

PASSFIELD

Newsletter 2020

Face-to-face matters

It can be easy to think of a software house like Passfield as simply a purveyor of products – but that couldn't be further from the truth. Yes, we sell and maintain our horticultural software – but our core activity really is in supporting our clients by helping them get the most from the software we provide.

This year, the Passfield team has spent a lot of consultancy time with our clients, reviewing how Passfield is being used and finding out what's working – and what's not. We've then been able to recommend often simple changes that resolve business challenges and work wonders for efficiency. In last year's newsletter, we invited you to contact us about having an in-person consultation and I'm delighted so many of you did. This year, I'm extended this invitation again,

and all the more emphatically. If you haven't booked a consultancy day in the last year, please call us to get a quote. You never know – one visit could resolve that niggling issue you've been having with one of your business processes. Or, you might learn about a Passfield feature that's always been there and could be just what your business now needs. Passfield is a vast, flexible, feature-rich system and most of our clients use just a fraction of it. That's how it should be – but an in-person review could help you get more from it than you might have imagined.



Tim Lamb HEAD OF BUSINESS



The world's most comprehensive and flexible nursery management software

Knowledge sharing at IPPS



Europe



We'd like to thank the International Plant Propagators Society (IPPS) for inviting us to speak at their annual conference in October 2019. The theme for this year was 'Technical times' and our business manager Tim Lamb gave a talk on electronic trading that was very well received. In our experience, implementing an electronic trading system can initiate a step change in business productivity – provided it's carefully

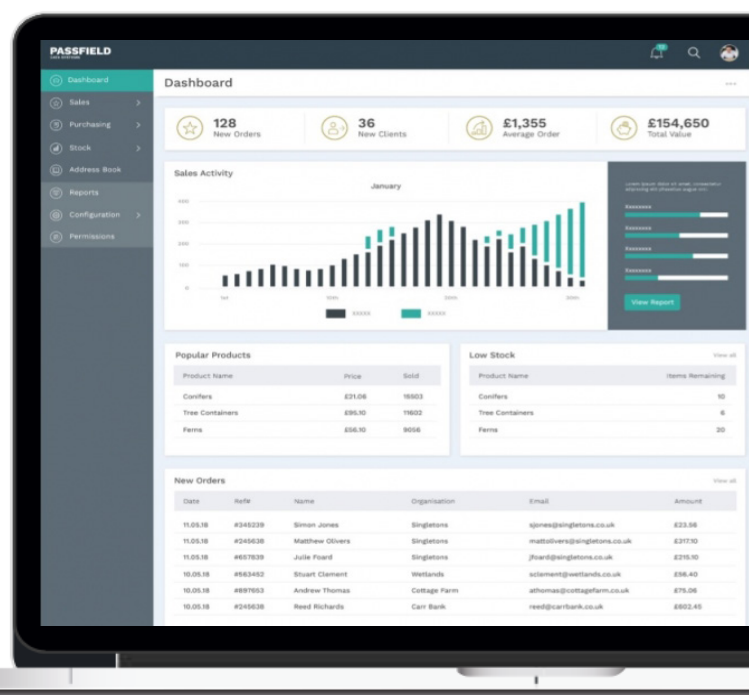
implemented and well understood by its users.

The conference was a great forum for us to share our expertise on this subject – and we are always looking for new opportunities to do this more. If you have an industry event coming up and would like us to speak on a particular topic, please feel free to contact us.

New development update

As many of you already know, we are undertaking a complete system rewrite from the bottom up – a huge task that will bring significant benefits for our customers.

The new, cloud-based ERP system is designed to be faster, leaner and far more agile – so we'll be able to roll out new features and functionality in record time and be truly responsive to our customers' needs. As often happens with software development, the most complex elements of coding have taken more time than anticipated. We've made a strategic decision to invest resource up front in ensuring the system we create is truly adaptable and future-proofed, ensuring complexity remains in the back end so that the front end – the element the user interacts with – is simple and intuitive to use. We will keep you updated.





Pinetops goes live

Long established family-owned nursery Pinetops went live with Passfield in May 2019. Based near Lymington, Pinetops concentrate on growing large quantities of a limited range of products such as Hydrangeas, Hellebores and Lilies. Boasting state-of-the-art growing facilities, it was nevertheless using spreadsheets to manage all order processing – and this was only available to one user at a time.

The business was looking for a proven system that would allow multiple users and minimise time-consuming data entry. We were delighted that they chose Passfield. Since installation, the business can now input order information just once and print labels without having to re-input



data – something they couldn't do before. Passfield can link directly to their existing Sage Line 50 accounting package so they no longer have to input accounting data separately. Janet Phillips, Office Manager at Pinetops said "We really needed to deal with our office bottlenecks, Passfield has helped us to do this." All in all, it's a huge time saver, freeing up their invaluable staff to work on other areas of the business.

