

Key Ops Dispatch

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From Ines Collazo, AVP Customer Services:

----- Log Support Calls Online -----

The ECI² Users Conference, which was held June 6-8, gave us a chance to talk to many of you, and find out more about what you need. I really enjoyed meeting with dealers, and talking about how we can improve the service we offer you.

One feature that was requested was a form that dealers could complete online to submit a request for Support. We have now added this feature to our website: go to www.ddms.com/support/supportcall.htm. You can enter detailed information about your problem here, instead of waiting on hold for a tech. This new feature will save you time; your Support tech will have more information about your issue before calling you the first time.

Please try this form the next time you need to send an e-mail to Support. And let us know what you think — do you like this new feature? Can you think of anything we can do to make it even better? Please send any comments or suggestions to keyops@ddms.com

----- Version 5: Find Help Fast! -----

As more of you load Version 5, we want to make sure you can easily find the information you need.

You can find a lot of information about Version 5 on our website, www.ddms.com, and we update this information frequently to provide the latest information. If you want the latest info on Version 5, we have three pages you should check:

- **What's New in Version 5:** Want to know about the latest features? Bookmark www.ddms.com/support/doc/ver5doc.htm. We publish a document called "What's New in Version 5" on this page, and update it regularly. In addition, this page includes documentation for each major new feature, and a complete copy of the online help for your convenience.

- **Release Notes:** Before you load a Version 5 update, check Release Notes—www.ddms.com/support/releasenotes.htm. If we discover any issues involving the software update you're loading, we will publish them here.
- **Program Updates:** This page provides concise information about every enhancement and change we make. It's organized by version number, so you can easily read about all the changes that occurred since the last software version you loaded. To read Program Updates, which we publish as Acrobat files, go to www.ddms.com/resources/doc/progupdt/verlist.pdf.

All three of these pages are easy to get to from anywhere in our website: just click Support in the black navigation bar at the top any page. The Support page has links to these three pages, as well as a number of other valuable resources.

If you use the graphical versions of eNsite or eNsite Pro, take advantage of the online help. Did you know that you can instantly see help for any field? Just press F1 while your cursor is in the field you're curious about. You can also open the online help from any screen by clicking the Help button.

We hope you find these tools helpful; if you have any suggestions for making them better, please drop us a line at keyops@ddms.com.

----- Get Ready to Load Your Next OPUS Update -----

We'll soon be sending you e-mails about your OPUS update for the third quarter. The first message will tell you when we expect your OPUS update to arrive. We plan to send this message on June 19.

The second email will tell you when we begin shipping. If the projected shipping dates change, we'll notify you about that as well.

A Reminder: How OPUS Billing Works

Your OPUS payments are scheduled for either semi-annual or annual payment. Your payment schedule determines when you receive your invoice. For example, if you sign up in March for semi-annual payment, you receive invoices in March and September. If you sign up in May and pay annually, you receive an invoice each May.

OPUS Database Updates are only shipped to customers whose accounts are current. If your billing cycle occurs in June, you should have received your invoice. It must be paid in full for you to receive your OPUS tape for the third quarter. If you have questions concerning your OPUS account or if you need a copy of an invoice, please call our Accounting department at **1-800-959-3373 x3202**.

Learn to Load — Free!

Take the mystery out of your OPUS Database Load. Our free Virtual Classroom training sessions walk you through the basics. You can watch a live software demonstration on the Internet. Classes are lead by an experienced trainer and include other customers learning the same thing. You benefit from hearing their questions and discussion. These classes were very popular last quarter. And, for a limited time, they're free!

You can register online at www.ddms.com/training/vc/vc.htm. Please read the class descriptions carefully: we offer different versions of this class, and it's important to select the correct one. Class size is limited, so sign up now!

----- **OPUS Exceptions: the List Price Variance** -----

After you load an OPUS update, the system automatically prints the OP-db Load and Update Report (sometimes also called the OPUS Exceptions report). This report lists items that were not added or updated, along with the reasons.

The most common reason is a List Price Variance. This message applies only to items that already exist in your inventory database. OPUS uses the list price to determine which unit of measure to load. If the list price for your selling unit of measure is more than 30 percent lower or 70 percent higher than the prices available for this item on the update, OPUS cannot update the item.

To learn how to resolve a List Price Variance, see [FAQ #145: Correcting List Price Variances after Loading OPUS](#).

----- **Creating a Demo Account for Dealer Station** -----

You can now set up demo accounts for Dealer Station DDMS Edition. These accounts let you demonstrate Dealer Station to prospective customers without incurring transaction fees. The orders you create with a demo account are not posted to your DDMS system, either, so you don't need to worry about deleting them later.

To learn how to set up a demo account, see [FAQ # 146: Creating a Dealer Station Demo Account](#).

----- **Installing AutoComm** -----

E-mailing and faxing from your DDMS system is easier than ever with AutoComm. Faxing and e-mailing is now easier than ever. The new interface, AutoComm (previously AutoFax), lets your software work with the WinFax 10.0 software package. You can communicate directly from your system to any fax machine or computer. Simply connect your DDMS system to a PC with WinFax 10.0 software. Choose the information that you want to fax or e-mail and let AutoComm do the rest.

We're currently rewriting the documentation for AutoComm, and the first document is available online: [Installing AutoComm Software and Hardware](#).

Note: AutoComm is an optional software package. If you do not own AutoComm, and wish to find out more, please contact DDMS Sales at 800.366.3367, or send an e-mail to ddms@eci2.com

----- **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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