

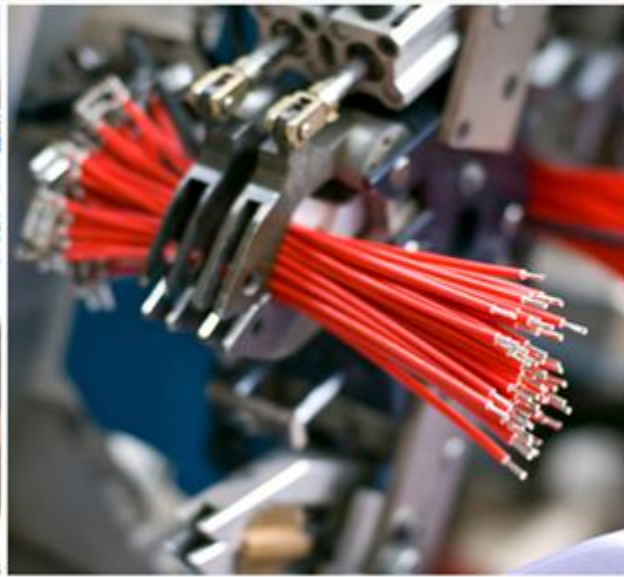
Channel Islands – The Future of Your Effective Enterprise

QAD Channel Islands: The Future of your Effective Enterprise

Mary Ann Guthrie, Senior Director, R&D

Markus Barone, Product Owner / Architect, R&D

September 2016



Safe Harbor Statement

The following is intended to outline QAD's general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, functional capabilities, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functional capabilities described for QAD's products remains at the sole discretion of QAD.

The Future of Your Effective Enterprise

Channel Islands provides:

- **Access Anywhere**
 - Web browser, No VPN
- **Side by Side**
 - Channel Islands UI and .NetUI
- **Channel Islands Modules**
 - Upgrade as needed

Channel Islands – The Future of Your Effective Enterprise

Channel Islands and The Effective User



Effective Enterprise needs Effective Users

- **Excellent User Experience (UX)**
 - Transaction Users
 - Managers
 - Executives

How do we get there?

“Listening is a hugely powerful form of attention. It’s presence. And if you are really listening, you are genuinely curious and you are open to be surprised and changed by what comes back at you.”

- Krista Tippett

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Customers Have **Shaped** Channel Islands



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QAD Channel Islands

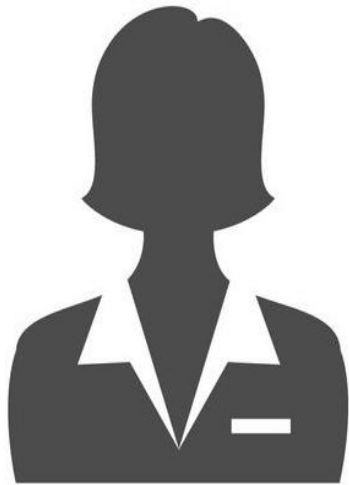
Channel Islands – September 2016

Anacapa & Santa Cruz

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Channel Islands – September 2016

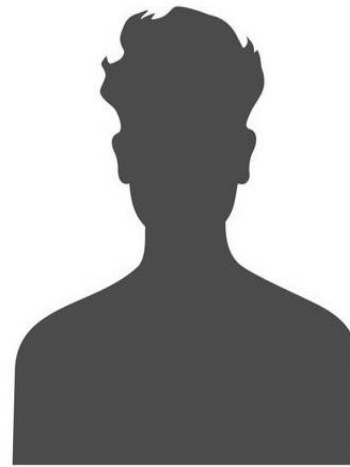
- **40 Focused Role-Based Menus**



**Customer
Management**



Finance



Manufacturing



**Supply
Chain**

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Channel Islands – September 2016

- Collaboration

QAD Customer Service Mgr | Sales Orders | Customers | Sales Quotes | Items | Requisition

Customer Sales Orders | Quick Order | New | Delete

Sold-To: 10C1000 Wal-Mart | Order Total: 22,526.48 USD
Order: 10510043 | Action Status: []

Main | Order Lines | Shipping | Totals | []

▼ Main

Sold-To: 10C1000
Wal-Mart
702 S.W. 8th Street
Waterfront
Bentonville, AR 72716
USA - TAX PURPOSE

Ship-To: 10C1000
Wal-Mart

Number Format: []
Order: 10510043 0
Purchase Order: []

Order Date: 04/29/2016
Required Date: 05/12/2016
Promise Date: []
Pricing Date: 04/29/2016
Remarks: []
Confirmed: [x] 04/29/2016
Taxable: [x]
Entered By: demo

▼ Order Lines

Line	Item	Description	Qty Ordered	Line UM	Required Date	List Price	Discount
1	03021	Pump/Refill, Unscented	125.0	EA	05/12/2016	8.99	15.00
2	03022	2-5l Bottles, Unscented	100.0	EA	05/12/2016	8.99	5.00
3	01010	Medical Ultrasound	10.0	EA	05/12/2016	2,500.00	8.00

[Save] [Cancel]

10USA, 10CORPCONS | []

Follow

Activity []

Add comment...

C Chad Stonewell changed Due Date from '05/15/2016' to '05/12/2016'
4 minutes ago Comment

M Mary Ann Guthrie
Amanda Crissman is that the correct discount?
2 hours ago Comment

T Tom Bowler
Hi Mary Ann, I approved this discount for her.
a few seconds ago

A Amanda Crissman changed Discount % from '0' to '10'
4 hours ago Comment

A Amanda Crissman created SalesOrder
Yesterday Comment

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Menu options, favorites, search catalog:

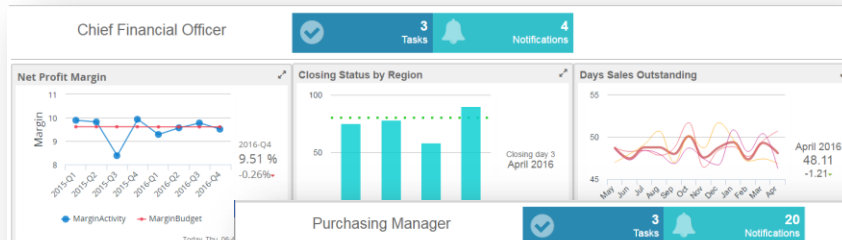
- ~40 Business Functions
- 1900 Browsers
- 450 Reports

The image displays a collage of QAD software interface screenshots. The most prominent screenshot in the foreground is the 'Sales Order Gross Margin Report' for 10USA USD. It features a table with columns for Order, Sold-To, Name, Ship-To, Name, and Order Date. The report shows two orders: 10S10043 and 10S10044. Below this, there is a detailed table for order lines with columns for Ln, Item Number, UM, Qty Ordered, Qty Shipped, Qty Open, Confirmed, Curr, Price, and Extended. The first line item is 01010 Medical Ultrasound with a price of 2,500.00. Other screenshots in the background show various QAD modules like 'Product Structure', 'Sales Order', and 'Customers'.

