

*Note – this newsletter is now available online in our Members Club, where you will also find all the speaker presentations, information about enhancements, and many other useful pieces of information.*

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## Dates for Your Diary in 2004

27/01/04 – FSIG Meeting – to formally close the SIG  
27/01/04 – Committee Meeting (SES, Winnersh)  
25/02/04 – ISTUG Meeting (SES, Winnersh)  
04/05/04 – Committee Meeting (SES, Winnersh)  
11/05/04 – Awareness Day 1 (UHB, Birmingham)  
13/05/04 – Awareness Day 1 (SES, Winnersh)  
07/07/04 – ISTUG Meeting (SES, Winnersh)  
08/09/04 – Committee Meeting (SES, Winnersh)  
21 & 22/09/04 – 2 Day ISTUG Conference (Sheffield)  
*(ISTUG September Meeting and Awareness Day 2 combined)*  
24/11/04 – Committee Meeting (SES, Winnersh)

The agenda for all the above meetings, where relevant, will be published on the ISTUG website at [www.istug.com](http://www.istug.com). Full online booking facilities exist, non-members may be asked to pay a guest fee, where this is the case full details will be given at the time of booking.

## THANK YOU from the ISTUG Technical Director.

Thank you to all our members who have made this year interesting and challenging for ISTUG. You have been very honest with your responses to the Satisfaction Survey, as we hoped you would be, which has resulted in some major changes being planned for next year. All members have been sent details of the changes that will take place and I look forward to receiving your continued patience and support while we put these in place. There may be a period of time, for instance, when the web site may not be as efficient as it has been, this will be during the phase when we will be modernising and updating the site (details are yet to be finalised).

It was also acknowledged that the SIGs were not receiving as much support and interest as in the past, therefore it would be best to agree that they have served their purpose and move on. Members with similar needs and interests have been united, however it is no longer possible to view modules as individual parts of the product, we need to start viewing the product as a whole solution. It is hoped that the new breakout sessions will encourage more member participation and involvement. If you have any ideas that you would like to see, or are willing to contribute to a session, please contact Nicole James.

We will also be looking at our meeting venues and are planning to hold a 2 day event later in the year, this will be an ISTUG meeting and Awareness Day combined. I hope that you will strengthen the purpose of the group by attending this event.

Once again, thank you for your continued support and I would like to wish you all a very prosperous and happy 2004.

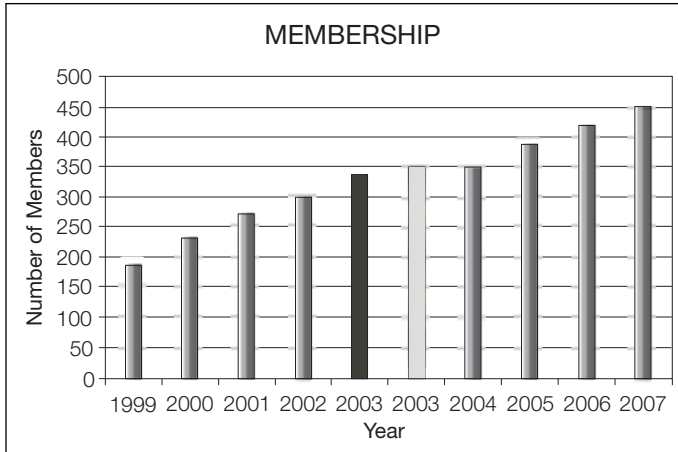
## Join ISTUG

If you are not yet a member of ISTUG – you are not finding out about the things that could benefit your business, and quite possibly reduce your IT costs.

Visit our Open Web Site at [www.istug.com](http://www.istug.com) and  
JOIN TODAY.

# ISTUG RESULTS 2003

Jonathan Lassman, ISTUG Administrator, presented the figures for 2003 at the AGM on 1 December 2003. The membership figures, though below the target of 350, were very good considering we lost 46 members in 2003. We gained 82 new members and ended the year with 334 as the total membership figure. The Committee agreed to carry forward the target of 350 to 2004, and amend subsequent numbers in line with this change.



We ended the year with a small surplus and it is hoped this trend will continue so that we can use these funds to improve the services that we provide to members.

The full ISTUG Business Plan through to 2007 can be seen in the ISTUG AGM Presentation.

All the presentations from the ISTUG AGM and Sage Insight events are now available in the Members Area of the website.



## ISTUG Satisfaction Survey 2003

Thank you to all of you who took the time to give us your views on the services we provide to our members. It was disappointing that we did not have more responses, however those of you who did reply were very honest.

Nicole James, ISTUG Technical Director, presented the results at the AGM (please refer to the presentation in the Members Area of the web site). We have taken on board the comments from members and will be making some changes over the next year to improve our services. Our main aim is to ensure that we continue to provide members with the support and information that they expect from us as a user group, though this also hinges on member participation.

