

The ASI Archive

Proven solutions. Working for you.

A New Outlook On Help

By: Jennifer Fröhlich, Andrews Software, Inc.

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Anything you buy today, from kitchen appliances to audio equipment to computer hardware and software comes with an owner's manual. This manual is supposed to contain everything you need to know about the item you've just purchased. Why is it then that so many of these help manuals go unread?

Why in the "... " is my check engine light on?

I just recently bought a new car and out of the blue one day the check engine light came on. The car only has 8,000 miles on it and was running fine, so I couldn't figure out why the light would be on. I pulled out the owners manual and started flipping through it to see what I could find out. When I found the check engine light section I read through it only to find out I had to make an appointment with the dealer. After taking it to the dealership I was informed that I needed the 10,000 mile service, which included x, y & z. Now why couldn't I find this in the manual? I couldn't because it was buried in the maintenance schedule section, which I wouldn't even think to look in.

Back to our original question...

Why is it then that so many help manuals go unread? It is because they are jam packed with way more information than you need and at times do not even contain the information you are looking for.

So, Lets Get Practical...

To support your business, Andrews Software has taken a new approach

"Our 'How To' manuals provide the end user with the exact steps needed to perform a certain action, nothing more, nothing less."

to help documentation. Our 'How To' manuals provide the end user with the exact steps needed to perform a certain action, nothing more, nothing less. 'How To' manuals have been developed for three of ASI's newer products: Veri-Shred, Visual Vault Keeper (VVK) and VCK webCONNECT. Throughout the next year ASI will be working on creating a 'How To' manual for Visual Corporate Keeper.

The main section of each 'How To' Guide is the Task Aid section. A task aid (sometimes referred to as a job aid) is the formal documentation of each task. A task is defined as a meaningful unit of work from start to finish. Each task aid gives the end user the exact steps and sub-steps needed to complete the task.

Examples of Tasks:

- Creating a Work Order
- Depositing a tape
- Creating a Bin Service Schedule
- Requesting a Box for Delivery

An example of a full task aid can be found on page two of this newsletter.

ASI's 'How To' Manuals follow the same format as ARM's recently developed OJT (On-the-Job Training) manuals. Read the next article to

'How To' - Standard Operating Procedures for the Software.

'OJT' - On-the-Job Training also called Standard Operating Procedures for jobs in the Record Center .

find out more information regarding these OJT Manuals.

To view the new 'How To' manuals please visit our website:

<http://www.andrewssoftware.com/SECURE/FAQS.htm>

Please contact ASI for a login and password if you do not already have one.

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Peanut Butter and Jelly (PBJ) & OJT (On-the-Job Training)

During the User's Seminar Doreen Dietsche educated participants on the value of having clear Standard Operating Procedures, also call On-the-Job Training (OJT), with a PBJ activity. For those of you who missed this fun and enlightening event, Doreen had each participant write down their instructions on how to make a peanut butter and jelly sandwich. She then used their instructions to make peanut butter and jelly sandwiches. Needless to say we didn't always end up with your standard PB&J.

Here Doreen provides her instructions for a standard PB&J sandwich. The target audience for this Job Aid is a 10 year old. **HOWEVER**, there are 5 things wrong with this job aid. The first two people who email the correct 5 mistakes will receive one of the OJT Manuals at 50% off. Email your responses to <mailto:jfrohlich@andrewssoftware.com>.

Task: Make a Peanut Butter & Jelly Sandwich	
Purpose:	To prepare a nutritious, delicious meal or snack
When:	Anytime you feel hungry
Materials Needed:	Hand soap, Creamy Peanut Butter, Jelly, White or Wheat Bread, Tablespoon, Bread knife, Plate, Towel

Process:

1. Wash your hands with soap and warm water.

Warning:	If you don't wash your hands, it's bad.
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2. Remove 2 slices of bread and close bread package.

Standard:	Make sure you seal the bread package completely. If you don't, air may get into the package creating dry, stale bread.
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3. Set the slices of bread side-by-side on the plate.
4. Open the jars of peanut butter and jelly.
5. Use the tablespoon to measure 2 spoonfuls of jelly onto one slice of bread.
6. Clean the tablespoon.

Standard:	The tablespoon sparkles like a new quarter. If you don't clean the spoon, then it will be dirty.
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7. Use the tablespoon to measure peanut butter onto the other slice of bread.
8. Use the bread knife to spread the peanut butter and jelly onto each slice of the bread.

Standard:	The peanut butter and jelly is spread evenly on each slice of the bread.
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9. Put the slices of bread together so the peanut butter and jelly are face-to-face.
10. Put the sandwich on the plate.

If You Want To:	Then:
Cut the sandwich in half	A) Duh! Just cut it in half B) Go to the next task Example: Eat the sandwich
Remove the bread crusts	A) Clean the bread knife B) Use the bread knife to remove the outer crusts of the bread C) Give the bread crusts to the dog Caution: If your dog is old and has health conditions, then you should not give the bread crusts to your dog. D) Go to the next task Example: Eat the sandwich
Eat the sandwich whole	A) Go to the next task Example: Eat the sandwich

11. Rinse the bread knife and tablespoon and place in the thingamajigger.
12. Put the bread back into the bread box.
13. Put the lids back on the peanut butter and jelly.
14. Put the jelly in the refrigerator.
15. Put the peanut butter back in the cupboard.
16. Wipe off the counter space where you made the sandwich.

