



Five Questions: John Hagyard A series of informal Spruce customer interviews

Got News?

Let us know!

- Avis Building Supplies experience a major outbuilding fire; will be building a new store in its footprint
- G.W. Smith & Sons and Thriftway, Inc, participate in separate Extreme Makeover Home Edition projects
- R.P. Lumber buys former Stock Building Supply Yard, opens as its 46th location

Your Building Centers (YBC) is a multi-location building material retailer based in central Pennsylvania. We spoke with YBC Board Member and IT Director John Hagyard.

Can you tell us about your work experience and how long you've been with YBC?

I have been with YBC for 12 years. I came to YBC when my previous company, Claster's Building Materials, was acquired by YBC in 1997. During my 32 years in the building materials industry, I spent the first 10 years in sales and management. In 1987 I was involved in the implementation of the first Point of Sale system at Claster's. It was at that time I realized the potential of technology in our business. At that time, the company did not have a full time IT manager and I was asked to take a temporary position in the IT department until the training and implementation was complete at all locations. After the implementations were complete, I became the IT manager and have continued in IT to this day.

YBC is #61 in the ProSales 100, and your sales actually grew by almost 5% last year despite the housing

downturn. What role does IT play in your success?

I view IT as one of many tools we use to accomplish our goals. I attribute our performance during these difficult economic times to the pro-active attitude of our management team. In



July of 2007, an action plan, known as the "YBC 12 Point plan to success", was designed and implemented to insure that all our employee owners were working together to maximize our market share during the economic slowdown.

YBC transitioned to SpruceWare.NET in mid 2009. How's it going?

It's going well. I was pleased with the conversion process. Cooperation throughout our company was excellent during the training and implementation of the new system. Our goal through the conversion process

was to make the transition as transparent as possible for our customers. I feel we accomplished that goal.

What kind of network did you put in place to make sure the system is available (and responsive) in all 14 locations?

Our 16 locations are connected to our corporate office with an MPLS network, connected with Cisco routers and switches. Our 175 Spruce users are supported by 4 Windows 2008 Terminal servers, and a Windows 2003 SQL server.

We have also implemented a BDR system to protect our data and provide server backup using virtual machines during a server failure.

YBC is an ESOP company. When and how did your employee ownership plan come into being, and why??

In 1989, the 9 facilities of Pennsylvania region of Lloyd Home and Building Centers were offered for sale. One of the potential buyers was a primary competitor who had the goal of purchasing the facilities,

(Continued on page 4)



Inside this issue:

| | |
|---|---|
| Got News? | 1 |
| Customer Happenings | |
| Five Questions | 1 |
| Customer Interview | |
| .NET Training | 1 |
| Free & online | |
| 25 Years Young | 2 |
| Spruce's Silver Anniversary | |
| Employee Snapshot | 2 |
| Earl Downing | |
| EDI | 3 |
| Speed and Accuracy | |
| Niesen Retires | 3 |
| Leaves big shoes to fill | |
| + Features | 4 |
| SprucePlus little-knowns | |

Free SpruceWare.NET Training see support.sprucecomputer.com for more info

| Date | Topic | Start Time | End Time |
|-----------|---|------------|----------|
| 4/21/2010 | Payables & General Ledger | 9:00 AM | 12:00 PM |
| 4/21/2010 | Receivables | 1:00 PM | 4:00 PM |
| 4/22/2010 | Advanced -Point of Sale | 8:00 AM | 9:30 AM |
| 4/22/2010 | Advanced -Inventory Control | 10:00 AM | 11:30 AM |
| 4/22/2010 | Advanced -Documents/Import-Export/File Maint. | 1:30 PM | 3:00 PM |
| 5/19/2010 | Payables & General Ledger | 9:00 AM | 12:00 PM |
| 5/19/2010 | Receivables | 1:00 PM | 4:00 PM |
| 5/20/2010 | Manufacturing | 8:00 AM | 9:30 AM |
| 5/20/2010 | Accounting - Advanced Training | 10:00 AM | 11:30 AM |
| 5/20/2010 | Advanced Purchasing Training | 1:30 PM | 3:00 PM |

SprucePlus online training is scheduled on a per-request basis



25 Years Young Spruce Celebrates its Silver Anniversary Year

The Masters

Three of the first employees of Spruce know a good thing when they see it, and are still working hard for the company and our customers:

Doug Denette,
R&D and Integration Services

Bob Miller,
Conversion & Hardware

Mary Jane Tift,
Comptroller

Thanks for the stability and expertise you lend us!



