



## Partner Newsletter

Hello,

July 2010

Congratulations to Chris Hayden of Sikich for winning the May Typo contest! Chris gets special mention for being the only reader to both spot the spelling error and catch the irony. In his words, "Seems ironic that the error is in the line about SpellCheck."

Each month there will be one intentional typo, and those who report it will be entered into a random drawing for a \$25 gift card for Amazon\*. Just reply with the typo to the Support contact at the end of this letter between now and the start of next month. There might be unintentional typos too, but since you will not know the difference, reporting those will also count!

### Features of the Month

There are a few new Tweaks in GP PowerPack:

- **Vendor Approvals:** an enhancement to this Tweak added "Authorized Users." Only the list of Authorized Users will have the authority to approve a vendor.
- **Quick Print Customer Mailing Labels from SOP:** Printing a Mailing Label from GP is a multi-step process requiring navigating to the Mailing Labels reports window, creating or modifying a Print Option to restrict to the desired customer, then printing the label. With Quick Print Mailing Labels from SOP a Customer Mailing Label can be printed directly from the Sales Transaction Entry window.
- **Auto-Close SOP Child Windows:** When you click SAVE in Sales Transaction Entry, GP will tell you that you have a child-window (such as Distributions) open and that you need to close it, but it will neither bring the window forward so you can close it nor close it for you. This tweak will auto-close any open child-windows when you click the save button.
- **Sales Document Inquiry zoom-to-document:** From the Document Detail Entry in SOP you can zoom to a source document, which opens in the SOP Inquiry window. From there you can view the Document Detail Entry to see those source documents, but you cannot zoom to them. This tweak adds an Extras menu to zoom to documents from the SOP Detail Inquiry Zoom.

**Extended Lot Attributes** adds "Extender-like" functionality to Lot Attributes, enabling the creation of an unlimited number of user-defined Lot Attributes. This month we added

### [DevCat](#)

### [Product Information](#)

- [Advanced Preactor Integration](#)
- [Consulting Toolkit](#)
- [CompleteCount](#)
- [EZImport](#)
- [GP PowerPack](#)
- [Horizons Migration Tool](#)
- [LeanMFG](#)
- [MFG PowerPack](#)
- [MFG DataArchive](#)
- [SpellCheck](#)
- [WASPLink](#)

support for two Report Writer functions that can pull data from 3rd party tables onto any core GP report. Learn more about these report writer functions by searching PartnerSource for:

- rw\_TableLineString
- rw\_TableLineCurrency

## Random Branch

Mary had a little lamb

Its fleece was white as snow....

A key aspect of a design specification (or any requirements documentation) is the description of the current situation. In a medical interview this would be the Patient History. It contains, as much as possible, a verbatim record of Why The Patient Thinks They Are Here. In the consulting world it is a background on the business, and what they report their needs are, or in the case of custom development, it is What Is The Problem The Customer Is Trying To Solve?

For example, I might go to the doctor because I have had an upset stomach for several days. I might have self-diagnosed and tell them I think I have some kind of stomach virus. This is recorded, along with some vitals, in the Patient History.

The medical staff proceeds to conduct a physical exam, and may discover that the stomach ache is referred pain from a blocked artery in my heart. They explain the situation to me, and treat my real problem, not the one I reported.

In the consulting world we need to perform a similar analysis of actual needs versus stated requirements, and some of our most powerful diagnostic tools are questions:

- What do you mean by that?
- Why?
- Why not this other way?

The children's poem above is simple, and everybody understands it. Right? Well think about the subtle difference in meaning depending on where emphasis is placed.

**Mary** had a little lamb. Does this mean there is somebody else involved?

Mary **had** a little lamb. What happened to it? What does she have now?

Mary had **a** little lamb. Does she have more? Did she have more?

Mary had a **little** lamb. How small? Unusually small? Is the size important?

Mary had a little **lamb**. Does she have other animals? Does the type of animal make a

difference?

There are a couple of lessons to be learned from this poem. First, record the customer's words as closely as possible. Second, drill into the meaning until you are sure you understand what they meant, and WHY they said it.

Tune in to our next Newsletter to learn why Green Eggs And Ham teaches everything you need to know about good customer service.

Contact Us: [support@WilloWare.com](mailto:support@WilloWare.com)

\* This is just for fun. There are all kinds of rules, none of which are published anywhere. We reserve the right to do anything, so don't get too picky about this. Somebody, and not our friends or family, will get an Amazon gift card each month. Actually, if you do win, it doesn't mean you are NOT our friend, just that you were picked at random.