

## Key Ops Dispatch

April 2002

Vol. 2, No. 2

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### From Ines Collazo, AVP Customer Services:

#### ----- What Do You Want to Learn? -----

We recently had a meeting of the DDMS Executive Advisory Board. This board consists of dealers who represent you, the DDMS customer. The board members suggested that we offer key ops more information and ideas that they could advocate within their own organizations, to make better and more effective use of their DDMS systems.

We have included three technical articles in this issue, to help you do just that:

- Is Your System Up to Speed? Learn what to do if your anti-virus software is slowing down your Windows system.
- Limit the Items Customers Order Add restrictive and limit contracts to your toolchest, to give you more flexibility to tailor contracts to your customers's needs.
- Got them ol' (B) Screen Blues? Learn the advantages of using the (BQ) screen or the graphical Accounts Receivable Posting application.

These articles are just a start, though — we need your help. You're the ones who use the system every day. What do you want to learn? What articles do you want to see in *Key Ops*?

People who use the system every day often come up with ingenious and innovative working methods, which help them to get work done smoothly and efficiently.

Have you developed innovative methods of working with your DDMS system? If you would like to share these methods with other dealers, I would love to hear from you.

Please email your ideas, comments and suggestions for articles to [keyops@ddms.com](mailto:keyops@ddms.com). Don't forget to include your name and company—we want to recognize you for your contribution!

#### ----- Come to the ECI<sup>2</sup> Users Conference -----

As many of you already know, the biannual DDMS national conference has evolved into the ECI<sup>2</sup> Direction 2002 Users Conference. It will be held at the Hotel Inter-Continental Dallas on June 6-8, 2002.

This will be our biggest conference ever. DDMS users will have 35 different sessions to choose from, and this doesn't even count the sessions for UBC and Maytech.

You'll have a chance to learn about our new product for larger dealers, eNsite X, at this conference. You can also attend a number of other sessions that will help you get the most from your system: Windows networking, dealer efficiencies, and e-commerce marketing, for example.

We'll also be showcasing new technology from our Approved Vendors, including hand-held proof-of-delivery systems and CRM software.

For complete information about the conference and online registration, please see the conference website: [www.eci2.com/conference/](http://www.eci2.com/conference/)

#### ----- **Is Your System Up to Speed?** -----

Does your Windows system seem too slow, especially in order entry and inventory? The problem may be your anti-virus software. If it's scanning DDMS files before they load, it can have a noticeable effect on system performance.

To learn what you can do about this situation, see [FAQ # 129: Is Your System Up to Speed?](#)

#### ----- **Limiting the Items Customers Can Order** -----

If you want to limit the items that certain customers can buy, you can use two tools:

- **Restrictive contracts:** These contracts prevent a customer from ordering the items that they contain. A customer assigned a restrictive contract cannot buy any of the items on that contract.
- **Limit contracts:** These contracts restrict customers to the items that they contain. A customer assigned a limit contract may only buy items contained within that contract.

To learn more, see [FAQ # 130: Limiting the Items Customers Can Order](#).

#### ----- **Got Them Ol' (B) Screen Blues?** -----

If you still post A/R payments in the text-based (B) screen, you're missing out on features that may save you time and trouble. You have two newer alternatives that are simpler and faster to use: the text-based (BQ) screen and the graphical Accounts Receivable Posting screen.

The (BQ) and Accounts Receivable Posting screens share a number of advantages over the (B) screen, but here we'll focus on two key features:

- Accepting credit card payments
- Posting to several accounts from a single payment.

To learn how to use these features, see [FAQ # 131: Got Them Ol' \(B\) Screen Blues](#).

#### ----- **Four Ways to Contact DDMS Support** -----

We currently have four ways for you to contact DDMS Customer Service:

1) Phone: Call 800-366-4778 and choose option 1 for DDMS, then choose option 1 to hold for the next available First Response Technician. If you should experience an extended hold time during peak hours or Month End/Quarter End, we thank you in advance for your patience.

2) Voice mail: Call 800-366-4778 and choose option 1 for DDMS, then choose option 2 to leave Customer Service a voice mail message with your company name and account number,

contact and brief description of the issue. Include the call number if the issue pertains to a previous call.

3) Email: Send email to [Support@ddms.com](mailto:Support@ddms.com). Send us your company name and account number with a contact name and description of the issue. Please let us know if an email response is not acceptable, otherwise, if possible, we will attempt to answer your questions via email instead of by phone. Include the call number if the issue pertains to a previous call.

4) Fax: Fax your description of the issue with your company name and account number with contact name. Include the call number if the issue pertains to a previous call. Also please include any log files or examples to help define your issue. Use any one of the following fax numbers:

682-831-9909

682-831-9910

682-831-9911

**----- To Subscribe or Unsubscribe -----**

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To update your e-mail address, or to unsubscribe, write to [keyops@ddms.com](mailto:keyops@ddms.com)

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