

Welcome to another edition of the Stone Consulting Newsletter.

Some of your feedback was that you felt the newsletter was a bit long; so we're trialing a shortened version; hope you enjoy.

Customer Feedback - by Donna Stone



We all like positive feedback, but actually it's a good thing to get negative feedback if it's deserved. How else are we to know we are not doing something correctly or to someone's satisfaction, unless we are told? I believe it's far better to be told something needs to improve, than simply for the client to be silent, not complain and then take their business elsewhere.

Recent research from the Institute of Customer Service named the top 4 reasons customers don't complain:

1. Don't think it will make a difference
2. Don't know how to complain or to whom
3. Don't have the time
4. Complaints process is too much of a hassle.

The 8 steps for handling customer complaints are:

Really listen.

Express gratitude for the feedback and the opportunity to rectify

Communicate your understanding of the problem

Offer an apology. Be genuinely sorry for their unpleasant experience

Verify the information and that you understand the issue.

Examine the issue and correct the problem quickly

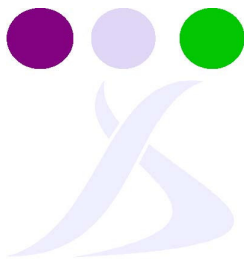
Review the solution with the customer

Y Ask "why" the problem occurred then change your processes in order to continually improve service.

On this vein, I would like to communicate, with you, our valued client, what our complaints process is.

- If you have a query re an invoice; direct this to Amanda, either by ringing the office 3206 0746 or emailing her at amanda@stoneconsulting.com.au. In order to avoid an increase in costs, we have simplified our invoices, so occasionally you may wonder why an invoice is larger; just ask.
- If you have an issue re how we do things, speak either with your bookkeeper/consultant or myself, Donna.
- If your issue is with a member of my staff, then direct this to me by ringing the office or my mobile (0412 254 633) or emailing me. If you wish the matter to be confidential, I will respect this. However, in order to fully examine the situation, I should speak to all involved. If emailing, all I require is what has happened and examples. It's probably best to speak direct, rather than email.

Annually I send out questionnaires to get client feedback. The majority of this feedback is positive, but there are always points for improvement which I take as constructive. None of us are perfect there is always room for improvement. So, if you are unhappy please feel that you can communicate with us. There are no fancy forms; just drop us a quick call or email. Some things may be out of our control, but other things can definitely be actioned.



Telemarketer - Beware – by Julie Smith

Who hates receiving the phone call from telemarketers, however if they are selling investment opportunity and offering high returns, are you tempted to listen them?

Did you know that according to the ASIC that last February 170 Australians had taken these so called investment opportunities and lost over \$2 millions dollars? Despite regular warnings we are still falling for these scams. These Cold Callers ring offering investments or financial advice promising high returns for minimal risk or investment in overseas companies. They pressure you into making a decision now, *or you will miss out*. Many Scams originate overseas or take place over the internet, making them difficult to track down and prosecute. If you lose money, in some cases it is unlikely that you will be able to recover your loss.

Some suggestions to protect yourself and not becoming a victim of these scams are:

- Take time to think about it, do not be pressured.
- Note the name and business address of the caller and check it against ASIC's list of unlicensed overseas cold callers. Remember if it's not on this list it doesn't mean it is okay, they may not have been caught yet.
- Ask the caller do they hold an Australian financial service license, they sometimes pretend they are a licensed entity.
- Get them to provide further information on the company, ask them for its annual reports and financial statements
- If in doubt on the legitimacy of the offer, don't invest.

Websites for more information and advice:-.

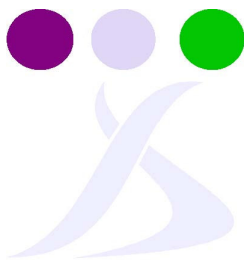
www.scamwatch.gov.au
www.fido.gov.au

So as the saying goes "If it sounds too good to be true it usually is."

