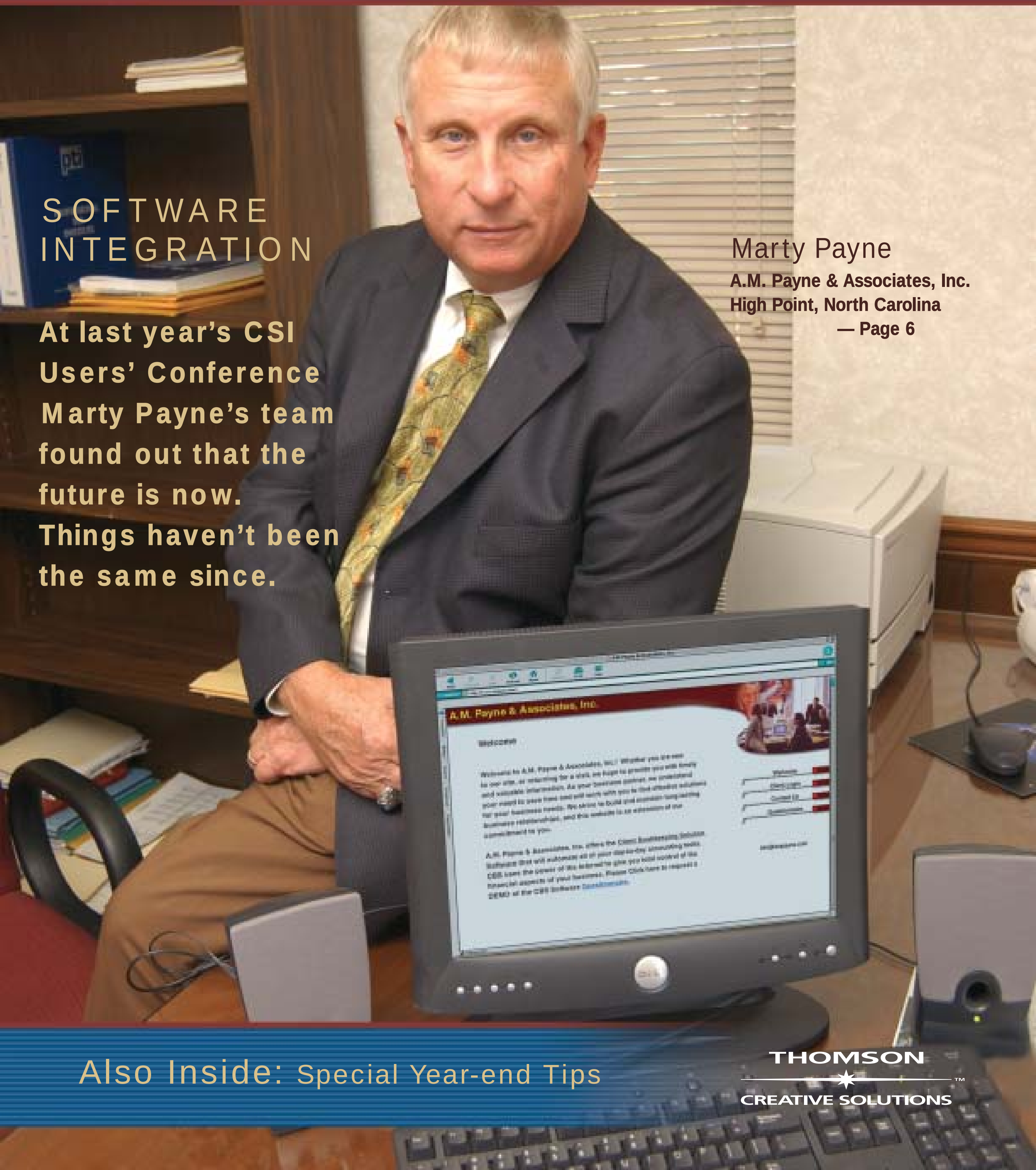
Volume One • Number Two

# Solutions

Success Strategies for Users of Creative Solutions Software




## SOFTWARE INTEGRATION

**At last year's CSI Users' Conference Marty Payne's team found out that the future is now. Things haven't been the same since.**

Marty Payne

**A.M. Payne & Associates, Inc.**
**High Point, North Carolina**

**— Page 6**

Also Inside: Special Year-end Tips

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In This Issue



**COVER:** Marty Payne of A. M. Payne & Associates, Inc., High Point, North Carolina, with his NetClient portal website where clients can request a demo of Client Bookkeeping Solution (CBS), a key part of the firm's integration strategy. (Photo by David Wolff.)

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# Do you believe in technology magic?

Having just returned from the excitement of Creative Solutions' 23rd Annual Users' Conference at *Disney's Contemporary*® Resort in Orlando, Florida, the magic of our Disney experience still resonates with me. In addition to top quality products and superior customer service, Disney is renowned for its remarkably astute management and innovative imagineers. However, in my view, there's more to sustaining the Disney brand of magic than first meets the eye—and I believe that the 'secret' of Disney's success is also essential to the future viability of every accounting firm in business today.

You see, part of Disney's success has been their philosophy of embracing technology whole-heartedly. At Disney, technology is not the deliverable, but an indispensable tool that dramatically improves the end product. Technology provides the magic. At Creative Solutions, that has been our mission from day one: to provide you with the technology you need to make your own deliverables—your accounting services—even better.

In 1979, when we released our first product, Client Write-Up System (CWS), a predecessor of today's Write-Up Solution, financial statements and tax returns were still completed manually and formatted on 'hi-tech' typewriters—remember the IBM Selectric? By 1982, Creative Solutions introduced a truly revolutionary concept—integrated software solutions. At our Users' Conference that year, we helped accountants navigate the increasingly complex world of technology with sessions including "Word Processing: Office Salvation or Flash in the Pan?" (I think we all know the answer to that question, now.)

Today, we continue to develop and provide you with leading-edge technology tools. Paperless office capabilities, 24/7 client connectivity with private client portals, and options that enable anywhere-anytime access to your software are transforming practice processes, improving service, and creating productivity gains that are nothing short of magic.

While these technologies may still seem revolutionary to some firms, they are quickly becoming mainstream to others. In this issue of *Solutions*, you'll read about Creative Solutions users who are employing these tools to help them achieve dramatic time and cost savings, while increasing client service levels. Their experiences illustrate perfectly the powerful impact technology can have when it is implemented and integrated in accordance with the unique needs of each firm.

You have the knowledge, experience, and expertise. Creative Solutions can supply the advanced technology you need to deliver them to more clients, with less effort, at any time. From the launch of CWS in 1979, through the most recent introduction of leading-edge applications such as FileCabinet Solution, NetClient portals, and Engagement Solution, our objective has remained the same: to give you the tools you need to work some technology magic of your own.

Jon Baron
President and CEO

## Make the most of busy season with Year-end Training

Creative Solutions University's 2003 Year-end Training Seminars for UltraTax and Creative Solutions Accounting (CSA) are currently under way in more than 80 cities throughout the United States. These seminars are designed to help users maximize their proficiency with all the features and shortcuts in their software to achieve maximum productivity and profitability through

the most demanding time of the year—year-end and tax season.