Standard:	The lids are sealed tightly on each jar.
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Note:	If you find any excess peanut butter or jelly on the outside of a jar, wipe down the jar with a paper towel.
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Standard:	The counter top is clean when it is free of bread crumbs and peanut butter/jelly.
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You've Completed This Task.

The OJT manuals have been developed for the following areas: Inside Customer Service, File Center (Warehouse), Transportation, Outside Customer Service, Sales, Vault and Destruction. A Quality Assurance Program is also available. To learn how these manuals can support your business, call Jim Macmillan or Jennifer Fröhlich at 800-807-2093.

2004 User's Seminar

By: Jennifer Fröhlich, Andrews Records Management, Inc.

Andrews Software would like to thank all who took time out of their busy schedules to come to Cleveland and attend the 2004 User's Seminar. We would also like to give special thank Tom Adams, RimPROInsider, and Pete Chadwick, Image Fortress Corporation, for presenting at this year's seminar.

While we spend a bunch of time and energy planning and organizing it is you, our users, that made this seminar a success. Our goal is to make the seminar informative and meaningful for all attendees and based on the following feedback one could conclude the seminar was a success.

"As always, Andrews has gone above and beyond to make their customers feel welcomed and appreciated. Their broad range of knowledge of record centers is delivered in an informative and fun way. EVERY year I learn something new and am able to immediately apply my new found knowledge/abilities as soon as I return to the Record Center."

"Great - Worth the trip to meet the Andrews Software people and others using the same programs who have similar day-to-day problems."

"It is a great way to gain insight and confidence in the Andrews system and the effort that goes into customer service."

"I have been to this seminar 3 years in a row and every year I leave with VERY valuable information and each year is very memorable. I would not want to miss it. One thought comes to mind...FIRST CLASS."

"This was my first time at a User's Seminar and I found that all of the Andrews people were very helpful to all of our needs and truly care about their clients."

For all who attended, we extend our gracious thanks and for those who could not attend we hope to see you at next year's seminar. If you find yourself in an attendance debate, please remember, each of you play a significant role as most bring something unique with them and when that something is shared with others it can help grow a business or provide new business opportunities.

Year!

This was a record setting attendance year so the goal with your help is to beat that number next year!!

We hope everyone had a great holiday. Happy New Year!



Nautica Queen Dinner Cruise

(Some of the Andrews Team)

Top/Left - Marty Hrovat (ARM), Scott Bidwell (ASI), Matt Klinger (ASI), Tony Kovalik (ASI), Brian Chivers (ASI), Konstantin Guiler (ASI).

Front/Left - Dave Campion (ASI), Mindy Arnold (ASI), Tana Schaad (ARM)

Lee Miller has relocated his office to ASI. He can be contacted at 800-807-2093 or 440-546-9771 Extension 203.

WEBINARS... Convenient Education

By: Jennifer Fröhlich, Andrews Software, Inc.

A WEBINAR is a seminar held via the Internet. To help educate new and existing users on our software products, daily operations and business rules, ASI is going to begin having WEBINARS.

"If you don't use it, you lose it" is a phrase we all are familiar with. Many of our products offer features that may or may not be implemented right away. As a result it is easy to forget how to use them. WEBINARS are a great, convenient, and inexpensive alternative to one-on-one training. ASI can provide education without leaving your office.



When are WEBINARS going to start?

ASI will begin holding WEBINARS the first quarter of 2005. Since the WEBINARS are for you, we would like your input regarding topics we should cover. Please e-mail <mailto:jfrohlich@andrewssoftware.com> with topics you would like additional training or information about. We will be putting together a schedule from your suggestions, which will be e-mailed to all users at a later date. As further incentive, your first WEBINAR is on us, a savings of \$49.00.

We look forward to receiving your topic suggestions. If you would prefer one-on-one training with one of our trainers please contact us at 800-807-2093.

How do I access the resources available at your Website?

1. Click the link below: <http://www.andrewssoftware.com>
2. Click the [ASIUSERS](#) link
3. Enter your username and password (Case Sensitive). If you don't have a username and password contact ASI Support.

What resources are available at your Website?

- Frequently Asked Questions (FAQs) - Visual Corporate Keeper (VCK), InfoKeeper, Percon Barcode Scanners
- All issues of our Newsletter
- VCK Reports Dictionary
- 2004 ASI User's Seminar
- Available VCK Updates & Minimal Install
- Coming Soon - WEBINAR Schedule

Holiday Wishes

From: The ASI Team

We hope everyone had a fun and safe holiday season.

Happy New Year!!

We look forward to "2005" being a great year!

Sending in Hardware

When sending in scanners, printers or any other hardware please send them to the address below:

Andrews Software, Inc.
6900 Snowville Road
Cleveland, OH 44141



Andrews Software, Inc.

Proven solutions. Working for you.

6900 Snowville Road
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