

# Key Ops Dispatch

May 2003

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This month we're announcing the location for the ECI<sup>2</sup> Direction 2003 Users Conference, the "Get Busy With Graphical" Seminar Series, and new features to be released in Dealer Station® DDMS Edition 3.05 on May 17.

For DDMS customers who are new to the Microsoft® Windows platform, we're providing a few tips on maintaining your system in Windows. We've also updated "Improve Service by Solving Ticket Problems" with graphical software instructions, and added a frequently requested reference from the documentation to describe each status level.

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**1 Make Your Reservations for ECI<sup>2</sup> Direction 2003 Users Conference**

Following the success of last year's ECI<sup>2</sup> Direction 2002 Users Conference, we have decided to host another conference in 2003. This conference is scheduled for **September 18-20, 2003** at the **The Fairmont Dallas Hotel** in Dallas, TX.

The ECI<sup>2</sup> Direction 2003 Users Conference will offer two and a half days of software training, seminars, vendor expos, and presentations from key figures in the office products industry. Training is a key component of the conference, with software-specific classes to help dealers and distributors learn more about using ECI<sup>2</sup> products. The conference will showcase the latest software from DDMS, as well as products from ECI<sup>2</sup>'s Maytech and UBC divisions.

In last year's post-conference survey results, many attendees indicated they prefer a hotel location that is closer to Dallas nightlife and social activities. The Fairmont Dallas Hotel is

very close to the West End Historic District (known for its shopping, restaurants, and nightlife), the Kennedy Memorial and Sixth Floor Museum, Thanksgiving Square, and the Dallas Arts District. Most of these are within walking distance from the hotel.

Location aside, The Fairmont Dallas Hotel is very well suited for our conference and offers many amenities to help make the conference as enjoyable as possible. More information on The Fairmont Dallas Hotel can found at [www.fairmont.com](http://www.fairmont.com).

Reserve your hotel rooms now! We have negotiated a guest room group rate of \$128 per night (excluding taxes) and have reserved a block of guest rooms for our conference. While this group rate is valid through August 28, 2003, we encourage you to make your room reservations soon. There is a citywide convention starting on September 20th which will make guest room availability limited. You may cancel your guest room reservation up to 48 hours prior to arrival without penalty, so play it safe and reserve your rooms today.

You can make your hotel reservations by telephone or Internet:

- Call The Fairmont Hotel toll-free reservations line at (800) 441-1414 – identify yourself as a guest attending the ECI<sup>2</sup> Users Conference
- Call The Fairmont Dallas Hotel reservations desk directly at (214) 720-5290 – identify yourself as a guest attending the ECI<sup>2</sup> Users Conference
- Go to [www.fairmont.com](http://www.fairmont.com), click Reservations & Rates, select The Fairmont Dallas, and use Promotional Code **GRCEC1**

We are in the process of finalizing the registration fees and sessions for this year's conference. Many of your suggestions from last year's event have been incorporated into the curriculum and overall event plan. ECI<sup>2</sup> customers will receive conference information and registration packets via mail and e-mail during the coming weeks. In the interim, please address any questions regarding this event to [conference@eci2.com](mailto:conference@eci2.com).

Vendors interested in the conference expo can contact Tom Kapp at [tom@eci2.com](mailto:tom@eci2.com) or 888-499-3242, x3851 for more information.

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**2 It's Time to "Get Busy With Graphical"**

eNsite Pro™ makes DDMS software easier to use than ever before and provides unique features designed to help you work smarter - not harder.

Join us at the DDMS Get Busy With Graphical seminar series and take advantage of efficiencies available only through eNsite Pro.

To make the best use of your time, we have scheduled three full-day seminars over consecutive days, covering a range of related topics. Choose the seminar which best suits your needs, or attend all three for the best value.

**Who should attend the seminars?**

You should attend if you are on the Windows platform, still using text-based software, and are anxious to implement the latest graphical software and maximize efficiency. Also, those eager to be more proficient in our Report Writer software (text version) should attend.

**When and where are the seminars?**

These seminars are scheduled for June 23 - 25, 2003. June is right around the corner, so sign up now before classes are full. These seminars are hosted at the DDMS facility in Fort Worth, Texas.

**What information will be presented?****Seminar One: June 23, 2003**

## Basic Training on Graphical

- Using the graphical database (Customer, Vendor, Salesperson, and Inventory screens)
- Add, delete and edit database entries
- Review new database features available only in graphical
- Use shortcuts for accessing specific screens within graphical

## Order Entry

- Enter orders in graphical
- Enter special lines
- Change, delete and verify orders
- Review unique features of O/E available only in graphical

## Purchasing

- Manual P/O entry
- Using the short-buy
- Setting up PSN
- Review unique features of purchasing, available only in graphical

**Seminar Two: June 24, 2003**

## Graphical Accounts Receivable and Reports

- Post checks
- Make adjustments
- View batches

## Graphical Accounts Payable and Reports

- Post invoices
- Make adjustments and changes
- Create a To-Be-Paid Report
- Posting from purchase orders.

