

# Machine Press

Volume 1, Issue 1, August 1999



## Version 4 available now

*Flexibility* is the key to the Serialized Inventory module's Version 4 enhancements. The Chicago Users' Meeting Sept. 10 - 11

is a great opportunity for you to see the enhancements for yourself and to sign up for your copy of the software. You'll go home ready to put Version 4 to work for you.

### Critical Parts Usage Analysis

- Gives you a more efficient way to report on critical parts to be replaced
  - by date
  - by click.
- Have parts available when the tech makes the service call.
- Information becomes part of the workorder, so it is continually updated in the system.

### Preventative Maintenance Report

- Uses the Critical Parts information to let you know what parts are due to be replaced.
- New sorts let you organize PM reports by territory.

*The Chicago Users' Meeting is a great opportunity for you to sign up for your copy of Version 4.*

### New Warranty Program

- Set up a warranty period for the serial item without having to set up a contract.
- System tells you:
  - how much time remains on manufacturer warranty
  - how much time remains on dealer warranty
  - meter reading.
- Report on expired warranties or on warranties that will expire in the near future. This lets you sell the customer a service contract before the warranty runs out.

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Special Serialized Supplement to

**D**ISTRIBUTED  
**DATA**

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Don't miss the  
DDMS Serialized Users' Meeting  
Chicago  
September 10 & 11, 1999

**jazz up**  
**your life**

Come to Chicago to see all the latest enhancements to the Serialized Inventory module. While you're there, sign up to receive your copy of the Version 4 software. Go home ready to implement what you've learned.

*See page 4 for details!*

# DDMS is the right system for machine dealership

With all the systems available today, which is right for your business? The needs of an office machine dealership are unique and complex — not every system is up to the challenge.

With maintenance contracts on 2,500 office machines and 23 service technicians, Keith Snyder, CFO, Solutions by Lincoln Office Equipment in Lincoln, Neb., knows a thing or two about the challenges and opportunities faced by machine dealers. Solutions converted to DDMS in 1993 from another system package because of DDMS' versatility.

"One of the reasons we chose DDMS was because of its strength in the office supply industry and because it could also handle the office machine side of it. We left our previous system because they couldn't handle office supplies."

Since about half of Solutions' business is office machines and about a quarter is office supplies, a system that could address the needs of both was important — and not that easy to find. There is no doubt that office machine dealerships have requirements different from an office supply. The problem for Solutions and other office machine dealerships is that their responsibility for the product doesn't end when it reaches the customer's hands.

"When you sell an office machine, you track it by serial number. You don't really take it out of your inventory. It's unlike selling a box of paper clips or a chair where you sell it and forget about it," Snyder said. "You have to continue to keep track of all the activity for this piece of equipment."

Snyder continued, "Secondly, you sell a maintenance agreement on a piece of equipment so you have to track that like you do the activity: What went wrong, who went out to fix it, what they did. Then you have to decide if you're going to bill for it or not, and that opens up a whole new range of complexities."

Those complexities include maintenance agreements or contracts, which are yet another component of the office machine business that's vastly different from office supplies. Contracts may include maintenance, a set number of copies per month, and consumables. Snyder cited the DDMS system's contract flexibility as one of the most important features to his business.

"The system lets us set up a virtually unlimited number of contract types. Recent enhancements allow for time block contracts. Now we can track blocks of

time. That's important for dealers that do computer support."

Computer support is not a traditional market for machine dealerships. However, Snyder said the copier industry is in a transition phase from analog to digital technology. As copiers become digital, they can be connected to computers, opening networking options — and a new market for machine dealerships.

"Hewlett Packard has coined the word 'mopier' (multiple original printer). It does the same thing a printer does, but more efficiently. Instead of you printing one copy and then taking it to a copier, you tell the mopier how many originals you want and how you want them sorted, punched and stapled."

In addition to time-block contracts, the DDMS system can also accommodate umbrella contracts, a major convenience, according to Snyder.

"Umbrella contracts allow a customer to have one contract that covers a number of machines. That way the customer can run copies on a group of machines without being concerned about how many copies they're allowed on an individual machine. When it's

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## *Another critical advantage of the DDMS system is its ability to integrate dispatching and inventory.*

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time to do the billing, we don't have to try to figure out which machine copies were run on. If they're allowed 10,000 copies a month, we don't care what machine it was on. It's really nice to have the flexibility to do that. Customers like that too. It really simplifies things."

Some contracts include toner, which is a consumable supply, and some don't. That's another aspect of the business Snyder has to keep track of. "Depending on the maintenance agreement, some customers we bill for toner and some we don't. When a customer calls in, we

have to be able to readily identify whether they're chargeable for toner."

Machine profitability is another piece of information that has to be captured, tracked and figured.

"We have to track the profitability of the machines. We need to know what kind of revenue a machine is generating (the billings per click or per copy), and what our associated costs are with them, both in terms of labor and parts," Snyder said. "If toner is included in the maintenance agreement, we have to capture that cost when the customer calls in, to determine if the machine is profitable. We have to be able to monitor our technicians' activity so we can be sure they're getting in the right number of calls and not spending too much time or money on a machine."

