



## **SPECIAL OFFER FOR A VERY LIMITED TIME**

We have been able to negotiate a bulk purchase of Sage 50 upgrades from our distributor, and can offer a discount of 20% off the list price.

The list prices for the upgrades are as follows (plus freight \$17+GST):

- Sage 50 Accounts Professional \$1,733+GST
- Sage 50 Accounts Plus \$1,313+GST
- Sage 50 Accounts \$914+GST

Special bulk purchase pricing is below. Upgrades are on a like-for-like basis.

- Sage 50 Accounts Professional **\$1,386.40** (saving\$346.60)
- Sage 50 Accounts Professional **\$1,050.40** (saving\$262.60)
- Sage 50 Accounts Professional **\$731.20** (saving\$182.80)

**This offer is available for only a limited time** - we must have order confirmation and payment by **Friday 13th December** as we will place the combined order on Monday 16th December. Please note: if you choose to take up this offer you do not need to install the upgrade until it is operationally convenient for you to do so.

Features list and software test drive is available here:

<http://www.beancounters.co.nz/Sage50v20.htm>

If you have any queries about this offer, or about upgrade features, please do not hesitate to email me or contact me on 027 477 4403 (I am working out of Wellington until Friday).

### **Adept Add-Ons**

Martin from Adept in the UK spends up to 2 months each year upgrading the Adept Add-On range to be compatible with each new version of Sage. This was provided free of charge for the last 10 versions, however with no revenue being generated during the two months he worked on the upgrades, a new policy has been instigated whereby all Adept Add-Ons will require an upgrade fee of \$64 when you upgrade your Sage version to version 2014 (v20) or higher. Payment is online via PayPal or credit card, and only applies to any Add-On module in use.

The upgrade fee covers not only the upgrading to ensure compatibility with the latest Sage 50 version, but it also covers the new features that are continually being introduced into the Adept Add-On range.

### **How to check your Sage 50 Software Version**

Log on to Sage 50, go to the menu bar and click on the "Help" option, then click on the "About" option.

With version 2012 and later the version number is displayed within the Program Details section. Earlier versions show the version number on the "Details" tab.

### **Being good at what you do is only a small part of business**

You might be particularly good at what you do. Unfortunately, this is only a small part of being successful in business.

You also need to learn a multitude of other skills such as time management, people skills, how to hire staff and, most importantly, how to grow your business.

You can get these skills in a variety of ways including reading, going to seminars, webinars and so on.

A great way to grow your business is to get a suitable mentor. If you're interested in this option, take a look at this website: [www.business.govt.nz](http://www.business.govt.nz)

## **Reduce FBT liability for motor vehicles**

If you go overseas, you can't use your car for private use, because you are physically unable to do so. The car is in New Zealand and you're in another country. So for every complete day you are away, you can reduce your FBT liability.

The same thing applies if your car is in a garage being repaired. Again, you physically can't use it, while it remains in the workshop. However, in this case, there has to be a specific prohibition from using the car including when you are distanced from the vehicle, in writing, to satisfy the IRD.

As an aside, no FBT is payable on vehicles with a Gross Laden Weight of more than 3500kg.

## **Aim for triple-A in your business**

The business formula for success can be summarised in three words, in the following order:

- Available
- Affable
- Able

How many large businesses and those aspiring to be large do you know which have forgotten the three As? Many of them have just one:

A- Arrogant.

Small businesses cannot afford to be arrogant, though a few of them think they can.

### **Available**

Make it easy for customers to contact you. If it's impractical to get someone to talk to them when they ring, ask them to leave a message and tell them you'll call them back within ... hours. Then make sure you do ring them back. You might consider using the services of a message-taking company if you get a lot of calls it could be worth the cost.

### **Affable**

I know a receptionist who's so good at her job, it feels like she's smiling at you down the phone line. She never has a bad hair day. She's so good customers comment on it.