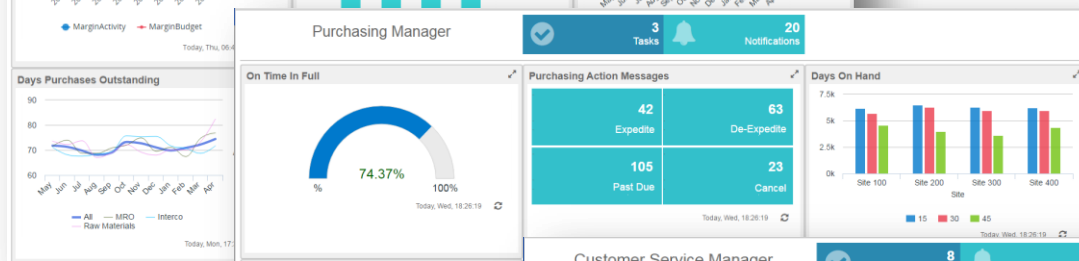
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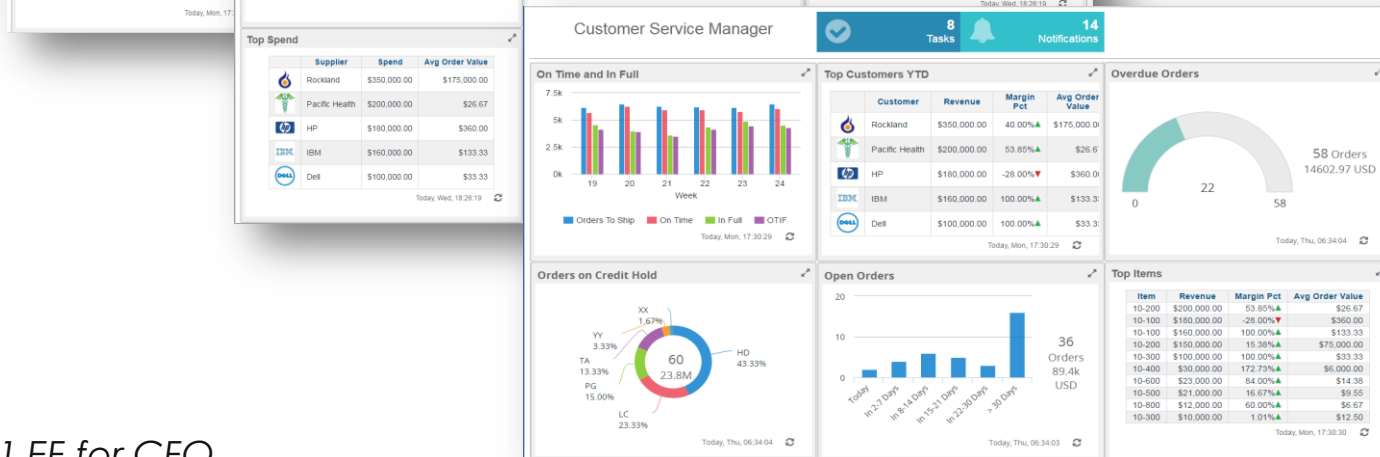
- Action Centers



Chief Financial Officer*



Purchasing Manager

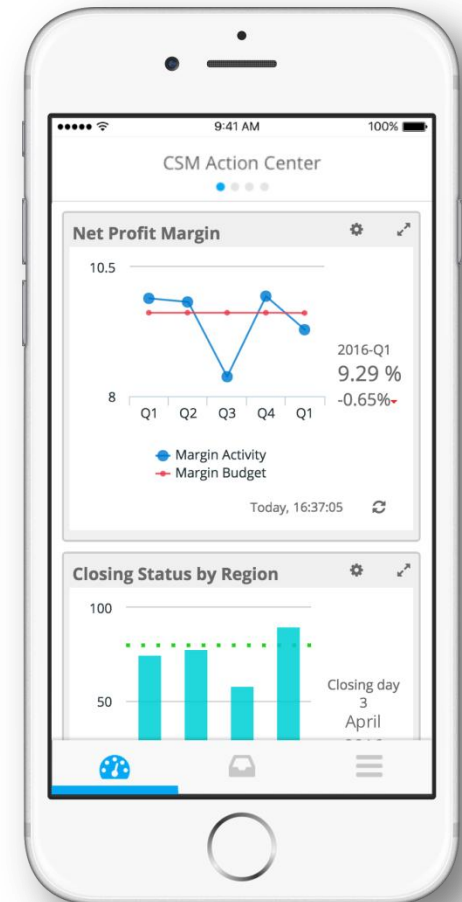
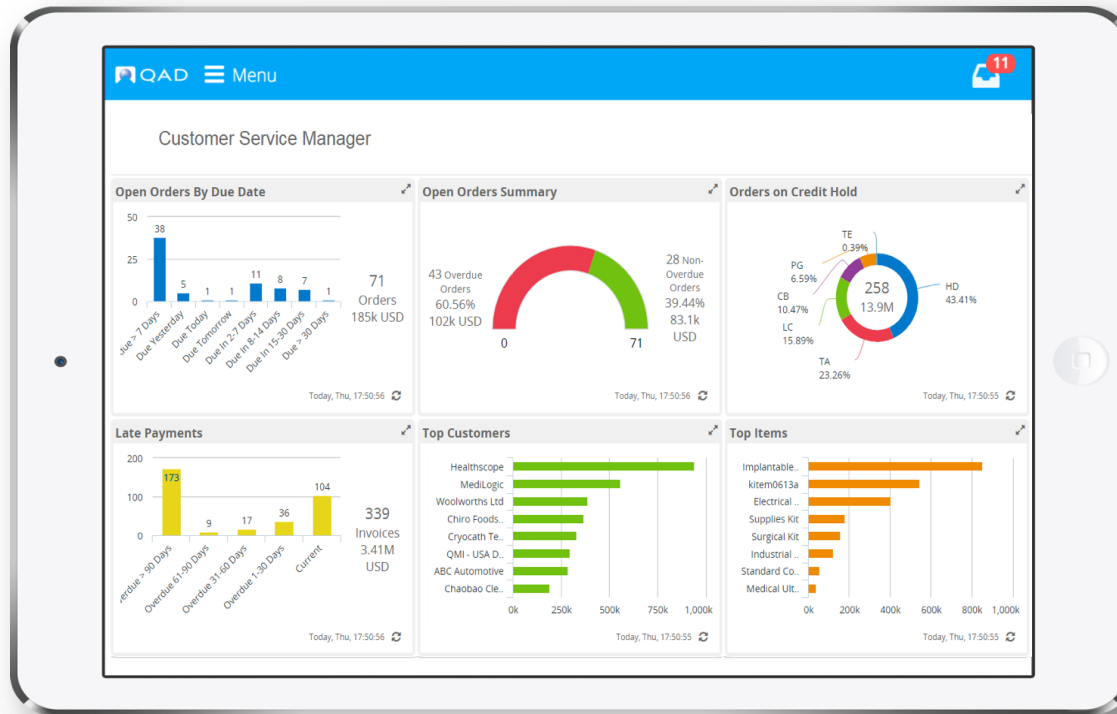


Customer Service Manager

*2016.1 EF for CFO

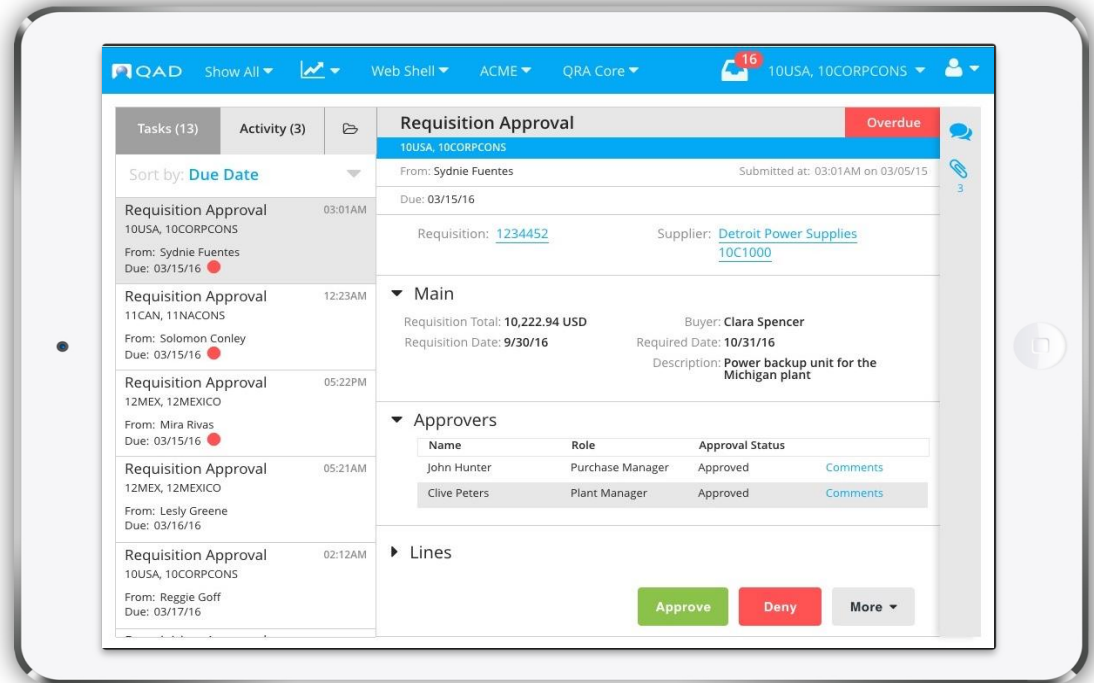
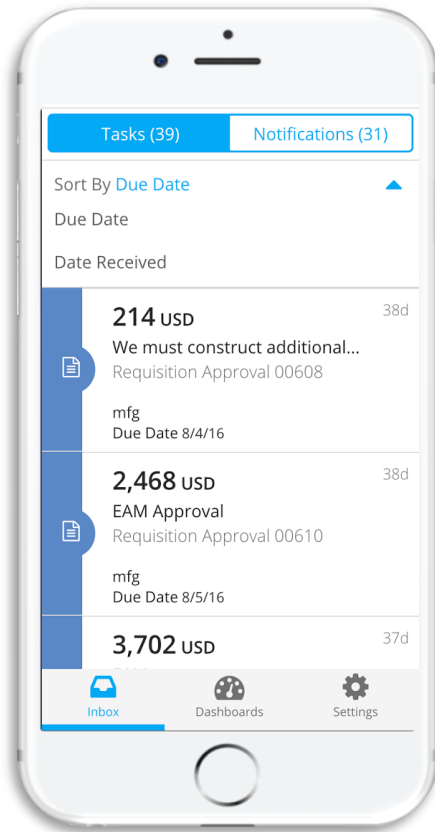
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Mobility



