primacc
GREAT SYSTEMS, BETTER BUSINESS

February 2019

NEWSLETTER

Welcome 2019
This is our **first newsletter** of the year and we trust **you have settled back into the new year** this holiday season.

MYOB Incite
Some of **our team attended an MYOB INCITE** workshop on the 19th February where the central **theme was integration and change**, something we specialise in. Tim Reed, **MYOB's CEO**, gave an inciteful presentation into **how he has managed this** over the last decade at MYOB. A couple of **simple key messages**:

1. **Know what you want to see** from change and be clear on that outcome;

2. You **don't have to see the whole path** to start your journey of change (In fact if you can it's probably too late)

3. As a Leader **what enabled your past success might limit your future success.** Specifically **reflect** on your personal leadership style and challenge yourself to ask "**what do I have to let go of**?"
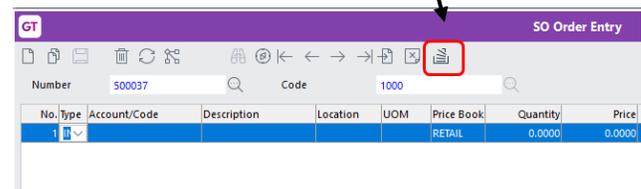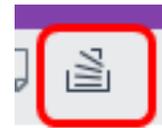
Riddle of the Month

My twin lives at the reverse of my house number. The difference between our house numbers ends in two. What are the **lowest possible** numbers of our house?

A random **winner** will be selected from all those **who email us or post on our LinkedIn page** the **correct** answer to the Riddle by 10th mARCH.

Congratulations to **Angela from CLL** for being our December riddle champion. Enjoy the bragging rights and the chocolates are on their way.

Greentree Tip of the Month
Hide Headers of SO's or PO's

Once a **Sales Order or Purchase Order header** has been **saved**, use the **'Hide Header'** icon to **free up real estate for the entry of lines**.

Click the icon **to bring the header back again.**

Payday Filing Training has Commenced
Payday filing is nearly upon us and we have **organised** a seminar **for Greentree users** on Friday the 8th March. If this affects you, you should have **received an invitation to attend**. If not please contact us for details

For those **unable to attend** please contact us to discuss one on one training.

Over 1000 Releases in a month
We all have at least one thing that **really annoys us with the software**, and it's easy to think of change as slow. MYOB in one month recently initiated 1000 releases (enhancements) in one month over its entire suite of products.

Change is happening now and quickly

Contact
Please contact your **Primacc consultant** for any enquires, we are always happy to help.
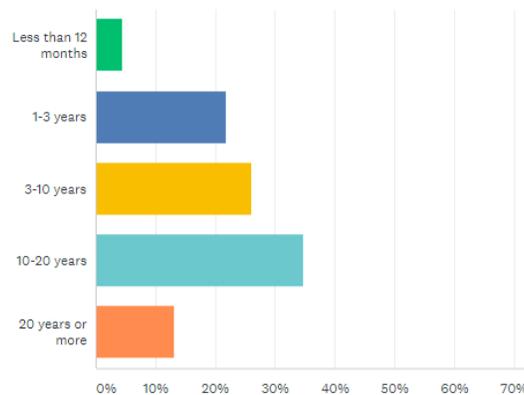
09 570 4580

Customer Survey Response

Thanks to those who participated in our customer service survey.

Primacc have always had an **uncompromising approach to excellence**, however its easy to believe it without asking customers directly. Confident we were delivering excellence, Primacc in December **sent out a survey** to understand whether **we were upholding our vision** of creating an **amazing customer experience**.

The results are attached and **we are thrilled**. As can be seen **many of our clients have been with us for well over 10 years**, and **yet we remain extremely proactive** with a high level of service and engagement.

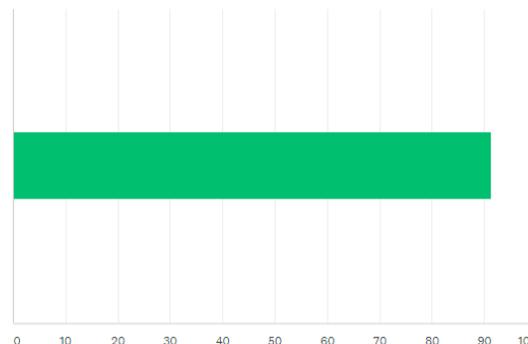**How long have you been a business partner of Primacc?**

Answered: 23   Skipped: 0

Amazingly we achieved a **92% overall satisfaction rating**. This question was rated from 0-100 so we are unbelievably proud.

How would you rate rate your overall satisfaction with Primacc?

Answered: 23   Skipped: 0

We **undeniably work hard** for our clients and this is clearly re-enforced through these results.

See our **full results** here.

We are **always looking for new opportunities** and if **you know of someone** who may benefit from talking to Primacc, please get in touch with us.