



TECHNOLOGY SOLUTIONS DIVISION
ECHELBERGER, HIMEBAUGH, TAMM & CO., P.C.

Happy
New Year
2008

EHTC Technology Solutions

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January 2008 Partner and ISV Newsletter

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Contact Us

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Here's to a Good Year – and things to come

Let me start this newsletter off with a huge THANK YOU! 2007 was a good year for our ISV software sales and a great year for Infuse™ (our integration between Dynamics™ SL and Dynamics™ CRM). As Dynamics CRM continues to gain traction in the market, Infuse is following right alongside. But, instead of looking back on the successes we have had, let me write instead about the year to come. We are working on new and exciting ISV offerings. Here are a few highlights: Infuse will see new integrations, eCharge™ will expand its functionality, and we will be able to save you money on your credit card transactions.

Infuse: Microsoft Dynamics SL 7.0 has been released and we are on its heels with an integration that supports it. In fact, we are on course to release a new version of Infuse in January. We are also working on a version that supports Dynamics CRM 4.0, which could be available as early as the first quarter of 2008. There are still a couple of hurdles, but we are working closely with Microsoft and Scribe Software to offer it as soon as possible. In January, we will also be offering our first level of integration with the SL Project Series modules.

eCharge: ECharge continues to see increased sales, but in talking with you (our partners), we discovered there was still an important need in the market to be filled. Customers want functionality not offered by eCharge or any SL credit card solution ... until now. In January, a new release of eCharge will include support for multiple credit cards, credit card payment scheduling, and support for Level 2 and 3 data processing. It supports these new capabilities while still maintaining the highly desired functionality of real-time authorization and capture within Order Management, plus automated rolling forward of credit card validations to back orders.

Strategic Partnership: EHTC has worked with a national credit card processor to offer discounted processing fees. Very large organizations can often negotiate reduced credit card transaction rates with a processor based on their extremely high volume of transactions. This is a luxury not available to the typical small to mid-sized company. But what would happen if we all pooled our transactional volume together? Could we all save a few bucks? That is the question we asked and the answer is "YES we can!" We have contracted with a strategic partner to offer our eCharge customers (both current and future) the opportunity to save a few pennies on every transaction. These pennies can add up to real savings.

Many of these changes we are making to our ISV solutions are made as a result of the feedback we have gathered from you. Please keep sending me your suggestions. My contact information is below.

For more information about [Infuse](#), [eCharge](#) or any of our ISV solutions please visit [our web site](#) or contact me, [Brian Crooks](#).

Have a Happy and Prosperous New Year,

Brian Crooks – Manager, ISV Products, EHTC Technology Solutions

Jill Automates Her Kit Building Process

In an earlier story we learned how Jack (a motivated salesperson) and Jill (an overworked Manager) were able to utilize the [integration between Dynamics SL \(Solomon\) and Dynamics CRM](#) that they purchased from EHTC to work more effectively and efficiently. But the story does not stop there. With more available time, Jill was able to take a good look at the efficiencies of their processes and realized there were other areas where she could save on surplus inventory volumes.

As you might remember, Jill's company, Rising Success, specializes in unique kitchen goods. Many of the products they sell are actually kits containing mostly the same components. The only difference between the kits might be a single item. For instance, they sell eight-piece stainless steel napkin sets in 24 different colors. Each kit comes with eight stainless steel napkin rings and eight colored napkins in the color that the customer selects. They also sell the napkin rings and colored napkins separately. Since they like to keep good control of their inventory they do not allow Dynamics SL to take their inventory negative. This puts them in the difficult position of not only having to maintain sufficient quantities of the individual napkins and napkin rings, but they also have to maintain quantities of the 24 different preassembled kits. When they do not do this, the SL shipper gets held up until someone realizes what is going on and runs a kit assembly batch to satisfy the quantity required by the shippers. This is a headache for Jill and often creates an undesirable delay in shipping the product and lowers customer satisfaction. Jill throws her hands up in the air and cries, **“What can I do, this cannot continue!”**

Well, lucky for her, EHTC offers a solution to her problem. We call it [Auto Kit Builder](#). Essentially [Auto Kit Builder](#) automates what she has been doing manually for years. It automatically builds the kit after the order is completed and just before the shipper is created. This frees Rising Success from having to maintain a quantity of each kit to satisfy shippers. Now all they need to do is maintain their component inventory quantities.

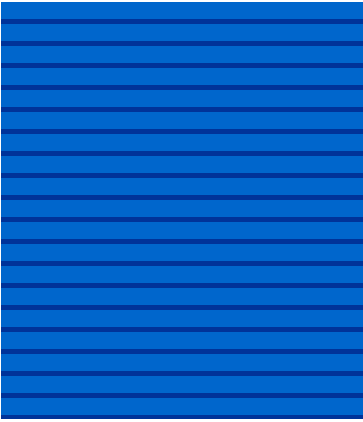
Now Jill has to manage her inventory more effectively. Say tuned until next time when Jill utilizes yet another one of EHTC's Productivity Tools to automatically create purchase orders when her inventory quantities get too low. She will use [AutoPOg](#).

Reduce Your Credit Card Risk

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 “get it out the door” mindset 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 or over its limit? 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, typically your only recourse is to write-off the revenue or resort to legal measures.

That is, unless you are using [eCharge](#), a credit card processing solution that works in the Microsoft Dynamics™ SL Accounts Receivable Module and, more importantly, in the Order Management module. 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 these two things:

- 1) Validate and reserve funds at the point of entering the order

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- 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 for you. 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 additional 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](#) on our web site or contact [Brian Crooks, Manager, ISV Products](#).