

# Barcellos Holdings Limited

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## NEWSLETTER

### Summer 2013 Edition

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### Introduction

Welcome to the Summer 2013 Barcellos Holdings Newsletter.

As mentioned in our last newsletter, the dreaded 'RTI' procedure started as from April 2013. Closing the year end was a fate in itself. We received the "your end of year submission has been successful" email from HMRC and thought nothing of it. A few weeks later we received a Penalty Notice informing us that our submission was late. "What!" (or something along those lines) I exclaimed!! After several phone calls/emails/letters later we finally got to the bottom of the problem. Due to the introduction of RTI, our software automatically thought we were part of the trials (which we weren't) and submitted our return in the wrong format! Luckily Sage picked up on this (as HMRC failed to inform us) and worked closely with HMRC to help those customers affected by this error. The Penalty Notice has since been cancelled. I hope your payroll end of year went through with no problems!

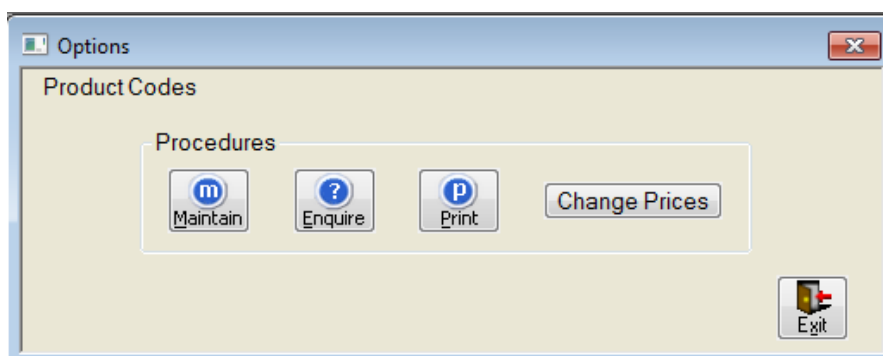
On a brighter note, we now have a new Training Room, please see Marks Article for our special offer to celebrate.

We have also been continually improving all our software packages inbetween juggling illness, holidays, and more illness! The joys of running your own business!

Happy reading !

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# Same Great Software, New Great Look



Someone once asked me how much makeup their friend should wear, to which my response was “I don’t know, it depends on the face!” But I guess that it doesn’t really matter how much makeup you put on, it can never change what’s underneath.

This is also true for software. It’s relatively easy to make something look pretty, but if it has not got the functionality behind the scenes then it’s not much use. It’s like having an Aston Martin chassis with no engine – pointless.

I am proud to say that the laundry software has continued to evolve from the inside out. Whilst we have spent some time recently providing a ‘face-lift’ to what you can actually see, this has not been at the expense of improving what the software actually does. The above screen shot is an example of this. All of the parameter take on routines now have a common entry point, for you to update, look at or print the details.

Let’s look at some of the other things we have been working on.....



