

The GPMATE Gazette

Ankeny, Iowa Winter 2002/2003 Training Schedule

January	20-22	(3 days)	GP MATE
January	23-24	(2 days)	Reports
February	17-19	(3 days)	GP MATE
February	20-21	(2 days)	Reports
March	10-12	(3 days)	GP MATE
March	13-14	(2 days)	Reports
April	7-9	(3 days)	GP MATE
April	10-11	(2 days)	Reports

Pricing:

GP MATE User Training	\$1,495.00 (3 days)
Crystal Reports Training	\$ 795.00 (2 days)
Combined (above)	\$2,290.00 (5 days)

Two attendees from the same company:
..... 15% discount.

Three or more from same company:
..... 25% discount.

A minimum of three students is required to hold a training class. We can accommodate a maximum of 6 students without sharing PCs. Classes fill up quickly! For registration forms, hotel information, and directions to the Ankeny office, contact:

Jim Lane or Karrie Sacks
GP Solutions, Inc.
2701 SE Convenience Blvd, Suite 3
Ankeny, IA 50021
(800) 477-4968
Fax: (801)-705-1355
jdlane@gpmate.net

Or go to www.gpmate.net and sign up on-line.

Your GPMATE Team

Technical Support	800-477-4968
Local Tech Support	515-964-9599
Tech Support Fax	801-705-1355
Corporate Administration ..	800-234-3267
Corporate Fax	410-244-8638
Technical Support	support@gpmate.net
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Rodney Smith	rbsmith@gpmate.net
Dave Whitten (sales)	sales@gpsonline.com
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...From the Prez...

Welcome to 2003

We are working hard to take advantage of the momentum started with our User Conference. Many of the great ideas that we gleaned from the attendees are itemized in this release of the Gazette. For those of you who attended, please let us know if you would like to be involved in helping us specify details on how these new features / enhancements should work please e-mail: pjmeade@gpmate.net

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If you missed the conference, and have some ideas to add to the list please let us know. And of course, feel free to join in on helping with the specification process.

The list of new features and enhancements is a long one. We are committed to work our way through these items as resources permit. However, if you are passionate about getting one or more of these in place near term, consider cost sharing the development. We can sometimes group several customers' requirements into a project to reduce the cost to each of the users, as well as up the priority of the project's completion schedule.

I would like to mention that we are also expanding our capabilities to deliver support. Besides the improved phone / voice mail system, we are preparing to use WebEx to provide interactive support capabilities. With this system, if you have a question or problem, we will be able to interactively share your GP M&E System, or show you how to perform a function using our system over the Internet. No more dialing in or having us talk you blindly through a procedure.

All of us at GP Solutions wish you, our customers, the very best in the coming year.

....*Jim Brenza, President, GP Solutions, Inc.*

New Voice Mail System

Many of you may have noticed recently that when you call 800-477-4968 or 515-964-9599 and it rolls to voice mail that you are given more options for leaving a message. We are converting over to a new mail system that will allow you to have 24-hour contact with a GP Solutions support representative. We hope to have this new system up and fully functional by then end of the first quarter in 2003.

To make this new system faster for you to use we are listing the instructions and extensions below.

Our main greeting

Welcome to GP Solutions technical support center. All of our technicians are currently assisting other customers. At any time during this message you may enter the desired mail box number followed by the pound (#) key. To exit this voice mail system and end your call, press the star (*) key.

To leave a message for the first available technician press 99 #.

If this is an after hours emergency press 66 #. (This is the only extension that will contact a support person 24-hours a day.)

You may also choose from the following mailboxes:

Karrie Sacks	10 #
Jim Lane	12 #
Pat Meade	18 #
Jim Brenza	21 #
David Whitten	22 #
Tom Murphy	23 #
Bill Chmielewski	24 #
Dave Helms	25 #
Rodney Smith	26 #
Nancy McLaughlin	27 #
Nehemia Spence	28 #

To repeat this message, press the star (*) key twice.

Please note that this voice mail system is only when calling the Technical Support number. There will be occasions that when calling the Corporate Administration office you might receive this message and that is because Corporate has forwarded their phones.

There will be times when calling that these options will not be available because our old voice mail is still in place until we are completely converted over. Please continue to leave a message like normal. However please note that this does not support 24-hour service.

User's Conference Enhancements and Suggestion Summary

GP Solutions would like to extend a special thanks to all who attended the 2002 User's conference in Kansas City. We also enjoyed hearing about the many changes you would like to see in **GP MATE**. Below is a preliminary list that we would like to share with everyone.

Ad-hoc Reporting

- Add security to prevent one user from modifying another user's report.
- Add the ability to repeat single value fields for each multi-value association.