The 2003 UltraTax Update Training Seminars, scheduled throughout December and January, give users a jump on tax season, highlighting features and procedures that are new for 2003, including data mining, new print collation features, 1040 Schedule B and D spreadsheet imports, enhanced data entry features, diagnostic and client status enhancements, 1120 e-filing, amending tax returns, NOL calculations, and more.

The CSA Year-end Productivity Seminars, currently running through early January, are designed to ensure a smooth and productive year-end using Write-Up Solution and/or Payroll Solution software. Topics will cover quick setup, printing and processing of W-2s and 1099s, forms selection, setup for UltraTax integration, electronic filing for 940/941, closing procedures, setting up for next year, and more.

For information or to register, visit our website at CreativeSolutions.com, call (800) 968-8900, or complete the enclosed business reply card.

## Managing the transition from Windows® 98

One of the biggest challenges for computer users is managing the life cycle of their software. You might say, paraphrasing Douglas MacArthur, that old software never dies, it just fades away, getting less functional and reliable than newer releases as time goes by. Finally, the manufacturer stops supporting it, and it enters a kind of twilight zone of functional obsolescence. Ideally, by then you will have stopped using it, especially if it is the operating system that runs your mission-critical applications.

Windows® 98 is rapidly reaching this point. Although Creative Solutions is continuing to support the Windows 98 operating system for the time being, Microsoft will soon be withdrawing support of this generation of its operating system software, and the handwriting is clearly on the wall. Creative Solutions recommends that users not rely on operating systems that are no longer being supported by the issuing company.

We recommend that our remaining Windows 98 users upgrade their operating systems as soon as possible. The Windows XP® operating system has made substantial gains in functionality and stability, and most users find it far more efficient and powerful. As long as you're using a Pentium® III computer with at least a 600 MHz processor, 256 Mb RAM or more, and at least a 1.5 Gb hard drive, you should have minimal problems running XP.

## CBS enhancements offer online banking and more …

In our most recent release of Client Bookkeeping Solution (CBS), we introduced the first phase of online banking functionality. CBS users may now download electronic bank statements directly from their financial institutions. These files can then be imported into CBS's checkbook reconciliation function to automatically clear matching transactions—and make the reconciliation process faster and easier for your clients.

In addition, now you can set up your client's CBS software to send you an automatic email message when specific activities occur. Using the Bookkeeping Activity Monitor in Accountant's Assistant, you can select any of the following events to trigger an email report:

- **Adjustments—**If your client enters an unusually large adjustment to their checkbook, e.g., an adjustment greater than a given amount that you've specified.
- **Tentative Balances—**If a potential NSF situation or other cash flow management problem occurs. If your client's CBS adjustments cause the balance to drop below the amount you've specified, you'll receive an email report automatically.
- **Checks—**If your client writes a check that is greater than the threshold amount you've specified.
- **Extra Exports—**If your client receives a warning prompt for a future-period export, or if they complete more than one export within a 2-hour period.
- **Imports—**If your client imports data from you, and/or completes the import process repeatedly.

The activity report can be sent back to you via email attachment or by importing client export information into Accountant's Assistant.

## Free seminars show how technology can help boost productivity and profits

Creative Solutions is offering two free seminars through mid-December in selected cities throughout the U.S. to give users a look at many of the advanced technology tools that are available in Creative Solutions software.

The morning seminar, **Advanced Practice Solutions: Using Technology to gain the Competitive Advantage**,

*Continued…*

*"Free Technology Seminars" Continued*

explores the productivity gains accounting and tax firms can realize by implementing web-based services and paperless office technology. Through software demonstrations and real-practice examples, attendees will learn how they can reduce costs by implementing paperless technologies, and how easy it is to offer clients 24/7 service and convenience with minimal resource investment. Attendees will also learn how advanced integration can streamline data entry and administrative tasks to allow more time to provide more consultative services to clients. Participants will take away practical, timesaving tips that enable them to take maximum advantage of the advanced power of their Creative Solutions software.

The afternoon seminar, **Payroll Solution: Maximizing Payroll Profits**, explores how to increase profitability by offering payroll services to clients, as well as the ease of adding payroll services with new web and direct deposit options. Seminar leaders will demonstrate the advanced features of Payroll Solution, and explain how to increase the profitability of payroll services with minimal effort. Plus, attendees will take away practical tips for achieving unprecedented levels of speed, flexibility, and productivity in payroll processing with Creative Solutions seamless software integration.

Space is limited, so we encourage you to register for these seminars soon. To register, or to obtain a seminar schedule, simply call a Creative Solutions Account Representative at (800) 968-8900 or visit our website, CreativeSolutions.com.

## CreativeSolutions.com—Quick Poll results profile your peers

How do you compare with your peers in the accounting profession? This sampling of Quick Poll results from CSI's website provides a benchmark.

**Who is responsible for your firm's Information Technology (IT)?**

Partner: 60%
Employee: 29%
Consultant: 7%
Nobody: 4%

**How many of your computer workstations will you upgrade or replace over the next 12 months?**

All or most (80-100%): 11%
Many (50-80%): 7%
Some (20-50%): 35%
Few to none (0- 20%): 47%

**Have you implemented or do you plan to implement remote access as part of your firm's computing environment?**

Yes, it is in place now: 29%
Plan to within the next year: 33%
No plans at this time: 38%

**How many tax returns does your firm prepare each year?**

0-200: 17%
201-500: 30%
501-1000: 28%
Over 1000: 25%

**What is your minimum 1040 processing fee?**

Less than $100: 32%
$100 - $200: 42%
$200 - $300: 15%
Over $300: 11%

**What percentage of your staff works between Christmas and New Year's?**

0-25%: 16%
26-50%: 9%
51-75%: 11%
76-100%: 64%

**To how many clients will you distribute tax organizers this year?**

All: 33%
Most: 33%
Some: 21%
None: 12%

**What will you do on April 16?**

Work as usual: 46%
Try to resist the urge to begin a new career search: 10%
Start a vacation: 6%
Nothing, absolutely nothing: 37%

**What is your biggest challenge in growing your practice?**

Finding qualified staff: 42%
Increasing client base: 42%
Increasing services to existing clients: 12%
Other: 4%

## Engagement Solution enhancements add speed and efficiency to the engagement process

Engagement Solution, the powerful engagement management software from Creative Solutions, is now available with substantial enhancements. These new capabilities promote speed, efficiency, and thoroughness in the engagement process, and, by creating electronic workpapers and files, help accountants implement a complete end-to-end, paperless engagement workflow.

"The new release of Engagement Solution further extends the capabilities of the accounting firm to implement and manage a completely paperless engagement process," said Brian Vroom, vice president of development at Creative Solutions. This latest release of Engagement Solution includes such powerful functionality as:

- The ability to assemble workpapers for the next period's engagement quickly and easily using the **Roll Forward Wizard**
- Ability to **seamlessly transfer and store** final documents electronically in FileCabinet Solution
- Enhanced integration with PPC®'s (Practioner's Publishing Company) **practice aids,** the profession's leading authority in practice guidance
- Integration with PPC's **Excel®-based e-WorkPapers®**

- Ability to **assign additional group privileges** to ensure ultimate security during the engagement process
- Option to **insert blank Excel or Word® workpapers** in an engagement

"Engagement Solution is already being recognized as an industry leader," said Jon Baron, Creative Solutions president. Leveraging the comprehensive and robust functionality of GoSystem Audit and our extensive experience developing Creative Solutions' powerful and integrated accounting systems, Engagement Solution delivers the latest in digital workflow capabilities within an all-inclusive, paperless system to manage the entire engagement process from start to finish."