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Approvals



Channel Islands – The Future of Your Effective Enterprise

Agility for Knowledge Workers

- **Streamlined maintenance**
 - Single form
 - Easy to navigate anywhere
 - Personalized views
- **Reduce training time**
 - Intuitive

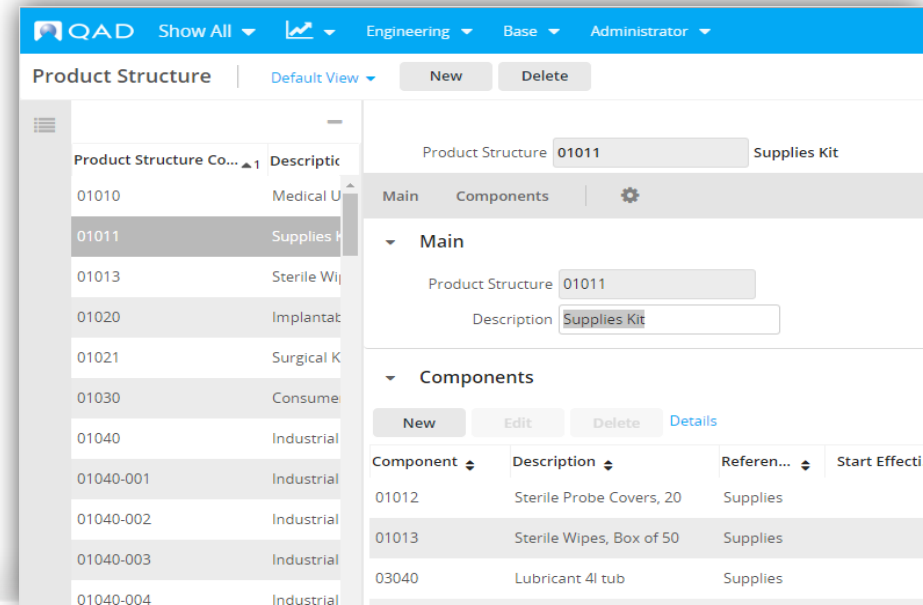
The screenshot displays the QAD Customer Service Manager interface for a Sales Order. The top navigation bar includes 'QAD Customer Service Manager' and tabs for 'Orders', 'Sales', 'Quotes', and 'Inventory'. The main header shows 'Sales Order' with 'Quick Order', 'New', and 'Delete' buttons. The order details include 'Sold-To: 21C1002 Rockland Industrial Co.', 'Order: 10S1001', 'Order Total: 2706.04 USD', and 'Action Status: CR Credit Hold'. The 'Main' tab is active, showing fields for 'Sold-To', 'Ship-To', 'Number Format', 'Order', and 'Purchase Order', all with search icons. On the right, there are date pickers for 'Order Date', 'Required Date', 'Promise Date', and 'Pricing Date', along with checkboxes for 'Confirmed' and 'Taxable', and an 'Entered by' field. Below the form is the 'Order Lines' section with a table:

Line	Item	Description	Qty Ordered	UM	Required Date	List Price
1	02005	Valve Connector	1.0	BX	05/15/2016	11.00
2	02101	Valve Assembly	2.0	EA	05/15/2016	2,500.00

At the bottom right of the Order Lines section, there are 'Save' and 'Cancel' buttons.

Channel Islands – September 2016

- **Discrete Sales Quote and Sales Order**
 - Quick quote to invoice
- **Requisition to Purchase Order**
 - Combine/simplify Direct and MRO (GRS & EAM)
- **Product Structures**
 - First phase for Discrete products



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QAD Channel Islands

Anna – Customer Service Manager

A Day in the Life of an Effective Manager

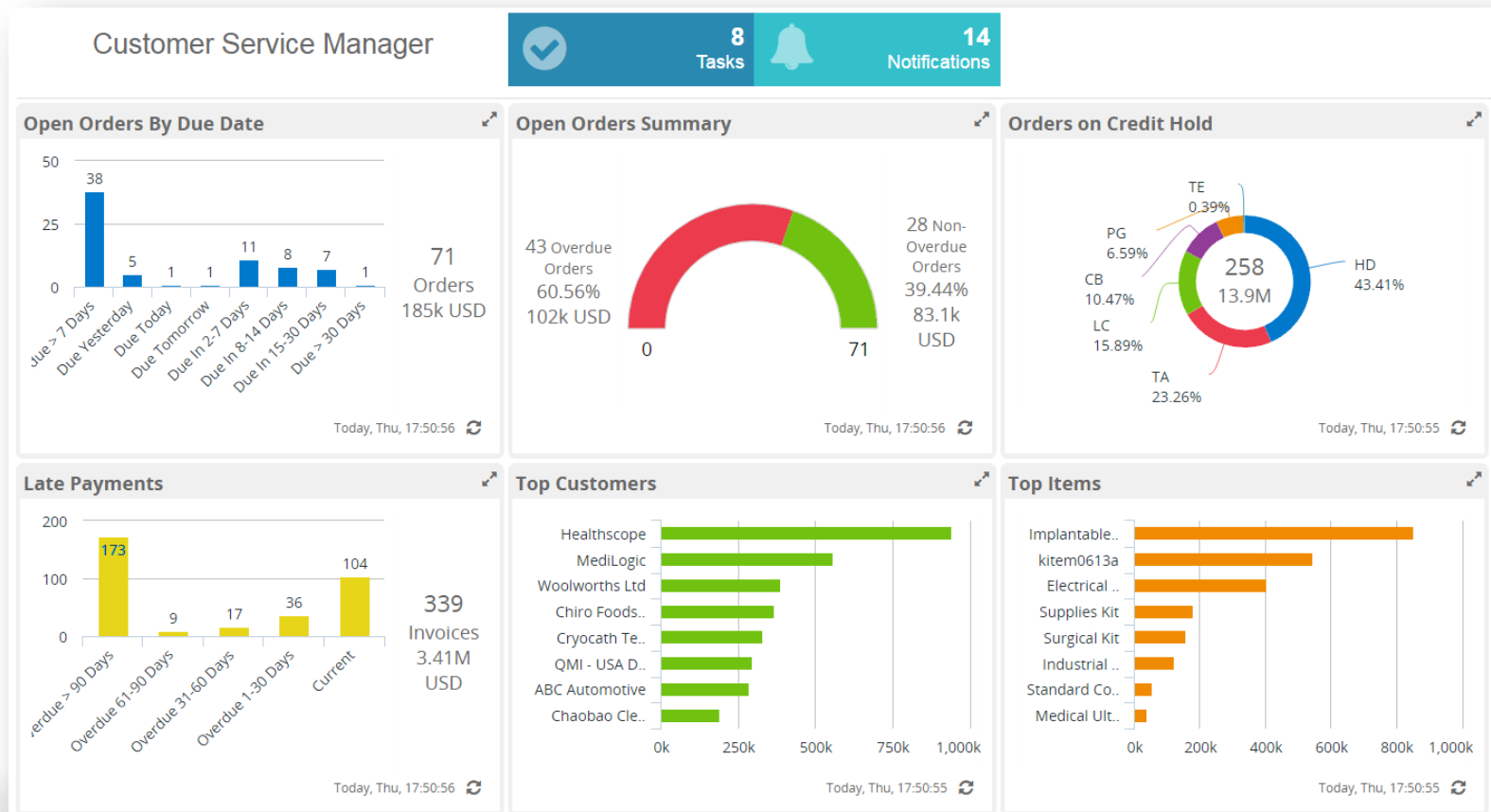
The Effective Manager – Mobility

- Anna is the Customer Service Manager (CSM) for QMI, Inc...
- Anna checks QAD on her smartphone over breakfast:
 - Any approvals need her attention?
 - Does she have any urgent messages from her team or sales?
 - How do the KPIs look for Late Shipments or Sales Trends?



