

# Greentree<sup>®</sup>

BUSINESS-BUILDING SOLUTIONS



*"very, very, responsive!"*

Volume 1, Issue 2

April 2009

## A Word from the Editor



Welcome to the second issue of the JR.Bizlink Greentree Newsletter.

In this issue you will find some helpful advice provided by our consultants in handling the processes within Greentree surrounding deleting depreciation calculations within the Fixed Assets module and deleting Bank Statements within the Cash Management module. In future issues we will continue to provide helpful advice to users. On the same vein in providing helpful service to our clients we have also included in this issue a support logging request procedure. The aim of this is to assist us in providing you the client with the utmost in customer service in terms of fast turnaround time for support issues.

In this issue we have an exciting HR Promotion from Greentree which I would encourage you to take advantage of....

*Teresa Hooper*

### Inside this issue:

Editorial	1
Greentree HR	
Promotion	1
Deleting Bank	
Statements	2
Deleting Depreciation	
Calculations	3
Greentree News	4
Greentree People	4

## Greentree Special Promotion

**Buy one  
HR module...  
and get one  
FREE\***

**Choose from these  
Greentree HR Modules...  
and get one FREE\***

Human Resources Management  
Recruitment  
Employee Development  
Occupational Health & Safety  
Leave Planning  
eHR

**Want to take advantage of this offer? Contact JR.Bizlink now!**

*\*does not apply to our online clients\**

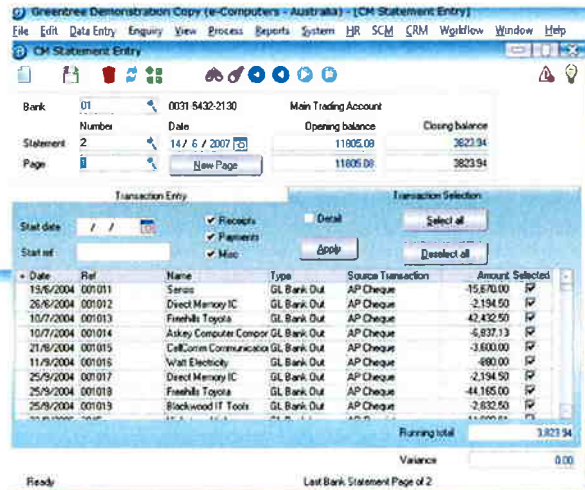
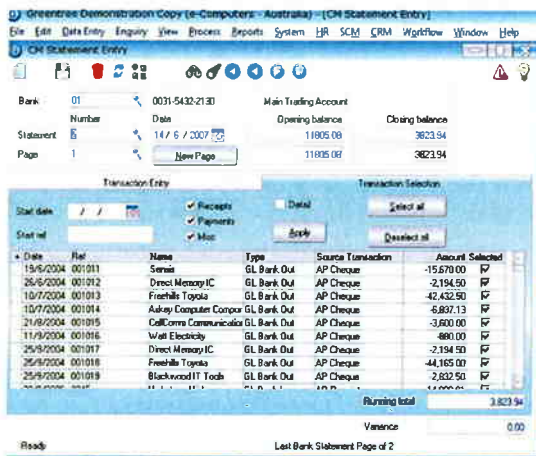
## Deleting Bank Statements

- Lynette Schaefer and Bernice Boucher

In Greentree users with the right security level are able to delete the last Statement page or Statement Number.

Go to Data Entry>Cash Management>Bank Statement Entry

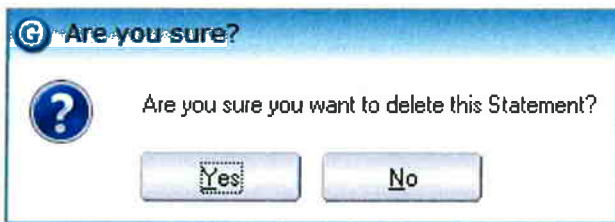
Retrieve the last Bank Statement Number and Page Number



Whilst the cursor is on the Statement Page Number field you can delete that Statement by using the DELETE icon

[www.greentree.com](http://www.greentree.com)

Whilst the cursor is on the Statement Number field you can delete that Statement by using the DELETE icon



Confirm that you wish to delete the Statement Page

LS & BB

Confirm that you wish to delete the Statement

Alternatively if you are using Statement Pages move the cursor to the Statement page field