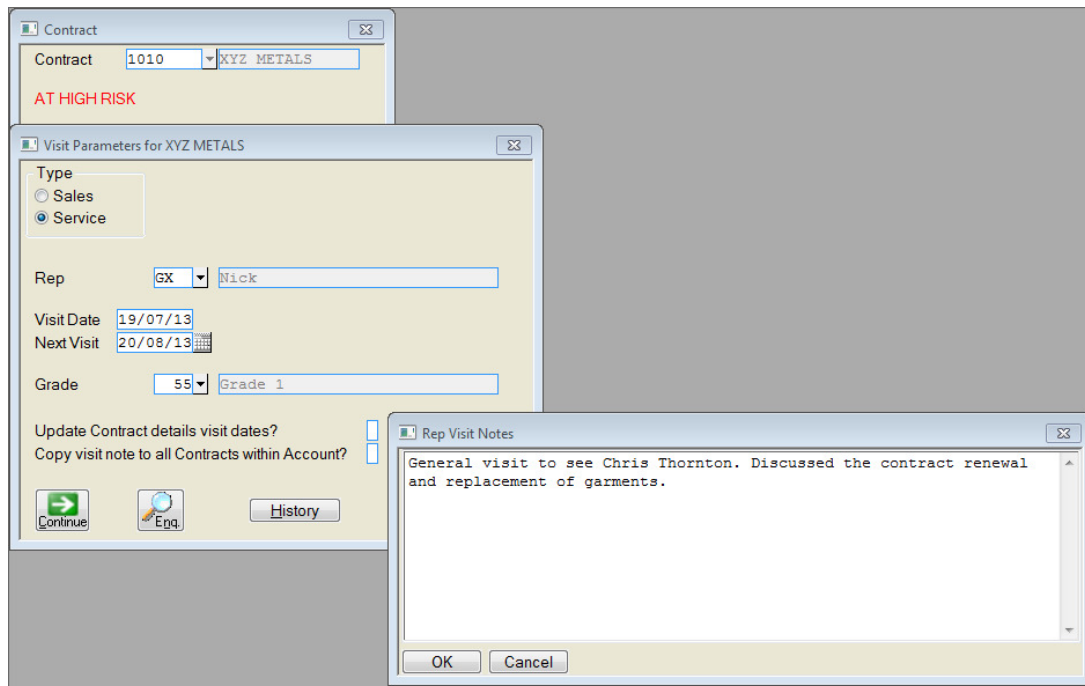
We have added a new contacts table to sit alongside each contract, which contains name, position, email address and telephone numbers.

Each customer can now have an ‘at risk’ level. (See Paul’s article for more details)

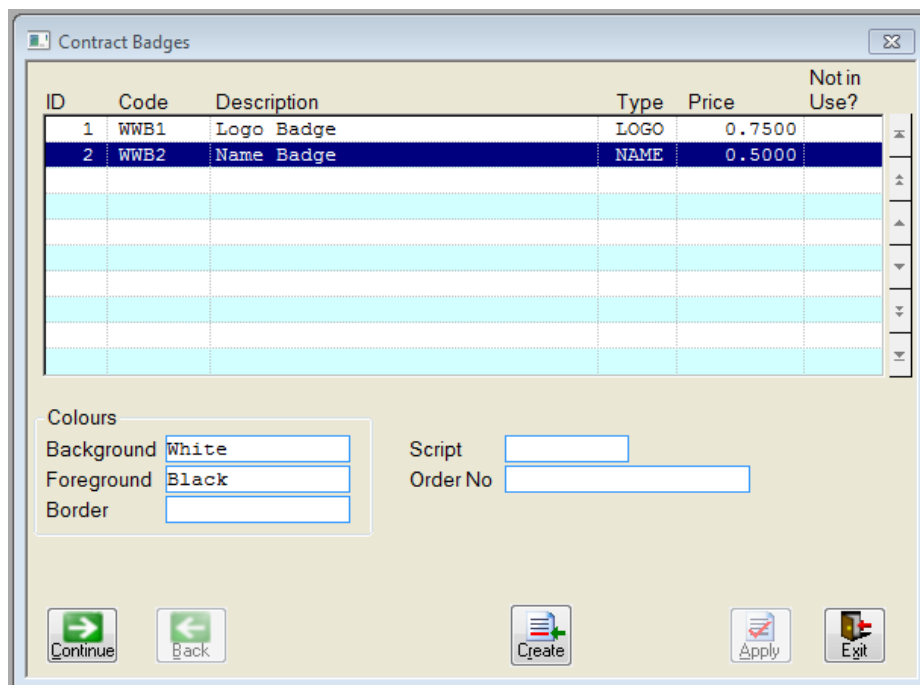
More ‘events’ are being recorded for things like leavers and movers.