### **Able**

This is last on the list because it's the least important. The first two help you to get your customer. This word is "able" not outstanding. It's not so much about being good at what you do, but more about the perception of being good.

## **The roofer impresses with after-sales service**

I was talking with a neighbour recently, and she said that she had recently had part of her roof replaced. She was very impressed with the roofer.

Why? Six weeks after he had done the job he called at her house to ask her if the roof was OK. This small after-sales service can have a big effect on a customer, as it did in this case. The woman was incredibly impressed and is telling others.

Why don't business owners do this more often? Sometimes it's because they're afraid the customer will find a reason to complain. The answer, then, is to ensure you do the job so well they have no reason to complain. You should always be confident in your product or service.

We suggest you start doing something like the roofer now.

Business is difficult. Get a reputation for caring about your customers and referrals will flow that much easier. A card or email once a year on the anniversary of the job would reinforce your marketing. It would help ensure you're not forgotten.

You might not necessarily get this customer back, but you do want to promote referrals.

## **Save interest and penalties**

You can buy overpaid tax from a tax intermediary. If you have a tax problem, consider this opportunity for reducing Use of Money Interest and possible penalties. Some firms pay too much tax and have a surplus credit with the IRD. You may be able to purchase this extra tax. Talk to your accountant for more details. Time limits apply.

## **Websites not an alternative to selling**

If you are going to refer someone to your website for information, grab their contact details first. Websites can be great for showing customers enquiring by phone what your products look like. If you need to let them have a browse in their own time, call them back and try to complete a sale.

If you lazily refer them to your website and never hear from them again, don't be surprised. You never really tried to sell to them.

## **Another invoicing scam...**

There is a business operating out of the United States, but based in Latvia. It issues invoices for re-registering patents and trademarks.

The person who told us this story said he received a hard copy invoice from an Auckland address which included email and phone number. He has a trademark which requires annual renewal and the payment of a significant fee. The invoice appeared genuine, so he paid it.

He said, "Had it arrived by email, I'd have been suspicious."

In due course he discovered the scam and advised the police. To his surprise, after two or three telephone calls he actually got his money back. He believes informing the police was a major reason for this.

Be sure to check all invoices before you pay them. It's easy to get caught when an invoice has the appearance of coming from a reputable source and it's for an expense you expect to have to pay.

This one was for \$1900 and the real fee was \$700.

## **A big thank you for your continued support**

I'd like to thank all our customers for their continued support during the year, and to wish everyone a Merry Christmas and all the best for the New Year.

Hopefully our newsletters will become a regular feature next year, as the many positive comments indicate that quite a number of people actually read them!

I have a number of Sage tips that I will include, especially those where some long term Sage 50 users have been surprised to discover features within the software that have been hidden from them for years!

If you would like a particular topic discussed, or have a story to contribute, please let me know and I will gladly oblige.

If you wish to refer to any of our earlier newsletters, these can be found here:

<http://www.beancounters.co.nz/Newsletters.htm>

Our contact details are:

Bean Counters Ltd  
P O Box 13-605  
Wellington  
Ph. 04 477 4411

Best regards,  
Shane Durrant



## **Smile**

If someone looks glum and doesn't have a smile, try giving them one of yours. It's great for bucking up your staff.

## **Google that number**

Try searching on Google to find a business phone number quickly. Even if you get the name slightly wrong, Google will help you to correct it. You might find Google more reliable than the Yellow Pages because some businesses no longer pay for a listing. You'll also find lots more information about a business.

## **Minding the children**

You can't claim for employing a baby sitter while you go out for a business dinner. Care of your children is a personal cost.

## **Children's wages**

If you employ children you must deduct PAYE from their wages. If they're under 18 and have been enrolled in Kiwisaver, you must also deduct Kiwisaver contributions. However, you do not need to pay the employer's contributions.

## **And a great quote**

Whether you think you can, or think you can't, you're right. (Henry Ford).

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