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EHTC Products

Infuse

Integration between Dynamics CRM and Dynamics SL

eCharge

Credit Card Processing (for Dynamics SL)

AutoPOg

A Better Sales Order to Purchase Order Generator (for Dynamics SL)

Inventory Planner

Inventory Planning Made Simple (for Dynamics SL)

Auto Kit Builder

Build Kits Only When They are Needed (for Dynamics SL)

Other Links

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(coming soon)

Microsoft Dynamics SL Productivity Tools

I frequently get requests for a list of our ISV Products — something simple that can be put in a top desk drawer for quick and easy reference. So, here is a current list of our *Microsoft Dynamics SL Productivity Tools*, developed specifically to extend the value and functionality of Microsoft Dynamics SL and for resale by you, Microsoft Business Solutions Partners. For more information about EHTC's product offerings, please contact me (Brian Crooks) by email (brianc@ehtc.com) or by telephone (800-404-2065). Thank you for your interest in our products. We look forward to a continued partnership with you.

INFUSE™ FOR MICROSOFT DYNAMICS CRM AND DYNAMICS SL

KEEP DYNAMICS CRM AND DYNAMICS SL IN SYNCH with Infuse – the connection that helps you focus on business opportunities by eliminating information gaps across your enterprise. Infuse maximizes your Microsoft Dynamics CRM and Microsoft Dynamics SL investment by supporting key customer-related business processes and making the information visible across departments. This integration enables both applications to share customer-focused information and recognize critical data from both systems, thereby allowing you to see one consolidated view of your customers.

ECHARGE™

PROCESS CREDIT CARDS EASILY with eCharge – a utility that delivers a flexible, yet powerful and secure credit card processing solution for Microsoft Dynamics SL. eCharge enables you to verify credit card payments in real-time. Whether you are taking orders on the phone, over the web or at the counter, eCharge offers a solution that compliments your distribution work flow process.

INVENTORY PLANNER™

PLAN YOUR INVENTORY EFFECTIVELY with IN Planner automating the purchasing process in Microsoft Dynamics SL. Using min/max and reorder point logic, this application generates reviewable purchase orders as required. Not all companies need an overly-sophisticated replenishment process, they may simply need a tool that tells them when stock is getting low, and then automates the purchasing process. That's exactly what IN Planner does.

AUTOPOG™

CREATE PURCHASE ORDERS FROM SALES ORDERS with AutoPOg facilitating the process. AutoPOg creates purchase orders directly from sales orders in Microsoft Dynamics SL. Unlike other utilities, including out-of-the-box Dynamics SL, AutoPOg allows the processing of non-stock items and the ability to aggregate lines from multiple sales orders (and different shipping addresses) onto a single vendor purchase order.

AUTO KIT BUILDER™

BUILD KITS AUTOMATICALLY with Auto Kit Builder managing your kitting process. You no longer need to maintain an on-hand supply of built kits or worry about updating Microsoft Dynamics SL after a sale to make sure your inventory stays current and accurate because Auto Kit Builder builds the kits from their component parts as they are sold.

[Get more information on our web site.](#)

Contact Us

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Reduce Your Credit Card Processing Risk with eCharge

In fast-paced distribution environments, timing is critical to customer service and order fulfillment. With customers expecting same or next day shipping, every step in the process needs to be streamlined to ensure operational efficiency that will support the demands of your customers. And let's face it, you *have* to be fast – if you aren't, your competition will be glad to take the business away from you. On the other hand, this fast-paced mindset of, "get it out the door," comes with a risk to you. If you are still using dial-up, hardware-based, credit card processing equipment or even an automated, batch processing credit card system...YIKES...what if the card is invalid? It's not good enough to capture the funds later; you have to secure them NOW. If you don't, the goods will have already left your dock and you have lost your bargaining power. Let's hope your customer is understanding and gives you new credit card information because if they don't, your only recourse is to write down the revenue or resort to legal measures.

That is, unless you are using eCharge, a credit card processing solution that works in the Dynamics SL Accounts Receivable Module and, more importantly, in the Order Management module. Sure, you can do real-time credit card processing on open A/R documents and even capture funds to be applied later, but the real value of eCharge is its ability to do two things: 1) validate and reserve funds at the point of entering the order and 2) capture the funds just before the shipment leaves your docks. If the credit card becomes invalid at either of these points, the order is put on hold, eliminating your risk. If the card remains valid, eCharge processes the order without any need to touch it again.

What's that? What if the order is split or part of it is put on back order? No big deal! ECharge will take care of it. The credit card will only be charged for the goods that were shipped and the credit card information will roll forward to the back order. We even have functionality that allows you to secure sufficient funds at the time of the order to cover shipping and other miscellaneous costs, since those are not known until later.

To learn more about eCharge visit the [eCharge link](#) in the left hand menu or contact [Brian Crooks, Manager, ISV Products](#).

Do You Add Value to Your Customer Relationships?

As Microsoft Business Solutions Resellers, we all sell pretty much the same thing — the Dynamics product line. If that is all we sell, then our customers and prospects have no reason to buy their stuff from us as opposed to the guys down the road. Truth be told, if that is all we sell, Microsoft might as well go with a direct sales model. But that is not all we sell. Our value is not in the software, it is in our services. We define and differentiate ourselves by the variety and quality of the services we offer.



Here is an article written by EHTC's Dynamics CRM expert, Pierre Hulsebus. With a rich history of working with various CRM packages and customers, he understands the value of going the extra mile. Today's customers and prospects are busy and are willing to pay for convenience and simplification. See how Amazon.com has moved from an on-line book store to a \$4.7 billion service organization. I would bet that most of you reading this article have purchased something from Amazon.com. And for the rare few of you that have not, I would be very surprised if you have not visited their website. Are there aspects of the Amazon.com model that would work within your organization? Do your customers shop around or do they come back

to you because it is easy and convenient? Are there proactive steps that you could take to provide a service to your customer and provide a cash flow for you?

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