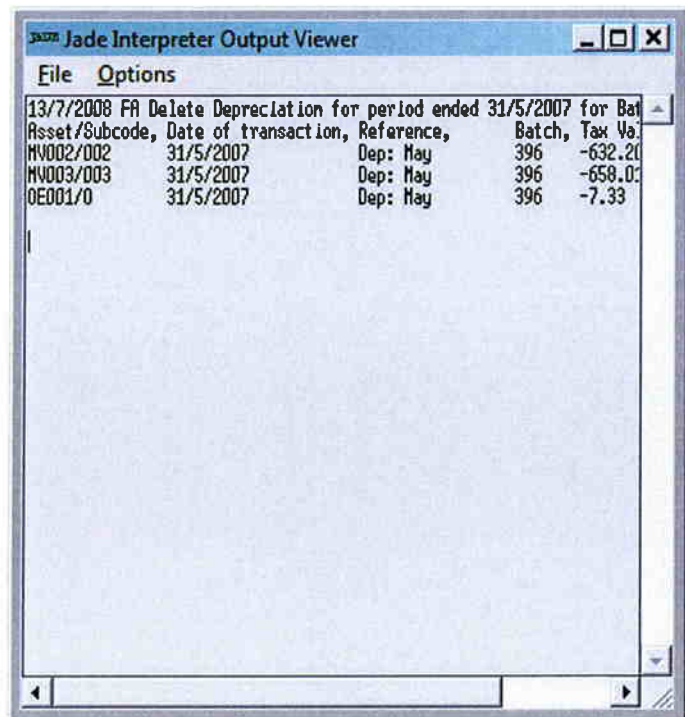
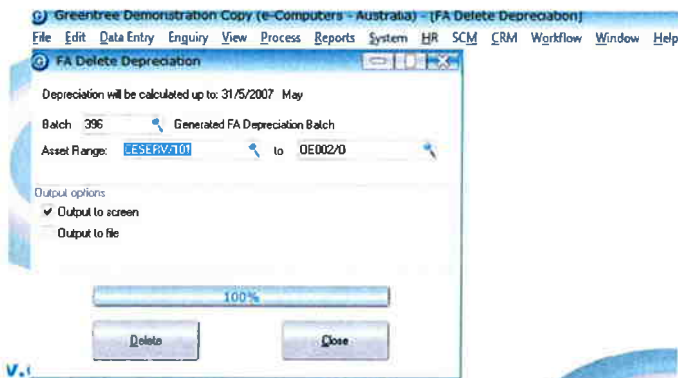
## Deleting Depreciation Calculations

- Lynette Schaefer and Bernice Boucher

Greentree users with the right security level are able to delete the last current Depreciation Calculation.

A display will appear listing all assets for which the Depreciation was delete.

Process>Fixed Assets>Depreciation>Delete Depreciation



-LS & BB

Retrieve the Batch that was created

A single Asset or a range of Asset numbers may also be selected

Select to Output to screen

You may also Output to file and then enter or Browse to a file Name.

## Greentree In-House News

We are currently restructuring and expanding our Greentree Support Division.

As a business we are adding more companies to our Greentree Bizlink systems. In response to this we are increasing the number of additional support consultants. These new staff members will not always be familiar with all the details of our many clients.

To ensure that our support to all our Greentree users is efficient and support issues responded to in a timely manner we are changing how we would like our Greentree Bizlink users to contact us.

1. Preferably an email with all the information as detailed below should be sent to the following email address [bizlinksupport@jr.com.au](mailto:bizlinksupport@jr.com.au)
2. When we receive the email with all the relevant information we will be able to evaluate the issue and make a reply either by email or phone.
3. If you require changes to Excel models of setup options in Greentree this same information should be supplied.
4. Depending on the complexity of the support request it will be anticipated that the initial turnaround times for completion of the support call will be at a minimum the next business day.

Naturally if your issue is of an urgent nature, where the issue is preventing process take place or of a similar nature please continue to contact our support consultants directly on 07 3222 8400. Again please have all the details as described below handy.

Summary of Information required when placing a support call

### Example

<b>Network user code</b>	jbiz999a
<b>Greentree User code</b>	phxx05
<b>Name of company</b>	Crystal Pharmacy
<b>Company Code</b>	400.421.1.01
<b>Greentree function/program</b>	Invoice Entry
<b>Excel Function/Report name</b>	Till Entry - Daily
<b>Brief description of problem</b>	Not able to upload Daily till rec



## JR.Bizlink People

Teresa Hooper

Direct: 3222 8461

Email: [thooper@jr.com.au](mailto:thooper@jr.com.au)

Lynette Schaefer

Direct: 3222 8379

Email: [lschaefer@jr.com.au](mailto:lschaefer@jr.com.au)

Bernice Boucher

Direct: 3222 8478

Email: [bboucher@jr.com.au](mailto:bboucher@jr.com.au)

Steve Kruger

Direct: 3222 8339

Email: [skruger@jr.com.au](mailto:skruger@jr.com.au)

Kirsty Block

Direct: 3222 8479

Email: [kblock@jr.com.au](mailto:kblock@jr.com.au)

Victoria Cole

Direct: 3222 8338

Email: [vcole@jr.com.au](mailto:vcole@jr.com.au)

Lindy Millar

Direct: 3222 8478

Email: [lmillar@jr.com.au](mailto:lmillar@jr.com.au)

SUPPORT EMAIL

Direct: 3222 8400

Email: [bizlinksupport@jr.com.au](mailto:bizlinksupport@jr.com.au)