Following on from our successful endeavours to speed up the scanning archiving process, we have added an extra index to one of our counting tables which has significantly speeded up extras invoicing. So for those of you using dedicated linen or are counting and billing non-garments, you will hopefully see this following your next upgrade.

If you use the Route Management module, we have radically changed the entry of this when adding new contracts – Gone are all those delivery/collection tick boxes, replaced by daily buttons and a new display window. There is a new Reps Visit notes program, to allow easy entry of reps visits to customers.

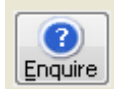


We have begun working on badges (at last!).



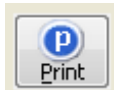
They are now going to be linked to a particular contract product. There will also be a facility to order these if applicable.

The manual purchase order creation program has had an option added to use 'off-shore' cost prices, as well as several cosmetic enhancements.



We have continued to enhance the main contract enquiry. Events are now viewable at wearer/product level. If notes are amendable, then the above reps notes facility becomes available when clicking the notes button. The stock checks enquiry can also now show customer shelf level counts for any pool linen ALM (active laundry management) customer. You can see any badges attached to products from the product window.

The pool linen list enquiry now has an option to close all lists displayed.



Several prints have been enhanced. The contract print can now be ordered by descending order of weekly value, and there is also an option to combine weekly values by account. This can also now be done on the reps report, which also has had a total line added for each rep printed.

Badges and contacts can be printed by using the full contract print.

The pool stock check sheet now shows quantities collected and to deliver on the stock check day. This should help your stock checker determine under/over stocking issues.

We have added a non-completed pool linen lists report, to tell you the current status of any open list.

Also new is a contract risk assessment report, detailing contracts set at your defined risk levels.

When printing delivery notes now from the enquiry, there is an option to email these direct to the customer. You can add your own notes to the email and the contacts list is made use of to select email addresses.

These are just some of the many things that have kept us busy over the past few months.

We will continue to strive to provide software that not only looks good on the outside, but has the power on the inside to keep your business moving forward for the future.

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# The bells toll after 22 years!

## &

# A new room with a view to more training

### *The bells toll after 22 years!*

Well the first half of 2013 shall be remembered not for the right reasons. After 22 years of good health, I had to make a lot of use of the NHS services due to falling ill with Bell's Palsy. At the beginning of April 2013 I started with severe tonsillitis which forced me to my first visit to the local walk in centre. Then four days later when I woke up on the Saturday morning I thought that I had during the night had a stroke as the right hand side of my face was numb, I could not close my eye and my speech was slurred. After a short period of panic I realised that it was not a stroke but was still worried as to the cause of the condition. After a visit to the clinic at the local NHS hospital I was diagnosed with Bell's Palsy. This is a condition that affects the main nerve that controls the whole side of the face. I was on over 22 tablets a day and was very poorly for over 2 weeks losing over 1 and a half stone in just 10 days. My body was not used to taking tablets as I never take any tablets even if I have a head ache. Happily I am now on the mend but my face is still recovering albeit very slowly.

That will teach me to brag about not seeing a doctor for over 20 years as I ended up seeing 8 doctors in just over 2 weeks. It has made me realise how much we take good health for granted and I shall hopefully not need the services of the NHS for another 22 years.

### *A new room with a view to more training*

During my spell of recovery BHL was lucky to secure a new room close to our main offices. This has been transformed into our new meeting/training room. This is an ideal facility for our customers to come to us for quality training to allow them to make better use of the software systems that they have.

The room has no telephones so we ensure to provide an environment to maximise the training provided. All courses come with full documentation/training notes and a buffet lunch is supplied with all dietary requirements catered for.

The room can also be used for general meeting purposes so even if you just want to come and see us for a chat we can sit down in a comfy environment and just scribble away on white boards if that is what is required.

As much tea & coffee as you can drink are always provided. I have provided some pictures so that you can see how nice the new facility is even down to the potted palm to make it feel a tropical place to be.