For more information about Engagement Solution, call (800) 968-8900 or complete the enclosed reply card.

## The new Web Builder Solution features more flexible page design and animation

The new release of Web Builder Solution features a number of new enhancements, including a powerfully enhanced graphics engine, that make it easier and more flexible to use and give users more advanced capabilities, including Macromedia® Flash® animation capabilities. This web building tool, designed specifically for accounting firms, has added a number of significant enhancements since it was introduced two years ago, and continues to set new standards for accounting firm websites. Included in this most recent release are:

- A new "Progress" **series of templates** with advanced, professional designs that incorporate Macromedia Flash animation technology into the design.
- A **WYSIWYG editor** (What You See Is What You Get) that enables you to easily customize your site using familiar word processing commands.
- The ability to **upload and play** both PowerPoint presentations and Flash files (.SWF) for increased site animation.

This intuitive WYSIWYG site content editor, available through the site manager, enables users to edit website content and view their changes exactly as they will appear on their website. If users prefer to work directly in HTML code, the content editor can easily be disabled.

These tools are designed to enable practitioners to serve clients as well as prospects more effectively and to present a unique, professional image through their websites.

If it's been a while since you last checked out Web Builder Solution, you can take another look and set up a free trial site for 30 days. Simply visit our website at CreativeSolutions.com. Select Products / Web Builder Solution (under Web Services / Trial Site) to set up your own site. And if you have questions or need help, just contact a Creative Solutions Account Representative at (800) 968-8900.

## Extended CSI Support hours during tax season

To give you the best possible service during tax season, Creative Solutions will again be extending its Support hours.

**Standard Support Hours:**
Monday - Friday, 9 a.m. - 8 p.m. ET

**Extended Support Hours During Tax Season (January 2 - April 15):**
Monday - Friday, 9 a.m. - 9 p.m. ET
Saturdays - 9 a.m. - 6 p.m. ET

**Sunday, March 14, April 4, and April 11 - UltraTax Support only.**
10 a.m. - 6 p.m. ET

## Depreciation Solution Inventory Module streamlines asset inventory management

The Depreciation Solution Fixed Asset Inventory module makes it easy to enter inventory information, and streamlines fixed asset management work. It includes advanced data entry features, worksheets, and reports that help users perform physical inventories and reconcile and update asset information within Depreciation Solution. Asset inventory reports and comprehensive data entry features ensure that each inventory is performed in the most accurate and efficient manner possible.

In addition, inventory reports make it easy to accurately record and reconcile physical inventory to the asset listing in Depreciation Solution. When inventory activity is complete, changes are automatically updated in Depreciation Solution. The Inventory module, currently available at an introductory price, helps users of Depreciation Solution maintain complete control of asset information for more accurate depreciation, deductions, and property tax listings.

For information on the Depreciation Solution Fixed Asset Inventory module, visit our website, CreativeSolutions.com, call (800) 968-8900, or complete the enclosed reply card.

A. M. Payne & Associates, Inc.
High Point, North Carolina

**Marty Payne is fueling his firm's growth by changing the firm's underlying processes and traditional ways of thinking with integrated software from Creative Solutions.**

# Software integration makes the future happen now

The promise of technology has appealed to Marty Payne since he began his practice in 1976. "We got our first computer in 1978, and it had a floppy disk the size of this building," the president of A. M. Payne & Associates recalls with a smile.

But for many years it was just that, a promise. The idea of a paperless office with accounting software that was seamlessly integrated and interfaced with clients electronically seemed like a dream that might be realized someday.

It wasn't until the 2002 Creative Solutions Users' Conference that he and his team realized that the future was now. They had sent four people from the firm, along with their spouses, to the conference and, as Payne recalls, "It was the best money we ever spent." Their moment of truth came during the keynote address by Jon Baron, Creative Solutions president and CEO.

"We had dreamed of how great it would be to have full integration, but we didn't know it was already possible until we heard the keynote," says Jon Harris, who is president of the firm's Jiffy Tax subsidiary. "The software we had earlier, before we switched to Creative Solutions, was not integrated. We could see full integration was coming, but never realized it was already here. When Jon said software integration was available now, and demonstrated it, we decided to just do it all at one time rather than in bits and pieces."

Things have never been the same.

## Getting started

Payne has used a variety of software systems over the years, going back all the way to the time when he used to send tax returns out to be processed on a mainframe accounting system. In 1984, he got his first in-house tax software. Two years ago, when his software product was sold to Intuit, he decided to switch to Creative Solutions.

**"Once you enter data into the computer, you shouldn't have to touch it again."**

Payne began with UltraTax. "It's great!" he says. "It's a lot smarter than we are. We like that."

But the biggest change came after the Users' Conference, as the firm began to carry out the ambitious goals of integration and going paperless. "Once you enter data into the computer, you shouldn't have to touch it again," says Payne. "We're not totally there yet, but we're getting there. Our second goal is to have a paperless office, which we're accomplishing by using FileCabinet Solution (FCS). Again, we're not totally there yet—but we're getting there."

The main building blocks of their ambitious strategy have been to store their files electronically with FCS, to use NetClient portals to establish client connectivity, and to provide Client Bookkeeping Solution (CBS) client accounting software to their clients.

The new thrust is changing the nature of their practice. They are rolling out NetClient portals with CBS to as many of their existing clients as they can.


*Marty Payne is leading his staff into the future with Creative Solutions integrated accounting software. He expects that the technology will enable his firm to double revenue with the same staff.*

(Some clients aren't hooked up to the Internet yet, but even they can use CBS to generate data disks they physically bring to the office.) "The response has been great. NetClient is the greatest thing since sliced bread," says Payne. Clients are excited about the connectivity.

All new clients are started on CBS and NetClient. It's also the first thing they see on the home page of the A. M. Payne & Associates website.

Payne is especially happy about the impact of CBS as a bookkeeping solution for clients. "QuickBooks is a fine software package—if it's set up right. But how many clients do you know who are going to be able to do that? With QuickBooks, it's easy for a client to create a big mess. With CBS, we have control over the way the clients handle their bookkeeping. We can set up their Chart of Accounts. Clients can't produce their own statements. It keeps us in control. We like that. And also, we know that Creative Solutions is not going to market to our clients against us," says Payne.

"We think this is the wave of the future, and a great way to increase business," says Payne. "Our goal is to keep up with the latest technology. Our whole staff is excited."

## Going paperless

The heart of their integration strategy is using FCS to electronically file as many paper documents as possible. They began with last year's tax returns, so they expect to be able to see some of the benefits during this tax season, because last year's documents will be available with just a keystroke.