New Features 2008 – By Donna Stone

Towards the end of September 2008 MYOB will be releasing its latest version (MYOB v18 or Premier 12) which has some great new features in it, as listed below. If you are on MYOB support or you've purchased the upgrade it will be shipped to you automatically. If you are interested in upgrading please don't hesitate to contact us.

- Payroll cards and contact logs can now be confidential
- Pay slips can now be emailed
- Enhanced leave (annual etc) tracking and reporting (yes you can record details and dates taken)
- Purchase payments and sale receipts can now be edited (i.e. dates, paid a/c from/to, ID # etc)
- Can now print statement for prior periods and not have current transactions included (without having to change PC date!)
- Enhanced search and find functions (more "search by" option)
- Spell check now available – can be setup as automatic or you can manually choose to spell check a specific item
- In payroll setup, can now setup for State Payroll Tax.



Greening Your Workplace Part 2 – by Barbara Coleman

In Part 1 of the last issue, I covered the benefits of buying and using “green” office equipment and simple ways to help businesses reduce their carbon footprints. In this issue are some ideas to reduce energy costs and for recycling.

Office Computers:

- Set the computer to the sleep function after it is left idle for a fixed amount of time. This simple measure helps to conserve energy and reduce the electricity bill.
- Setting your computer and the copier to power save throughout the day also helps and shutting down at the end of each day is a must!

Office Lighting:

Businesses can reduce their electricity bill by:

- Simply remembering to turn the office lights out at the end of the day.
- There is no need to have the lights on in the office kitchen for example all day, if there is no one in there all the time. Sensor lights are a simple solution.
- Low energy light bulbs are not only cost effective as they reduce energy costs in the long-term but they also have a longer life, lasting up to eight times longer than ordinary bulbs.
- Positioning desks near windows draws on the natural light, reducing energy costs and may just provide a little inspiration. Similarly, skylights and solar panels can be installed in new offices.

Office Kitchen:

- Disposable polystyrene cups take years to break down and be recycled. Encourage staff to bring in their own mugs or purchase a set with the company logo. These can be used over and over.
- Only use the dishwasher when it is full.

Printer Cartridge Recycling:

‘Cartridges 4 Planet Ark’ offer two ways of properly disposing of printer/toner cartridges:

1. Simply take your empty and unwanted printer cartridges into your nearest participating Australia Post, Officeworks, Harvey Norman, Tandy, Dick Smith Electronics or PowerHouse outlet and place them in the special ‘Cartridges 4 Planet Ark’ bins.
2. If your workplace consumes a lot of printer, fax and photocopier cartridges (more than 3 cartridges a month) then you can become a Program Participant and have a ‘Cartridges 4 Planet Ark’ collection box in your office or building for FREE.

For further information, call the ‘Cartridges 4 Planet Ark’ hotline on **1800 242 473** or visit their website www.planetark.com.au.

MYOB TIP - *If you go to edit a "Header Account" in your accounts list, tick the option "When Reporting Generate a Subtotal for this Section" so that when you run off reports, the header has a subtotal showing you, say all your MV Expenses as a total figure.*



EFT codes for Tax Payments – by Dawn Meldrum

Every time you make a payment to the ATO you need to use a different EFT code to ensure your payment is credited to your correct account. For example if paying your GST then the EFT code would be different from your income tax account. You need to be diligent when processing your payments.

The different account types are (refer to ATO site for more detailed descriptions):

Account types:

- Income tax Accounts
- Integrated client accounts (includes activity statement accounts)
- Administration Accounts
- Pre July 2000 taxes
- Fringe benefits tax accounts
- Student loan accounts
- Excise duty accounts
- Excise scheme accounts
- Superannuation accounts

If you have any issues or questions which you would like answered in the upcoming newsletter; please email your question to Donna directly. Should you need any assistance with this; or any of the above matters – feel free to contact us:

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Happy Myobing from Donna and the Team!

Cheers

Stone Consulting - We'll keep your Myob rolling
and relieve you from the cost, time and stress of your bookkeeping!