One of our early advertisements

Spruce entered this year with a noteworthy distinction: our 25th year in business! Back in 1985, a group of 19 Lumber and Building Material Dealers who were having trouble finding software that met their needs got together and purchased a retail lumber software from Finserv. We immediately began a new development project which resulted in SprucePlus,

Over the years since the introduction of SprucePlus, the company has transitioned in many ways. We are now 72% employee owned. We have gone from being a regional company with a handful of customers to an international company with customers in 45 US states as well as Canada and the UK. We've become a market leader, introducing the leading Windows®-based software package for the Lumber, Hardware and Building Materials market. But some things haven't changed at all: steady growth, a dedication to quality software and support at a reasonable cost, and the most loyal (and technically savvy!) customers in the industry.

Thanks! ☺

Employee Snapshot: Earl Downing Each issue, we briefly profile a Spruce employee.

Name: Earl Downing
Tenure at Spruce: 4 years (Young Gun)
Education & Prior Work Experience: Earl worked for Triad (Activant) and Advantage prior to joining Spruce in 2006 to focus on delivering SpruceWare.NET in the West.
Main Duties: Sharing the power

and value of SpruceWare.Net with prospects and customers in the West.

When he's not helping dealers automate: Earl enjoys Reading, writing, running, weightlifting, cooking, and coaching high school sports.

Favorite quote: "Three things in life are important. The first

is to be kind. The second is to be kind. And the third is to be kind." (Henry James)

Who knew: Earl's wife, Doreen, is a psychologist and author; his children Walt and Zoe are pursuing careers in education. "Health and happiness are there for all," he says.



Earl's usual smile



Electronic Mistake Avoidance EDI does more than just speed things up

SpruceWare.NET comes with a long and growing list of EDI (Electronic Data Interchange) options with major vendors. If you aren't already using EDI with your primary suppliers, you may be missing out on some real benefits your competitors are taking advantage of. Think about the different ways EDI can benefit an organization:



- Freed up employee resources
- Automatic inventory updates

- Greater accuracy
- More timely information access
- Ability to access automatically-updated vendor catalog information directly, often including warehouse quantities
- Reduction in overhead (paper, administrative staff time, postage, faxing, etc)
- Improved partner relationships

The setup cost is negligible, with a low fee for which your supplier will often reimburse you anyway. And once you have it set up, you will wonder why you waited so long.

Here's a current list of EDI suppliers working directly through SpruceWare.NET:

- Do it Best
- Orgill
- Emery Waterhouse
- True Value
- Handy Hardware
- LMC
- Ace
- Freeway (UK)
- Kleinschmidt

If you'd like to start using EDI with a vendor you don't see here, Kleinschmidt might be the answer, as we can communicate with many others through them!



Niesen Decamps SpruceWare.NET Report Guru, SpruceWare founder will be missed

Dan Niesen, developer of the original Windows based software that was to become SpruceWare, will be retiring after ten years at Spruce.

Dan has had a colorful career. After college and a two year tour of duty in the Army, he worked several years as a programmer/analyst and systems engineer in computer manufacturing and consulting businesses. He became disillusioned with the politics of large corporations, though, and went back to school to find another occupation.

While in school he was contacted by a CPA for a local contractor lumberyard that was looking for help with their estimating, inventory control and accounting operations. After doing a system study and design for the yard, it became apparent that there was no system, in their price range, that would meet the requirements of the

smaller business. So in the fall of 1976, with a contract to develop custom software on a minicomputer, Ansys Inc. was born. Two and a half years were spent learning the lumber industry and a new programming language. Due to word of mouth references, the system was expanded and installed at other dealer locations.

During the economic downturn in the early 80's, Ansys signed a facilities management contract with an electrical wiring harness company to develop and run a custom manufacturing system. Once completed, the system was turned over to the company and Ansys returned its focus to the building materials industry.

As Ansys grew, an affiliation with a CPA firm was formed in 1990 to handle the accounting portions of the business. In 1999, the company took a new direction when Dan sold it to Spruce Computer Systems. The

merger of software products and talents has proven to be a perfect fit for both parties.

