up in the business. Mr. Byrd passed away 17 years ago and Dad bought out Mr. Byrd's half interest in the business. At that time I was in college and working part time here. After I graduated I basically

Release Me! Fall SpruceWare.NET release preview

The Fall release will be here in a few short months. Here's a preview of some of what's coming.

- Branch Specific Bill-to Tab For POs
- Data Archiving & Purge
- Dealerpoint XML Window & Door Interface
- Direct Shipment Option
- Disbursement EFT Enhancements
- Do-It-Best EDI changes
- Emery EDI
- Invoice Reference for Returns
- Message Database Maintenance
- Mobile Receipts
- Preferred Order Multiple Option
- Price Update Enhancements
- Sales Analysis Report selections
- Vendor Global Modify
- Vendor Item Price Breaks & New Folder Tabs





Did You Know? More SprucePlus Features You May Not be Aware Of

Bar Code Features

A SprucePlus inventory item can have multiple bar codes. In fact, there is no limit as to how many bar codes an item can have since the system keeps the code in an access directory and not directly in the item record. To delete a bar code you can use the bar code delete option found under Utilities. From the *Main Menu: Utilities, Initialization #1, Bar Code Set Up, function box, Del Item*. Enter the item and process and all bar codes associated with the item will be deleted. This is a consolidated function, so the system will delete the bar codes for the select item in all inventory files.

There are times you may want to clean up an item's bar codes, getting rid of the all bar codes that point to the item and then adding in the bar code you want for the item. There is an option under Utilities that allows you to delete

all bar codes for a selected item.

From the *Main Menu: Utilities, Initialization #1, Bar Code Set Up, function box, Del Item*. Enter the item and process and all bar codes associated with the item will be deleted. This is a consolidated function, so the system will delete the bar codes for the select item in all inventory files.

Finally, you can add bar codes via a file using the *Import* option found on the same function box on the Utility screen. The import option allows you to import a file containing: item#, bar code. The system will prompt for the file name and will read through the file and update the bar codes. It is a consolidated



feature so all inventory files will be updated. See the Help (F2) on the Import option for additional information.

Sales By Hour Of Day

The SprucePlus system keeps track of sales by hour (24 hour segments) for each day of the year. You can view this data on the EOD Tracking Totals screen.

From the *Main Menu: Backroom Applications, Point-of-Sale, File Inquiry, EOD Tracking Totals, Inquiry*. Toggle through the selections (7) until Sales By Hour of Day.

You can select the year, branch and month/day to view sales broken down for each hour of the day. This is the simplest data view. You can also select the Summary

(Continued on page 4)



“...you can add bar codes via a file using the import option...”

Welcome to the Spruce Family Thanks to all our newest partners

Accurate Window & Door

Englewood, CO

Elite Door & Sash

Hayden, ID

Fugate Lumber

Madisonville, KY

G.W. Smith Lumber

Lexington, NC

Hoffman Lumber

Texas City, TX

Lee Lumberjack

Baltimore, MD

Rosenberg Builders Supply

Tillamook, OR

Specialty Sales & Supply

Belden, MS

Spencer Home Center

Lexington, VA

Stars Ferry Building Supply

Burley, ID

Steve's Builders Hardware

Milan, MO

Wollens Ltd.

Somerset, UK



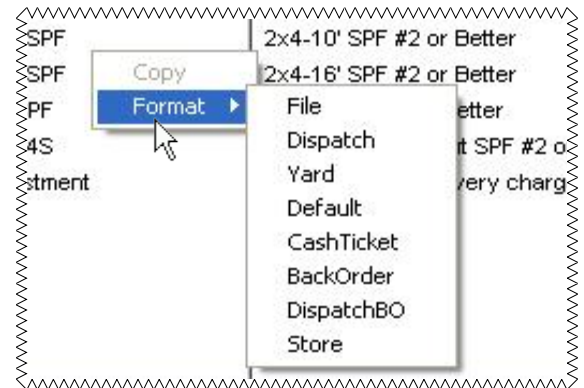
Our newest customers are the force behind our continued growth. But did you know more than 25 SprucePlus and SpruceWare users have already transitioned to SpruceWare.NET? We salute their loyalty! ☺



Check the customer area of the Spruce website for lots of extra help sheets and information—a short visit to the customer area can really result in big productivity gains.