**Seminar Three: June 25, 2003**

## O/PUS

- Loading your item file with O/PUS S.I.M.P.L.E.
- Using PSN to download a price plan.

#### Basic Report Writer

- Add columns to existing reports
- Save sorts and limits on existing reports
- Create basic reports from scratch.

#### How do I register?

To register, complete the form (available on our Web site at <http://www.ddms.com/Resources/Sales/flyers/graphSeminar041703.pdf>) and fax it to (703) 270-3775. Space is limited to 20 customers per class and is offered on a first-come, first-served basis.

#### Other Graphical Software Training

In addition to the Get Busy with Graphical training series, there are a variety of ways to get training on DDMS graphical software.

- We are offering a special two-hour Graphical Overview virtual training class. Learn about the many timesaving features in order entry, databases (customers, vendors, salespeople and inventory), A/R, A/P, and purchasing. This class is ideal for users of DDMS text-based software who want to implement the graphical software, or who just want to learn about the advantages it offers over our older text-based products.

Our Virtual Classroom lets you attend live classes without leaving your desk. Instructors demonstrate how the software works through our website, and you interact with the instructor and the other students over the telephone. Space is limited and since this class is FREE, it fills up fast! All currently scheduled classes are already full, but we will be scheduling additional sessions in the future. For more information, see <http://www.ddms.com/training/vc/vc.htm>

- The ECI<sup>2</sup> Direction 2002 Users Conference will be held September 18-20, 2003 at The Fairmont Dallas Hotel in Dallas. The conference will offer in depth training on many of the graphical applications. For details, see <http://www.ddms.com/2003conf/2003conf.htm>
- ECI<sup>2</sup>'s on-site training and consulting services can assist with software implementation and configuration, help tailor the system to meet the specific needs of your business, and provide training on individual system features and functions. For more information, see our DDMS On-Site Training and Consulting page <http://www.ddms.com/training/ddmsonsite.htm>

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### 3 Dealer Station® DDMS Edition 3.05 Coming May 17

We plan to release a new version of Dealer Station DDMS Edition on Saturday, May 17, 2003, and want to inform you of several enhancements currently slated for inclusion:

- **Freebies.** We have automated your ability to add free goods, samples, or gifts to an order, based on the dollar amount of your customer's order. You will be able to set

multiple qualifying levels, each with a different gift. Users automatically receive the free gift you specify if their order reaches the qualifying level.

- **Coupons.** You can enhance your marketing efforts with online coupons. You may choose to issue a coupon that a customer can remit for a one-time discount, or a coupon that grants your customer a standing discount every time it is used.
- **User Phone Number.** You will be able to enter a user's direct phone number and extension in the User Account page. This data will appear under Special Messages at checkout, and will also print on the delivery ticket. If necessary, the user can remove or change this number by typing over it at checkout.
- **Default User Settings Page Restructured.** We have moved the option to allow alternates to the beginning of the Alternate settings. This simplifies the flow of the page since you will not have to fill out related options if you do not allow alternates.
- **"Adding items to cart, please wait..."** We have added a new pop-up window that appears when your customers add multiple items to the cart from Quick Order, Favorites, History and Laundry list. It provides feedback to your visitors during data transfer, to prevent duplicate orders from customers who may otherwise be tempted to click Add to Cart again. The pop-up window disappears when the results of Add to Cart are returned to the site.

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#### 4 Sign Up Now for ECI<sup>2</sup> Private Supply Network (PSN) Services

More than 450 dealers have signed up for PSN services and are taking advantage of the following features:

- **Internet Purchasing:** transmit purchase orders and receive acknowledgments faster and more efficiently.
- **Online Stock Check:** check stock levels with supported wholesalers in real-time, viewing the wholesalers' inventory positions from within the DDMS order entry application.
- **Online Price Check:** instantly verify the most current wholesaler cost for an item in real time (and adjust selling prices accordingly) before placing items on an order.
- **O/PUS® PSN Downloads:** check availability and download item catalogs and pricing files from the O/PUS Business Products Information Resource (BPIR) over the Internet in one easy step.

To learn how to sign up for PSN, see the ECI<sup>2</sup> PSN Registration page on our Web site: <http://www.ddms.com/products/psn/psn.asp>.

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## 5 Maintaining Your DDMS System in Windows

For DDMS customers who are new to the Microsoft® Windows platform, we are providing a few tips on maintaining your system in Windows.

We've updated and renamed File # 8: Functions that Windows Systems Do Not Include. Learn about the Windows utilities and functions you can in place of PGD/OS utilities; see **File #8: Using Windows to Replicate PGD/OS Utilities** (<http://www.ddms.com/Resources/Support/faq/windows/util-win.pdf>).

