

## SLG Support Staff

*Perry Jacobs*  
Executive Vice President  
[perry@sharedlogic.com](mailto:perry@sharedlogic.com)

*Monte Porter*  
Sales Manager  
[monte@sharedlogic.com](mailto:monte@sharedlogic.com)

*Kelly Magginis*  
Lead Support Technician  
[kelly@sharedlogic.com](mailto:kelly@sharedlogic.com)

*Fran Geoffrion*  
Software Support Technician  
[fran@sharedlogic.com](mailto:fran@sharedlogic.com)

*Melissa Koebel*  
Software Support Technician  
[melissa@sharedlogic.com](mailto:melissa@sharedlogic.com)

*Jason Stewart*  
Software Support Technician  
[jason@sharedlogic.com](mailto:jason@sharedlogic.com)

*Craig Swan*  
Software Support Technician  
[craig@sharedlogic.com](mailto:craig@sharedlogic.com)

## The Shared Logic Group

6904 Spring Valley Drive  
Suite 305,  
Holland OH 43528

Ph: 419-865-0083  
Fax: 419-865-0964

[www.sharedlogic.com](http://www.sharedlogic.com)  
E-mail: [info@sharedlogic.com](mailto:info@sharedlogic.com)

# RIMAS NT/P Feature Spotlight...

## Flashlight Lookups in RIMAS Entry Programs

RIMAS users may have noticed that Flashlight Lookups are suddenly prevalent within the RIMAS entry programs. Indicated by the button labeled with the flashlight icon, the Flashlight Lookup replaces the typical arrow dropdown within a field. Flashlight Lookups improve on the dropdown arrow method of locating information to populate a field by providing several different variables by which to search for a record, as well as several filtering options to narrow the list of returned records. One of the most dynamic features of the Flashlight Lookups is the ability to search by any of the column headings. In the example below, found in Scale Receiving, if the user prefers to search for records by the Receiver Date they can click on the 'Recv Date' column heading and the Sort/Filter criteria changes to search according to that heading.

Before, the Sort/Filter criterion is 'Control':

Scale Receiver Search - Batch: 042508

Click a Column Heading to Sort/Filter: Control

For Yard: [dropdown]

Filter:

- Recv Not Printed
- Wgh Tkt Not Printed
- Nothing Printed
- Scheduled
- All
- Hold
- Zero Net

Buttons: Select, Print, Cancel

Control	Recv Date	Account	Name	Hold	Vendor ID	Vehicle ID	Yard	Trad
▶ 302543C	12/18/2007	DEALER	Scrap Dealer				1	
305241	04/25/2008	AC0001	ACME COMPANY				1	FLD
305261	05/02/2008	A	AA				02	LJS
305267	05/05/2008	PEDDLER	Peddler				1	

After, the Sort/Filter criterion changes to 'Recv Date':

Scale Receiver Search - Batch: 042508

Click a Column Heading to Sort/Filter: Recv Date

For Yard: [dropdown]

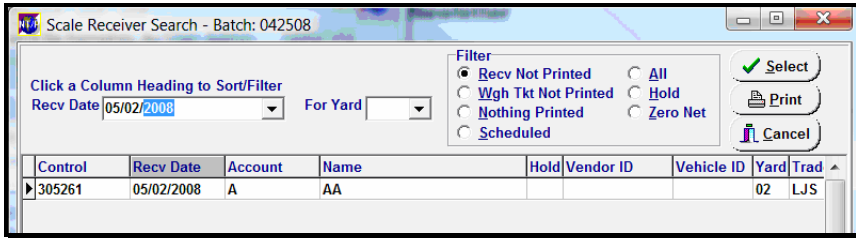
Filter:

- Recv Not Printed
- Wgh Tkt Not Printed
- Nothing Printed
- Scheduled
- All
- Hold
- Zero Net

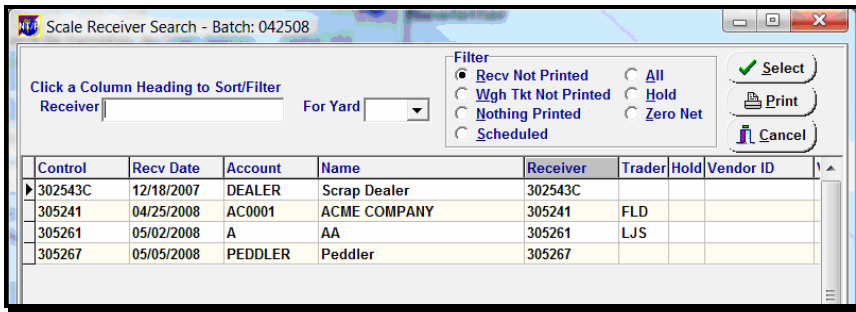
Buttons: Select, Print, Cancel

Control	Recv Date	Account	Name	Hold	Vendor ID	Vehicle ID	Yard	Trad
▶ 302543C	12/18/2007	DEALER	Scrap Dealer				1	
305241	04/25/2008	AC0001	ACME COMPANY				1	FLD
305261	05/02/2008	A	AA				02	LJS
305267	05/05/2008	PEDDLER	Peddler				1	

