

A view from Passfield



'Passfield: the affordable system with all the features you'll ever need'

To find out more about Passfield or to arrange a demonstration, call us on **01404 514400** or email: sales@passfield.co.uk



Each new spring season we see how increasingly vital a few weeks of trading is to our clients' annual success. Whilst at times pressures can mount, the Passfield team has worked especially hard this year to support our clients' core business system. This is borne out by good client feedback and lower than usual support queue levels.

It is interesting to see the horticultural supply chain continue to consolidate. This of course brings challenges and opportunities in equal shares.

Perhaps the biggest global example of this is the recent acquisition of

Homebase by the Australian DIY chain Bunnings. Homebase have for a long time stipulated suppliers use EDI and this is something Passfield has offered its clients for many years. At present we are not sure if the current setup will remain, however as part of our increased presence in Australia, we have now setup Bunnings EDI for our Australian clients. This gives us a head start and good understanding of Bunnings existing EDI process.

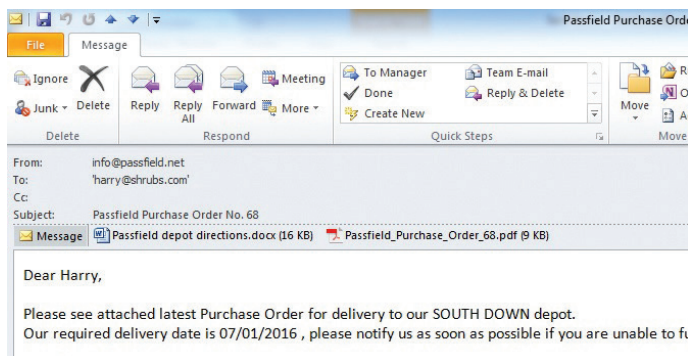
If you'd like to discuss Passfield's electronic trading options including web sales or other areas of the system please call **01404 514400**.

New features

Customise email messages

Passfield now gives you the ability to customise outgoing email messages for system documents. Each document template can have its own custom message and attachments defined, ready to go whenever you send your routed messages via email.

As well as a customised message, you can include information from the document being sent, details from the client's account and your company details can be used to personalise each and every message. To set up your email messaging, go to General Data>Document Email Messages. We've also created a guide, which you can find on the Passfield Issue Tracker within the Wiki on the Passfield Public Information project.



Sales document sorting

Presentation of sales documents has become increasingly important; often retailers will specify a print order and how sales lines should be grouped on, for instance Delivery Notes. The print results can often save checking time – for instance, it is far easier to check a delivery of plants if say the Plant Groups e.g. Alpines are grouped and have a sub total. You can find Sales Document sorting via General Data>Document Sort Order. If you need help setting up grouping in document designs please contact our Helpdesk.

Multi-table import module (via csv)

In the last eighteen months our Helpdesk has seen an increased requirement for Passfield to interact with management data held independently within spreadsheets. It is now possible to import this data into Passfield. This new additional module allows users to define import processes and load data to multiple tables in Passfield from a chosen csv file. For instance, you might receive large and complex orders from multi-site retailers. Once the import process has been defined, sales orders can be created, allocating to required product batches as required.

Mobile sales application

Passfield's sales application, which is Windows Mobile compatible, provides a quick way to create a sale whilst on the nursery. Mobile users can scan Batch Barcodes and allocate directly to the clients' chosen batches, or search stock onscreen. After the application is synced with the main system, users can print Invoices or they can choose to dispatch the transaction by printing Pick Lists, Labels and Delivery Notes.

Mobile deliver application

Passfield's deliver application, which is Windows Mobile compatible, provides a quick way to convert orders into deliveries directly onsite. The application shows a list of current sales orders.

As stock is loaded, users can enter details on the device (either individual pack quantities, shelf quantities or trolley quantities), and once a load is complete, it can be marked as Delivered.

If this does not represent all the sales lines on the transaction, a split order will be created to cover the delivered portion.

Batch barcodes (EAN 8) or Stock line barcodes (EAN 13) can be scanned to

identify the stock accordingly. After the application is synced with the main system, users can view and print Delivery notes.

If you'd like to find out more about how these new apps and features could benefit your business, please call us on **01404 514000**.

Service level facts & figures

Did you know in the first four months of 2016 we resolved over 600 support incidences, that's 7 a day!

In the same period we received 1400 and made 1100 calls totalling over 120 hours spent on the phone, advising our clients and ensuring the smooth running of their core business system.