Although they began scanning documents with an inexpensive scanner, they soon upgraded to a multifunction copier with high-speed scanning capability.

Phil Fitzgerald, who handles the firm's IT support, notes that a common mistake people make is not investing in the hardware power they need to make the system work. Theirs is a small, 3,000-square-foot office, and with space at a premium, they invested in a second Sharp copier, figuring it would help them save space in the long run.

"None of this is cheap," says Payne. "But we don't do cheap, either. You have to invest time and money up front for a long-term gain in value and efficiency. We're in this for the long run. We expect to see the impact on our revenue down the road."

In addition to the paperless aspect of FCS, there's also the integrated electronic functionality built into all Creative Solutions software, which is designed to do as many things via computer and email as possible.

**"As a younger generation of people who grew up with computers goes into business, they'll expect to be able to do business electronically. That's why it's so important that we keep up with the technology."**

"We made a deliberate effort to harvest email addresses from our clients this year, and we are seeing the benefits," says Payne. If a client asks to see last year's tax return, they can have it in just minutes. "Clients are impressed."

"When the new tax law was finalized, we were able to send clients a summary by email within days. We got a tremendous response from our clients."

They also use the data mining capabilities in UltraTax to email selected documents. "Just this morning I used UltraTax to generate an engagement letter and email it out to the client," says Harris. "Just think how much longer that would have taken in the old days."

Another advantage of going electronic is that it eliminates geographic barriers. NetClient and CBS make it easy to serve clients anywhere. When clients move out of town, they are no longer lost. The firm has one client in Brazil, a partner in a local joint venture. And when one of their local tax clients moved out to Nebraska and started a new business, Payne was able to pick up his payroll business via NetClient and Payroll Solution.

## Technical support

Payne, Harris and Fitzgerald are very pleased with the technical support and training they get from Creative Solutions, whether it's phone and email support or staff training options. They sent several people to a recent regional training seminar.

"Creative Solutions produces very well-thought-out software," says Fitzgerald, who used to be a systems analyst for a regional Bell phone company before joining A. M. Payne. He appreciates how robust the software is. "It's powerful software and very flexible when it comes to customizing it for what you want to do."

Fitzgerald frequently uses ARNE2 to exchange technical ideas with other Creative Solutions users.

"We're fortunate to have a dedicated person providing technical support in our firm," says Payne. He notes that Fitzgerald provides technical support and training to the staff, and everyone seems to benefit from one person handling the role. "Our bookkeepers are really good at what they do, but they're not computer experts. We relieved them of that pressure. Phil handles that and gets them set up. He also sets up our clients with NetClient and CBS and trains them on the software."

## Looking ahead to the future

"We specialize in small business clients, and many of them are older. Some don't even know how to turn on a computer, although they're getting better. We provide hand-holding and training and get them up and running with bookkeeping software they can use," says Payne. "But as a younger generation of people who grew up with computers goes into business, they'll expect to be able to do business electronically. That's why it's so important that we keep up with the technology. We expect that's what will allow us to double our revenue with the same staff over the next five years."

## ULTRATAX CLIENT ORGANIZER

### Save time using the UltraTax Client Organizer

Many UltraTax users find the UltraTax 1040 Client Organizer a valuable tool to help clients gather and organize tax information. Electronic organizers offer additional value, since client data flows directly from the organizer into the return. Organizers are available for the web, for email, or in print format and you can use any one or all three – depending on which format works best for each client. The following tips can help you use the UltraTax Client Organizer to save time and help your clients prepare their tax data.

**Proforma client data:** During the UltraTax proforma process, prior year information is automatically proforma'd to the client organizer input screens along with your UltraTax input screens. Many client organizer input screens have sections that show prior year amounts and detail.

**Determining organizer content:** First, you need to determine if you want to modify the default client organizer. Some firms send out the complete organizer package as is, while others send out selected pages from the package. By default, each client organizer contains the following items: Mailing Slipsheets (not included in the electronic client organizer), Cover Letter (replaced by the email or Web greeting in electronic client organizer), Questionnaire, Topical Index, and the Organizer Pages.

**Individual modifications:** You can modify the default settings within the organizer to accommodate your needs and preferences. For example, while most users rely on the default settings for System Configuration (shown here), the most common user change is to print with all capital letters. You may also opt to turn off the shading, which speeds up the printing process. Also, users with duplex printers often select the "Duplex - 2 printed pages per sheet" option to save paper.

You may not want to send the organizer out to the clients, but instead use it as a guideline for the client interview in your office. Because the organizer format mimics that of UltraTax data entry screens, information will be organized for direct input.

**Global modifications:** If you want to send only certain Client Organizer forms to all your clients, use the "Always" or "Never" option in the Print Conditions group box in the Return Collation dialog. Access the Return Collation dialog by selecting Setup / 1040 Individual / Organizer tab, then clicking the Print Collation button. All the available client organizer forms are listed with a description and current print condition. Click the specific organizer forms for which you want to modify the print conditions, and select "Always" or "Never."

**Electronic or printed organizers:** You should also determine how you will deliver the organizer to your client. Printed organizers are still the most commonly used method, but the electronic organizers offer maximum convenience and efficiency for both you and your clients and are rapidly increasing in use. Many clients today are comfortable dealing with email and the Internet and will find the web-based or email (PDF) electronic client organizers very convenient. (The web client organizer requires an additional license.) Simply select the most appropriate format for each client.

**Organizer data entry:** Once your client has completed the organizer, the data needs to be entered in UltraTax. With the electronic versions, you can accept or reject the information by page or by field. The data will transfer directly into the UltraTax return. With paper client organizers, you will need to enter all non-proforma'd information in either client organizer data entry view (recommended) or tax data entry view. UltraTax Client Organizer screens follow the data entry screens in UltraTax, making manual data entry quick and easy.

**For more information about client organizers:** UltraTax online help provides a number of tools that can help you use the organizer most efficiently. For an overview of the organizer, please choose Help / UltraTax Help Topics, click the Index tab, and search on "Organizer: overview."

For more detailed information, choose Help / UltraTax Help Topics, click the Contents tab, then double-click the "Using the 1040 Client Organizer" book. Electronic organizers also provide HTML help for your clients to use when filling out a web-based or electronic (email) organizer.

## ONLINE RESOURCES

### Handy tax season information at CreativeSolutions.com

A wealth of information to help you with your year-end processing and tax season is at your fingertips at CreativeSolutions.com. It's a storehouse of vital information that may be just what you're looking for. Here are just some examples:

- **Tax Form Approval report—**Log in to the Support section and follow the Forms Approval link for UltraTax. There you'll see the status of tax forms approval by the IRS. This section is updated constantly to keep you up-to-date.