To celebrate the opening of the new room we are providing special training vouchers to allow 2 people to come for the price of one, i.e. "you buy 1 you get one free!!" as the guy says on the television. This we hope will entice our customers to provide some investment into quality training for their staff thus allowing them to make the best use of the systems.

If you feel that you have a special requirement for training then please do not hesitate to contact us so that we can arrange a course specifically to suit your needs.

The training vouchers can be used for Global 3000, Global Workwear/Linen, and also Global Schedule of Rates training.

Please do not hesitate to let us know if you would like to book some training and we can issue you with the appropriate vouchers.

I would like to thank all the customers who have sent best wishes and a speedy recovery to me over the weeks and to thank them for their patience during this time as I know that it took me longer than normal to complete some tasks. I can now say that service is back to normal and should improve over time as my eye and mouth return to normal.

I would like to take this opportunity to wish all our customers a happy summer holiday.

Mark A Capewell  
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# Feeling Hot Hot Hot!

And that's not the gorgeous weather we are having or Mr Cook in hi speedo! It's our current version of the software!!

So here we are another 6 months on and cooking ourselves like chickens slowly on a spit roast in the glorious weather we are having. I suppose as a nation we moan when it's cold, we moan when it's wet and most of us are moaning that it is just too hot, never happy are we? Just like everyone here at Barcellos, we are never happy with the product and are always looking to making things better. So what have we been doing over the past 6 months, and what lies ahead?

Well as I spoke about in December we are still trialling and excited about the Chips development (and that's not just the fish variety). We have customers actively testing the chips with the software we have put together that will allow you to track and control all your linen stocks, at long last.

We also have the Web Module which has now been up and running for over 12 months. This has been a great benefit to Zip Textiles in giving them an edge in the market place by offering its customers this online facility. We now look forward to welcoming Bourne Textile Services to the Web World, after finally getting their new changes into the database structure. We hope that this will be the start of many

more of you joining in, to allow your customers to request their stock on line, while you sit back and wait for the orders to print off.

The screenshot displays a software interface with a red background. The main window is titled 'Contracts' and contains a table with columns for Contract, Account, Reference, Location, Date, Wk Year, Wk Year, Dur, and Type. Below the table, there are several sections for contract details, including 'GARMENT RENTAL' with a weekly value of 0.00, 'Contract Info' with contact details for HR ERIC BUJOK, and various options for pricing, invoicing, and depreciation. A 'RED ALERT' section is also visible, showing rental values and split options.

Contract	Account	Reference	Location	Date	Wk Year	Wk Year	Dur	Type		
10008+S	10008	LOVTOM ENGINE	LD7 1LP	21/08/09	39	2009	39	2012	157	1
10009+S	10009	ABBEV TRAINING	LD2 3DN	19/02/09	16	2009	16	2012	157	1
10010+S	10010	BRIDGE GATE	SV8 1DN	20/11/09	6	2010	6	2013	157	1
10022+S	10022	BARCELLOS HOLD	SV21 7BQ	27/01/12	14	2012	13	2014	104	1
10022+H	10022	BUSINESS BASE	SV21 7BQ	05/09/12	42	2012	42	2013	53	1
10022+S	10022	SUNN STREET FIT	SV21	21/02/10	13	2010	11	2012	104	1
10076+S	10076	LEICESTER TYRES	SV1 3EQ	07/03/06	47	2008	46	2010	104	1
10076+S	10076	BROWNS BUTCH	SV1 3EQ	16/03/10	19	2010	18	2012	104	1
10084+S	10084	JOHNSONS PAINT	SV1 1ED	02/05/00	24	2011	23	2014	157	1
10127+S	10127	XVZ UNIVERSAL	SV20 8UH	26/04/12	23	2012	23	2015	157	1

'What's New Paul?' I hear you all cry. Well we have added some brand new features to the system that allows you to see instantly customers that are at 'Risk'. The new

feature allows you to setup up your own 'Risk' status, which can range from 'Customers on Stop', 'Customers Under Notice', 'New Customers', and basically any type of customer you wish to flag, the list is endless. Each 'Risk' you set up can be Colour Coded and set to any contract you have on your system.

