

CONNECT

CONNECTING YOUR BUSINESS TO THE WORLD • SPRING 2006

An Oakland Corporation Publication

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HOLIDAY CLOSINGS

Memorial Day
Monday, May 29

Independence Day
Tuesday, July 4

Labor Day
Monday, September 4



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Know Your Customer!



By **Chuck Carlson** • VP • ccarlson@oaklandcorp.com

For those of us here at Oakland who previously worked at an Agri-Business such as yours, we remember and appreciate how busy the Spring Season can be. Keeping track of deliveries, returns, bookings, exchanging products, and which account to bill it to, can be a challenge.

I remember when I worked at a coop in northern Iowa, a farmer once asked me; "How do you keep it all straight?" I really didn't have to think about the answer, and I told him, "**We know you as a customer, and we pay attention to detail.**" I realize this is not a profound statement, but I would bet many of you can relate to it.

Specific Needs

Even though all of you deal with Agri-Business customers in one form or another, every customer is unique for what their needs are. It is the same thing here at Oakland, each of you have different needs.

An Oakland system can handle a variety of clients; from a single user to hundreds of users, from one location to multiple locations, to multiple companies on the same system. Some of you are full service organizations and others specialized. Our fully integrated Management System of Oakland Software products can handle them all, which include:

- Accounting Manager
- Fuel Manager
- Patronage
- Agronomy Manager
- Grain Manager
- Payroll

We also have partnerships and/or working agreements with multiple vendors to interface their products with ours, such as AgLeader, Farm Plan™, Vande Berg Scales, AgriMine, to just to name a few. Large or small, full service or specialized, your company is unique. That is why we get to know you as a client, and define a system to fit your specific needs.

Specific need also involves Training. During a group Training Session in February, we asked the attendees, "What would you like to see from

Oakland for the future?" We found users wanted some FREE Training! I'm sure you've heard the saying; "ask and you shall receive!"

Well, we decided to take their advice and allow a portion of everyone's Annual Maintenance to apply toward a Training Credit to be used throughout the year.

Training Credit

We are leaving open the months of July, August, and early September to schedule some in-house Training Seminars. However, we would like some input on which subjects you would like at these **Training Seminars.**

Training Credit can be used in any of three areas:

1. At any of our scheduled in-house **Training Seminars.**
2. Toward individual training at our office.
3. Toward individual training on-site at your business.

Call or e-mail now

800-383-5114 x100
dmorgart@oaklandcorp.com



Client Services

By **John Lounsberry**
Client Services Manager
jlounsberry@oaklandcorp.com

New Version Release

Oakland has just released version 4.21 of its software and updated ALL clients to this New Version in March 2006. This version included enhancements from over 200 software requests from our clients. These enhancements and updates are included at no additional charge and are included within the Oakland Software Maintenance Agreement.

It is this valued relationship and communication between Oakland Support Staff and our Client Partners that has driven our software development for the past 23 years and will continue to do so in the future.



Farm Plan™ Update

In our last newsletter, Mary Mehus from **John Deere Credit – Farm Plan™** outlined Connect2, a new interface through the Oakland software to post and transmit Farm Plan™ and credit card transactions directly from Ticket Entry in Accounts Receivable.

Clients have been using the interface since the latter part of 2005 and the feedback has been **Great!** Thanks to the Development and IT staff here at Oakland and to Mary and the staff at John Deere Credit – Farm Plan™, this integration has been a great addition to the products and services Oakland provides.



Featured INTERFACES

By **Arlen Oakland** • Sales Representative
aoakland@oaklandcorp.com

Time Entry & Payroll

There are a few modules that we offer that some of our customers are not taking advantage of. One is the Time Entry module that is connected to our Payroll module that eliminates the need for the time clock.

This module can track hours by department so that the regular & overtime pay is split correctly among those departments, along with the company contributions such as FUTA, SUTA, FICA & MEDICARE.

Even salaried employees can be tracked and have their pay and company contributions allocated if desired. This module will eliminate the need to calculate the regular and overtime pay on manual time cards, thus saving time and labor.

Commodity Manager

Our Commodity Manager module allows you to track a long and short position on ANY commodity such as Soybean Meal, Fuels, or any other commodity that you trade futures on.

One great feature of this module is that it is completely user definable so that YOU have control of how and what you will track.

If you have questions concerning these or other Oakland products, please give me a call at my office in Ames at 515-232-2109, or send me an e-mail at arlen@oaklandcorp.com



Vande Berg Scale

The Grain Scale Interface with Vande Berg Scale Software will save time and can eliminate many posting errors by connecting the scale and moisture tester to the Grain system.

We are currently offering special discounts for this module if it can be installed during July, August, and early September.

Please call me before the first of July to arrange your installation.

Agleader SMS

We have had a great response to our integration to Ag Leader Technology for the digital mapping that ties to our Fertilizer module.



We have talked with many of our customers about the current interface, and we are very excited about the future of this product.

Benefit Golf Outing - Riverside Lutheran Bible Camp

Friday September 22, 2006 • Veenker Memorial Golf Course • Ames, Iowa



This is Oakland's 5th consecutive year to be the Event Sponsor of the Riverside Lutheran Bible Camp Benefit Golf Outing.

This 4-person Best Shot event starts with a noon lunch and a shotgun start immediately following. Plus, one of the hole-in-one prizes is a New Car!

Your \$100 per person entry fee is a 100% donation to the camp. So, come and join us!