Dan's most recent incarnation has been as one of the primary Crystal Reports Experts at Spruce. He has written a large number of the reports that are now available for free download for all SpruceWare.NET users.

Reflecting on his pending retirement and on his 34 years devoted to the industry, Dan says "I look forward to sailing into new experiences confident and appreciative in knowing that long time customers will be well taken care of by the professional team at Spruce. The past ten years have been a great experience."

Everyone who has had the pleasure of meeting Dan knows he has been a great asset to this company and a great leader to the Wisconsin staff. He will be widely missed!



Log in!
Spruce I.com

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

**SpruceWare.NET
TimeSaver**



Need to log off in a hurry? The fastest way is simply to hit "ALT" followed by the Enter key twice:

ALT
ENTER
ENTER

+ Features SprucePlus Often-Missed Options

Delivery Item Required

The system allows you to require a delivery charge on a POS transaction if a delivery date is used. The delivery charge would be a line item in the transaction that is defined as a Delivery type item. In Inventory Add and Modify, field "10) Item Type" has, as one of its options, the type "Delivery". To select the Delivery type, toggle (space bar) on the Item Type field until they system displays "Delivery", then enter (save item as normal). The item should be set up as a stock item but non-perpetual. This item is now available at POS to be used for delivery charges.

To activate the required use of the item you must set a Special Parameter found on page five of special parameters (*Main menu, Operations Management, System Maintenance, Special Parameters, use the function box "next page" option to page through until page five*). Set field "4) Require Delivery item @ POS Delivery Date entered" to Yes.

When a delivery date is entered on the closeout screen of a sale or customer order the system will check the items entered for the transaction to verify that a delivery item was entered. If a delivery item is not found, the system will not let the transaction be processed. The user will be placed in the function box. To complete the transaction they will need to take the Invoice option to return to the invoice item screen to enter a delivery item.

If you want to map the delivery charge to a specific General Ledger account, you must use the GL mapping for Inventory Groups. Assign the delivery item to its own group and then map the group in GL.

Packing Slips

You can have the system require a packing slip when entering inventory receipts. On page four of Special Parameters, set field "2) Receipts Entry PackSlip Req" to Yes.

AP Batch Report

If you want to keep the Accounts Payables batch entry session reports, set the field on page five of Special Parameters, "3) Save AP Batch session Reports" to Yes. When you save the AP session the system will display the batch session file name before it prints. You will need to write this down for your records. You can view this file via report viewer by entering the full file name or can reprint the session by using Spooler Maintenance. Select the spooler then in the function box select the Insert option. Enter the full file name in the file prompt.

POS Below Quantity Available Message


You can disable the "Below quantity available" message that occurs in POS when entering an item. This is not item or trans-

action specific. Once disabled the warning message will not occur any transaction. On page five of Special Parameters, set field "8) Disable Qty Below Avail Msg & POS" to Yes.

Inventory unit of measure changes

When changing unit of measures under File Maintenance you're only allowed to modify one unit of measure at a time and have to wait while the system scans through files to make the necessary changes. There is an option available to speed this process up. You can use the Unit of Measure Change utility (*Main Menu, Utilities, File Maintenance, Inventory Maintenance, Units of Measure Change*). With this feature you are allowed to change multiple unit of measures for an item and save once. As always with changes to units of measure, carefully review your conversion settings as the system will change all occurrences of the item throughout the system to the new unit of measure settings.

POS comment lines

On the item screen in POS, you can, at any time, enter comments via the function box using the Update, Comment option. You can also have a comment not print on the invoice. It will be a read only comment on the screen inquiry for invoices in Invoice Retention. To set a comment not to print, enter an asterisk in the first position of the comment. 



Five Questions: John Hagyard

(Continued from page 1)

keeping 2 of them and then selling the assets of the other facilities. This would have meant the loss of jobs for most of the current employees.

Our current President / CEO, Phil Skarada, was at that time the Pennsylvania regional Manager of Lloyds. Phil led a group of Lloyds employees through the process of purchasing the Lloyds facilities

and creating our ESOP. On December 18, 1989, YBC became a 100% employee owned company.

Learn more about Your Building Centers at www.ybconline.com. 