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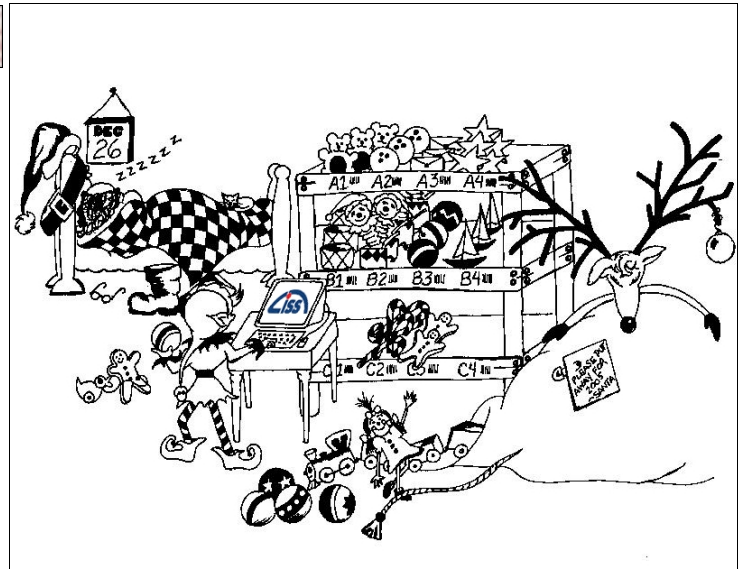
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**Happy New Year!**

The year 2004 came to a close and the staff of CISS looked upon 2005 with a strong will to make "SERVICE" our top priority. In this ever-increasing fast-paced world, CISS pledges not to let "SERVICE" be a "lost art." As a whole we agreed that our top New Year's resolution is to continuously provide value to you, our customers. In an effort to do this, we have decided to publish a quarterly newsletter. The purpose of this newsletter is to update you on what is new at CISS, educate you on new technologies and how they could impact your business, and provide you with some popular support tips. We hope you find it useful. As always, feel free to contact us with suggestions, we welcome your input.

Wishing you a healthy and prosperous new year.

~CISS, Ltd.

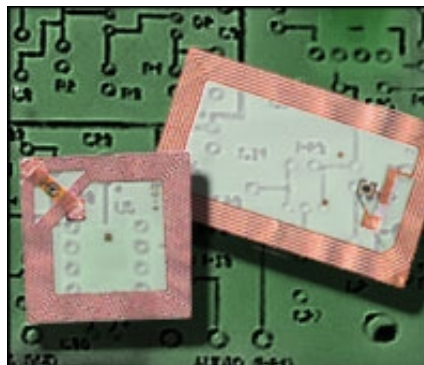


And you thought it was magic!

**RFID - Changing the Way Information Is Processed**

**“Progress means taking risks, for you can't steal home and keep your foot on third base.”**  
~Unknown

The use of Radio Frequency Identification (RFID) has been mandated for some vendors as soon as January 1, 2005 while others must comply by 2006. To utilize this technology, electronic tags must be placed on all cases and pallets. Even though RFID is being forced onto some vendors, it is starting to become a popular buzzword in the inventory management sector. Companies are finding that RFID can be a huge benefit as an addition to their inventory control life cycle. With RFID your inventory will be visible throughout your entire network; time will be saved by eliminating manual scanning, cycle counting,



and searching for misplaced inventory; as well as reducing stock-outs, theft, and counterfeiting. Inventory management will become more efficient and effective through this

technology, which will translate into lower costs, better customer service, and increased profits.

Cost and standards quickly become issues with the use of RFID. Even though some flaws need to be worked out of RFID, many companies are investing in this new technology. CISS's suite of products and services support the latest in technologies including RFID. RFID is becoming an integral part of supply chain management and CISS is prepared to support and recommend how to integrate RFID into your inventory management processes.

## Inventory Pro Q&A

With the end of 2004, I will spend many hours counting my inventory. Can you suggest a few helpful steps when manually counting my inventory...

**Step 1** Everyone must be out of the system and remain logged out for the duration.

**Step 2** Back up your database by copying the ipd\_8100.cur and ipa\_8100.cur files from the server/host PC to a different folder on your network.