Document Formats SpruceWare.NET's Deep Document Features

SpruceWare.NET's built-in document management system was designed with you in mind, and document formats are a good example. If you've looked at an invoice in the document window, you know it looks identical to the printed version the system originally produced. There is an option for you to view other formats on some document types, though, with a simple right-click on your mouse. As an example, here are some available invoice formats:



View option	Features
File	Columns for Item, Desc, Qty, U/M, U/P, U/C, Cost U/M, Amount, GM%; Invoice-level sales, cost, adjustments, profit, and GM%.
Dispatch	Columns for Yard, Qty, U/M, Item, Desc, Location, and Notes; note areas for stager, loader, driver, truck, load weight, and customer receipt signature.
Yard	Columns for Yard, Qty, U/M, Item, Desc, Location, and handwritten Pick Qty; Signature areas for picker and accepting customer; Only yard items print.
Default	For invoices, the Customer copy.
CashTicket	Simplified cash ticket format as it would print on a narrow ticket printer.
BackOrder	Shows items sold followed by a gray-shaded list of POS-backordered items
DispatchBO	Like dispatch version but shows a gray-shaded list of POS-backordered items
Store	Similar to a default copy but with "Store Copy" indication.

A number of other document types have different formats as well. You can experiment in the document viewer or just look at your SpruceWare.NET help index under Documents.



Employee Snapshot: Doug Denette Each issue, we briefly profile a Spruce employee.

Name: Douglas A. Denette

Tenure at Spruce: 24 years (a founding father)

Education & Prior Work Experience: AAS in Data Processing, AAS in Criminal Justice. Worked at Finserv Computer Corporation on their Building Materials Management System before coming to Spruce.

Main Duties: R&D, integration services, forms; in house system administration & support.

When he's not programming or supporting in house systems: Doug likes playing golf and

tennis. He is a fan of the Celtics, USA Soccer, and, inexplicably, the Red Sox. He also enjoys deconstructing seemingly logical arguments.

Favorite movie: *The Shawshank Redemption*

Favorite Quotes:

"Get busy living, or get busy dying."

(Andy in *The Shawshank Redemption*)

"Better to remain silent and be thought a fool than to speak out and remove all doubt."

(Lincoln quoting Engel)

Editor's Note: Doug hired the editor, which makes him a good guy.



Doug on the town

Log in!
Spruce I.com

Spruce Computer Systems
9 Cornell Road
Latham, NY 12110
Phone: 800-SPRUCE1
Fax: 518-783-6685

“For example, you can see a sales breakdown by hour for Mondays for 2008...”

Spruce Green Tracking and Promoting Green Items and Dealer Certification

We're hearing more and more about green certification. Here are a few things SpruceWare.NET does to help you promote your green products and services.



Products

Segmenting green items makes it easy to find them. It allows you to inform customers when products they get are green certified, as well, and you can track sales of green items so you can compare their sales with standard items when making buying decisions. Here's how:

- **Keywords.** If you put a keyword of "Green," "NAHB," or something similar on all your green items, finding them at point of sale is a simple matter of searching

(for example, you could search for the keywords "green" and "OSB" to get a short list of your certified OSB products). It will also allow you to separate green items from other items for reporting purposes, since both Spruce and Crystal can sort & filter based on keyword for appropriate reports.

- **Message Groups.** If you set up a message group like GRN, you can assign it to your green items. This can result in a message to the salesperson at Point of Sale and/or a message that prints under the item on the resulting invoice so the customer knows it's a green or certified item.

Company

If you go through the expense of becoming certified, let your customers know! Here are some options:

- **Statement Messages.** By setting up one or more statement message codes through the customer account window, you can make sure your charge customers are getting word of your certification.
- **Statement Flyer Attachments.** You can set up a separate flyer announcing your certification, save it as a PDF or other file format, and automatically attach it when emailing statements to customers.
- **Invoice, Order, and Quote footers.** Let every customer know about your certification.
- **Company Logos.** Incorporate a certification logo or tagline in the logo you store on your system for your SpruceWare.NET wallpaper or your document header logo.

Did You Know?

(Continued from page 2)

option (after a year and branch have been entered) in the function box and bring up a list of viewing options. You can view sales data for a day of the week for: an entire year, a selected month or by a date range. For example, you can see a sales breakdown by hour for Mondays for: 2008, for the last three months of 2009, or for a specific date range (for any year). You can also see sales by hour for a selected month, year or date range.



Receipt Session Reversal

If you've done an inventory re-

ceipt with a packing slip and realized that it was incorrect you can back out the receipt and process it over. This is the receipt session reversal feature.

To access, from the *Main Menu: Backroom Applications, Inventory, Inventory Receipts, Receipt Session Reversal*. Enter the session ID, which is the packing slip# used in the receipt. You must use packing slips in Inventory Receipts to use the Receipt Reversal. The system will display the items from the receipt. Select the process option and the system will reverse the session.

The original receipt records will still be on the system. The Quantity ordered and remaining will be

set to zero for each item and the vendor code field will be changed to "*BACK OUT*". The quantity on hand for each item will be reduced accordingly.

If the packing slip is still in the AP Billing file it will be removed. If it is no longer there, the system will display a warning message that the related AP back out must be done manually. If the PO number is the same as the packing slip, the system will re-open the PO.

The reversal only is available for stocked, perpetual items, since there must be receipt records available to be reversed. Also, if there is a customer order linked to a PO, the reversal does not re-open the customer order.