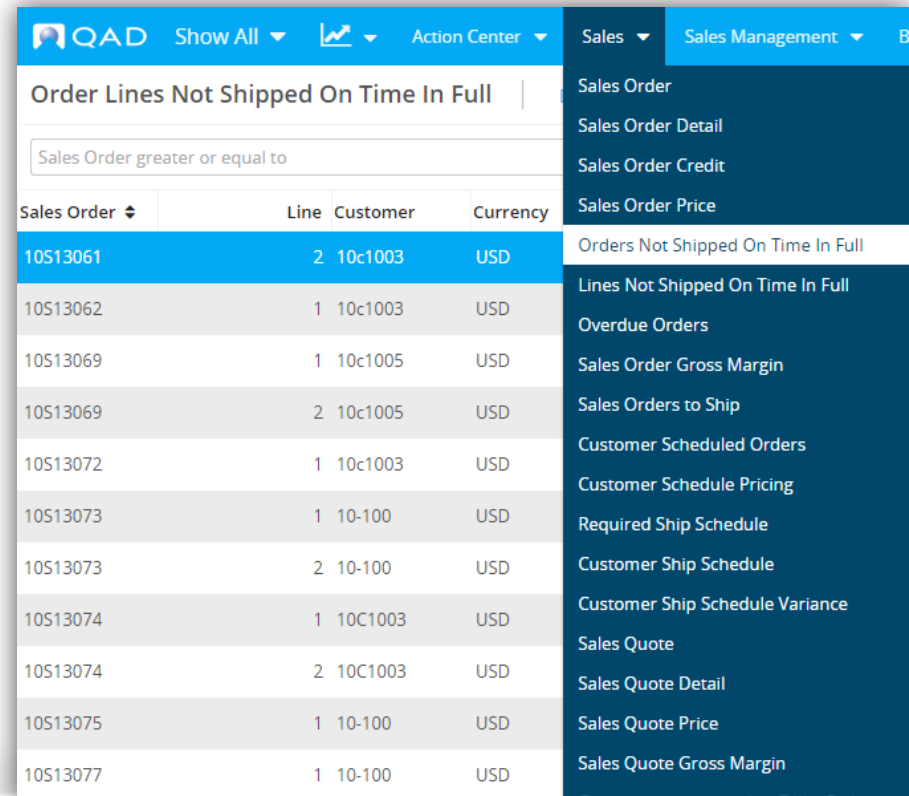
The Effective Manager – Action Center

- Anna signs in at the office to check into open orders by due date in detail...



The Effective Manager – Visibility

- Next she checks a browse...
- “Order Lines **not** shipped on time or in full”



The screenshot displays the QAD software interface. At the top, there is a navigation bar with the QAD logo, 'Show All', a chart icon, 'Action Center', and dropdown menus for 'Sales' and 'Sales Management'. Below this, a search bar contains the text 'Sales Order greater or equal to'. The main area features a table with the following columns: Sales Order, Line, Customer, and Currency. The table lists 15 rows of order lines, with the first row highlighted in blue. To the right of the table, a sidebar menu is visible, listing various options such as 'Sales Order', 'Sales Order Detail', 'Sales Order Credit', 'Sales Order Price', 'Orders Not Shipped On Time In Full', 'Lines Not Shipped On Time In Full', 'Overdue Orders', 'Sales Order Gross Margin', 'Sales Orders to Ship', 'Customer Scheduled Orders', 'Customer Schedule Pricing', 'Required Ship Schedule', 'Customer Ship Schedule', 'Customer Ship Schedule Variance', 'Sales Quote', 'Sales Quote Detail', 'Sales Quote Price', and 'Sales Quote Gross Margin'.

Sales Order	Line	Customer	Currency
10S13061	2	10c1003	USD
10S13062	1	10c1003	USD
10S13069	1	10c1005	USD
10S13069	2	10c1005	USD
10S13072	1	10c1003	USD
10S13073	1	10-100	USD
10S13073	2	10-100	USD
10S13074	1	10C1003	USD
10S13074	2	10C1003	USD
10S13075	1	10-100	USD
10S13077	1	10-100	USD

The Effective Manager – Transactions

- Anna knows the phones get very busy around an hour before lunch...
 - Anna starts taking Quotes and Orders
 - She's asked a pricing question and explains volume disc levels
 - She can also select allocations and provide specific Lot numbers

The screenshot displays the QAD Sales Order interface. At the top, there is a blue header with the QAD logo, a menu icon, and the text 'Menu'. Below the header, the page title is 'Sales Order' with a 'Default View' dropdown, 'New', and 'Delete' buttons, and a 'Follow' link. The main navigation bar includes 'Main', 'Order Lines' (selected), 'Shipping', 'Billing', and 'Totals'. The 'Order Lines' section is expanded, showing a table with columns: Line, Item, Description, Qty Ordered, UM, Required Date, and List Price. The table contains five rows of data. Below the table, the 'Shipping' section is visible, featuring a 'Sold-To' field with the value '21C1002' and a search icon, a company name 'Rockland Industrial Company' with address '566 Rockland Boulevard', a 'Calculate Freight' checkbox, a 'Freight List' dropdown with '10FRT' selected and a search icon, and a 'FEDEX-US' option. At the bottom right, there are 'Save' and 'Cancel' buttons.

Line	Item	Description	Qty Ordered	UM	Required Date	List Price
1	02005	Valve Connector	1.0	BX	2016-05-01	2,500.00
2	02101	Valve Assembly	2.0	EA	2016-05-01	11.00
3	02005	Valve Connector	1.0	BX	2016-05-01	2,500.00
4	02101	Valve Assembly	2.0	EA	2016-05-01	11.00
5	02005	Valve Connector	1.0	BX	2016-05-01	2,500.00

The Effective Manager – Responsiveness

- Anna receives some notifications...
 - Anna quickly approves a requisition for standing desk for one of her employees.
 - She also sees a message from Craig the Sales Manager informing her that he approved a large 30% disc for a new customer
 - She can link directly to the SO to review and add comments.

Activity

Add comment

- P** Paula Smith
Tim Knicks please check that disc percent. It looks to be a typo. Any > 5.00% must be approved by a credit manager.
2 days ago Comment
- C** Craig Brown
This is not a typo, I approved this. We have approved a 30% discount on this order only. This does not need to go through credit manager.
2 days ago

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QAD Channel Islands

Chris – Customer Service Representative

A Day in the Life of an Effective User


Customer Service – Fast and Easy

- Chris the Customer Service Rep (CSR) for QMI, Inc, signs in and sees a notification to release, ship and invoice Quote #Q103258


The screenshot displays the QAD Customer Service Rep interface. At the top, the header includes the QAD logo, the user role 'Customer Service Rep', and navigation menus for 'Sales Orders' and 'Sales Quotes'. The main content area is titled 'Sales Quotes' and features a 'Default View' dropdown, 'New' and 'Delete' buttons, and an 'Actions' dropdown menu. The 'Actions' menu is open, showing 'Individual' and 'Release' options, with a mouse cursor hovering over 'Release'. Below the menu, the quote details are shown: 'Sold-To 10C1001 MediLogic' and 'Quote Q103258'. A navigation bar at the bottom includes 'Main', 'Quote Lines', 'Shipping', 'Billing', 'Salespersons', 'Totals', and 'Notes'. Under the 'Quote Options' section, the status 'Ready to Release' is indicated with a checked checkbox.

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Chris – Releases the Quote to Order


Customer Service Rep ▾  ▾ Sales Orders ▾ Sales Quotes ▾ Customers ▾ Items ▾ Shipping ▾

Sales Quote Q103258 > Release

Sales Order **Lines to Release** 

Messages

 Sales order SO823.1 created.