**Step 3** Open Inventory Pro and go to Reports/Inventory/Items in Stock. Sort by location and print the report.

**Step 4** Use the report to verify units in each location.

- Each location could be correct.
- A unit(s) on the report isn't physically in that location.
- A unit(s) is in the location and not on the report.

**Step 5** Reconcile.

- Locate/move a unit to a new on-hold location that signifies the physical inventory failed to find these units.
- You do not want to issue in the event the item is found in another location as you reconcile. Issuing out of the missing location should occur after the reconciliation is completed.
- Receive units into stock in the correct location using a new positive adjustment code for this physical inventory. Also, look in the system to see if that unit is in another location.

When using serialized items, you can locate and move a serial number that was found in a different location. If the item does not have a serial number, you will be unable to determine if the unit in stock was in the wrong location so a receipt might be necessary. If a unit is in the newly created inventory warehouse location, you can move that into the correct location instead of receiving.

**Step 6** Print the items that are in the new location using the Items In Stock Report. Print the Positive Adjustment Report filtered by the new adj code for the inventory. Keep all physical count sheets (from the initial printing of the Items In Stock Report). Now you can determine your accuracy.

For more details on physical counts including using bar code scanners and, automatic reconciliation tools, call today! **Submit your questions to be reviewed for next issue's IP Q&A!**

## Technology Notes - MSDE: A Better Engine for Inventory

MSDE is an engine that runs databases. Most non-web-based Inventory Pro users currently run the Access Version and can be easily upgraded to the MSDE Version. MSDE is the best database engine choice if your database application is to be distributed over a network, accessed by multiple users simultaneously, or accessed over a slow link. CISS has recently added MSDE as a choice for running your database and we recommend it as an option to improve performance and scalability. MSDE, Inventory Pro for Windows can also be easily transitioned to the next level of database engines (SQL Server), as your business and inventory needs grow.

MSDE is not as prone to data corruptions that are due to system problems on the client workstation. MSDE is a server-based database system that is specifically tuned to

shield client applications from this kind of problem, resulting in improved application performance and database integrity. Applications that access server-based data engines not only perform

faster, they help to reduce network traffic resulting in overall network performance improvements. Also, if you want to leverage the security features of Windows 2000 and protect your valuable data, MSDE is the right choice.

“... we recommend it as an option to improve performance and scalability.”

~ Ben Walker  
Director of  
Information Technology

For Inventory Pro installations that have growth potential or have experienced slow network performance, using MSDE as the data engine technology provides a low-cost solution for the near term. Long-term MSDE provides a clear migration path for future growth.

**CISS stands ready to upgrade you from your current build of Inventory Pro MS Access Edition to Inventory Pro Build 51 with MSDE.**

**This upgrade will provide you with not just the benefits of MSDE but with the upgrades in our latest Inventory Pro version, Build 51, as well.**

**Please call today (800-796-0101) for details of this upgrade offer.**

## What's New? - Inventory Pro Mobile

This is a very broad question when referring to anything having to do with technology, but incorporating *wireless technology* into both our personal and professional lives has become inevitable. If you are considering taking advantage of the benefits of real-time data and the benefits that wireless technologies provide you, CISS can help.

CISS has incorporated the benefits of **Inventory Pro** into a wireless scanner allowing you the increased flexibility of being mobile while updating critical information instantaneously. This provides you with real-time updates for inventory changes that are required for providing accurate reports and excellent customer service.

CISS provides not just a mobile version of our **Inventory Pro** in a wireless equipped scanner but also provides recommendations and instructions on the proper equipment and implementation

of a wireless network. Wireless local area networks (WLAN) have become very commonplace today and therefore there is quite a lot of information available to confuse you. CISS will continue to stay abreast of the latest wireless technology developments in order to provide our customers with the most effective, economical, and comprehensive solutions available.

WiFi or 802.11 networks can be prone to interference and can be difficult to deploy if you are not familiar with the capabilities and characteristics of the frequency band. Many 802.11 devices use the 2.4 GHz frequency band which is shared with wireless phones, microwave ovens, and your neighbor's WLAN. This is why the proper equipment selection and implementation are critical.

With the adoption of new stan-

dards like 802.16 on the horizon it is becoming increasingly important to stay informed about the latest in technologies when deploying a WLAN. So please draw on the experience of CISS when you consider deploying wireless technologies for use with your Warehouse Management System (WMS) or Transportation Management System (TMS).