- **UltraTax release dates**—View a list of the planned release dates for UltraTax software to help you plan your tax prep season.
- **Year-end Training Seminars: UltraTax and Creative Solutions Accounting**—Find out about these helpful seminars, designed especially to help our software users with year-end and tax season. Learn when we will be in your area—and register online! (For more on the seminars, see the article on page 3.)
- **Technology seminars**—We're also conducting free half-day technology seminars to familiarize users with the new advanced features that have been built into Creative Solutions software to help you be more productive and offer clients greater access and convenience.
- **Email subscriptions**—When you sign up for this free subscription service, you will receive email notifications the moment online updates to your Creative Solutions software become available via CSI Connect. You'll also receive important announcements about your software. For example, UltraTax users with email subscriptions receive our biweekly e-newsletter, *UltraTax Newsbeat*, during tax season, with important updates and shortcuts to save time and process returns most efficiently. Just log in to Support to subscribe.
- **Knowledgebase**—When you need help with your software the online Knowledgebase is an excellent 24/7 resource that can save you time when you need it most. Just log into Support. (See article on the following page.) You can also email the support department directly from the Knowledgebase.
- **ARNE2**—As a user of Creative Solutions software, you have free access to ARNE2, the online forum for all Creative Solutions users. Log in from our website for tips, opinions, and information anytime.

## FILECABINET SOLUTION

### Access documents without leaving your Creative Solutions software

What if you're working on a client's tax return in UltraTax, and you need to review source documentation that's stored in FileCabinet Solution (FCS)? Now you can access and open those documents quickly and easily from within UltraTax itself.

We're adding functionality to Creative Solutions software that enables you to view documents stored in FileCabinet Solution without having to exit the program you're working in. This capability is currently available in UltraTax, and will soon be available in all CSI software. When you're working on your UltraTax client with documents in FCS, just click the FCS button on the UltraTax folder block to select the folder and document, and the document will be displayed—right on your screen. You can view FCS documents without ever having to open FCS and will have faster, more direct access to documents. Please note this is a "read-only" option. You still must open FCS if you want to edit embedded objects or add annotations.

## ARNE2

### Benefit from the insights of your peers on ARNE2

What do your peers think about the whole paperless office idea? And if they've implemented it, what do their staff members think? To find out visit ARNE2 (Accountant's Resource NEtwork), the free online forum for Creative Solutions software users. You can access ARNE2 from the home page of our website. Once you've logged in, there are three ways to get information: **1. Log on** and find a conference and topic that interests you, and then browse the messages. **2.** Use ARNE2's sophisticated and easy-to-use **search engine** to do a keyword search. **3. Register** to have ARNE2 postings that are of interest sent to you by email.

Whichever method you choose, you'll find information on a vast variety of topics, such as the beginning of this discussion on the merits of going paperless.

**Topic:** Concern about going paperless (1 of 12), Read 120 times
**Conf:** File Cabinet Solution
**Date:** Sunday, September 28, 2003 07:57 AM

We're planning to go paperless starting with this tax season.
One of my preparers has the following concerns:

1) She's used to referring back to the prior year file as she works on the current year. If you only have one monitor, you can only be looking at one thing at a time. How cumbersome is this? How important is it to have two monitors for tax preparation?

2) Is there a lot of wasted time flipping through PDF files looking for the right document

Thanks...

**Topic:** Concern about going paperless (2 of 12), Read 98 times
**Conf:** File Cabinet Solution
**Date:** Sunday, September 28, 2003 08:26 AM

What exactly does the preparer refer back to? By the way, start FCS now before the January rush to preserve your level of sanity!

**Topic:** Concern about going paperless (3 of 12), Read 103 times
**Conf:** File Cabinet Solution
**Date:** Sunday, September 28, 2003 09:07 AM

When preparing a return, we refer back to the previous years data a lot. We print organizers for each return we did the prior year and give it to the client to enter the current years data. About 50% of our clients do not enter data on the organizer, however we still use it as a reference because it contains all information from the prior year.

For a new client with something more than a simple W-2, etc., we enter their return in the prior years tax system, check UT's calculation to their return, and print an organizer to work the current years return. You would be surprised as to the number of 1040X's we prepare, just by entering the prior years return.

**Topic:** Concern about going paperless (4 of 12), Read 107 times
**Conf:** File Cabinet Solution
**Date:** Sunday, September 28, 2003 09:21 AM

You open up FCS, open the client, then minimize it. if you want to look at the old return while preparing it, you simply click the FCS bar. up pops the old return and the drop down menu to find the page you want. Easy.

Is it as easy as the paper? No. But the cost/benefit of being paperless makes it worth it.

## KNOWLEDGEBASE

### Free 24/7 support for your product and technical questions

It's late at night, and you're using Payroll Solution to print W-2s for a client when you notice that question marks keep appearing in Box 20 (locality name) of the forms. After searching the online Help section of the program to no avail, you wonder if there's anything you can do besides wait until morning to call the HelpLine. There is! You can access Creative Solutions' online, searchable Knowledgebase to get a quick fix for your problem—for free.

Knowledgebase is an interactive system designed exclusively to help you resolve questions about your Creative Solutions software quickly and easily—anytime day or night, 7 days a week. The Knowledgebase contains information on Creative Solutions Accounting (CSA), UltraTax, Creative Solutions Practice (CSP), Client Bookkeeping Solution, Depreciation Solution, FileCabinet Solution, Creative Solutions Web Services, Computer System Issues, and Customer Service. To use it, simply:

- Go to the CreativeSolutions.com website
- Click the "Support" button
- Log in by providing your first name, last name, and firm ID number—the number that appears above your name on the address label of most Creative Solutions correspondence, including this newsletter
- Click the Knowledgebase link

You will then be able to access links for your specific software and the most frequent issues and questions. You can also perform a search by entering your specific question or problem into the onscreen Search field.

The Knowledgebase may present possible resolutions to your query immediately, or walk you through a series of questions until it has enough information to recommend the most appropriate solutions. Alternatively, the Knowledgebase may automatically open another window to aid you in your search for information.

You can also choose to exit the Knowledgebase at any time and use the handy "Contact Support" button to submit a request for a CSI Support Representative to contact you. The Knowledgebase will even automatically include the progress you have made in resolving your issue in the email message to Support, so you don't have to spend time explaining the current status of your query.

## DATA EXPORT—SIMPLIFIED

### Simple steps to export data from Creative Solutions software into Microsoft Excel®

If you have tried exporting data from Write-Up Solution or other Creative Solutions software into an Excel spreadsheet, you may have found that dates do not sort or display properly after the data is imported. This is because the dates are numbers, which are recorded as "text strings." They need to be converted to "values" in order to function properly in the spreadsheet. In a recent ARNE2 conversation, John Gregory, a CPA and sole proprietor in Germantown, Pennsylvania, contributed a simple four-click solution to this problem:

**1.** Click the column header to highlight the entire date column.
**2.** Click the "Data" menu, across the top, so it drops down.
**3.** Click "Text To Columns" on the "Data" menu which dropped down.
**4.** Click the "Finish Button" on the bottom right of the window.

After these four clicks, it may appear as if nothing has changed, but behind the scenes in Excel the dates have been changed from "text strings" to "values", which makes them sort properly by the date column, including the year. There are several ways to convert date "text strings" into "values" but this is the quickest and easiest. Gregory also noted some related points:

The date display format can now be changed by choosing Format / Cells, and choosing Date on the Number tab. Then select the date format you wish to display in the spreadsheet. When the dates were "text" strings, the date display would not change when you changed the date format.

When one exports from CSA into an ASCII file and then retrieves the ASCII file using the Excel import wizard, there is a place in the column heading to choose "date" format instead of "general" format, which would make the date a value automatically.