Line	Item	Description	Qty Quoted	Qty to Release	UM
1	60001	Durable Plastic Housing	3.0	3.0	EA

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Chris – Completes Ship and Invoice

Sales Order SO823.1 > Ship

Shipper Ship Items Workflow Options

Shipping Group SG1 SG1 Incoterms fob

Messages

Ship complete; Shipper: SH0823160003

OK

Fedex Consolidate Shipments 1

Workflow Options

Invoice Now

Chris – Completes Ship and Invoice

The screenshot displays the QAD software interface. At the top, a navigation bar includes the QAD logo and menu items: Customer Service Rep, Sales Orders, Sales Quotes, Customers, Items, and Shipping. Below this, a breadcrumb trail reads 'Customer Sales Order SO823.1 > Ship > Invoice'. A modal dialog box titled 'Messages' is centered on the screen, containing an information icon and the text 'Invoice complete; Invoice Number: 2016/CINV000000319'. A green 'OK' button is located in the bottom right corner of the dialog. The background interface is dimmed, showing a table with columns for 'Sales Order', 'Item', 'Quantity', and 'Unit of Measure'.

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Chris – Review Results

QAD Customer Service Rep | Sales Orders | Sales Quotes | Customers | Items | Shipping | 10USA, 10USACO

Sales Order SO823.1 > Lines

Sales Order Detail | Default View

Order is closed. Modification not allowed.

Sales Order	Line	Item Number
SO823.1	1	60001

Sold-To: 10C1001 MediLogic
Order: SO823.1
Line: 1

Order Subtotal: 0.00 USD
Extended Price: 750.00 USD
Item: 60001 Durable Plastic Housing

Main | Shipping | **Billing** | Salespersons | Notes

Invoice Detail

Invoice Number	Quantity Invoiced	Invoice Date
2016/CINV000000319	3.0	8/22/2016

Salespersons

Salesperson	Name	Commission
1 10SP02	Tim Michaels	5.00
2		0.00

Save | Close

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Sarah – Purchase Material Planner

Day in the Life of an Effective User

Requisitions – Simplify & Streamline

- Sarah the Purchase Material Planner signs on to manage Direct and MRO purchase requisitions on the web from a single place

Requisitions | Quick Requisition ▾ | New

Requisition Number greater or equal to

Requisition Number ▾1	Type	Reason for request	Cost	Currency	Requisition Date	Requester
00929	MRO	I need new parts	0.00	USD	9/7/2016	10-EMP33
00925	MRO	Robotic Weld Parts	6.30	USD	9/7/2016	10-EMP33
00924	MRO	parts for press	1.20	USD	9/7/2016	10-EMP05
00922	DIRECT	More Batteries for Pro	5.00	USD	9/7/2016	10-EMP05
00921	MRO	Parts for Conveyor	0.88	USD	9/7/2016	10-EMP05
00920	MRO	Nuts and Bolts repler	1.01	EUR	9/7/2016	10-EMP33

My Requisitions

- Action Messages
- Blanket Orders
- Component Chk by Item & Order
- Planned Orders
- Purchase Orders
- Purchasing Lot Orders
- Scheduled Order MRP %
- Subcontract Order MRP %
- Subcontract Routing & Op PO
- Supplier Schedules
- MRP Summary

Sarah – Creates New MRO Requisition

The screenshot displays the QAD software interface for creating a new MRO Requisition. The top navigation bar includes 'QAD', 'Purchase Matl Planner', and various menu options like 'Purchasing', 'Inventory', and 'Suppliers'. The main header shows 'Requisitions' with a 'Quick Requisition' dropdown and 'New' and 'Delete' buttons. The requisition details are as follows:

- Requisition Number: 00941
- Total Cost: 1,674.38 USD
- Requisition Status: Planned
- Approval Status: (Empty)

The 'Charges' section is expanded, showing the following details:

- Work Order**
 - Work Order: 312
 - Stores Requisition: 85
- Equipment**
 - Equipment: CV0001 (Conveyor, feed, 3ft, 6in belt)
 - System: CONVEYOR (Conveyor System)
 - Assembly: (Empty)

At the bottom, there are buttons for 'Route', 'Save', and 'Cancel'.

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Sarah – Route Req. & View Approval Status

The screenshot displays the QAD software interface for viewing a requisition's approval status. The top navigation bar includes 'QAD', 'Purchase Matl Planner', 'Purchasing', 'Inventory', and 'Suppliers'. The main header shows 'Requisitions' with a 'Quick Requisition' dropdown and a 'New' button. A notification box at the top states 'Requisition has been routed for approval'. Below this, key details are shown: Requisition Number 00941, Total Cost 1,674.38 USD, Requisition Status Planned, and Approval Status Routing. The 'Approval Status' tab is selected, showing an 'Approval Group' of 'Maint' for 'Maintenance MRO Approvals'. A table lists the approval history:

Approver ID	Remarks	Action	Date	Time
kgreen	Approve - Yes, these are required for the maintenance	Approve	9/12/2016	12:18:29
fharris				
ahoward				

At the bottom right, there are buttons for 'Stop Route', 'Save', and 'Cancel'.

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Fred – Purchasing Manager

A Day in the Life of an Effective Manager

Approvals – Inbox & Mobile

- Fred the purchasing manager notices a new notification in his inbox where he can manage his requisition approvals

The screenshot displays the QAD Purchasing Manager interface. The top navigation bar includes the QAD logo, the user role 'Purchasing Manager', and several menu items: Purchasing, Requisition, Suppliers, and More. A search icon and a notification bell with a red '1' are also present. The main content area is divided into two sections. On the left, there is a 'Suppliers' section with a search filter 'Supplier greater or equal to' and a table of suppliers. On the right, an 'Inbox' window is open, showing a notification for a 'Requisition Approval'.

Supplier ▲1	Sort Name ⇅	E-mail Address
10-300	QMI - USA Division	
10L1000	Keuhne & Nagel	
10L1001	UTi	
10L1002	CGI	
10PLATSP	Plating Subcontracto...	USA - TAX PURPOSE SUB us
10S1001	Taylor & Fulton Fruit ...	USA - TAX PURPOSE RMS us

Inbox 🔄 ✕

Tasks (1)	Notifications (0)
<p>Requisition Approval</p> <p>10USA,</p> <p>Requisition Number: 00646</p> <p>Description: New parts for Conveyor</p> <p>From: Joe Smith</p> <p>Due: 09/08/16 ●</p> <p>Total Cost: 1,466.86 USD</p>	<p>04:57 PM</p> <p>09/09/16</p>

[View QAD Inbox](#)

Channel Islands – The Future of Your Effective Enterprise

Fred – Review and Approve Requisitions

Tasks (1)

Sort By: Date Recei...

Requisition Approval 04:57 PM
10USA, 09/09/16
Requisition Number: 00646
Description: New parts for Conveyor
From: Joe Smith
Due: 09/08/16 ●
Total Cost: 1,466.86 USD

Requisition Approval

10USA, 10USACO

From **Joe Smith** Submitted at: 12:...

Due **9/8/2016**

Requisition Number [00646](#) Supplier **10S3002** **Bridgeville Industries**

▼ **Main**

Total Cost **1,466.86** USD Requisition Date **9/8/2016**
Base Total Cost **1,466.86** USD Due Date **9/8/2016**
Buyer **10-EMP17** Buyer2 **Employee** Reason for Request **New parts for Conveyor**