Please use ISTUG as the resource that it is meant to be for you and your business: call the helpdesk, input to the newsletter and website, attend meetings and participate. If you all get involved we will become an even stronger and more effective force in 2004.

*“Clearly, your efforts at the centre will to some extent be constrained by the effort put in by the user community. On the whole a good job well done.”*

—One member’s comment from the survey.



# SAGE INSIGHT

The ISTUG AGM was followed by the Sage insight event. Bill Hill, SES Director of Marketing, welcomed everyone to the event and introduced Charles Leadbeater, independent writer and advisor to leading European companies. Charles talked about The Ambidextrous Company and the need for innovation within companies. The talk was extremely motivating and thought-provoking; the facts about some companies were astonishing, some even amusing.



*Charles Leadbeater.*

Sage's Bill Hill then presented the Market Background, taking us through financial results, their target market and the competition within that market space. There was a thank you to those present for their contributions towards the continued growth of the company.

Gavin May, SES Managing Director, described the changing landscape of technology within businesses and talked us through the "Sage Connected World", with Sage software as the focus for business solutions and progression. Finally, Nick Voller, SES Product Manager gave attendees an insight into the imminent changes to the system and an overview of Sage Line 500 V5.5, scheduled to release 30 January 2004. There are many new features within v5.5, including security enhancements and the Sage Paperless solution.

## *Line 500 V5.5 – Summary*

- Provides key new functionality
  - Sage Business Intelligence
  - Sage Enquiries
  - Sage Paperless solution
  - Sage CRM Integration
  - Multi Server Architecture
- Enhances existing functionality
  - Within the Sage application
  - Outside of the Sage application
- Is more secure and LOOKS GREAT !!!
  - User interface, security



*Left to right: Jonathan Lassman, Nicole James, Sue Pritchard and Gordon Hancock*

Those of us who stayed for the Gala Dinner had a great evening to end a very interesting day. The highlight of the evening was a talk given by Bear Grylls who, at only twenty-three years of age, became the youngest Briton to conquer Mount Everest. Not only was the talk fascinating, but the photos that were shown gave an awareness of the harsh conditions and problems that Bear has overcome.



*Bear Grylls relates his Mount Everast and Arctic Ocean experiences to the dinner guests.*

Further details of the Sage Insight event can be seen in the presentations, which are all available in the Members Area of the website.

# CB TOP TIPS

For those of you who read “Top Tips” in VIZ magazine – these are much more boring! But here are this issues “CB TOP TIPS”

1. Changing date required on PO lines – from release 4.0 a new system key POCHNGREGD allows you to change the date required on the header and replicate it to all (or all matching) detail lines.

2. You can use windows “cut & paste” functionality anywhere. Use Control-C & Control-V, (or right click anywhere within the active window for a list of available key presses) –

3. Switch on Project DA0383 “Generic Browse” and set system keys SLCUSTBROW and PLSUPPBROW to your preference. Even if you don’t change the default browse sequence, you can see the address and postcode in the browse.

4. If you are NOT on C-ISAM make sure project DA0651 (Database concurrency) is switched on. If not you may experience horrible locking problems especially in BOM/WOP. (Not relevant to C-ISAM)

5. “RTFM!” Sage provide a superb level of documentation. If you have not got the HTML online context-sensitive help, why not? If you don’t know how to obtain or install it, please let ISTUG know and if there is enough demand I will arrange a seminar to help you.

