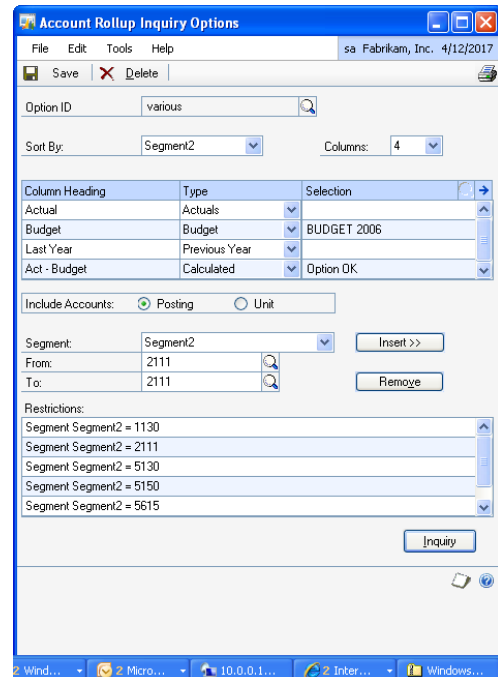


1. **How did you know what I meant? And so quickly?** During one of our customer’s implementations, we helped them modify their invoices to match a format they had in their old system. At that time they spoke about changing the format to something new, but didn’t get the approval from their executives and managers. We made notes in our CRM system and kept a sample of the report they spoke about in our system. They called us six months later and wanted to go ahead with the change. We were able to pull up the modified report and send them a screen shot immediately. We took it one step further and with a trick with Notepad, we were able to copy the format to allow them multiple choices of this stylized report with only minor changes. For more information on the ‘Notepad trick’, see <http://abralynne.wordpress.com/2009/07/08/duplicate-doc-layouts-in-notepad-from-report-writer-packages/>
  
2. **I didn’t know I could do it that way!** There are usually about five ways to see any specific data in Microsoft Dynamics GP. With General Ledger specific data, there are even more ~ depending on what you need. So, when a client was talking about looking at a group of account number net changes for a period, but they were all over his General Ledger, we spoke about several ways to quickly get him the data. He first asked for help to quickly create a quick FRx report with only those accounts selected in the row. But we mentioned that within one minute he could use the Account Rollup screen to select several accounts to show at once. We set it up together and now he has a way to see these accounts and even display their budget, entire year balance, last year, etc. So his response was “I didn’t know I could do it that way!” Even though he KNEW about the Account Rollup screen, he hadn’t thought about using it that way.



3. ***That's great news and just what I could use!*** Last year one of our customers thought about purchasing additional users but decided to hold off until another time. When Microsoft announced the current promotion of 50% off the third user for existing customers, we contacted that company and they decided now was the perfect time to bring more of their employees into the system, so they could streamline even more of their processing. Even though we inform our entire customer base of existing promotions, sometimes a thoughtful direct message helps you stop and consider. [Microsoft's existing customer promotions](#)
  
4. ***That's why I should upgrade!*** Many of our customers have been using Microsoft Dynamics GP for years. We do NOT insist that customers upgrade JUST BECAUSE there is a new release. We carefully go through the new features and enhancements and create webinars for our customers to consider what changes have been made to the system. We also offer free "Tips and Tricks" webinars on both new and existing modules to help our customers come up to speed with the latest features, or to just refresh their memory. During these webinars we carefully point out what features are available in each version. During a Smartlist Builder session one of our customers saw some of the advantages to the newest [Excel Report Builder](#) add-on. That was all they needed to see how much of a time savings they would have with this new feature ~ and that is why they decided to upgrade this quarter.
  
5. ***I'm so glad I called you ~ you saved me so much time!*** One customer ran a specially "modified" Detailed General Ledger Trial Balance report for their auditors each year that was different than the modified version they like to run each month for their department heads. We worked with them to create a unique reports dictionary which held the exact reports they wanted, with the ability to export straight to excel. They didn't want all the subtotals and grand totals. They just wanted the raw data. They called to ask "how they did it last year at this time?" Not only did we remember, we also had it noted in our Microsoft Dynamics CRM database in case ANY of our consultants got the call! (All they had to do was sign on as "Auditor" and that user pointed to the reports designed the way the auditors wanted). But since it was only once a year...they forgot. They could probably look through old emails and paperwork from last year. But in less than 15 minutes, they were able to produce the report they needed with the reminder we gave them.

***These are just some examples of comments we get from customers who use our implementation, training, and support services at Borek Business Solutions. We thought it would be nice to share these benefits with other customers and prospects so they realize the advantage to having someone "Know them" when they make a call to their "Microsoft Dynamics GP Partner".***