



Business Solutions & Technology Presents:

# Engage

For Dynamics GP Users

Engage - A Quarterly Informational Mailer for MCE Dynamics GP Users

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## 2008 Year-End Users Group Conference

### 6th Annual MC&E Users Group Year-End Conference Huge Success!

We knew we were off to a great start when no one had to bring their snow shovel! The conference was attended by 75 GP Users to learn about a host of topics including year-end procedures, Dynamics GP Enhancements, Tips & Tricks and Client Spotlights showing examples of Dynamics GP success. And, there were plenty of opportunities for users to catch up on old acquaintances and share Dynamics GP stories with each other. A special thanks to our keynote speaker Sarah from Edwards Jones. Thank you to all who stopped by the ISV's table.

Thank you for attending the 2008 Year-End Users Group Conference! We look forward to seeing you in May for the 2009 Spring Users Group Conference.

## Support Hours for Winter 2008

### *MC&E Support Hours:*

- Monday - Friday, 8:00 A.M. - 5:00 P.M.

Christmas	Support Hours
Wednesday, December 24	8 am – 3 pm
Thursday, December 25	Closed
Friday, December 26	8 am – 5 pm (Normal Business Hrs)

New Years	Support Hours
Wednesday, December 31	8 am – 3 pm
Thursday, January 1	Closed
Friday, January 2	8 am – 5 pm (Normal Business Hrs)

Email Support:

Technical support requests submitted via email can be sent to [support@manercpa.com](mailto:support@manercpa.com)

Please note that Maner Costerisan will be moving servers to the new offices on December 26-December 28th. We will not have email service during this time. If you have support issues please phone one of the consultants, Matt Mason 517-648-1363; Dave Caldwell 517-528-8946; Scott Witteveen 616-901-7862.

If you have any questions or concerns regarding technical support of the level of service you are receiving from the team at MC&E, please contact Jeff Stevens at 517-886-9545 or via email at [jstevens@mcecpa.com](mailto:jstevens@mcecpa.com).

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### **Microsoft Dynamics Support business hours are:**

- Monday - Wednesday, & Friday, 8:00 A.M. - 8:00 P.M. Central time
- Thursday, 10:00 A.M. - 8:00 P.M. Central time

**The support hours for Microsoft Dynamics teams will be affected by the following holidays.** All of the times listed are Central time.

- These hours do not apply to the 24X7 severity level 1, A or system down requests.
- Please note that MOA support hours are not affected and will be open during regular business hours.

<b>Christmas</b>	<b>Support Hours</b>
Wednesday, December 24	8 am – 2 pm
Thursday, December 25	Closed
Friday, December 26	8 am – 8 pm (Normal Business Hrs)

<b>New Years</b>	<b>Support Hours</b>
Wednesday, December 31	8 am – 8 pm (Normal Business Hrs)
Thursday, January 1	Closed
Friday, January 2	8 am – 8 pm (Normal Business Hrs)

Whenever you have a support question, use CustomerSource (<http://www.microsoft.com/dynamics/customersource> ) as a way to find the technical information you need. Features such as Knowledge Base, Technical FAQ and Discussion forums are available 24 hours a day, seven days a week.

## **Microsoft Convergence 2009**



### **WHY ATTEND CONVERGENCE**

Convergence is the premier Microsoft Dynamics event, bringing customers, partners, team members and industry experts together to discuss ways your current Microsoft Dynamics solution can help your company cut costs, improve operational efficiencies, increase employee productivity and maximize your current platform investments, which, in turn, can foster long-term, profitable growth.

This is your opportunity to participate in an exceptional program including a variety of tracks, speakers, detailed product demonstrations and hands-on learning sessions to better understand how you can further leverage your existing business solution to tighten supply chains, deepen customer relationships, empower your workforce and sustain profitability.

- **Sessions:** Convergence 2009 features more than 420 sessions covering Microsoft Dynamics and the latest Microsoft-based products.
- **Hands-on experiences:** Grab the opportunity to evaluate products from Microsoft and our most important industry partners.
- **Community and Learning Center (CLC):** Considered the hub of Convergence, this area is designed to be a one-stop shop for networking and learning outside of conference sessions – while only having to visit one room! We offer free technical support, research activities and opportunities to meet fellow users and product experts.
- **Connections with the community:** An event that brings 10,000 Microsoft Dynamics customers, partners, team members and industry experts together translates into an endless number of opportunities to make lasting connections within the Microsoft community.

Learn more, visit <http://www.microsoft.com/dynamics/convergence/neworleans09/default.aspx>

## Maner Costerisan Moving Offices

Effective January 1, 2009 our new address is:

2425 East Grand River Ave., Suite 1 Lansing MI 48912-3291

Maner Costerisan is pleased to announce we are moving into new and improved office space. Not only will our new office provide us with even more room to grow, it also offers the capabilities to implement improved, cutting edge technologies into our services and procedures. The office is located on the first floor of the Michigan Millers building, which is recognizable by the glass-enclosed antique fire pump on the front lawn. Our entrance with visitor parking is on the north side of the building.



## A BRAND New Era



In addition to our move, we have made some other exciting changes within the firm in an effort to refresh our image. Moving forward, please be aware of our new logo, colors and shortened firm name, Maner Costerisan. These changes are part of a positive transition for our organization as we strive to continue providing innovative, high quality services.

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