

Dear Client

Microsoft Office 2010

We have seen an issue with Microsoft Office 2010 running on Windows 7 64 bit and Crystal Reports when exporting. When exporting a PDF directly to an email you will get an error message and the export will not create an email. We are currently trying to get this resolved; the work around at the moment is to save the PDF first then email it directly from Outlook.

Update:

We have been able to get a patch file from Crystal to correct this, however the patch still does not correct the issue, and this is currently still being investigated.

Support

Remote Access

There are many sites that provide access, however some allow us to use the Administrator or equivalent account. From an auditing point of view this should not be the case and we will be contacting sites to ask you to have a dedicated user set up for us.

SQL 2000 – End of Product Support

In our last newsletter we advised sites that as of the 8th April 2008 mainstream support of SQL 2000 ended. With the later versions of SQL there are new functions that we would like to use, however with some users still on SQL2000 this holds up the use of these functions. With this in mind we are going to stop support for SQL 2000 by 30th June 2012.

New Functionality

We have recently added two new pieces of functionality that can be purchased, they are:

Contact Search – By Country

You can select one or more countries that contacts are linked to; this will then search any of the four country fields (Nationality, Citizenship, Domicile and Place of Birth) and filter accordingly. Please budget £480 for this additional filtering

The screenshot shows a software interface for contact search. At the top left, there are two buttons: 'Find' (with a magnifying glass icon) and 'Excel' (with a spreadsheet icon). To the right of these buttons is a 'Filter by' dropdown menu. Below the dropdown is a radio button labeled 'Active'. The dropdown menu is open, showing a list of countries with checkboxes next to each name. The countries listed are: Afghanistan, Albania, Alderney, Algeria (highlighted), Andorra, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, and Azores. To the right of the dropdown menu is a 'Search' button and a dropdown menu labeled 'Active Entities'. Below these elements are two tables. The first table has columns: Entity_Number, Entity_Name, Code, and Context. The second table has columns: Nationality, Citizenship, Domicile, and Occu.

Billing by Invoicing Codes

This will allow you to do annual invoicing by invoicing code, for example if you have a billing template that contains:

Accounting Fees

Administration Fees

Annual Validation Fees

If you wanted to just do your Annual Validation Fees; you will simply run this and select Annual Validation Fees. This will tell the system to only bill entities that have this invoicing code in their billing template (\File\Entity\Amend Entity). When you come to do the main Annual run you simply click select Annual Validation Fees from the drop down box and click “Inv” to select everything but Annual Validation Fees. This will then do your main Annual bill excluding the Annual Validation Fees. Please budget £480 for this additional filtering

Please Note that if you just ran an Annual Billing run without selecting codes from the drop down, the Annual Validation Fees would be included.

Type of Invoice Run: Annual Fees Year of Run: 2011

Is This a Proof Run?

Invoice Which Entities: Single Entity All Entities Range of Entities

Enter Partner, Leave Blank for All:

Enter Manager, Leave Blank for All:

Enter Administrator, Leave Blank for All:

Select Codes:

Invoice Narrative		
<input type="checkbox"/>	Accounting Fee for [Year]	
<input type="checkbox"/>	Administration for the period [DATE]	
<input type="checkbox"/>	Advance Admin Fee for [Year]	
<input type="checkbox"/>	Annual Filing Fee [Year] - Jersey	
<input type="checkbox"/>	Annual Validation and Waiver Resolution for [Year]	
<input type="checkbox"/>	Exempt Status Fee [Year] - Jersey	
<input type="checkbox"/>	Guernsey Registry - file Waiver Resolution for [Year]	
<input type="checkbox"/>	Trust Fees	
	All	Inv None

Changes

HelpDesk!

We are thinking of going to an email help desk as some users simply phone us first without doing any investigation, and we would like to record how often this happens and also monitor turnaround times for our responses. This would eventually lead to a FAQ facility where we could help users help themselves. We would like your thoughts on this?

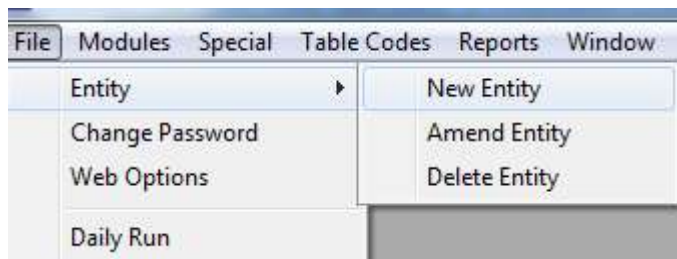
Menu Options

We have updated two of the menus so that they conform to the rest of Acumen. We appreciate that all changes cause problems however this is being driven by Microsoft due to the number of menu items that we now have. Please be aware that other sites have many more options than you may currently see.

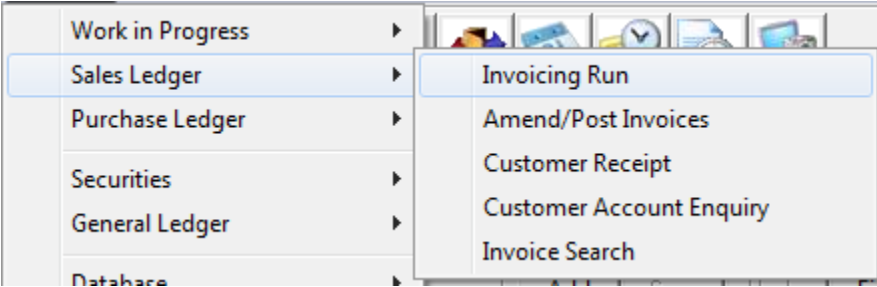
These changes have been made for two reasons:

- 1, We have almost run out of menu selection slots so we have had to reorganise the menu structure
- 2, To try and make authorisation levels link to their respective modules and also to allow us to move many security settings currently in Miscellaneous to their respective screens for example in the new Entity menu you have the screen and the specific “extra” settings to update the Entity

The changes are as follows;

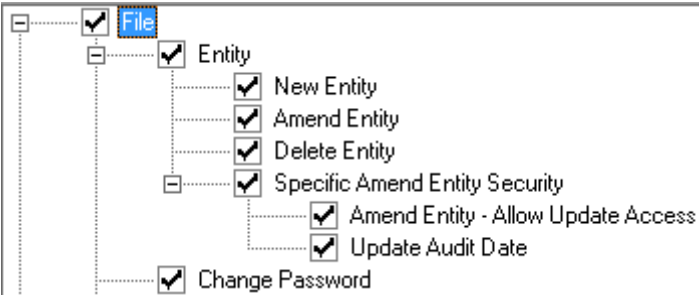


You will see that Entity now has its own secondary menu.



You will see that Invoicing has been moved to the Sales Ledger menu.

We have also move many of the security items there were in miscellaneous to their respective screen as follows:



Likewise for the contact screen you have the current Amend and Search options but now you also have the specific “extra” settings to update, Add, Delete etc.



By doing this we hope to stop the confusion of trying to find out where a “special” screen setting is located.