Vantage Point

JANUARY, 2014

CUSTOMER SERVICES UPDATE

Theresa Willems
VP Customer Services
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I hope these past few weeks have been a great start to your 2014 business year. At AgVantage, our call volume is now approaching a more normal level as we move ahead to the end of January.

As your software support team, the Support Department gets a lot of calls each day, each with varying degrees of difficulty that our customers would like help resolving.

A lot of these issues that customers call in for help with, rely on the AgVantage support team to use methods that are unavailable to customers to resolve. We have our 'magic' commands that we use, our jars of 'potions' and 'fairy dust' that can help our customers resolve data issues or fix human error. These special things we do, come with some varying degree of difficulty, and varying degree of risk of data integrity. These are not things you will find in any AgVantage Software manual or on our Message Board. We don't teach these commands and processes at our User Conference, because it is just too risky in the hands of a person who doesn't have the full picture of the data flow, and can quickly take a situation from bad to worse without any intention of doing so.

There is however one issue that we are no longer able to resolve for our customers due to the risk and the data integrity red flags that can happen if we do.   If you have merged an AR batch of invoices, and if there were payments in that batch, or if any payments were applied to any of the invoices from that batch, we are no longer able to unmerge and remove those invoices for you.   Doing so has major implications when it comes to keeping your aging in balance and with tighter auditing standards in place, with probably more to come, the risk of throwing up a red flag due to missing invoices in your series of invoices becomes another area of concern.

We realize human error is always going to happen, and in most instances, we will do whatever we can to help you through those situations as to not impact your customers' statements, invoices and perception of your efficiencies. To help avoid getting into a situation such as this, please remind all your employees to carefully review the edit reports before merging any batch or transactions, not just Accounts Receivable. We provide reports with all the information needed to ensure the accuracy of your data before you merge your batches and they become permanent records on your system and can no longer be changed.

We appreciate your understanding and continued support, each and every day!

Looking forward to spring!
Theresa

AgVantage Software Trade Show Schedule

Minnesota Grain & Feed Association
River's Edge Convention Center, St. Cloud, MN Feb. 4-5, '14

2014 NATIONAL CONFERENCE UPDATE
KEYNOTE SPEAKER: MARK MAYFIELD
WEDNESDAY MORNING, JUNE 18 ● THE COMMONS HOTEL, MINNEAPOLIS, MN
Lori Campbell   Conference Manager   loric@agvantage.com

We are excited to announce our National Conference keynote speaker this year will be Mark Mayfield. Mark is a rare selection in that he is the only speaker I've ever interviewed who actually knew quite well what a grain cooperative was! Besides having a solid background in rural American issues, he is a really funny comedian as well as a captivating speaker. He excites, educates and always entertains.

Mark's presentation will take place on Wednesday morning, June 18th, with the theme: **Discovering The Glass Ain't Half Empty, It's Just Too Big!** at the Commons Hotel in Minneapolis. This is a humorous approach to a very serious subject and emphasizes that creativity is the key component in managing change. Learn change theory and creative exercises in this upbeat, fast-paced program that will leave you laughing and leave you with change management skills.

Known as "The Corporate Comedian", Mark Mayfield has merged together his corporate background as a lobbyist and his comedy background as a nightclub performer to create an extremely unique and comedic presentation style. He gives over 100 presentations annually to a wide variety of Fortune 500 companies and trade associations.

Mark Mayfield's philosophy is simple...say it with humor, and people will take the message home. He has received rave reviews sharing the stage with a wide variety of celebrities like Paul Newman, Peter Frampton, Colin Powell, and Bob Newhart and has introduced the President of the United States on a live, nationwide television broadcast.

Raised on a farm in Caney, Kansas, he received two degrees from Kansas State University and served as National President of the Future Farmers of America. He has spent time as a high school teacher, a farmer, a corporate lobbyist, was partner of an innovative golf instruction facility, was a professional model and spokesperson in print and television commercials, and owned a top rated nightclub.

Mark is author of the popular book, Mom's Rules, a comedic yet poignant look at those things Mom said to us as kids. He has also been inducted into the National Speakers Association "Speaker Hall of Fame".

We are currently working on a conference survey to get your input on a variety of potential topics for June, 2014. The survey will be in your email sometime within the next week or two. Or, you may also access it through our website via our home page and/or conference page.