6. RTFM actually stands for “Read The Flipping Manual”. Allegedly.

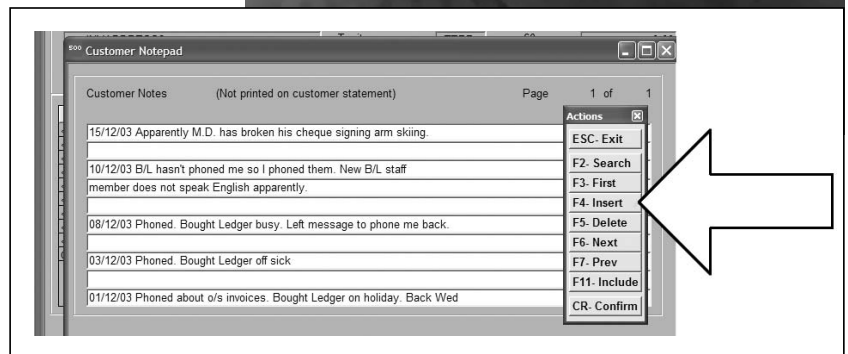
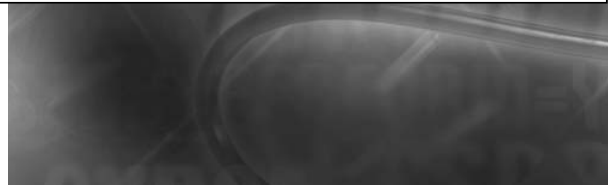
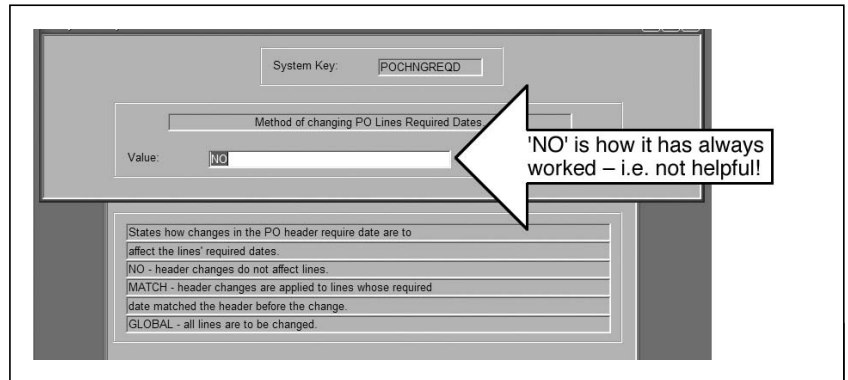
7. The latest “Project Release documentation” CD has the (cumulative) explanation and implementation instructions for all of the functionality contained in the “projects” released since 1997. If you haven’t got this CD, ask your reseller.

8. In POP receipts entry, it used to be necessary to enter the Supplier code first, hit F9/CR and then enter the PO number. Now you can just enter the PO number then hit F9/CR – the program knows who the supplier is! HOWEVER this will mean that the old functionality of checking “Order is for wrong Supplier” won’t work. So you can still use the old method if you like.

9. Setting the system key RWSQL to “ENABLED” will make reports involving joins run about 100 times faster – usually. There are some circumstances where this will simply make the report go into a loop. Its well worth a try though. N.B. Database Only - this does not have any effect on C-ISAM systems.

10. When using POP you may have trouble with the no. of decimal places in values when using unit conversions. Using supplier price lists instead of the supplier information file to hold prices (by setting POPRICING to P instead of S) will allow you to hold a suppliers price for a specific purchase unit, thus avoiding the rounding errors that can otherwise happen.

11. When using the Customer Notepad for credit control notes, always enter new lines at the top by using the “F4 Insert Line” key. This means your notes are always in reverse date order. So much better than 27 or so “F6” presses to get to the current notes after a few years history! (Also always start the line with the date of the note, its extremely useful later on!)

