

Key Ops Dispatch

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From Ines Collazo, AVP Customer Services:

----- Better Service with Tracking Numbers -----

Would you like faster service when you call ECI² Support? Giving the tech your tracking number can really help.

When you call Support with a new issue, the First Response tech who takes your call assigns a unique tracking number to your call. If you call with several issues, each one receives a tracking number. For example, if you call because you need help with Dealer Station and with A/R, the tech will assign you two tracking numbers. Before your First Response tech hangs up, he or she will give you the tracking number. We also provide tracking numbers when we leave messages for you.

If you use this tracking number when calling or faxing, you can improve the service you receive in three ways:

- 1) If you fax or email information, include your tracking number. On faxes, write the number on the paper. For e-mails, include the tracking number in the subject line. This ensures that we log your material with the original call, and that we can notify the tech assigned to your call when we receive your material.
- 2) When you call back and give the First Response tech your tracking number, he or she can access your original call much more quickly. The tech can read about your issue, and you won't have to explain it again. If you have additional information, the tech can quickly add it to your call.
- 3) If you call and need immediate assistance, providing a tracking number helps us quickly escalate your call.

Reminder: 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. Don't forget to include your name and company—we want to recognize you for your contribution!

----- **ECI² Users Conference: A Great Value** -----

Where can you get the most bang for your training dollar? The ECI² Users Conference! The DDMS National Conference is now the ECI² Users Conference. The same types of sessions that have been offered at the DDMS National Conference over the years are being offered June 6-8 in Dallas. And this year there are more sessions than ever before.

What would you like to learn more about to help run your business more efficiently? Reports? We have "Reports for Efficiency" and "Reports for Marketing" sessions on Friday, not to mention the ever-popular "Report Writer" class on Saturday.

Other sessions offered include: A/P, A/R, Electronic Invoicing, General Ledger, Order Entry, OPUS Made SIMPLE, and many more! Go to www.eci2.com/conference/ for more details. Time is running out, so register TODAY!

----- **Data Protection is High Priority** -----

Because using third-party products generally requires the exchange of data and sensitive customer information with your DDMS system, it is very important that we provide a mechanism to allow safe and secure connectivity with third-party products.

You may have already received a communication from ECI²/DDMS regarding an important security enhancement that will be included in the next release of DDMS software, scheduled for June 2002. With this new software release, any order generated from other than an ECI² or Approved Vendor product will require manual verification to ensure the accuracy of the data. More details regarding this data protection initiative are included in a letter that has been mailed, faxed, and e-mailed to your company. Additional information on order validation will be included with the software update.

----- **New Information Online for ASP Customers** -----

As part of our commitment to provide you with exceptional customer service, we have created an ASP section on our website. It features the information that ASP customers have asked us for:

* An ASP portal page, which provides links to all the ASP features available on our website: www.ddms.com/support/asp/asp.htm

* A Let's Get Started site for ASP customers who use eNsite Pro, which takes you through the process of going live on an ASP system. This site teaches beginning ASP users the basics: how to log in, add new users, print with the IR Print client, and so forth. It also explains how to set up and use the databases and applications that make up your eNsite Pro system. This Let's Get Started site is a great resource for training new employees, as well as helping new users to quickly become familiar with their new systems. To get started, go to www.ddms.com/lgsasp/ (A Let's Get Started site for eNsite ASP users will be available soon.)

* Information you need: loading OPUS, contacting Support, schedules for ASP servers, using the IR Print client, and more.

* FAQs: learn how to save reports as files, resolve intermittent disconnections, set up Approval Link and Autocomm, and so forth.

We'll be adding more information and tailoring the content to fit your evolving needs, so please send us your comments and suggestions, and let us know what you would like to see. E-mail your comments and suggestions to webmaster@ddms.com.

----- **Exporting Dealer Station Contracts** -----

Customers who place orders through Dealer Station DDMS Edition frequently ask for a list of their contract items. These are the items they order most frequently. (Contract items in Dealer Station are the same as laundry lists in DDMS order entry.)

To learn how to export Dealer Station contracts, so that you can present the information through a spreadsheet or word processing program, see [FAQ # 139: Exporting Dealer Station Contracts](#) and [FAQ # 71: Exporting Reports from a Windows System](#).

----- **Logging On to eNsite and eNsite Pro** -----

When you open eNsite or eNsite Pro, you're prompted for a user ID and a password. Do not enter your network login name here; you need to specify a user ID and password that have been set up in your DDMS system.

User IDs are also called order writer numbers. You need to set up user ID numbers and passwords in your DDMS system for each person who uses your system.

Learn how to log on, how to assign user ID numbers, and how to set up user IDs and passwords in [FAQ # 140: Logging On to eNsite and eNsite Pro](#).

----- **Verifying Your Dealer Station Billings** -----

When your accounting department verifies your monthly billing for Dealer Station™ DDMS Edition, they need to understand how we calculate your monthly activity charges.

Beginning March 1, 2002, we base each billing period on the calendar month; it goes from the first day of the month to the last day of that month. For example, the April 2002 billing covers April 1 through April 30.

We calculate Dealer Station activity using the order date, not the invoice date.

Remember also that we bill hosting fees in advance, and transaction fees in arrears.

To learn how to print reports that will allow you to verify your Dealer Station billings, see [FAQ # 141: Verifying Your Dealer Station Billings](#).

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

Key Ops Dispatch, an e-mail newsletter, comes free of charge to all DDMS customers.

To update your e-mail address, or to unsubscribe, write to keyops@ddms.com

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