

December 2006

News from Take Two



www.taketwoinc.com

Feature Article: Annual Take Two Check-up

AS 2006 draws to a close, it is important for all customers to appreciate the goals we have set as a company:

- To develop software and solutions consistent with customer expectations in terms of S/W quality, compliance, timeliness, support.
- To be innovative and utilize new technology as it is applicable to solving or enhancing business solutions.
- To think long-term and with all customers' best interests in mind when prioritizing and planning new applications and enhancements.

In 2006, we completed 2 Student Releases, 2 Admin & Teacher Helper Releases, 2 Finance releases and a single release for Employee.

In 2006, we introduced one brand new web application - Job Connect (Job postings), and completed Teacher Connect (Teacher Desktop), and Parent Connect (Parent watch for student) products to the point of maturity.

In 2006, Take Two made 79 local visits and spent 77 days visiting out of town customers (same numbers as 2005). This indicates we are spending half our year/time listening and assisting onsite.

In 2006, we spent 348 hours (over 5000 calls) on long-distance calling. Even with email and online support the telephone remains our key communication element!

In 2006 we, in efforts to communicate enhancements more effectively introduced webinars to provide online overviews. Both Finance and Employee releases were offered by webinar. Look for more of this in 2007!

In 2006, we held our 14th annual conference in Vancouver BC with registrations of over 125 people.

In 2006, Deb spent half of her development time on web applications focused on teachers, parents, and the community. Our web utilities are stable. We are addressing all web activities (downloading, reporting, pictures, spellcheck).

What can customers expect for 2007 other than the standard high level of support and green-screen enhancements ??? more web applications (Work Order, School Accounting, G/L for Administrators). We need customer feedback on what their CIMS web priorities are! CIMS Conference 2007 will be key to establishing what web applications should be introduced to who and when. Key staff in all areas of your district should be at Conference ready to voice and vote on what is important.

Merry Christmas to all of you - our CIMS family!
May the love and peace of the season spread in your homes and in the workplace.

News and Views:

- ❑ The Finance Release was distributed late November and is installed already in 4 sites. There have been no errors to date. A Webinar to show-off the best features is December 13, 10:45 am central time. Get together with your finance staff in an office with a computer and speakerphone. Customers will receive meeting details (call in number, website, passwords) week of December 4th. This is an excellent way to know which items you should be exploiting in your district!
- ❑ Teacher Connect complete with student pictures, printing reports ability, and grade/narrative maintenance was released in November. We will continue to see this product grow in 2007 with the expectation to eventually replace Teacher GUI.
- ❑ CoolSpool is a must for districts. This is a utility that allows any CIMS report to be .pdfed. I had shown a previous method for this using iseries navigator. This new method is much simpler and requires NOTHING on your PC - so anyone can do it. PLUS, it is mandatory for any district investing in web as this is the utility we use in the web app to present reports to web users.... We would be happy to install it for you - cost is

\$1,000 CDN and \$145 annual maintenance. Next releases will have options to use the utility right from CIMS menu.

- ❑ Take Two visited Kelowna, Mystery Lake, and Vernon this quarter.
- ❑ Job Posting Web Application is available and is amazing at automating the whole job posting process. Look to www.taketwoinc.com (under the new web apps tab) for more info.

Customer Section: What's Up???

The Customer section will be empty without your input - get involved!

- ❑ Hello out there!!!! Is anyone reading the Newsletter? Surely you have something to say or ask as a District or personally... We would love to publish something in this area.

Top Tips for the Month:

- Your F1 Key is for Help and provides information on every screen.
- Both deduction and tax benefits have the option to run as an exception ie: run the 1st pay of the month instead of waiting for the end of the month when they are normally deducted. This is great for corrections and adjustments. When adding in the voluntary deduction (F9) and/or tax benefit (F10) mark the field "Exception Deduction(Benefit) = Y".
- On occasion you need to pay a more or less weeks than normal ie: pay a biweekly person 4 weeks pay. Income tax and CPP will be inflated for this employee. To correct this use the "Annual Factor" on the employee assignment screen .. Annual factor = 52/number of weeks. This factor corrects CPP and tax and will also automatically clear once the "actual" payroll has been processed.
- It is really important for users to not send jobs multiple times thinking the first one did not finish so try again and again. If you do OUTQ and nothing appears - potentially two scenarios: either your selection was wrong OR there is something stuck in the /400 causing a backlog of jobs. Type JOB ... if you see your job sitting there and it says JOBQ .. it is patiently waiting to process. If 5 minutes later this is still happening contact Take Two to resolve the /400 issue. If you type JOB there is nothing there - go ahead and re-request the job.
- There are 3 new CIMS options: SEE.900 (HR & Payroll), SEF.900 (Finance), SES.900 (Student). Use these to search for an option based on description. Eg: Give me any CIMS option that has the word ?SAL? to look for a annual salary listing. Eg: Give me any CIMS option that has the word ?TEACH? to look for any report to print teacher schedules.

And the last word goes to? Conference Details

CIMS Conference 2007 is taking shape! It will be held at the Canad Inn Polo Park in Winnipeg April 25-27th. This is a nice hotel close to the airport and to major shopping and eating. This Conference will be unique to all others:

- We will be offering a day lab of ASC Sequel with Karen from ASC.
- We will be inviting more guests to talk about things like Systems Audit, principles for Fixed Asset with new legislation ...
- We hope to integrate more social aspects during the day so that colleagues get a better chance to get to network with each other in situations a little less tense than Deb hammering through payroll.
- We will be reviewing new products like CoolSpool
- There will be limited 'training sessions' for student. In the past for student we offered 'how to' sessions for tags, report writer etc. This year our focus will be on listening more to current deficiencies by area, to get concrete input from endusers (School Admin, Clerical, Counsellors) as to what additional S/W function is necessary, and to show prototypes of ideas and web applications and establish what is important. We encourage districts to send school personnel but more for the purpose of providing product ideas than to learn about CIMS software.