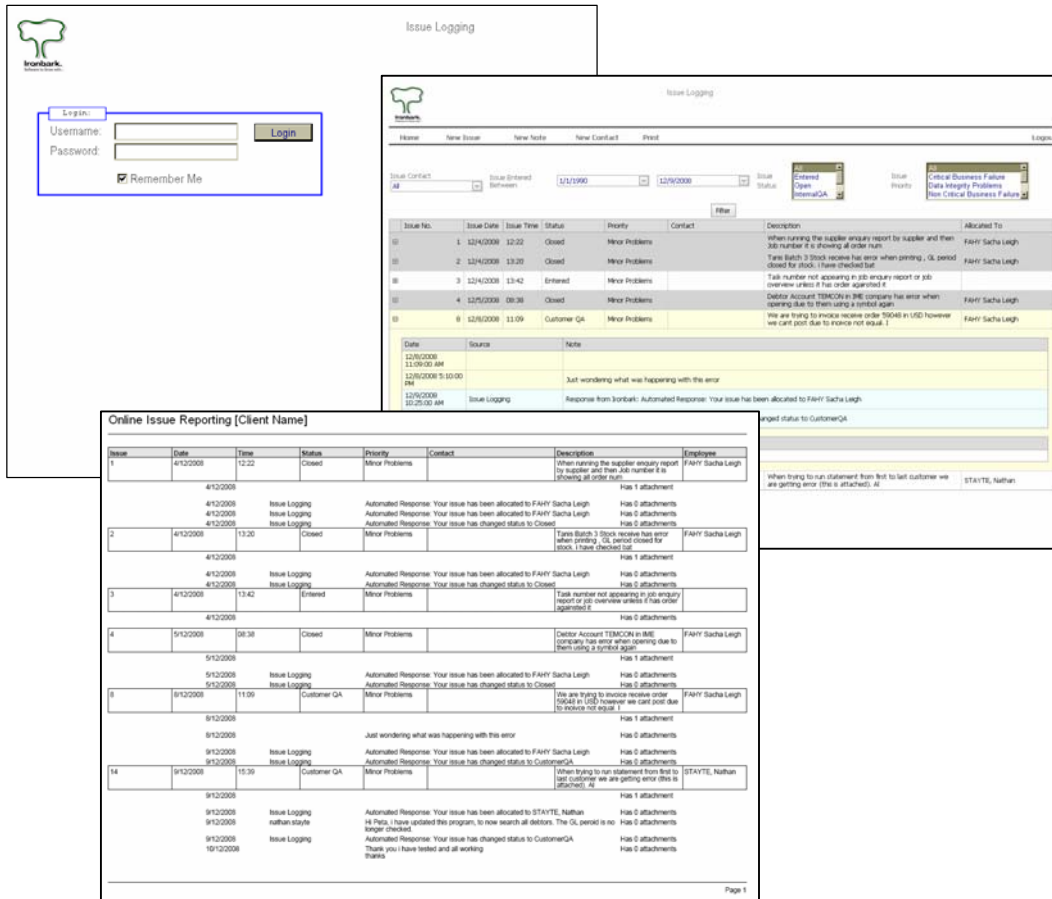


## Ironbark Launches New Issue Logging System

Ironbark Software announced the launch of a new issue logging system.

The new Ironbark issue logging system (currently implemented at a test site) provides a range of functions and control which has never been experienced before by Ironbark clients. Ironbark clients will have the power to manage their own issues using this new online (internet browser) process. See example screenshots below:



**Issue Logging**

Home | New Issue | New Note | New Contact | Print | Logout

Issue Contact: All | Issue Entered: 12/15/2008 | Issue Time: 12/15/2008 | Issue Status: Entered, Open, Internal QA | Issue Priority: Critical Business Failure, Data Integrity Problems, Non Critical Business Failure | Issue Type: Filter

Issue No.	Issue Date	Issue Time	Status	Priority	Contact	Description	Allocated To
1	12/14/2008	12:22	Closed	Minor Problems		When running the supplier enquiry report for supplier and then job number it is showing all order runs	FAHY Sacha Leigh
2	12/14/2008	13:20	Closed	Minor Problems		Trans Batch 3 Stock receive has error when printing - GL period closed by stock, have checked but	FAHY Sacha Leigh
3	12/14/2008	13:42	Entered	Minor Problems		Task number not appearing in job enquiry report or job overview unless it has order approved?	
4	12/15/2008	09:38	Closed	Minor Problems		Debtor Account TEMCON in BME company has error when opening due to them using a period digit.	FAHY Sacha Leigh
8	12/15/2008	11:09	Customer QA	Minor Problems		We are trying to invoice receive order 10048 in USD however we cant post due to invoice not equal.	FAHY Sacha Leigh