New Zealand avocado grower adopts Passfield

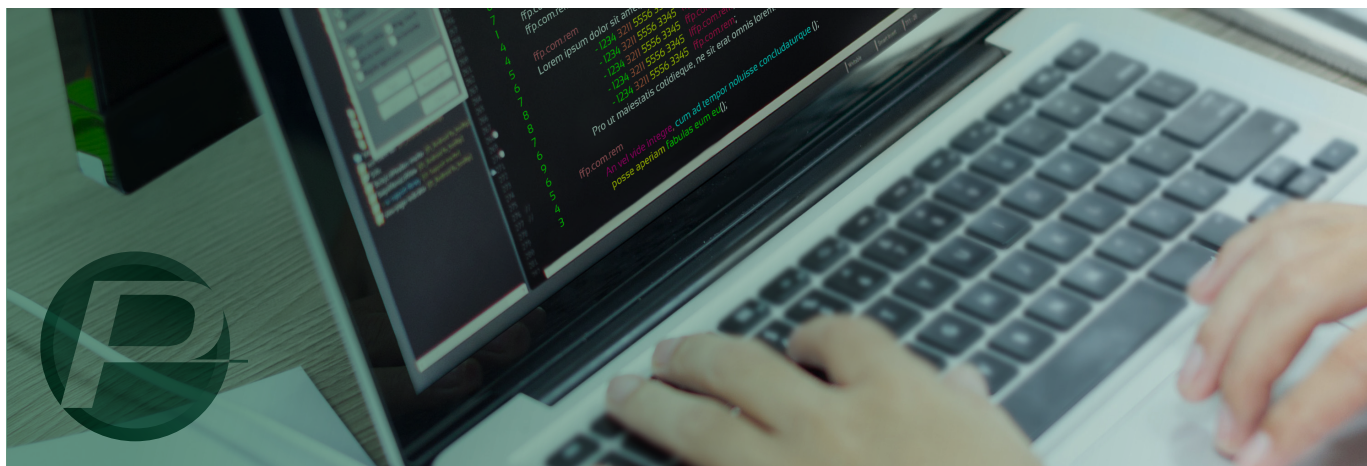


We are delighted to welcome pioneering avocado grower Lynwood as a new Passfield client. Boasting a century of avocado growing experience, Lynwood produces seedling and clonal rootstock trees to

orchards, retail nurseries and clients around the world. The business was looking for a system that combined stock control and order processing with an automated link to their accounting package, Xero. Passfield met their requirements and the system went live in September 2019. Lynwood can now use reporting functionality to analyse their data and keep tabs on where they are with future orders. Bryan Purton, Administration Manager at Lynwood said "We really needed a system that allows us to control our outstanding sales orders and shows data visibility within the business, especially for production. We've made good progress setting up a number of reports which help us to achieve this, and I'm looking forward to getting more out of Passfield in the coming months."



New features, available now



Create pdfs from the webshop

You can now go to any screen on the Passfield webshop and print it as a pdf. So for example, if you're on the New Order page, you can print it and use the pdf as an availability list.



Restrict inventory on the webshop

You can now restrict what inventory individual webshop users can actually see. This feature is particularly helpful for organisations with multiple stores: it gives individual stores the freedom to order what they need, while also ensuring they don't buy items beyond the defined inventory. There's plenty of flexibility with what you can limit, making this a very useful feature for many of our current webshop users.



Reorder your sales lines

You can now rearrange sales lines on an order, simply by using up/down arrows. This is particularly useful when two sales lines naturally go together and would make more sense for the client to have them adjacent to each other.



Restrict master order lines

If you already use Master Orders, you can now mark certain stock lines as restricted. This then prevents users from calling off more than the client has remaining on their Master Order. Using this feature helps you gain more control over your hot selling lines and prevents client disappointment.



Copy master orders

You can now save yourself hours of data entry but simply copying a master order from the previous year. Unsurprisingly, this new feature has been a hit with Passfield users looking to free up valuable time.



Stock control app now runs on a tablet

Our popular Stock Control app now runs on Windows 10 – which means you can now run it on a tablet. Although this app has been available for many years, Windows ceased supporting the platform necessary to connect to the Passfield system. We've resolved this issue by adapting the app so that it runs on a Windows 10 tablet directly. These tablets are inexpensive and the app is exactly the same. In fact, the only difference is the view is bigger, making the app easier to read and use. Best of all, provided you are within range of your wi-fi network, you can now wander round the nursery, input data into



the app, and synchronise the app to the main system whenever you wish. All you'll need to do is buy a supplementary scanner to scan batch labels – this then connects via Bluetooth to the tablet. For more information on how to use this app – including advice on the hardware you require – please get in touch.

Recent change to plant passports



On 14th December 2019, new plant passport legislation came into force which provides tracking of plant movements within the EU. The most impactful change for our clients is the requirement for each plant selling unit to be labelled with certain required data.

In the weeks leading up to the change, our support function assisted dozens of clients, and if you haven't already done so, we suggest you first contact your local DEFRA representative or call the HTA. We've had discussions with the APHA and will continue to monitor the situation. Rest assured we are ready to support all our clients if other changes are announced.

Want to find out more about Passfield?

Call **Sales on 01404 514400** or email **sales@passfield.co.uk**