Contract	Account	Reference	Location	Date	Start Wk Year	End Wk Year	Dur	Type
10009+S	10009	ABBEY TRAINING	LD2 3DN	19/02/09	16 2009	16 2012	157	1 RISK
10022+H	10022	BUSINESS BASE	SV21 7BQ	05/09/12	42 2012	42 2013	53	1 RISK
10076/S	10076	BROWNS BUTCH	SV1 3EQ	16/03/10	19 2010	18 2012	104	1 RISK

Not only giving you and your users an instant visual display that a customer is flagged

as at risk, but we have also tied in Reports and Filters that allows you to report and view these customers at just the touch of a button. This should finally help your users that may have missed the memo warning of a lost customer or please handle with care as customer threatening to cancel, as quite simply the system will do it for you.

So what else have we been doing? Well I am sure you will see from Nick's article that we have done some enhancing of reports and routines surrounding Reps, Reps Visits and Customer / Account values, which looks really good and should be able to provide a valuable aid to your sales and service reps. Nick has also been looking at resurrecting the Badge module, to finally link this into badge ordering, badge positioning and lots lots more! Please have a read and feel free to contact us and talk about taking a look at any of these new developments.

We would like to implement the long awaited and talked about user group. I know lots of you have inspirational ideas and developments that you would love to kick around with others, getting valuable feedback as to what they think of your ideas and how they may cope with solving problems that you are coming across. This will undoubtedly end with possible development to the software, which can sometimes be too costly for you to take on as a single customer. However the power of a user group would not only allow you to share ideas, but in turn allow in the sharing of costs, which in the long run benefits everybody. I know that Sharon Bishop at Guarantee Laundries has welcomed such a group and has spoken about setting up a user group using a website called 'linked in' (a social network site just for business), with the idea of just getting people chatting on line first with the hope of getting together for a full group meeting. If you would like any more details on this please feel free to let me know. I would also like to know your thoughts about coming to our office here in Leicester for a possible open day, where we can chat about the system and possible future developments? The hope being that if we get enough interest then we could look at hosting such an event in the very near future

Anyway enough about work let's give you an update of what's been going in the world of Paul. Well I finally turned the big 40 in July (hard to believe I know with my boyish good looks), but as of yet I have not had the dreaded midlife crisis, but I'm sure it's not too far away. After Last year's summer that never really was we find ourselves in the middle of a summer heat wave? Where did that come from, I'm not sure, but long may it continue. It seems the momentum of the Summer Olympics which gave a lift to the nation and was better than any of us really thought it would be, has carried on and given the nation a feel good factor. Not only has Andy Murray won his first Slam Event, but then he only went and won Wimbledon! What



an achievement that was! Well done Andy! We also are hoping our English, Welsh, Irish and not forgetting South African Cricketers can wipe the floor with the Aussie Boys and send the Kangaroos Hopping all the way back to Australia with their tails between their legs! And let's not forget the British Lions that went over to Australia and spanked the Aussies in their own Back Yard!! Well Done Lads! So much to talk about on the sporting front, but just not enough paper to do so!



Finally let's not forget the New Football season that is fast approaching, which means we have lots to look forward to. Let's hope Steve Clarke can carry on the Brilliant work from last season, although by the look on our recent signing Nicolas Anelka's face, I'm not so sure we will have the season we had last year (looks like he has either just be told he's got to work for a living or someone told him that West Bromwich was in Dubai and not the heart of the Black Country). Let's

start the betting to see just how long he lasts? Maybe Peter Odemwingie will offer him a sightseeing tour of London.