The Client ID column may also be "text" and not "value" but you can change it to "value" using "Text To Columns" on the Data menu but only if you have a need to do so.

When exporting from CSA into an Excel file, you can select Data Interchange Format (DIF) instead of ASCII by clicking the "DIF" option. ASCII files go into the import wizard when retrieved into Excel, but DIF file bypass the import wizard and the decision steps required there. ASCII files do allow more flexibility if needed.

**"One-stop shopping" provides Oakwood Business Services their competitive advantage.**

# Integrated Services are the key to payroll processing

"I've always believed strongly in integration," says Dave Ligotti of Ann Arbor, Michigan, a CPA for 22 years. "I've never understood why some accountants try to cobble together software from different companies. My belief in integration is mainly what drew me to Creative Solutions in the first place."

After working for a large public accounting firm for six years and then serving as the CFO for a restaurant management company for nine years, Ligotti began to get restless. Eight years ago, he started Oakwood Business Services to handle what he calls client accounting services, which make up 90 percent of his business. (He also provides professional services as a sole proprietor, David Ligotti, CPA.) His first client was his former employer, which outsourced their accounting, administrative and IS work to him. Since then he has added many other clients, many of them restaurants. He has built his business around outsourcing accounting services for small businesses.

"These are wonderful services for an accounting practice to provide. They are non-seasonal, and they are profitable. And they can be leveraged to provide a full range of professional services, all in one shop."

## Positioned for growth as a one-stop shop

"We've grown significantly over the last eight years, mainly because we've positioned ourselves as a one-stop shop," says Ligotti. "It has provided us with an incredible advantage. We are able to compete with large companies with more capital like ADP, because we can do what they can't do for their payroll clients—simplify their life. We can do their payroll, but we can also roll it into the general ledger. We can do invoices, or provide clients the software to do it themselves—and roll it into the general ledger. And then we can perform professional services such as tax returns and financial statements."

Integration is the key. "We do it by integrating the various parts of the accounting function at one hub, the hub being Oakwood Business Services. And the client just has to make one phone call a week instead of three or four," Ligotti explains. "The way we got into a lot of payroll work was that it was simply a logical step. People were accustomed to having someone else process their payroll. Our niche grew into providing complete accounting outsourcing, offering payroll as part of a complete package of accounting services that ADP wasn't going to offer."

## Getting started with Creative Solutions

"When I formed Oakwood Business Services I started out by acquiring my former employer's accounting hardware and software, which included Great Plains accounting software. It's an excellent internal accounting package, but as I added clients I realized that it was not designed for processing multiple clients," says Ligotti. "That's when I switched to Creative Solutions."

*Continued…*

*"Integrated services are the key" continued*

He was drawn by some impressive references. But mainly he was attracted by the integration between the software programs, and he ordered everything he could get his hands on—"anything that applied to my practice." He laughs when he recalls the weekend more than seven years ago when he previewed a huge box of demo software.

"I poked around in the software all weekend and called them back on Monday. They asked what I wanted. I said this is great—I want everything in that box! They said I couldn't possibly have checked it all out over the weekend. I said I had. They started to ask me questions about the different programs, as if they didn't believe me. I answered their questions all right, but they sounded as if they thought I should get a life!"

### Putting Payroll Solution to work

Ligotti's restaurant clients, some with as many as 70 employees, pose some special payroll challenges. Many of them export payroll data directly from point of sale timeclock software. There's also the matter of tip reporting and making sure employee wages plus reported tip income average out to meet minimum wage standards.

"Also, I believe strongly in keying data only once—or not at all," says Ligotti. It's important to him that Payroll Solution offers the flexibility and integration to meet these requirements. "We've designed some file layout export routines of our own to draw payroll information out of our clients' point of sale systems right into Payroll Solution. The client simply uploads their file to us and we import it into Payroll Solution. It's equivalent to an operator at a computer entering all the time and tip information for 60 to 70 restaurant employees."

At year-end, Payroll Solution's reporting functions are also important. "We get information from Payroll Solution that allows us to take the credit for FICA tax paid in excess of minimum wage on tips. We can also tell the restaurant manager what their house tipping average is, and give them some feedback on their level of tip reporting."

Ligotti has almost all his clients using NetClient portals, and he starts all new clients with this CSI web service. He finds the remote payroll data entry feature in NetClient "ideal" for entering payrolls for his non-restaurant clients.

### Training on Payroll Solution

"Payroll Solution has to be the easiest software we've ever trained new employees on," says Ligotti. "We get new employees up and proficient on Payroll Solution in a day. We start them with the interactive training CD that comes with the sofware, but that's mainly just to familiarize them with the environment. We find people can focus more readily on the details after that. And we put all the bells and whistles on templates, so you don't have to tell someone how to reinvent an employee setup—you just tell them to select a certain template."

**"Technology has leveled the playing field and made it possible for firms like mine to compete with much larger firms. Payroll Solution is a great example."**

*— David Ligotti*

Ligotti points out that the templates reduce the need for training. And once employees are comfortable with the software, he finds that they give each other a lot of support, asking questions, and explaining to each other what they do in a certain situation.

The result, he says, "is that some of our best ideas come from the staff. They're constantly coming up with better ideas. I'll come into the office and ask 'why are we doing it this way,' and they'll explain a new procedure they came up with."

### Transcending geography

"PCs have made it possible for accountants to be independent of where their clients are. We currently do payrolls for clients in Michigan, Ohio, Missouri, Illinois, West Virginia, Louisiana, and Florida. Many of my colleagues in Ann Arbor are still looking for clients in Ann Arbor, but I don't know when I last engaged an Ann Arbor client. Some of my business comes from franchises, and those calls can come from anywhere," says Ligotti.

"If the call comes from New Mexico, I'm not worried. We both have PCs, and we both have NetClient sitting between us. We can export payroll files and checks in PDF format and clients can print them at their location in New Mexico."

### Seizing a great opportunity

"What I do, in my mind, is pretty simple," Ligotti reflects. "I happen to know how to run an accounting function because I was a CFO for about eight or nine years. Payroll Solution makes it possible to integrate payroll and all these other functions, and companies like ADP that do this kind of work can't provide the integration, the personalized service and the one-stop shopping that I provide."

Ligotti sees this as a great opportunity. "Technology has leveled the playing field and made it possible for firms like mine to compete with much larger firms. Payroll Solution is a great example."

## CREATIVE SOLUTIONS ACCOUNTING (GENERAL)

### Q: How can I view information about what's new in Creative Solutions Accounting?

**A:** A special group of help topics in the online help covers the changes and enhancements that have been added to the CSA family of software over the prior year. Choose Help / CSA Help Topics, click the Contents tab of the Help Topics dialog, and then double-click the topic called "What's new in Creative Solutions Accounting?"

### Q: I have many clients in CSA. Is there a way I can tell which clients have been set up with specific CSA modules without having to open every client?