Alerts/Routing

- Enhance Purchase Order approval to allow dollar approval limits by account code.
- Enhance Work Order routing to allow approval routing by Work Order type.

Dashboard Reports

- Hourly Statistics – PM work hours, WO work hours broken down by department, craft, showing percentage of available, etc.
- Conformance to schedule - % WO closed within 30 days of schedule, etc.

Bottom line – we need to work with many users to determine what they are looking for in statistical reporting and figure out how best to present this. The discussions tended towards a set of 10-20 small on screen charts, where any one user could pick the 5 or so of interest and be able to apply specific properties (selection, scale, etc.) and have them available inside or outside **GP MATE**.

Documents Library

- Add the ability to have the documents library point to a web page (URL address).

Equipment

- MPL Screen / printout to include location and # available. Users asked that they be able to see the location and number available for line items on an MPL either on screen or on the form being printed with the work package.
- Functional Location / Asset Separation. This is still an issue.

Filters/Selection

- Mention was made that in the DOS system, if a controlled vocabulary word did not exist in the XF file, the error message took them to the closest match alphabetically. Many users wished that this would return.
- Allow for "sticky" selection criteria that would enable a user to pick from and tweak selection criteria entered previously rather than having to retype all criteria entered.
- Allow for user re-sizing of the filter window.

Inventory

- Users were in agreement that we should have a mechanism that would update MPL's with a spare part if that spare part is used for the linked equipment. Most users accepted that we should prompt the user before adding this automatically, and some concern was expressed that the person making the issue (storeroom staff) may not be the person who should make this decision. One idea was to bring this to the attention of the person closing the work order (Message stating that part xxxxxx was issued and is not on MPL xxxxxx – do you wish to add?). Complications – multiple EDF on work order and Multiple MPL's. Request was for a flag on Spare part that would restrict that part from being added to MPL (consumables, etc.).
- Add a Critical Spare Parts check box to Inventory. This would be used to exclude these items from reports that attempt to locate slow moving or obsolete spares.
- Identify Spare Parts that are obsolete. We should check our existing reports. What the users want are two reports, one that identifies spare parts that are not connected to any MPLs, and a report that identifies slow moving parts for some user defined time period. In both cases, the Critical Spare parts are to be excluded.
- Change the ACTIVE/INACTIVE radio button to and Active checkbox. Disassociate the active flag from the MPL functionality and default all searches to Active parts (like supplier is implemented).

Management of Change (MOC)

- Users want a PSM code table and the ability to have more than one code per piece of equipment. To connect to MOC, might need a check box on the code table entry to trigger MOC action for specific codes. This is to better support various safety designations for equipment, not just PSM. The code table would

be called maybe Safety Classification, and one of the codes would be PSM.

- On an MOC Action Request; MOC Checklists should be designated before the MOC is approved.
- Allow multiple Work Orders to be associated with an MOC action.
- Allow for groups of people to be used for Cost Center and MOC Type approvals.
- Add documents library to MOC definition.

PM Closure – pickup of earlier generated Work Orders for same PM Definition

- Several users use the PM definition option to allow multiple WO. They then wind up with several old Work Orders for the same PM. When they complete any one of these, they would like to be prompted if there are other ones open – to close these at same time. Would add the comment “Task completed by WO# xxxxxx”.

Purchasing

- Users want to see the line item description and Supplier part number on the receipt screen. This is often the only information they have available when they are performing the receipt.
- Add a type “B” for blanket orders. Accounts should not be limited, i.e. labor, material or both would be accepted.
- Repairable Items. The line item on a PR or PO generated from a repairable spare part does not include the word REPAIR. This should be the first word in the line item. Several users stated that the vendor has sent new parts by mistake.
- Rejected Items. Users want to see the number rejected on the Invoice Match screen. Users also asked for a return to vendor form be able to be printed for rejected items, along with a reason for rejection.
- Ability to receive more than PO Amount. Users asked that there be some sort of security / approval added before a user can receive more than the PO amount.
- Credit PO. A couple of users wanted to be able to produce a Credit PO.
- Add a field for documents associated to the Documents Library.
- Add additional instructions to be printed on the form as a header, footer, or line item notes.

- Add a configuration switch to prevent purchases from suppliers whose insurance has expired.
- Add “Route To” button to PR/PO screens.

RFQ’s

- Enhance the RFQ print function to allow a user to print and send RFQ’s to vendors.

Scheduling

Everyone agreed that it was too difficult in **GP MATE** to schedule tasks. Some findings are that no-one schedules to a time level – only by day. Many seem to have a daily schedule meeting and will take a report of open WO with them to go over. It would be useful to find a way to better support this approach.