► **Lines**

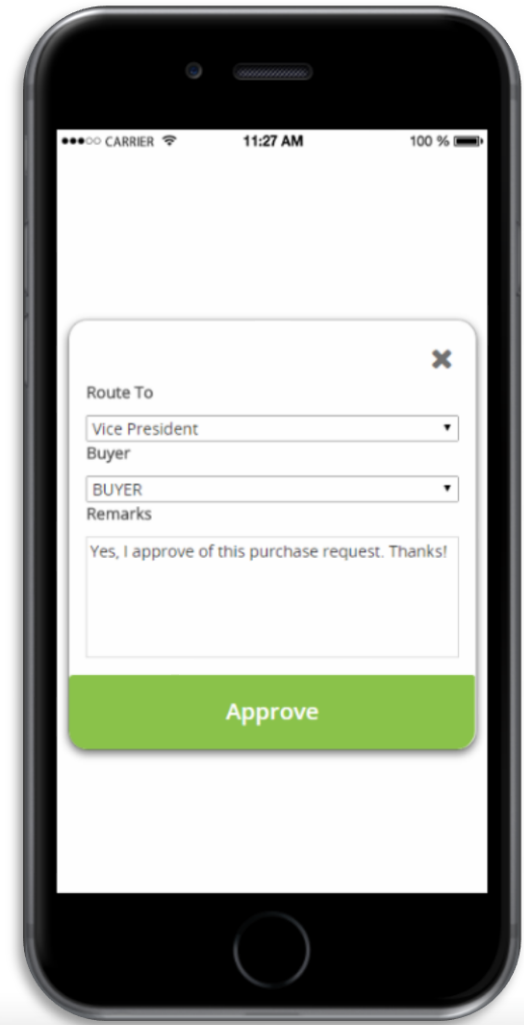
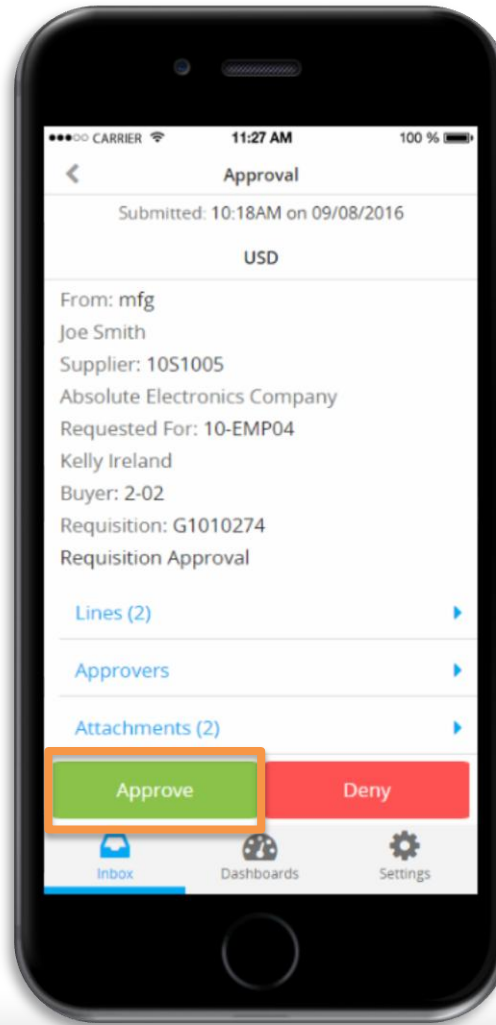
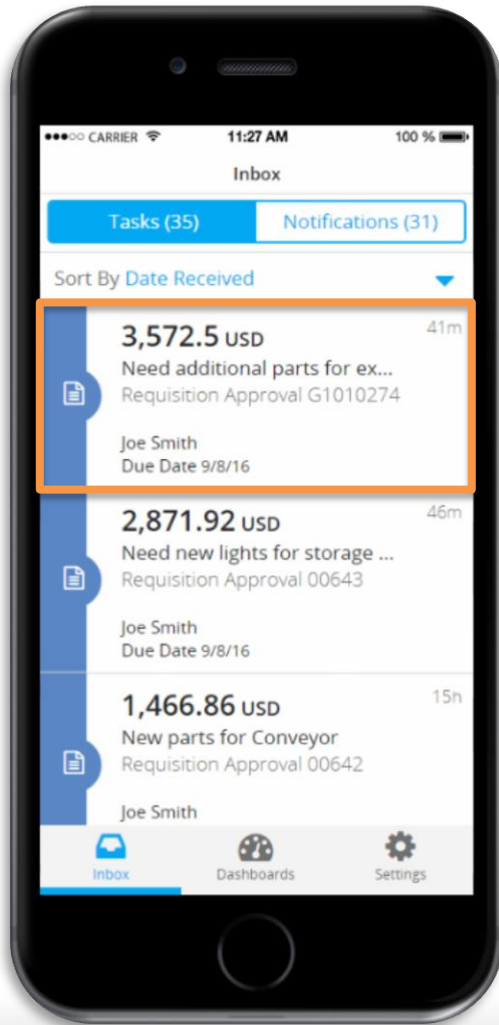
▼ **Approvers**

Name ↕	Role ↕	Approval Status ↕	Comments ↕
Frank Harris	CustomerNotify	Pending	
Ken Green	CustomerNotify	Approved	Comments
Adam Howard	CustomerNotify	Pending	

Approve Deny More ▼

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Fred – On the road, mobile approval



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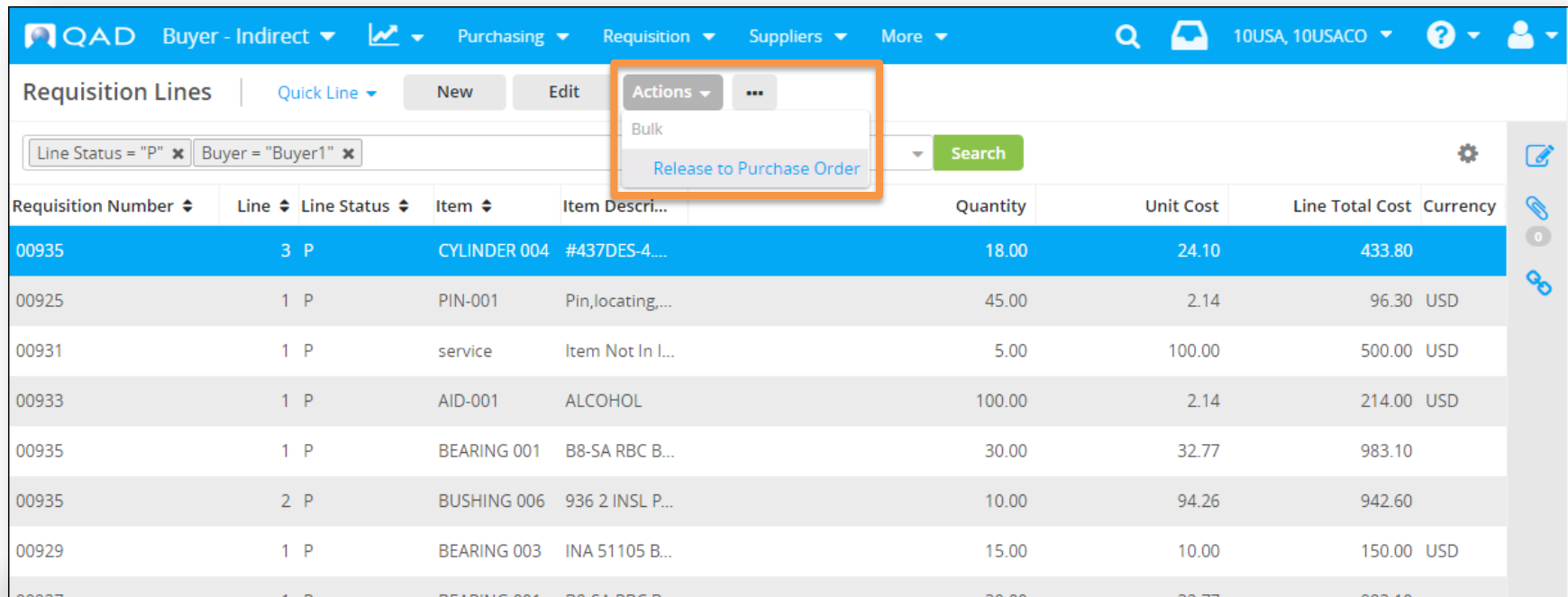
QAD Channel Islands

Cindy – Company Buyer

A Day in the Life of an Effective User

Release to PO – Select & Create

- Cindy, the company buyer signs on to review and release authorized requisition lines to purchase orders and begin the purchasing process



The screenshot displays the QAD software interface for managing Requisition Lines. The top navigation bar includes 'QAD Buyer - Indirect', 'Purchasing', 'Requisition', 'Suppliers', and 'More'. The main header shows 'Requisition Lines' with 'Quick Line' and buttons for 'New' and 'Edit'. A search bar contains filters for 'Line Status = "P"' and 'Buyer = "Buyer1"'. A table lists requisition lines with columns for Requisition Number, Line, Line Status, Item, Item Description, Quantity, Unit Cost, Line Total Cost, and Currency. The first row is highlighted in blue, and an 'Actions' menu is open over it, showing options like 'Bulk' and 'Release to Purchase Order'.