Snyder said when the service tech finishes working

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on a machine, he calls into the Solutions phone mail system. "The tech calls in and lists all of the parts used and all of the codes associated with the call in a voice mail box. When they finish, they transfer to the dispatcher to get their next call. When the dispatcher has time, she listens to the voice mail messages and closes the call."

Another critical advantage of the DDMS system is its ability to integrate dispatching and inventory, Snyder said. When the dispatcher closes the call, the system automatically updates the inventory. If a call requires parts that aren't in stock, the automated workorder features comes into play. It ties the automated short-buy process to dispatching and inventory, so the system automatically orders parts not in stock.

"That's a terrific timesaver," Snyder said. "You don't have to worry about the part not being there. When it comes in, the system knows which call it's for. It automatically reopens the call and displays it on the

monitor so you can dispatch the tech. You don't have to manually keep track of what call a part is for."

The DDMS system also allows you to tie accessories to the machine using an identification number.

"That's handy because, while we need to keep track of the accessories, we don't put the same emphasis on them as we do on the machines themselves. Everything is tracked by machine. The accessories are an important part of the machine and we can track them like that," Snyder said.

Snyder illustrated his point by comparing his business to the computer hardware industry. "You may not care day-to-day that a customer has a disk drive, but you do care that their main computer includes that component. It's the same kind of

thing. When you need to know what accessories a customer has, you have to be able to find out. The DDMS system allows you to do that."

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*"When it's time to do the billing, we don't have to try to figure out which machine copies were run on."*

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VERSION 4 AVAILABLE NOW

*continued from page 1*

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#### **Check A/R When Logging a New Call**

- Let your accounting department authorize the requested service before you send out a tech.

#### **Leases**

- Manage internal leases
- Bill leases separately from contract and meter billings.
- Sell a machine on a lease contract for different period lengths and different buyout options or sell multiple machines on a single contract.
- Generate and track billing, such as
  - total payments
  - payment amounts
  - last billing date

#### **Meter Maintenance Screen**

- Limit by
  - customer account
  - territory
  - equipment type
  - contract from or to dates
  - billing frequency
  - and more
- See which equipment you need to get a meter reading on for billing
- Organize the information in a way convenient for you.

#### **Rental Billing**

- Add billing period to the invoice.

#### **EZU Screen**

- Set up multiple limits in a range.
  - inclusive
  - exclusive
- Refine the information that appears on a report using multiple limits.
- Generate consolidated or non-consolidated renewal billings.
- New report writer screen has future contract dates, billing amount, and meter rate.
- Set up one format for new contracts and another for renewals.

#### **Backorder Workorder (Waiting on Parts) Program**

- New completion code allows you to do multiple visits to the same machine on the same workorder without having to reopen the call or reschedule. The system automatically reopens the call when you use the new code. When you print a report for the new code you can easily identify which machines are waiting on parts.

#### **Depreciation Flow**

- Set one parameter to set up depreciation automatically. Previously, you had to set up the transaction through the (EZO) screen, and then set up the depreciation separately.
- Applies to
  - rentals
  - accessories.
  - leases

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## DDMS Serialized Users' Meeting Chicago September 10 & 11, 1999

**This is one weekend of information you can't afford to miss!**

The cost for the meeting is \$240 per person and includes materials, a continental breakfast, breaks, and lunch on both days. To register, fill in your company information and fax or mail it to DDMS at the address shown below. You should receive a confirmation within three business days after we receive your registration form.

### Company Information

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Fax: (\_\_\_\_\_) \_\_\_\_\_  
 Attendees: \_\_\_\_\_

<input type="checkbox"/> Check and registration enclosed.	Number of meeting attendees _____
<input type="checkbox"/> Please bill my DDMS account.	x \$240 \$ _____
Mail DDMS	- 10% if payment enclosed* \$ _____
or P.O. Box 507	Total \$ _____
Fax Keller, TX 76244	
to: (817) 431-8303	

\*To be eligible for the 10 percent discount, your registration form and payment must be received by August 15, 1999. No refunds can be issued for cancellations received after September 1, 1999.

### Hotel Accommodations

While you're attending the DDMS Users' Meeting, you'll be staying at the luxurious Wyndham Suites Hotel. Single rooms are \$115 and doubles are \$135. These special DDMS rates do not include taxes.

To reserve your room, please provide the following information:

Name(s): \_\_\_\_\_ Smoking \_\_\_\_\_ Non-Smoking \_\_\_\_\_  
 \_\_\_\_\_ Arrival Date: \_\_\_\_\_  
 \_\_\_\_\_ Departure Date: \_\_\_\_\_  
 \_\_\_\_\_ King Bed \_\_\_\_\_ 2 Singles \_\_\_\_\_  
 Cardholder's Name: \_\_\_\_\_ Credit Card # \_\_\_\_\_  
 (circle one) Visa MasterCard Amex Discover Expiration Date: \_\_\_\_\_

*Special travel rates  
are available  
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