New Apps

Our 5 top tips to maximise your Passfield support



1. Always run a daily Passfield backup and make sure your Passfield backup directory is included in your overall business data backup routine. Backups are a vital part of your risk management but they can also be used to analyse or restore historic data.
2. If you're a registered user of the Passfield issue tracker, you can quickly email issues directly to the tracker using issues@passfield.net
3. When you create a tracker issue please make sure you include points of reference such as an Order number, Batch No or a screenshot if it's easier. This will greatly reduce the time it takes us to resolve your issue.
4. Check out the Passfield Public Information project on the Passfield issue tracker. The Documents and Wiki sections have an array of documents and pointers to help you get the most from your Passfield system. We are now regularly adding to this, so keep checking back.
5. Keep informed of latest Passfield releases. You can now view and consider changes to your Passfield system as part of the update process. The Passfield Public Information project now shows Release Notes under the Documents tab, detailing all the fixes and system enhancements contained in the latest Passfield builds.



Thinking of moving to Windows 10?

Passfield happily works on Windows 10 but post upgrade you may find Passfield displays dates in American format and the \$ sign is used on print outs. If this occurs, please check and amend your PCs Regional settings via the Control Panel.

5 ways to increase your system productivity

1. Use the Passfield Attendant to schedule your daily backups and start of day database housekeeping.
2. Regularly archive your completed batches by using the Finalise Finished Batches tool on your Products Batches List screen. This will hide obsolete batches and speed up list screen searches.
3. Keep abreast of your lost sales potential by sending unallocated (unavailable) sales lines to Unfulfilled, this will create entries in your Sales History with a transaction type UNF. Reports can be written to analyse what you could have sold and when.
4. Set up Custom alerts to keep you informed on key operational needs. For instance you may want to be warned when sales orders are within 3 days of planned delivery – in this case a pop up alert could show 'You have x Orders ready to be dispatched'.
5. Set up stock line alternates; this will allow users with less product knowledge to offer alternate stock lines when creating a sales order and will help to maximise sales opportunities.

Team focus

Richard Stones joined the team in March 2015 to strengthen our support offering, with a particular focus on handling new client installations. Richard's IT experience extends from several years working in the industry. His recent experience of teaching IT at secondary level and sixth form college makes him an ideal trainer and he'll be exploring applying alternative training methods for Passfield in the future.





Firebird 3 is here

Passfield is powered by Firebird. In April, the Firebird Project announced the release of Firebird 3, with major improvements in performance, security and new SQL features.

This version is the most extensive re-architecture of the Firebird database management system since its initial release more than 14 years ago. Its new multi-threaded engine processes and shared page caching enable better utilization of multi-core hardware and large address spaces.

With these changes, this release features dramatic performance increases, while maintaining compatibility with old client libraries.

Passfield plan to install Firebird 3 on clients' servers as part of system updates later this year. We will of course advise you of this nearer the time.

Passfield regional training

Following the resounding success of last autumn's regional reporting training sessions, we plan to repeat this year in October and November. Here are some of planned subject areas, which will run subject to minimum numbers booked:

- Advanced Report setup and design using Report Builder 17, which will include use of custom calculated fields, and many more features.
- Stock availability setup options, to cover Catalogues, Client Stock Availability documents and E Stock Lists
- Shipping – to cover Delivery Areas, Routes and scheduling of Deliveries

Richard Stones will be contacting you soon, so please make sure you book your place!



Report Builder 17 to be launched later in 2016

Currently Passfield's powerful reporting, document and label design function is driven by Report Builder version 11. We have trialled and purchased the latest version 17. RB17 will bring a raft of new features which will benefit your business, including the ability to create calculated fields within your design and will support the latest versions of MS Excel.

2016 Shows

GrowQuip

Passfield will be exhibiting at the CHA's major new international conference for the commercial horticultural industry, which takes place on 26th-27th October 2016. In between seminars we will be manning stand 8, so if you are attending, please come along and have a chat.

More information on GrowQuip can be found at www.cha-hort.com/growquip.html

Four Oaks show

This year we join forces with our industry colleagues from Longcombe Labels, so why not come along to stand E150-151 on 6th and 7th September 2016? It would be great to see you there.

More information on the Four Oaks show can be found at www.fouroaks-tradeshow.com



Tel: 01404 514400

www.passfield.co.uk

'Passfield: the affordable system with all the features you'll ever need'