Requisition Number	Line	Line Status	Item	Item Description	Quantity	Unit Cost	Line Total Cost	Currency
00935	3	P	CYLINDER 004	#437DES-4....	18.00	24.10	433.80	
00925	1	P	PIN-001	Pin, locating,...	45.00	2.14	96.30	USD
00931	1	P	service	Item Not In L...	5.00	100.00	500.00	USD
00933	1	P	AID-001	ALCOHOL	100.00	2.14	214.00	USD
00935	1	P	BEARING 001	B8-SA RBC B...	30.00	32.77	983.10	
00935	2	P	BUSHING 006	936 2 INSL P...	10.00	94.26	942.60	
00929	1	P	BEARING 003	INA 51105 B...	15.00	10.00	150.00	USD

Channel Islands – The Future of Your Effective Enterprise

Cindy – Releases Requisition Lines to POs

The screenshot displays the QAD software interface for releasing requisition lines to purchase orders. A modal dialog box titled "Release to Purchase Order Results" is centered on the screen, showing a green checkmark and the text "Success". Below the dialog, a table of requisition lines is visible. The table has columns for PO Group, Item, Item Description, Quantity, Unit, Price, Currency, Supplier Name, and Ship To. The "Submit" button at the bottom right of the dialog is highlighted with an orange box.

PO Group	Item	Item Description	Quantity	Unit	Price	Currency	Supplier Name	Ship To	R	
00941										
00942	BEARING 001	B8-S...					Bridgeville Indust...	10-100	0	
00942	BUSHING 006	936 2 INSL PLSTIC B...	7.00	EA	510.04	EUR	10S1002	Bridgeville Indust...	10-100	0
00944	CYLINDER 00...	750 SVS-4.00-4W A...	28.00	EA	480.28	EUR	10S1002	Bridgeville Indust...	10-100	0
00944	60088	Power Converter-St...	18.00	EA	855.00	USD	10S1005	Absolute Electron...	10-100	0
00944	90031	Packaging	36.00	EA	99.00	USD		10-100	0	

Benefits of the Effective User

- **New User Experience**
 - Higher productivity
 - Fewer errors
 - Greater user satisfaction



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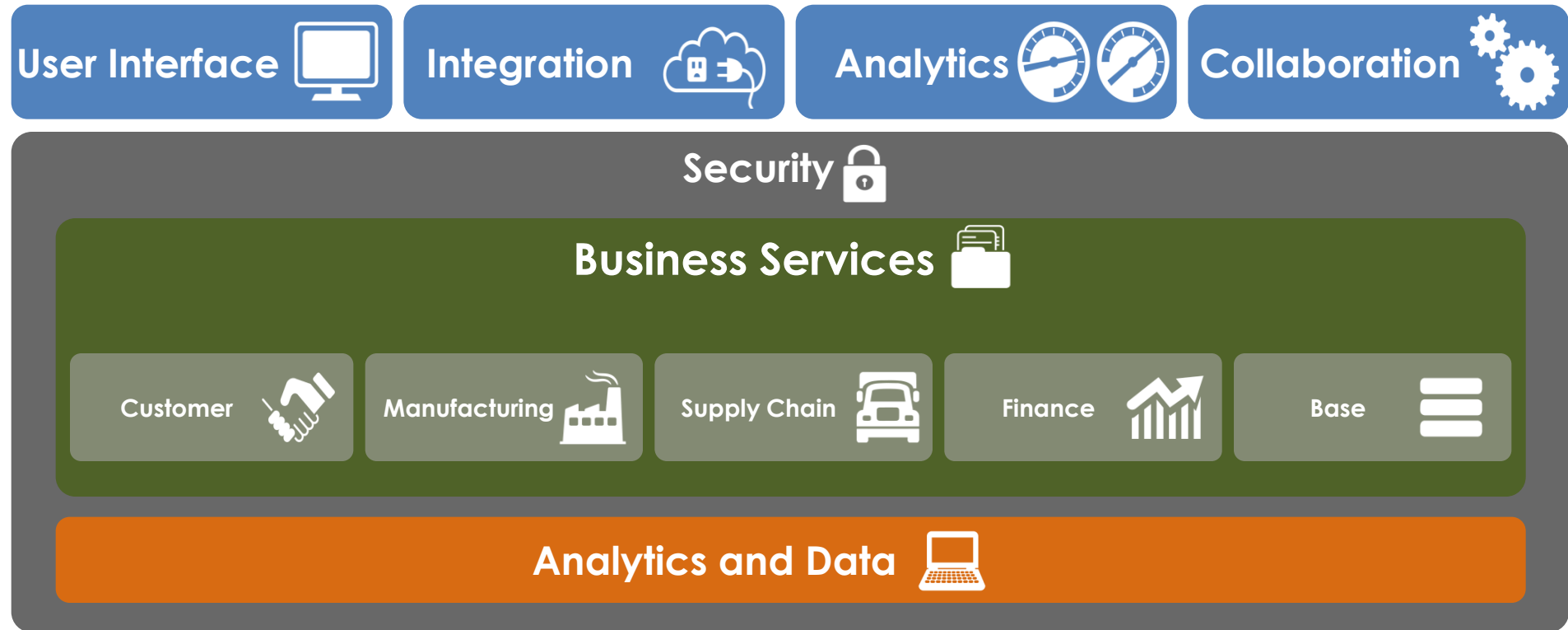
QAD Channel Islands

How Does QAD Make All This Possible?

World Class Architecture

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World Class Architecture



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Business Services

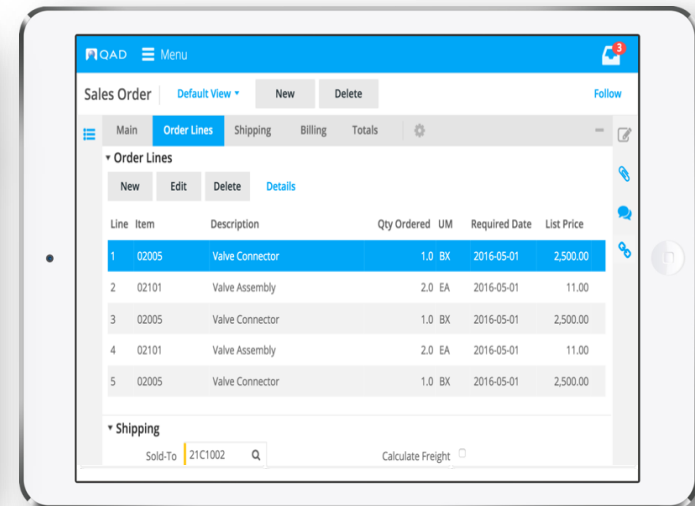
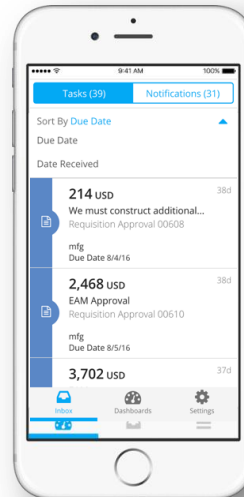
- 1875 Interfaces
- Enables Internet of Things (IoT)
- Organized into modules
- Always up to date



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UI Freedom

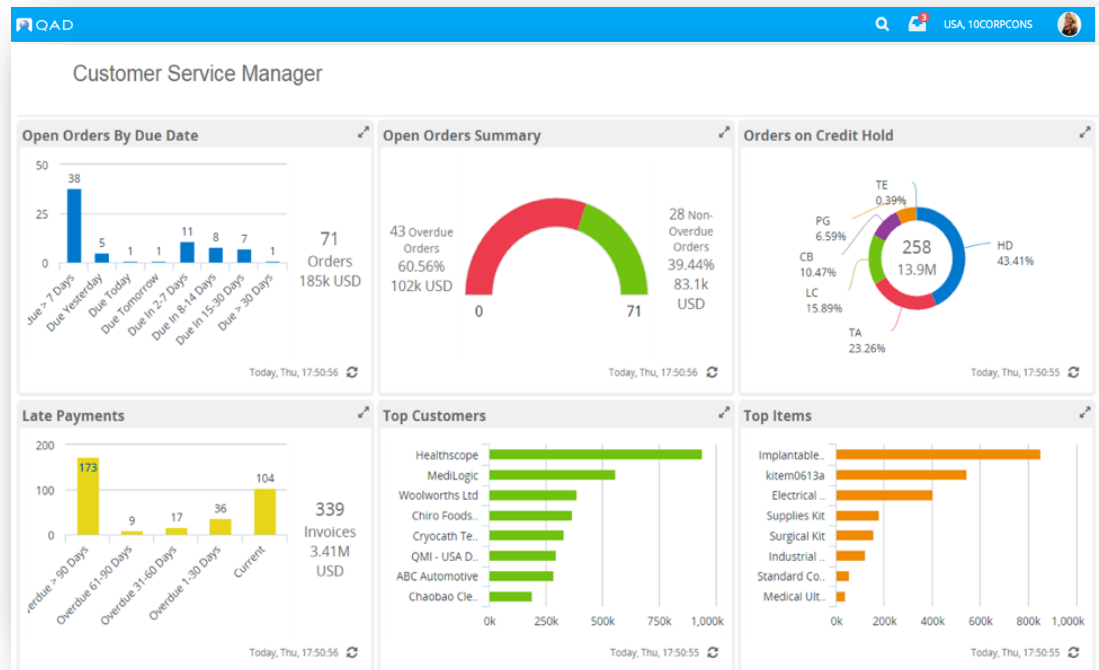
- Side by side
 - Minimize adoption risk
- Data driven with standard metaphors
 - Future proof
 - Mobility
 - UX P...