DISCOVERY 2014
AgVantage Software's 29th Annual National Conference & User Exchange
June 18-20 • The Commons Hotel • Minneapolis, MN

EMPLOYEE SPOTLIGHT:
JASON SCHNEIDER
PC Support Specialist

Jason Schneider

Birthday: November 30th

Education: Associates Degree – Western Tech

Family: I've been married for 3½ years to my wife Melissa, who works at IBM as a Financial Analyst. We have a 5 year old puggle named Bella. We are also expecting our first child this summer! Our new addition will be here July 9th.

Years with AgVantage Software: 2 years

Years in the industry: 5 years (in IT)

Notables: I work mainly with our PC Products and Hardware, as well as Website Maintenance.

Hobbies: I enjoy being hands on and learning new skills, such as working on projects around the house. I also enjoy outdoor activities and being active.

Jason with his wife Melissa are expecting their first child in July!

Interesting Fact about yourself:
I have dedicated many years of my life as a swimmer! Twice participating in a swim 55 miles down the Mississippi River from Lake City to Winona. This summer I'll be participating in the swim portion of a team triathlon.

Please finish the following sentence:
If I were not working at AgVantage Software, I would be…....an animator for Pixar or visual effects artist for a major motion picture company.

What is the favorite part of your job:
Working with customers on new and interesting challenges and developing our products as well as myself.

Your favorite quote or words of wisdom:
"Only those who will risk going too far can possibly find out how far one can go." – T.S. Eliot

AgVantage Software ● January, 2014
Update on New Releases & Software Releases Coming Soon

Bonnie Fohrman • Vice President, Programming • bonnief@agvantage.com

Newly Released: Version 8 (some features also in Version 7, please see www.agvantage.com for more details)

Please see our Message Board for many Product Enhancements continuously available.

Accounts Payable
- Customer Driven Development enhancement (CDD) Add fields for W9 and date in U2VMSTR
- CDD - Add Certificate of Insurance and Expiration Date

Accounts Receivable
- Quantities display on sales contract screen for sales contracts
- CDD - Net 10 Terms on Finance Charge
- CDD - Allow the change of the Retail Price by FLC

Energy
- CDD - Show last run out and last leak date on the tank maintenance screen
- On delivery history information screen—write next degree day for keep full customers
- CDD - fuel usage report, may create a .PDF for emailing to customers
- CDD - Display last leak test date on tank maintenance screen

Grain
- Sales contracts to look like Purchase Contracts

AgVantagePC Grain Scale
- RFID data is now saving purchase class information
- Tester Interface is now verified by grade range
- Ability to calculate inventory shrink thru PCGSCALE
- Save receiving number to reference field
- Pit chooser to function when manually entering moisture
- Pit number stays when keying in moisture

AgVantagePC Seed
- Ability to apply treatments to seed orders
- Prevent agronomy/seed contracts from saving without items
- Seed population—ability to change the population or use a default
- Improvements to seed order printout
- Scan seed items at delivery time

AgVantagePC Time
- Report for total hours by week for each employee – Affordable Care Act

Patronage
- 1099 Combined letters form changed for 2013 regulations
- Patronage 1099 letter wording changes for 2013
- Change 1099 Interest form from 3 part to 2 part

Software Releases Coming Soon:

Accounts Receivable
- Allow finance charges by individual Customer/Term (291755)
- On Payments on Account the ability to create surcharges (305546) - Done in V7 testing in V8
- Add flag to customer master – print cardtrol statement Y/N (316861)
- When trying discount to term print term due date on invoice (282102)
- In counter invoicing, display contract in G/B summary, even if zero balance (320123)

eAgVantage Seed
- Include lot numbers from seed (312075)

Grain
- Add a flag to allow hauler vendor # with no rate in Transfer, Load Entry and Shipment (295779)
- CDD Transfer shipment to another terminal (283479)
- Add flag to allow hauler with no rate (295779)
- CDD Allow only one state per settlement (279266)

Interfaces
- V8 DTN Get current cash prices (259641)

AgVantagePC Energy
- Leak test prompt (307211)

AgVantagePC Grain
- Ability to have two different logs on Grain Tickets verses Other Tickets (245114)

AgVantagePC Seed
- Allow Items to be prepaid as separate lines (same contract) (315273)