

Key Ops Dispatch

September/October 2002

Vol. 2, No. 6

Included in this issue:

- ~ Are You Being Served?
- ~ Get Ready to Load Your Next OPUS Update
- ~ Learn to Load - Free!
- ~ Saturday Support
- ~ Switching First-Call Vendors? Make Sure OPUS Updates All Item Costs!
- ~ Have You Corrected List Price Variances from Last Quarter?
- ~ Your Printouts Help Us to Troubleshoot OPUS Issues
- ~ Adjusting Contract Selling Price After OPUS Updates
- ~ Back by Popular Demand: Other Helpful OPUS FAQ Files
- ~ Tell Us What You Think: Online Forms For Your Feedback
- ~To Subscribe or Unsubscribe

From Ines Collazo, AVP Customer Service:

Are You Being Served?

ECI²'s number one initiative for 2002 is to be the recognized leader in customer satisfaction, delivering reliable, feature-rich products supported by the most responsive, knowledgeable technical staff in the industry. My number one action item under that initiative is to evaluate and improve all technical support processes.

As we announced in an [email on August 7](#), we partnered with a third-party customer satisfaction survey company, Service 800, Inc. Service 800 will continue to survey a sampling of our customers about ECI²'s service, technicians, and training. On a regular basis, Service 800 reports composite data and information about our progress. We have received the first results from the surveys that Service 800 completed in August. We will measure our future survey results against this initial baseline. As we analyze the data, your feedback helps determine the direction we take on customer service initiatives.

If you don't wish to participate in the survey, you can request to be removed from the list by sending an email to support@eci2.com, with the subject "No Survey."

However, if you happen to be selected, we strongly encourage your participation. These surveys will provide an objective look at our current performance and help direct future improvements to our customer service and training services.

Get Ready to Load Your Next OPUS Update

We'll soon be sending you e-mails about your OPUS update for the fourth quarter. The first message will tell you when we expect your OPUS update to arrive. The second email will tell you when we begin shipping. As always, we'll notify you if the projected shipping dates change.

A Reminder: How OPUS Billing Works. Your OPUS subscription is scheduled for either semi-annual or annual billing. Your payment schedule determines when you receive your invoice. For example, if you sign up in March for semiannual payment, you receive invoices in March and September. If you sign up in August and pay annually, you receive an invoice each August.

OPUS Database Updates are only shipped to customers whose accounts are current. If your billing cycle occurs in September, 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 **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 led 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!

- Friday, Sept. 20 - OPUS for eNsite and Silver Plus
- Monday, Sept. 23 - OPUS for eNsite Pro and text-based
- Tuesday, Sept. 24 - OPUS for eNsite Pro ASP
- Wednesday, Sept. 25 - OPUS for eNsite Pro and text-based

The dates above are subject to change, but you can check the schedule and register online at <http://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!

Saturday Support

The end of a quarter is always a busy time for dealers as you close out the current period and load the new pricing files. To support you more effectively during this time, Customer Service again offers complimentary fax and e-mail support on:

Date: Saturday, Sept. 28, 2002

Time: 8:00 AM - 2:00 PM Central Time

You can send questions relating to month-end procedures, quarter-end procedures, and OPUS issues three ways:

Email: support@eci2.com

Fax: 682-831-9909

Online: <http://www.ddms.com/support/supportcall.htm>

Phone calls to Support will be routed to 24/7; If your call is not related to period-end issues, you may be billed for 24/7 support.

Please Include:

- A detailed problem description.
- Your company name and account number.
- Your contact name.
- Your e-mail address if you prefer this response.
- Your phone number if you prefer this response.
- The best time to reach you.
- Any relevant log files you can attach.

There will be no charge for this additional support. However, it is available only for questions about your month-end procedures, quarter-end procedures, and OPUS issues. All other issues must be referred to our standard Saturday or 24/7 support services, which may be billed.

We believe this additional support will help us be more responsive to your need for support during quarter end.

Switching First-Call Vendors? Make Sure OPUS Updates All Item Costs!

Sometimes a dealer decides to change the primary wholesaler while loading OPUS quarterly updates. Switching the vendor sequence is simple. However, several dealers have run into cost discrepancies because they didn't change a related but easily overlooked parameter.

To learn how to ensure OPUS matches your inventory to your new primary vendor's costs, see [File #219: Switching Your Primary Vendor During Quarterly OPUS Updates](#) (file: [OpusSwitchPriVen.pdf](#)).

Have You Corrected List Price Variances from Last Quarter?

After you load an OPUS update, the system automatically prints the OPdb 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.

If the list price for your selling unit of measure is more than 30 percent lower or 70 percent higher than the prices OPUS records for the item, OPUS cannot update the item, and your exception report will show a List Price Variance. If you do not resolve these variances each quarter, not only do they affect the accuracy of your costs, but they also accumulate. Imagine having 50 pages to correct manually after letting it slide a year...

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

Your Printouts Help Us to Troubleshoot OPUS Issues

When you have cost problems, item description discrepancies, and related issues after loading OPUS, what do you need to know in order to troubleshoot the problem? Of course you can examine the Exceptions Report. But for more in-depth troubleshooting, your Support tech needs a set of critical inventory screen printouts.

To learn the simple keystrokes that print important inventory screens all at once, see our updated [File #220: Determining why your cost or price is incorrect for Windows](#) (file: [costpric-win.pdf](#)).

[PGD users: see the existing FAQ File #31](#) (file: [costpric-pgd.pdf](#)).

Adjusting Contract Selling Price After OPUS Updates

After you load OPUS quarterly updates, you can incrementally increase or decrease the selling price on any of your contracts by a percentage.

To learn how to change your contracts' selling prices, see [File #98: Changing Contract Prices](#) [file: [contractprices.pdf](#)].

Back by Popular Demand: Other Helpful OPUS FAQ Files

Two more FAQ files were very popular last quarter:

- [File # 24: Setting Stock Classes or Departments by Purchasing Vendor](#)
- [Inventory housekeeping for Version 3 or higher](#)
**Updated to accommodate steps for latest general release*

The complete list of OPUS Update Notes, FAQ files, and Documentation is on our Web Site at <http://www.ddms.com/support/opus.htm>

Tell Us What You Think: Online Forms For Your Feedback

We are always open to your ideas for continual improvement, and we want to make it easier for you to communicate those ideas.

If you have feedback or corrections to report for documentation, please use our new online documentation feedback form at http://www.ddms.com/support/doc_feedback.htm. Of course, you can also send a simple email to docfeedback@eci2.com, but using the online form will help us find exactly what needs to be fixed.

To submit Support requests, please enter detailed information about your problem at <http://www.ddms.com/support/supportcall.htm>. You can also call us or email us at support@eci2.com. However, the form provides your Support tech more information about your issue before calling you the first time.

Can you think of anything we can do to make Customer Service even better? Please send any comments or suggestions to keyops@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@eci2.com