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Analytics

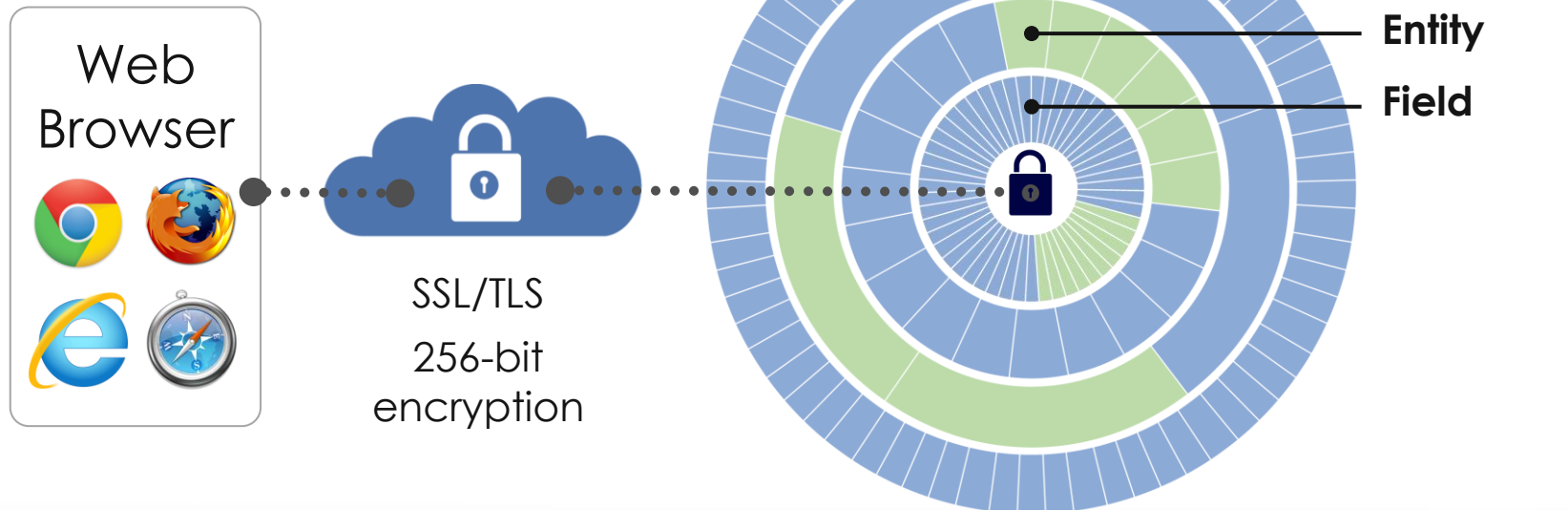
- Technology partner highly rated by Gartner
- Direct API access
- Real-time data



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Security

- Every API call encrypted
- Single sign on
 - LDAP, AD, SAML
- Authorization via roles



Veracode and Anitian Security Scans

- Verified by Veracode
 - Veracode Score: 99
 - Security Rating Assessment Stamp
- Anitian Penetration Test
 - Penetration test over a one month period
 - Manual and Automated



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QAD Channel Islands

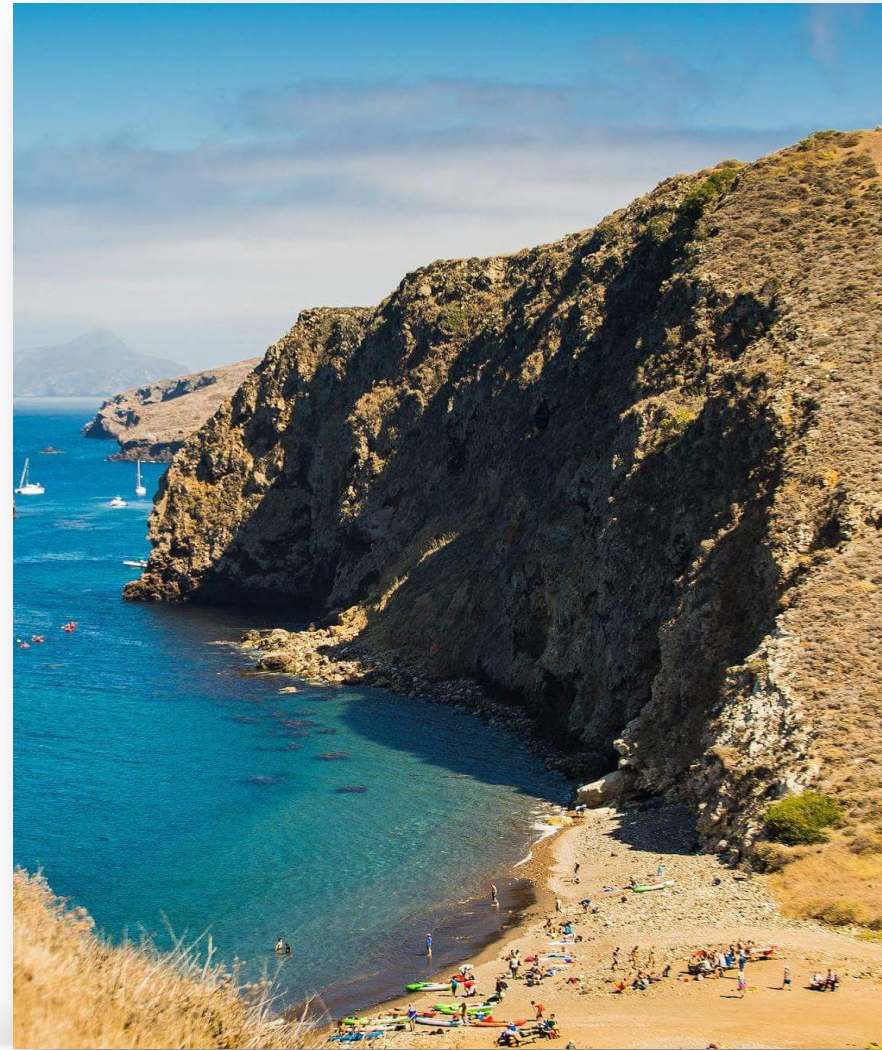
How Can You Participate in CI?

Early Adopters and User Research

Channel Islands – Sept 2016 Release

- **Santa Cruz 2**
 - All Anacapa and Santa Cruz
 - 2015 EE* / 2016 EE* Cloud
 - Go-live release:
 - 10 EA customers

**2016.1 EF required for CFO*



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Early Adopters Program

- Currently 4 Early Adopters
 - Oct / Nov 2016 Go-lives
 - US, Europe, Australia
- Additional 6 Openings
 - 4 prospects in review



User Research Invitation...

- **Join us - Send an email to UX@qad.com**
UX Round Table at MWUG – Tracey Rhoton
- **Be heard - Receive invites for upcoming research**
Meet directly with R&D UX team on topics important to you
- **Get social - Invite your colleagues to sign up**
On topics of interest to them, with R&D UX team



Upcoming User Research

- **Sales Action Center**
 - CRM, Sales, Service KPIs
- **Service & Support (SSM)**
 - Capturing Incidents
 - Managing Service Orders
- **Purchase Orders**
- **Supplier Schedules**
- **Complex Product Structures**
- **Additional Action Centers**

Are you interested?

- Join us in the “**Deeper Dive**” session
- Drop by the QAD booth
- Meet Tracey Rhoton, QAD UX Manager
 - Monday Lunch Round Table
 - Tuesday Breakfast Round Table

Thank You

- **Markus Barone:** mxb@qad.com
- **Mary Ann Guthrie:** mtg@qad.com

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