Back by popular demand are several additional guides to maintaining DDMS in the Windows environment:

- Closing windows sessions:  
<http://www.ddms.com/Resources/Support/faq/windows/closewindow.pdf>
- Is your system up to speed:  
[http://www.ddms.com/Resources/Support/faq/windows/windows\\_speed.pdf](http://www.ddms.com/Resources/Support/faq/windows/windows_speed.pdf)
- Checking for file problems on Windows:  
<http://www.ddms.com/Resources/Support/faq/windows/diag-windows.pdf>
- Compressing files on Windows:  
<http://www.ddms.com/Resources/Support/faq/windows/comp-windows.pdf>
- Performing backups:  
<http://www.ddms.com/Resources/Support/faq/windows/ensitepro-new.pdf>
- Restoring from backup:  
<http://www.ddms.com/Resources/Support/faq/windows/restore-win2k.pdf>

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## 6 Updated: Improving Service by Solving Ticket Problems

We've updated a popular FAQ file with graphical software instructions, and added a frequently requested reference from the documentation to describe each status level.

To learn how to handle ticket status problems, including blank statuses, status 1, status 3, and status A, see **File #88: Improving Service by Solving Ticket Problems** (file: <http://www.ddms.com/Resources/Support/faq/orderentry/tkt-stat.pdf>).

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## 7 Did You Know? Tech Tips

Our technical support professionals submitted the following quick tips related to this month's articles:

### 7A Dealer Station and Ship To Address

To set up customers without shipping addresses in Dealer Station® DDMS Edition, you must set a parameter in the (LGØ) Order Entry Parameters screen. The "Use Billto as Shipto" field must be set to Yes for the billing address to be written as the shipping address. Otherwise the shipping address comes across with a company name but no other data. To learn how to edit your (LGØ) screen, see online help topic, "Setting (LGØ) Screen Parameters"

([http://www.ddms.com/lgs/ensiteprohelp/Setting \(LG \) Screen Parame.htm](http://www.ddms.com/lgs/ensiteprohelp/Setting_(LG_)_Screen_Parameters.htm)).

### 7B Dealer Station and Order History

If your Dealer Station DDMS Edition customers cannot see their Order History, check three things:

- Make sure the sales journals are listing in the (LGA) Sales Journals parameters screen. For detailed instructions on viewing the parameters, see the online help topic, "Setting (LGA) Screen Parameters"

([http://www.ddms.com/lgs/ensiteprohelp/Setting \(LGA\) Screen Parame.htm](http://www.ddms.com/lgs/ensiteprohelp/Setting_(LGA)_Screen_Parameters.htm)).

- Make sure the sales journals are located in the volume serials that the (LGA) screen lists for them. In Windows, use Windows Explorer to navigate to the \DDMS\ folder, click the volume serial listed for each sales journal, and look for the sales journal file names listed in the (LGA) screen. In the text-based software, use the (ZE1) function to view the unit directory; for detailed instructions, see the online help topic, "Viewing Disk Directories" ([http://www.ddms.com/lgs/ensiteprohelp/View Utilities.htm](http://www.ddms.com/lgs/ensiteprohelp/View_Utilities.htm)).

- Reindex the Sales Journals listed in the (LGA) screen, using the (TR-E) report. In the graphical software, double-click the Reports Menu icon and then double-click the Standard O/E Reports icon. In the (TR) Order Entry Reports screen, select the [E] Pick File Report; at Reindex, type Y. At Password, enter the password from the (LGØ) Order Entry Parameters screen. At Pick File Name, enter the sales journal name, press TAB, and enter the volume serial where the journal resides. Press ENTER until the cursor is at Are You Sure, and then type Y. Your cursor returns to the Pick File Name field. Press ESC until you return to the main menu.

### 7C Lost Tickets

Are you looking for a lost ticket, but do not know the transaction number? For an overview of ticket flow, and troubleshooting tips for the (LGA) Sales Journals Parameters screen and reindexing, see the FAQ File, "When a Ticket Goes Astray"

(<http://www.ddms.com/Resources/Support/faq/orderentry/lost-tkt.pdf>)

**7D Adding new A/R Postings in Graphical Software**

What should you do if you are posting in Graphical A/R in the Post/Change tab and—right after you click "Add New Posting"—you get the "You must establish customer" prompt? Check the customer database. The customer's account record must include the city, state, and zip code so that the graphical software can recognize the customer. For detailed instructions, see the online help topic, "Changing a Customer" ([http://www.ddms.com/lgs/ensiteprohelp/Changing\\_a\\_Customer.htm](http://www.ddms.com/lgs/ensiteprohelp/Changing_a_Customer.htm)).

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**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 as easy as possible 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](http://www.ddms.com/support/doc_feedback.htm). Of course, you can also send a simple email to [docfeedback@eci2.com](mailto: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>. The online form provides your Support tech with information regarding your issue, which is helpful before returning your call. You can also call us at 800-366-4778 or email us at [support@eci2.com](mailto:support@eci2.com).

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

Changing your email address? Would additional coworkers like to receive these messages? Or has a previous key operator moved on to other things? Let us know at [emailchg@eci2.com](mailto:emailchg@eci2.com). Please include your correct email address, company name, account number and phone number for validation purposes.

For other ECI<sup>2</sup> contact information, please see the updated Web page: [http://www.ddms.com/contact\\_us/contactus.htm](http://www.ddms.com/contact_us/contactus.htm)

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