



May 2019 ~ Issue Two

Wordware Bits & Bytes

Our quarterly newsletter



IMPORTANT INFORMATION

This issue includes
important Year End
Process information

Our newsletter will be sent
quarterly: February, May, August
and November

We hope you enjoy and find it
informative!

Move in Complete!

Wordware has completed the move to
our new location. We would like to
take the time to thank our dedicated
staff for making this move go
seamlessly.

Please send any future
correspondence to:

8011 34th Ave S, Suite 305
Bloomington, MN 55425

Year End Process



Another school year is almost over which means Wordware Year End Process is just around the corner. We will be emailing you more specific information about the process. It is important to note your antivirus program must be disabled during the Year End Process. Also, your browser must be updated, and all browser extensions must be disabled. We are here to help, so please feel free to contact us for an appointment if you would like us to walk you through this process.



For those schools that have enabled the Free and Reduced Online Application there are some Year End steps to follow:

- Put in a support ticket to disable your application for the summer
- Send a new link to us for your 2019-2020 paper application so we can put it online
 - Put in a support ticket to re-enable your online application
- Please remember each state may have different requirements for renewal of the online application. Please take necessary steps to make sure you are compliant.



We Support You!



Our summer tech support hours will remain the same: 8 am to 5 pm CT.

To request help, please create a support ticket. This is done on the District Site, under the Support tab>Contact Support. You may also call us at 1.800.934.2621. Please have your TeamViewer up and ready when you call.

*** Please note that summer and early fall is a busy time for us. If you reach our voicemail, please listen carefully to the options and choose the correct one. This will help expedite your request. We will get back to you promptly.*



From our Team to Yours!

All of us at Wordware Inc. are very grateful to you, our customers! We hope you have a wonderful summer.





Last sibling graduating feature -

For those of you who want to keep track of students who are graduating this year and are the last sibling in their family, this would be a good time to turn on the Last Sibling Graduating feature. This option can be found in the LCS1000 Mayflower>Lines>General Settings. Click the Edit button, then toggle the Last Sibling Graduating Option to On. Enter the grade (for most schools, this will be 12) and any message you would like to appear at the point-of-sale. Check the Overrides box if you want the cashier to be able to override the sale. Be sure to click Save to save your changes.

Setting up a donation account

Now is the perfect time to set up a meal donation account, if you don't already have one. Money that is not being refunded to families who do not have students returning next school year can be put into a meal donation account. This is an easy way to zero out the account balances before deleting these families in the year end process.

[Donation Account Directions](#)





Wordware Employee Spotlight~ Harrison Defries



What is your job title and how long have you been with Wordware?

Support Manager and I have been with Wordware for 4 years. I started here to help support the LCS 5.0.

Add What is it like to be in charge of the support crew?

I am pulled in a lot of directions and it makes it difficult to see everything coming through, so I am very fortunate to have a great staff. I trust them to take customers questions and concerns seriously and to help address all of them in a timely manner. We pride ourselves on our 5 star support and it wouldn't be possible without each one of them.

What are the biggest challenges with providing support to so many schools?

We have a great development department and they have worked very hard to make this software robust, flexible and the best in the industry. Our customer's needs vary but the software is the same for everyone. The biggest challenge is discovering the customer's specific needs and then tailoring the software to them.

Have there been any recent changes that have helped with that challenge?

We added a new support staff member James. He joined to help us onboard and support our Ecommerce product EduTrak. He has previous experience working in IT and in technical support, so he is picking things up quickly and is a great asset. As the company grows adding talented people to our team is a top priority and will benefit our customers experience with the software.

Your support crew includes people from a variety of age categories. Have you found there is a difference in work ethic between Baby Boomers, Gen X and Millennial's?

I can't speak to the generational differences, but I can say that regardless of age, my staff works very hard day in and day out. I couldn't do what I do without their exceptional professionalism and outstanding work ethic.

Wordware Employee Spotlight~ Harrison Defries cont'd

In your opinion, what makes Wordware stand out among its competitors

Wordware has a high audit success rate when it comes to Free and Reduced state reporting. We have several low balance notification options and an integrated online portal for parents to check balances and make payments. All of these combined help keep account balances positive. We continue to expand the product and develop new tools to make our software the most cutting-edge in the industry

What is your boss like?

David is a great CEO and a mentor to me. I appreciate his guidance and instruction when it comes to developing me as a professional and a mentor to others. David's vision changed the direction of the company by introducing the LCS1000 Mayflower. Since its introduction it has grown to become a cutting-edge product. Outside of our professional relationship David is easy to talk to and I enjoy our conversations about sports, politics, news, and life.

Tell us about the company's recent move.

We moved into our new office in Bloomington on April 5th. The first month has been great and I think we are finally settled in. The move itself was painstaking but thanks to everyone's effort we got it done in one day. I was surprised by the amount of stuff we had, you just don't realize until you have to put it all in boxes. We have an ideal location a few blocks from the Mall of America and are right next to the light rail and some big hotels.

Tell us more about you, outside of the office

I am from Winona Minnesota. Most of my family is still there although I do have some in Alexandria Minnesota and some in San Francisco California. I attended the University of Minnesota Duluth and studied Economics and Political Science. I always had an affinity for software and technology which is how I ended up at Wordware Inc. I have one brother who is an Athletic Trainer at Winona State University. I am a big Vikings fan and love going to games. SKOL! I have been an avid golfer my whole life and can often be found on the range after work. During the summer I like to go fishing with my brother and hike the bluffs around Winona.

Watch for upcoming editions of the Employee Spotlight.
Volume 2 of Tech Bytes with Julie Lindem will appear in our August
newsletter. We will cover the Developer's API with David Belford.
Don't miss it!