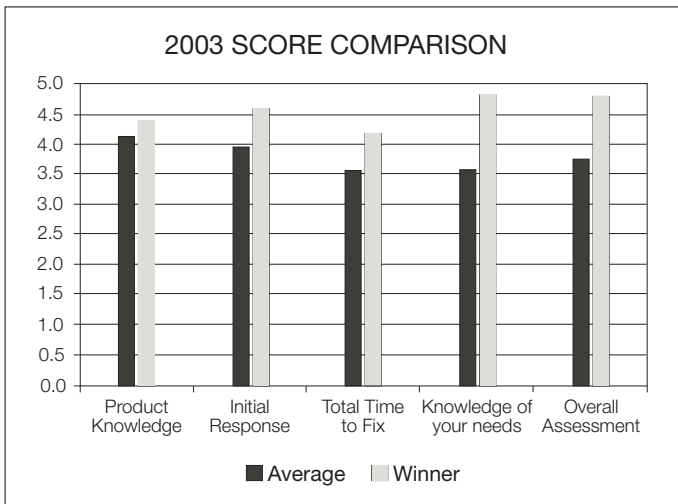


# RESELLER OF THE YEAR 2003

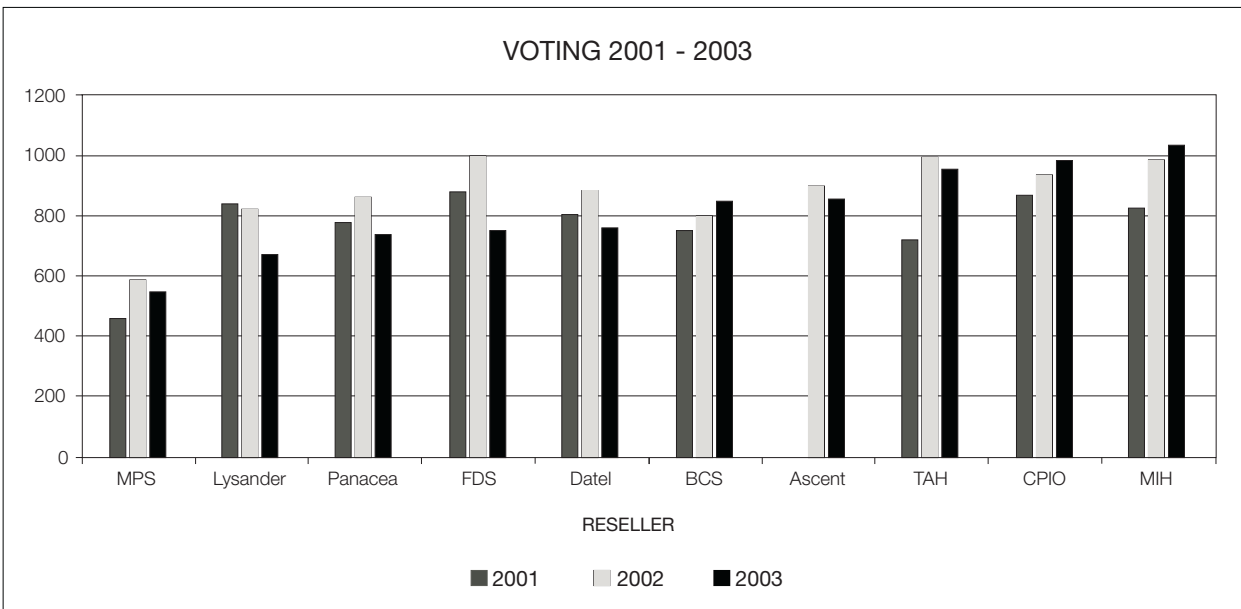
ISTUG would like to thank all those who voted in this year's survey.

The voting was very close again this year, with some significant differences between the 2002 and 2003 scores for some of the resellers.

The first chart shows the differences between the average scores in each category voted for against the actual score of the winner. There is quite a difference between the average scores and those of the winner.



The second chart shows the differences between the overall voting in 2001, 2002 and 2003. The average site score in the current year varied between 1031 at the top and 543 at the bottom. The contenders for the award this year were MIH, TAH and CPIO. Congratulations to all these companies for offering a high quality of support that is obviously appreciated by their customers.



Gavin May, Managing Director of Sage Enterprise Solutions, presents Steve Crum with the ISTUG Reseller of the Year Award.

## RESELLER OF THE YEAR 2003...

... was MIH Associates Ltd who jointly won the award two years ago with FDS. MIH are now the second reseller to have won the award twice.

Steve has been working with Tetra software since 1985 and very many of the MIH Consultants have over 10 years experience of implementing the ever evolving range of Sage Enterprise Solutions offerings

ISTUG will be running this award again in 2004 and we hope the whole end user community will take the time to tell us their opinions about their reseller. The reseller community rightly prizes this award as it is given for quality of service, and not volume of sales. The award is also important because it is your opportunity as an end user to promote good quality support.

# Did You Know?

## *AP / AR Transactions*

On the AP and AR transaction enquiry screens (open\_item\_enquiry,main) there is a hidden field called "recent\_first". If you activate this field the user can choose whether to see the oldest items first or the newest items first.

## *I/O Parameters*

For cs3 version 3.1

We have recently had problems modifying the I/O Parameters (date, separators etc) with the GUI client. You either, could not see the formsets, and if you could you could not modify the parameters. However yesterday we got it to work, and this is how it was done. This was when using formserver. 1. Install the L500 client 2. Use the formserver from Version 5.0 This is the SAGE recommended solution.

## OUR MISSION STATEMENT

"To be the Independent Organisation that represents users of Sage Enterprise products."

## YOUR COMMITTEE - ISTUG Members

## ISTUG Committee

If you would like to be more involved with ISTUG then why not join the Committee? Our next meetings are on 27 January at 11.30 and 4 May 2004 at 10:00 at SES, Winnersh – you can book your place on line at [www.istug.com/events](http://www.istug.com/events), everybody is welcome.

If you would like to find out more about the Committee, or any other ISTUG meetings, contact Nicole James on 0118 9813223 or at [njames@istug.com](mailto:njames@istug.com).

### Administrator

Jonathan Lassman, phone 01438 717764, Fax 01438 712157 or email [jlassman@istug.com](mailto:jlassman@istug.com)

### Technical Director

Nicole James phone 0118 981 3223 or email [njames@istug.com](mailto:njames@istug.com)

### Chairman

Gordon Hancock of University Hospital Birmingham ([gordon.hancock@uhb.nhs.uk](mailto:gordon.hancock@uhb.nhs.uk))

Details all serving committee members can be found on the ISTUG web site, [www.istug.com](http://www.istug.com)  
ISTUG HELP LINE – Phone 0118 981 3223  
or email [njames@istug.com](mailto:njames@istug.com).

The ISTUG office is open daily from 09.00 to 17.30 for your calls; a message facility exists when the office is closed.

## ISTUG AGM and Sage Insight Events



*Gordon Hancock*