To narrow the list of results returned, enter the specific data for which to search. In the example below the Receiver Date of 05/02/2008 was entered. The list of returned results only shows those records which meet that criterion:

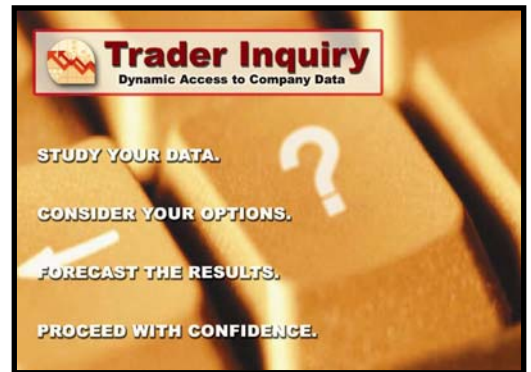


Another feature of the Flashlight Lookups within the Scale Receiving and Material Shipping Entry programs is the option to rearrange the columns within the search screen. This allows the user to customize their lookup screen to meet their needs. For example, if a user typically searches based on Receiver Number and likes to cross-reference the Trader before selecting a record, the user will want the Trader column to appear on the left of the screen rather than having to scroll over to the right. The user can move the column over to left by clicking on the heading and dragging it to the desired location, using the mouse. The columns are now rearranged to meet the user's needs:



The order of the Flashlight Lookup columns can be saved so that the user does not have to re-configure the settings each time. To save the settings right-click anywhere within the grid and select 'Save Grid Settings'. To set the column order back to the default, the user can select 'Restore Default Grid Settings'.

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## Technical Support Department Restructure

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The Shared Logic technical support department is pleased to announce the transition to a new customer support structure. Thanks to Shared Logic's expanding customer base and the continued support and loyalty of Shared Logic clients, our technical support department has expanded to include new personnel. This added resource allows Shared Logic technical support to assume a team-based approach to handling inquiries and support requests. Each Shared Logic user is now assigned to a team of two support technicians rather than just one person, allowing even faster response times to inquiries and promoting a joint effort and problem-solving for added perspective and expertise. The two teams consist of Melissa/Craig and Fran/Jason.

Shared Logic maintains its commitment to providing personal, knowledgeable customer support to those clients who have chosen to invest in our software products to meet their accounting and management needs. We trust you'll find the new support structure to be a positive addition to your relationship with Shared Logic and we welcome any feedback you may provide.

## Meet the Tech Support Team!

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**Kelly Magginis**, a University of Toledo graduate, has been employed at Shared Logic for seven years and was recently promoted to the position of Lead Support Technician. As Lead Support Tech, Kelly is responsible for the overall direction of the Support Department. To her new position Kelly brought experience in programming and technical support along with an accounting background. To Kelly, there are only two seasons; Buckeye Football and Waiting for Buckeye Football to start.

**Fran Geoffrion** earned her degree from Owens Community College and has been employed at Shared Logic for thirteen years. Fran originally supported only the DOS versions of RIMAS including authoring the DOS user manuals, and began supporting the Windows version five years ago. Fran and her husband Al stay busy keeping up with their six grandchildren.

**Melissa Koebel**, a Bowling Green State University graduate, has been employed at Shared Logic for three years. Her background includes customer service and educational pursuits in management information systems. Melissa is an avid fan of Cleveland sports teams – The Browns, Indians, Cavaliers, Gladiator and Lake Erie Monsters.

**Jason Stewart**, a University of Toledo graduate and current student at Owens Community College, has been employed at Shared Logic for one year. Jason brought extensive experience at providing technical support within a corporate environment. Jason prefers to lead a life of mystery and secrecy, keeping everybody wondering.

**Craig Swan**, the latest addition to the support department, recently received his degree from Owens Community College. Craig brings experience as a computer lab technician where he assisted both staff and students with computer-related issues. Craig and his wife Paula spent ten years working as missionaries in South Africa. They look forward to one day owning a home with a large kitchen that suits their passion for cooking.

