



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

EHTC Technology Solutions

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Contact Us

<http://www.ehtc.com>

BrianC@ehtc.com

Infuse™ 4.70 is Now Available

and includes two no-charge hours for installation

Are you ready to integrate Microsoft® Dynamics™ SL 7.0 with Microsoft® Dynamics™ CRM 4.0? Announcing the availability of Infuse™ 4.70, with multi company support and additional enhancements.

No More InstallShield®: With previous releases of Infuse we wrapped the code in an InstallShield™ installer. This strategy worked for about half of the installations. The rest of the time we received support calls that required us to step through the installation process to see where things went wrong and correct them. As you can imagine, there are numerous installation scenarios where Infuse can be installed. Multiply all the different server operating systems, SQL Server versions, networking configurations, firewalls configurations, security structures, etc., and you end up with a list that's larger than should be managed with an automated installer. Instead, starting with Infuse 4.70, we provide you with a step-by-step installation guide and we perform the initial installation for you*. You will see immediate benefits from having a trained and knowledgeable person creating a solid foundation on which the rest of the integration is based. **

Multi Company Support: Infuse 4.70 supports multi company environments. You will now be able to integrate multiple companies from a single Dynamics SL application database with multiple business units in Dynamics CRM. ***

Multiple Miscellaneous Charges Support: Infuse 4.70 now integrates multiple miscellaneous charges in a Dynamics SL order with Dynamics CRM orders. Previously all miscellaneous charges were consolidated into one master miscellaneous charge.

Easy to Upgrade: Most existing installation upgrades will not require modifying your current data transformation specifications (DTSSs). You can simply install the new Infuse 4.70 foundation and then remap the existing DTSSs. To take advantage of new features in the 4.70 DTSSs, contact EHTC for advice on installing the new DTSSs or adding the new feature logic to the pre-4.70 DTSSs. ****

Support for 64 Bit Database: Infuse 4.70 core data engine (Scribe and Microsoft SQL) is now supported in a 64 bit environment. This ensures that Infuse customers can stay current with high performance 64 bit SQL servers.

Support for On Premise, Hosted, and CRM Online Environments: Seamless portability between all deployment options available with Microsoft Dynamics CRM 4.0 (customer-deployed, partner hosted, and CRM Online).

* Up to two hours of free consulting for the installation. The installation includes installing Infuse into an environment with an established Dynamics CRM and Dynamics SL installation, where the Scribe Software components have been successfully installed. The two hours of consultation do not include implementing any of the data transformation specifications or any other type of consultation. It is to be used only for the installation of the Infuse foundational software. Any installation time beyond the first two hours is billable.

** EHTC requires a trained and authorized Infuse implementer to do the implementation portion of the engagement. Contact Brian Crooks, Director of EHTC Channel Products, for more information on becoming a Certified Infuse Implementer. (BrianC@ehtc.com – 616-575-EHTC)

*** Multi company support does not include the integration of companies that span multiple Dynamics SL application databases. It does support a multi-tenant Dynamics CRM installation, except where the integration is with the default CRM tenant.

**** The recommendation to continue using your existing data transformation specifications is based on experience with previous upgrades and may not be applicable in all cases. Please consult with EHTC Technology Solutions.

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.

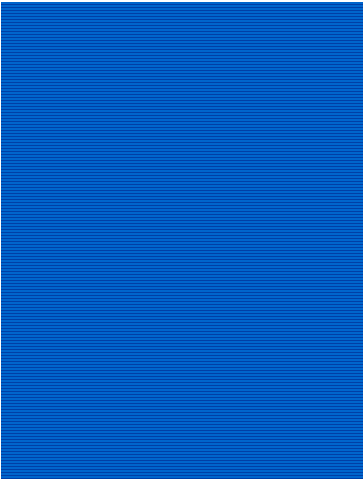
What's that? What if the order is split or part of it is put on back order? No big deal! ECharge will take care of it. The credit card will only be charged for the goods that were shipped and the credit card information will roll forward to the back order. We even have functionality that allows you to 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, Director of Channel Products](#).

Auto Kit Builder Lowers Inventory Volumes and Increases Customer Satisfaction

Today's business environment puts a lot of pressure on reducing idle capital and on increasing customer satisfaction. Auto Kit Builder can help you achieve results in both areas. If you are in the business of selling various kits that are comprised of many of the same component items, then you understand the struggle of managing those component stock levels. If you preassemble your kits, then you run the risk of not having enough component items on hand to satisfy orders for some other kits. But, if you do not preassemble your kits, your order fulfillment process is delayed while you manually process the kit assembly. It is a lose/lose situation. This is where Auto Kit Builder can help. Auto Kit Builder will assemble your kits for you when you finish each order. This allows you to sell kits and manage your inventory at the component level. It also allows you to virtually eliminate the extra manual step of processing the kit assembly when fulfilling an order therefore reducing the time it takes to get the product to your customer.

Here's a quick scenario to illustrate this. Let's say that your company is a distributor of household tool kits as well as individual tools. You sell hammers, screwdrivers, wrenches, pliers, saws, toolboxes, etc. You also sell kits that include a toolbox containing various combinations of these tools. If you get an order for 100 *Deluxe Toolbox* kits, you would have to make sure that you recognize the 100 assemblies in Dynamics SL before you shipped the kit or run the risk of having your inventory be



out of synch with actual inventory levels. This would delay your sales fulfillment process. Optionally, you could carry a stock of several, pre-assembled *Deluxe Toolbox* kits so that you could quickly ship your orders. The trouble with this is that now your inventory level of individual components shows up as lower than it actually is and might lead you to think you can't fulfill an order for 100 Phillips screwdrivers. Your best option seems to be to carry extra screwdrivers so that you'll be sure of having sufficient quantities. As you can image, with several, similar kits available in your catalog, you quickly have to maintain an unreasonable number of screwdrivers in order to fulfill orders quickly and keep your customers happy. With Auto Kit Builder, you can have lower inventory levels and have the kits assemblies process automatically so that you will not only keep your customer satisfaction levels high, but constantly have true visibility into your actual inventory levels. Now, your biggest concern is maintaining appropriate inventory levels and knowing when and how many items to order. We can help you with that too, with our Inventory Planner module, but that is for another article.