**Online Issue Reporting [Client Name]**

Issue	Date	Time	Status	Priority	Contact	Description	Employee
1	4/12/2008	12:22	Closed	Minor Problems		When running the supplier enquiry report by supplier and then job number it is showing all order runs	FAHY Sacha Leigh
	4/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
	4/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
	4/12/2008		Issue Logging			Automated Response: Your issue has changed status to Closed	Has 0 attachments
2	4/12/2008	13:20	Closed	Minor Problems		Trans Batch 3 Stock receive has error when printing - GL period closed by stock, I have checked but	FAHY Sacha Leigh
	4/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
	4/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
	4/12/2008		Issue Logging			Automated Response: Your issue has changed status to Closed	Has 0 attachments
3	4/12/2008	13:42	Entered	Minor Problems		Task number not appearing in job enquiry report or job overview unless it has order approved?	
	4/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
4	5/12/2008	09:38	Closed	Minor Problems		Debtor Account TEMCON in BME company has error when opening due to them using a period digit.	FAHY Sacha Leigh
	5/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
	5/12/2008		Issue Logging			Automated Response: Your issue has changed status to Closed	Has 0 attachments
8	9/12/2008	11:09	Customer QA	Minor Problems		We are trying to invoice receive order 10048 in USD however we cant post due to invoice not equal.	FAHY Sacha Leigh
	9/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
	9/12/2008		Issue Logging			Automated Response: Your issue has been allocated to FAHY Sacha Leigh	Has 0 attachments
	9/12/2008		Issue Logging			Automated Response: Your issue has changed status to CustomerQA	Has 0 attachments
14	9/12/2008	15:39	Customer QA	Minor Problems		When trying to run statement from first to last customer we are getting error (this is attached) at	STAYTE, Nathan
	9/12/2008		Issue Logging			Automated Response: Your issue has been allocated to STAYTE, Nathan	Has 1 attachment
	9/12/2008		Issue Logging			Issue Logging	Has 0 attachments
	9/12/2008		Issue Logging			Issue Logging	Has 0 attachments
	9/12/2008		Issue Logging			Issue Logging	Has 0 attachments
	9/12/2008		Issue Logging			Issue Logging	Has 0 attachments
	9/12/2008		Issue Logging			Issue Logging	Has 0 attachments
	10/12/2008		Issue Logging			Issue Logging	Has 0 attachments

Page 1

The ability to add/enter issues, close issues and add notes to issues are just some of the features of the new issue logging system. Issues can be filtered by status (all, entered, open, internal QA, customer QA and closed) and by priority (critical business failure, data integrity problems, non critical business failure, reporting failure, minor problems and change request). The ability to add attachments i.e. word docs, spreadsheets, JPGs, etc is also a necessary function in the issue logging system, as is PDF reporting. Clients will also be able to see who has been assigned to a specific issue.

"We have been working towards the launch of an online issue logging system for some time now and whilst we would like to provide this service to all of our clients, we have provided it to one client for QA and testing purposes. We are looking to roll this out to clients in 2009..." says Chris Findlater, Managing Director.

The benefits of an online issue logging system include improved management and traceability of issues, utilisation of paperless technology, and enhanced reporting and status functionality.

"This system will allow clients to be kept up to date in one central location and in general, will improve and streamline the issue logging process. We are always looking to increase the quality of our services to clients and with the implementation of our new online support system, this will allow for those improvements to be delivered to our customers", concluded Mr Findlater.

This system will eventually replace the incumbent issue processes in place at Ironbark i.e. faxing/emailing of issues etc.

Access to the online support system will be available via a login section on Ironbark's website.

ENDS

For more information about Ironbark please visit [www.ironbark.com.au](http://www.ironbark.com.au) or phone 1800 649 524. [Contact Us](#)

**About Ironbark Software:**

Ironbark Software develops and supports customized business management software for high growth companies. Ironbark specialize in a number of different industries, including Fresh Produce (from growers, to pack houses), WMS, Seafood, Fuel Distribution, Manufacturing, Timber, Building & Construction, Job Costing, Project Management, Retail and Medical services. Ironbark's specialist knowledge in these industries, combined with their commitment to R&D has led Ironbark Software to be the number one choice in business management systems for over 30 years.

*Ironbark is software to grow with...*