Registration & Info

Riverside Bible Camp • (800) 372-7748

john@riversidelbc.org • www.riversidelbc.org

PLANNING CHANGE

Helpful Tips from the I.T. Department

By Rachel Winecoff • IT Support • rwinecoff@oaklandcorp.com



As always, Service is our #1 Priority here at Oakland Corporation. We hope that you never have to wait long for a response to your call, so we'll offer these tips to save you time and effort when there are planned changes in your organization.

The following tips will allow Oakland to serve you even better when you let us know when you are planning a change.



Planning a Big Move

Changing offices, switching printers or computers

- Call before you start moving equipment around. It'll save some time just giving us a heads-up, or possibly, we could schedule a time to work on it together.
- In general, Monday morning or late Friday afternoon is NOT a good time to make big changes.
- Scheduling and communicating a time midweek seems to work best for everyone involved, including you and your customers.

Network & Internet

If your ISP (Internet Service Provider) needs to make a change to your network or to your IP Address, please let us know before they make that change.

This will allow us to get onto the VPN server and make the necessary changes in order to reduce or eliminate any internet down-time.

If we are not aware of the change in advance, you will lose internet access until we can assist someone through editing the VPN files.

Adding a New Printer

Let us know before you get the printer. We can add it to the Oakland system before the new printer is physically hooked up to the computer or Jet Direct.

Oakland also provides a variety of printers, at competitive prices, that are already approved to work with your system. Please give Arlen a call if you would like a quote.

Adding a New Login

Let us know before the login is needed to avoid any waiting.

Printer Repair

There is a NEW way to let us know when you have a printer that needs repair! Check out the "Printer Repair Request" on our website, www.oaklandcorp.com.

- Click on the "Support" link.
- On the right, you will see the Live Online Chat that you can use to communicate with our Support Staff.
- On the left, underneath Online Support, you'll see Printer Repair Request.
- Click on this and you will be prompted to fill out a form.
- An email address is required before you can submit your request, as well as the printer's serial number and a description of the problem.

As soon as you submit the form, we will be notified and provide you with a loaner, if needed, and a call tag for your printer to be sent to our Ames repair office.

Shipping

When shipping equipment, we use UPS for our delivery service, and they pick up from our office at 3:30PM.

If shipping equipment is required after that time, it is probable that it will not be sent until the following business day.

CLIENT SPOTLIGHT – River Valley Cooperative



Company Description

River Valley Cooperative (RVC) is owned by over 1,700 farming operations in eastern Iowa. RVC has operating facilities in 15 communities, providing full and part time employment to over 175 employees, with annual sales of \$120 million.



Clarence, Iowa

www.rivervalleycoop.com

RVC provides propane services for local farms, homes, and industry. They also distribute over 8 million gallons of distillates (gas and diesel fuel) with an emphasis on Ethanol and Biodiesel usage both on the farm and commercially.

RVC Management

- Tom Leiting • General Manager
- Dave Schultz • Energy Marketing & Sales Mgr
- Dick Stange • Energy Operations Mgr
- Jim Gruenhagen • East Ag Operations Mgr
- Mike Wagner • West Ag Operations Mgr
- Dale Ford • Agronomy & Feed Sales & Marketing Mgr
- Mike Moellenbeck • Grain Marketing Mgr
- Sarah Meyer • Controller
- Mike Halverson • MIS & Special Projects Mgr

RVC provides marketing and storage of grain in 13 elevator locations handling over 22 million bushels of grain annually. They use 4.5 million of those bushels of locally grown corn in the operation of their 3 feed manufacturing plants.

Comments from River Valley Staff concerning Oakland Software & Service

Customer Service

“The knowledge base and quick response time from the IT/Hardware Department is invaluable.”

- Mike Halverson
MIS & Special Projects Mgr

Grain Manager

“I really enjoy the hauler summary. It tracks the scale tickets, the grain bushels, the freight rate, and figures what each hauler should be paid.”

- Mike Moellenbeck
Grain Marketing Mgr

“We like the ability to reprint grain reports. In the past we needed to run all the reports at the end of the month and kill a lot of trees, now we are able to generate them on command whenever we need them.

It is really great that we can now write one grain check without having to transfer bushels between locations. The audit list in grain is very helpful in tracking contracts with having so many locations.”

- Donna Petersen & Lorrie Hunt

Fuel Manager

“The fuel manager program is an asset to our energy department. It gives us an edge on our local competition.

The ability to produce an invoice in the truck and merge it into Oakland saves time and eliminates keypunching errors.

I appreciate the fact that Oakland continues to upgrade the program to meet the changing needs of the liquid fuel/LP world.”

- Brenda Schwarz

Patronage

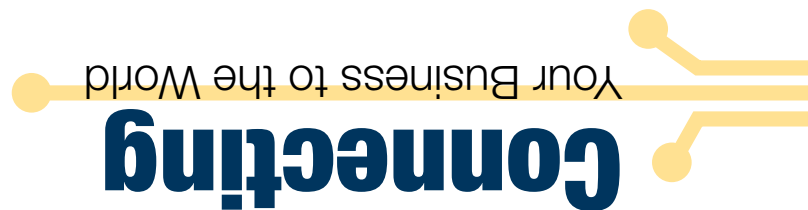
“I enjoy using the archived reports in patronage and the report that cross-checks stock with members is a great tool.”

- Pat Reese

Report Server

“I find Report Server to be a wonderful tool in generating special reports for our staff and using the find option is another time saver.”

- Sarah Meyer • Controller



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OAKLAND
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