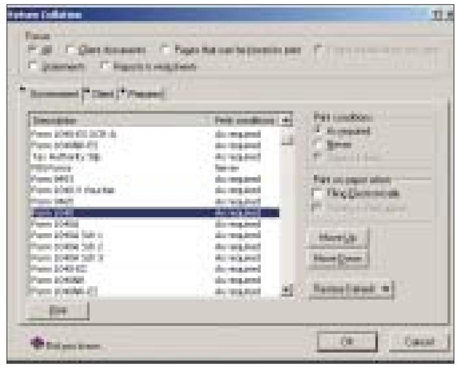
**A:** Yes, by choosing Utilities / Client Listing. In the Focus Client Listing group box, mark the option for Selected CSA Modules and then mark the checkbox for each module of interest. Only clients processed with the selected module(s) will appear in the Clients Available (left-hand) pane of the dialog.

## ULTRATAX TIPS & TACTICS

### Q: Is there a quick way to view a client's UltraTax data from the previous year?

**A:** Yes, press F8 (or choose View / Prior Year Data) to view prior year information in UltraTax. Pressing F8 on any UltraTax input screen will automatically open the previous year's version of that input screen. Press F8 again to return to the current-year input screen. Use the Prior Year Data feature to confirm prior year information without having to close the current year program and open last year's program. (Note that this feature will only work if you used UltraTax to prepare the client's return last year.)

*UltraTax Print Collation Screen*



### Q: Can I customize the print collation to reduce paper?

**A:** Yes, UltraTax enables you to quickly and easily customize the Government, Client, and Preparer print collations. To do so, choose Setup / [Product Name] (1040 Individual, 1120 Corporation, and so on) to open the Product Information dialog for the desired entity. Click the Tax Return button in the Print Collation group box to open the Return Collation dialog. On the tabs for each collation (Government, Client, and Preparer), highlight the item you wish to change and mark the applicable radio button in the Print Conditions group box to specify when you want the highlighted item to print. You can also click the Move Up and Move Down buttons to change the order of the items in the selected collation. Note that the Preparer collation is used to distinguish which forms will be sent to FileCabinet Solution.

### Q: How can I see what data is (or can be) shared through Data Sharing among my UltraTax clients?

**A:** To view a list of clients whose data can be shared with the current client, choose Utilities / Data Sharing / Relationships to open the Data Sharing Relationships dialog. The Current Client Data tab displays the open client's existing values and the locations of the data listed. The Other Clients with TIN tab displays any other UltraTax clients that have an identical TIN as the open client.

### Q: Is there any way I can search my UltraTax clients' data and extract information contained in their returns?

**A:** Yes, the Data Mining module allows you to create reports or mass mailings by utilizing the information already included in your client database. The Data Mining utility is accessed via the Utilities menu and includes numerous pre-defined searches, reports and letters. Select the entity that you wish to browse, then determine which report or letter you want to create. Use the Search Selection dialog to specify the desired search criteria and further narrow the search according to other factors such as client status events or a certain preparer. Once finished, you may view, export, print out, or email the final client list. For instance, you can use Data Mining to easily generate and print a mass reminder for all of your clients that have estimates due based on the current year tax return.

## WRITE-UP SOLUTION

### Q. Do I need to move back to a prior year to print or view financial statements for GL periods in that year?

**A:** No, you can print financial statements for prior periods without having to change from the current GL period.

1. From the CSA main window, choose File / Print Reports.
2. In the Print dialog, click the Documents tab and then double-click Financial Reports.
3. Click the Options button.
4. Select the statement(s) you wish to print or view and then specify the statement date by selecting it from the F4 drop-down list. The program extracts data values only through the period specified.

### Q: I would like to change the name of one of my vendors without having to add another vendor. How can I do that?

**A:** Select the vendor in the Setup / Vendors window and then choose Rename Vendor from the F3 context menu. A dialog will open where you can type in the new vendor name. (Note that similar commands enable you to rename a checkbook description or a department name.)

## CLIENT BOOKKEEPING SOLUTION

### Q: My client's export disk is damaged, so I cannot retrieve the export data. What can I do?

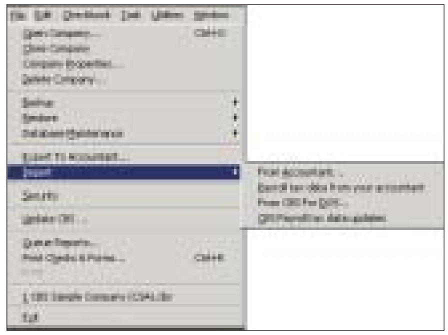
**A:** Each time the client exports data from Client Bookkeeping Solution, the program automatically creates a copy of the export file on the client's hard drive. This file is stored in an archive folder in the CBS data folder. (The default location is C:\Program Files\Client Bookkeeping Solution\Data\Archive\Export.) The file name includes the client ID and export dates, so it is easy to determine which file you will need. Have the client send you this file. You can then retrieve the data from this file as normal.

### Q: Can my clients update their tax tables in CBS?

**A:** Yes. Your clients can update their tax tables using any of the following methods:

- Point to Task / Tax Tables and then choose the desired tax table (Federal, State, or Local). The client can then update the values in the tax tables appropriately. Note that before your clients can modify any tax tables, you must select the Add/Edit tax tables option for those clients on the PayCheck tab of the Setup / Security dialog in Accountant's Assistant.
- Import updated tax tables from the accountant. You can send the clients a transfer disk containing the updated tables. The clients can then choose

*CBS Tax Table Update Screen*



File / Import / Payroll Tax Data from Your Accountant to update the tax tables.
- Import updated tax tables directly from Creative Solutions Accounting. Creative Solutions releases updated tax tables at the end of each year (or as needed, based on Federal statutory changes). If you have selected the Import CBS Tax Table Updates option for the clients on the PayCheck tab of the Setup / Security dialog in Accountant's Assistant, the clients can choose File / Import / CBS Payroll Tax Data Updates to update their tax tables.

## TRIAL BALANCE SOLUTION

### Q: Why won't the program let me type balances directly in the unadjusted columns of the Trial Balance grid?

**A:** The unadjusted columns cannot be edited through the Trial Balance grid when the General Ledger Solution module has been added to the CSA client. The unadjusted balance is created from the activity in the General Ledger Solution module, or that information can be imported via a spreadsheet (using the Utilities / Import / Spreadsheet command).

### Q: I have set up a new client and imported my balances from Quickbooks Pro. When I look at the Trial Balance Report, my balance sheet accounts are incorrect. Why?

**A:** Quickbooks Pro does not store beginning balances. CSA is able to import balances based only on the dates of the transactions. For a new client, you first need to set up the client in the prior year and enter or import the ending balances. Close the fiscal year and then choose to carry forward the balance sheet account balances. Finally, after you have successfully closed the year in CSA, you can import the client information from QuickBooks Pro.

## PAYROLL SOLUTION AND PAYROLL COMPLIANCE SOLUTION

### Q: I need to print 940, 941, SUTA, W-2, and 1099 forms for 2003 but I've already advanced my payroll period to 2004. Do I need to move the payroll year back to 2003 to print the forms?

**A:** No, the form processing windows in Payroll Solution or Payroll Compliance Solution enable you to select both the period and year for the forms you need to print.