- Allow daily scheduling of work orders to be done in a spreadsheet fashion with tasks on the left and employees across the top. The scheduler then could simply enter the desired numbers of hours for each employee/task combination.
- Allow for scheduling of work orders that have not been planned.
- Enhance scheduling to allow for scheduled work that has not been completed to be easily pushed forward in time.

Spell Checker

- Request was made for a spell checker capability on text fields.

Touring and Inspections

- Integrate a touring procedure with the Test Performance database that would allow a list of inspections to be downloaded into a hand-held device. This device would then be taken into the field to record gauge readings. This information would then be uploaded into **GP MATE** and alert operators to items out of spec.
- Enhance the testing database to allow alerts and/or work requests to be generated when readings are out of spec.

Trending of Equipment Maintenance Costs

We spent considerable time discussing how to present information that would enable the user to quickly identify equipment for which the costs to maintain were increasing and / or have approached some percentage of a replacement cost. This needs to be investigated and some ideas proposed to users for inclusion in the standard reports.

Loftware Registration

Have you registered your Loftware? When you upgrade **GP MAE** from an older dos/windows to our version 4 or 5 you need make sure you register the software we ship with it. One of those items is Loftware. After April 1 2002 they will be giving a full year of support free of charge to new purchases. This means you if you have upgraded since the April 1st start. If you have not registered your Loftware Software regardless of when you got it please visit them on the web at <http://www.loftware.com/registration.htm> to register. If you have a problem or need help in the first year it makes it that much easier to get it if you are already registered.

GP Solutions Employee Spotlight

Our featured employee in the first issue of the New Year is Nehemiah Spence, III. Nehemiah is one of the founding partners of GP Solutions and has been an integral part of the company since October of 1990.

Born in Norfolk, VA. On February 15, 1956, Nehemiah is the oldest of three; he has one brother and one sister. He grew up in Norfolk and Virginia Beach, VA. His father was called home to the Lord on April 30, 2002 and his mother is retired in Virginia Beach.

Nehemiah graduated with a B.S. in Computer Science from Virginia Tech in 1976, when he was 20 years old. During his time at Tech, he programmed on minicomputers and mainframes, doing research and tutoring other students. Upon his graduation, he accepted employment with Westinghouse Corporation and was assigned to the Hanford Project. While there, he began working with multi-value databases, which later served him well when developing our current database structures.

In 1982, he joined General Physics Corporation as a Senior Analyst and was promoted to Manager and Department Director. In 1990, he joined with Jim Brenza and Dave Whitten to form GP Solutions.

Nehemiah has worked with the SEEK Database Manager and Application Development system since 1982. His vertical market experience is in records management, litigation support, maintenance management and general information management applications. He teaches and participates on expert panels at user groups and national conferences on topics such as Information Security, Programming Optimization and Successful Implementation of Web Enhancements. Currently, Nehemiah supports SEEK clients,

system conversion/migrations and consulting services for system optimization and multimedia/web enhancement. One of his clients estimates a \$2 million per year savings from web-based enhancements he's made to their applications!

Nehemiah is a devoted family man, and enjoys spending time with his wife, Gerral, and his children and grandchild: daughter Ria (21), sons Nehemiah IV "Nes" (19) and Jared (10) and grandson Devin (3). He works with the PTA at Jared's school and also for the county. In addition, he serves at the Community Baptist Church in Jessup, MD as Chairman of the Deacons Ministry, which assists the Pastor in ministering to the needs of the congregation. He plays chess online at US Chess Live, where he also volunteers as a Tournament Director and Service Representative.

Nehemiah is known throughout our company not only for his *super*-intelligence, but also for his deep faith and his upbeat personality. Nehemiah, you've made so many valuable contributions to our company and our products. It's been a pleasure working with you and we're glad you're a part of the GP Solutions team!

Our New Web Sites

There was a major overhaul of both GP Solutions web sites in the last month. The sight supported by the technical group took on the look and feel of the corporate site.

Some of the big things we are happy to see is you can now view the Gazette online and see past issues also. Additionally there is lots of Conference information on line and a few pictures I am sure no one that was in them wanted you to see. Our training sign up and information is great. Take a minute and drop by sometime at www.gpmate.net. There is a link to the corporate site there as well or you can use www.gpmate.com to go there.

The Survey Said

We have our Users Conference Survey online now and ready for you to fill out. Please if you attended take time to fill it out and give us the feedback. Were really looking forward to working on the next one starting the New Year. Always got to be bigger and better.

For those that did not attend and want to give input on date and time just drop us an e-mail of the time of year and the location you would like to see the next user's conference. We ask that you exclude non-continental US locations, which includes all islands and foreign lands. Otherwise we are completely open.

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FIRST CLASS