Well I think that's about it for now, I look forward to hearing from you all soon, and leave you with this chilling thought, by the time England Retain the Ashes on Sunday 25<sup>th</sup> August, we will be just 122 days away from Christmas! Come On Santa!



Paul Moss  
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# Keep a cool head this summer !



I type this text under surprisingly different conditions to those of the last couple of summer newsletter articles – it's actually sunny & warm! I'm sat here indoors within air-conditioned bliss... cool, fresh, hydrated... OK well maybe not quite so true! It's the same as anywhere really... hot, humid and we've got a competition going to see whose fan can blow the warmest air at someone else (I think Nick is winning as he has an unfair advantage – a desk fan and his usual office chatter!). Actually, there are many great developments regarding the Workwear system of late – so please contact Nick or Paul for details.

I'm pleased to report that we now have many customers operating USB hard drive backups rather than traditional tape systems. These can save so much time should access to data be required. The main advantage is that they're user portable between computers as they do not require any specific hardware like tape drives do (such as controller cards and cables). We can simply access device content via browsing within Windows. Some take this further with the welcome addition of the Pervasive Backup Agent to compliment and ultimately protect their Global data. This adds into the backup software to run silent commands before and after a backup job to safely deal with any open files.

So if your Barcellos software is backed up and fully protected as detailed above, fantastic! If not (even if you are using USB hard drives but don't yet have the Pervasive Backup Agent) please get in touch and I'll be happy to provide the relevant package pricing. A small price to pay for peace of mind regarding your data and its integrity! We can set this up remotely and support as required. It can even sit side by side with any other third party backup systems you may have in place already.

Enjoy the rest of your summer, Gavin.

[gavin@barcellos.co.uk](mailto:gavin@barcellos.co.uk)

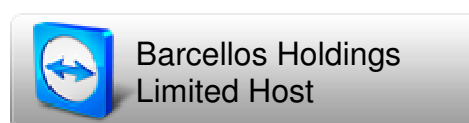
# Rent a PSA Schedule in pdf format

The Psa schedules in pdf format are proving to be very successful and do remember that they are substantially cheaper than in the printed format. For one schedule there is at least a 15% reduction over the book and for multiple copies of the same or different schedules the saving is much greater. Also, there is a very low price for a two month rental of a schedule, enabling an evaluation of it. If you tender using a schedule that you do not possess then you can rent the schedule pdf for two months. The cost is a fraction of an outright purchase of either the pdf or the book and can be offset against a full purchase of the pdf! Please contact me for further information and prices.

We have welcomed quite a few new users since the last newsletter including someone in Gibraltar and a large Housing Association. They required a very small part of the Psa Electrical schedule to be used by various contractors that they appoint. Also some existing users have picked up new contracts requiring additional schedules, in quite a few cases they have been using either Psa or Nsr schedules and have been appointed to use the other type of schedule as well. Assuming that they will all be run on the same computer then the program does not need to be purchased again, just the schedules.

As mentioned in the last newsletter, the DIO (Defence Infrastructure Organisation) is putting out to tender some very large contracts using the PSA schedules, covering the whole of Great Britain and Northern Ireland. Further details, including showing the bidders, is available at <https://www.gov.uk/next-generation-estate-contracts>. Having met some of the bidders it appears that a good number of subcontractors will be appointed. Previously DIO did not use the PSA schedules. The first contract should be let in the near future. Let's hope we all get business from this.

I have recently started to use software called TeamViewer for helping maintain systems remotely. It has proved successful and saved a considerable amount of time in some cases. Using it I can see exactly what is on your screen and also take a copy of your data if necessary. Looking at the data on my pc can be very useful and there is no chance of corrupting anything as problems can be investigated offline. You do not have to go to a considerable length to explain a problem, it may be immediately obvious when looked at through TeamViewer. TeamViewer does not cost you anything. Please call us if you would like this facility setting up, otherwise it can be installed if and when a problem occurs.



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