### Q: I purchased preprinted payroll forms, but they are not lining up properly. How can I get them to align?

**A:** You can use the Layout Editor to change how items print on a preprinted form.

1. Choose Setup / System Configuration / Layout Editor.
2. Choose Layout / Open, double-click the 20xx W-2 and 1099 forms folder, and then double-click the specific form you need to align.
3. To align the entire form, choose Edit / Select All and then use the arrow keys on your keyboard to align the entire document as needed.
4. To align an individual field, click in the field and then use the arrow keys on your keyboard to move the variables up/down or left/right as needed.
5. Before saving the changes, choose Layout / Print Sample.
6. When you're satisfied that everything is properly aligned, choose Layout / Save.

### Q: Can CSA handle electronic filing of Form 941?

**A:** Yes, we added this feature in April 2003 with great success. The 940/941 Electronic Filing is an add-on module that uses CSI Connect to transmit your 940 and 941 forms to the IRS. Depending on how you have registered with the IRS, you can use either of two different methods available within CSA—you can file either as a Reporting Agent using your own PIN or as an Electronic Return Originator and specify the client's unique PIN.

## REMOTE PAYROLL ENTRY

### Q: How can my clients add new employees in Remote Payroll so they can get paid in the same payroll period?

**A:** When your clients add new employees to their payrolls, have them include the pay items, pay rates, deductions, and withholding information in the Other Information field of the New Employee screen. You may use this information to set up the employee and manually enter a check in Payroll Check Entry.

If your client has a document scanner, they can also scan the W-4 and other required paperwork. If you've given the client permission to upload documents to File Exchange, they can make these scanned documents available to you via the File Exchange module.

## ENGAGEMENT SOLUTION

### Q: Which operating systems support Engagement Solution?

**A:** Engagement Solution is fully supported in a Windows 2000/XP or higher operating system, as well as in conjunction with the Novell (version 5.1 or higher) and Windows Network operating systems. (On a Novell network, support for long file names is required.)

*Engagement Solution Workspace*

### Q: How does the integration with PPC work from Engagement Solution?

**A:** The integration with Practitioners' Publishing Company (PPC) enables you to include your licensed PPC practice aids in the engagement. You can edit that material through Practice Aid Manager when launched from Engagement Solution. This integration is available with PPC version 03-09 (September 2003) or higher.

## CREATIVE SOLUTIONS PRACTICE

### Q: Can I apply my cash receipts to invoice components, such as service charges or taxes, before applying my cash receipts to invoices?

**A:** Yes, cash receipts can be applied to invoice components, such as service charges or taxes, before invoices. In the A/R Entry window, start entering your cash receipt the same way you always have. When you get to the invoice number drop-down list, select the invoice that has components. When you select the invoice, an additional tab called By Invoice Components will appear. In this tab you can allocate your cash receipts to the invoice components in the amount you prefer.

### Q: What is the fastest way to get my invoices created? I want to bill multiple clients at once without having to visit the Detail Billing window.

**A:** The quickest way to bill multiple clients is by using Quick Bill. This new feature, available in CSP version 2003.1.0 and higher, allows billings for multiple clients without visiting the Detail Billing window. Open On Screen Billing and select the client's engagements that you want to bill. Click the Quick Bill tab, enter the bill type, the bill amount, and then click the Generate Invoices button.

### Q: Our firm generates fixed fee billings every month. Is there a way I can select only clients with fixed fee billing in On Screen Billing in order to do the WIP allocation?

**A:** Yes, a new view has been added to On Screen Billing to display client engagements with fixed fee billings. From the View list, select Engagements With Fixed Fee Billings. When this view is selected, you will see only clients who have fixed fee billings.

### Q: Is there a way to create a credit or debit memo for a client that does not have a prior invoice?

**A:** Yes. If you are using CSP version 2003.1.0 or higher, you can create a credit or debit memo for clients without prior invoices. Open the A/R Entry window, select a type of CM or DM, enter the client's ID, and enter the amount. A new invoice will be created to temporarily hold the credit or debit memo. If it is a credit memo, you will be able to apply that credit to the client's next invoice created in On Screen Billing.

**Creative Solutions Software for Practicing Accountants**

Accounting
Write-Up Solution®
Payroll Solution®
Engagement Solution™
Trial Balance Solution®
GoSystem® Audit

Tax & Fixed Assets
UltraTax®
UltraTax® Planner
Depreciation Solution®

Client Accounting
Client Bookkeeping Solution®
- CheckWriter™
- PayCheck™
- Accounts Payable™
- Accounts Receivable™

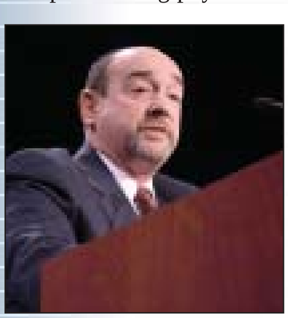
Practice Management
Practice Solution®
- PS/Timekeeper®
- PS/CPE Management®
- PS/Reporter®
- PS/Market™
Scheduling Solution®

Web Services
NetClient™
NetStaff™
Web Builder Solution™
Virtual Office

Document Management
FileCabinet Solution®

# Users take home ideas from the 23rd Annual Users' Conference

On Saturday, November 8, the 2003 Users' Conference came to a close after three days of intensive workshops, enlightening keynote addresses, entertaining special events, and opportunities for the exchange of innovative ideas. With more than 700 Creative Solutions software users participating, this year's conference at *Disney's Contemporary* Resort in Orlando proved to be one of the most exciting and well-received conferences yet. Participants chose from more than 60 unique workshops, including Creative Solutions software instruction, network security, niche marketing, implementing payroll services, practice management solutions, and dozens more.



In his kickoff keynote address, "Technology Magic," Creative Solutions' President and CEO, Jon Baron, identified how key technologies like the Internet and deep data sharing are being incorporated into the Creative Solutions product line to add to users' efficiency—and he demonstrated a number of them in his address. "Jon's keynote address was very timely for me because I am planning to start some of my clients on NetClient portals," said Jay D. Hillis of Naples, Florida. "His address further reinforced to me how vital using web-based technology is, and will continue to be, for my practice in the years ahead. After all, technology is not slowing down."

One of the most popular events of the conference, which is the largest and longest-running users' conference of its kind serving the accounting profession, was the round-table discussion forum the evening of Day 2. Participants enjoy the opportunity for the free exchange of ideas with their colleagues from around the country.

The evening of Day 3, after another full day of sessions, participants were the exclusive guests at a *Tomorrowland*® Area party in Disney's *Magic Kingdom*® Park, where they visited attractions like Astro Orbiter and the *Space Mountain*® Attraction, and enjoyed a sumptuous buffet.

On the final day, Michael Janke, a nationally renowned speaker, closed the conference with his motivating keynote address, "The Predator's Mindset" where, by relating his own real-life experiences as an elite Navy Seal team commando, he inspired users to achieve new levels of decision-making and leadership skills.

The 2003 Creative Solutions Users' Conference materials and handouts, as well as photos from this year's conference, are now available on our website. Plan now to attend the 2004 conference—November 3-6, 2004, in San Antonio, Texas. You won't want to miss it!





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