

The DDMS Project Report

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----- Training: Virtual and Onsite -----

Training gives you a competitive edge — the better you know your DDMS system, the more ways you'll find to make it work for you.

To make training as easy and convenient as possible, we offer two options:

- Onsite training and consulting brings a highly experienced DDMS trainer to your business. These trainers can tailor their instruction to your particular needs.
- Virtual training is a convenient and efficient way to train employees on individual topics.

-- Onsite Training and Consulting--

Our onsite trainers have a thorough knowledge of the DDMS system, and many years of experience working with a wide variety of office products dealers. Onsite training can help your business in three ways:

- Learn how to use the many applications and databases in your system, including keystrokes and procedures.
- Evaluate existing business processes with your trainer, and receive recommendations tailored to your unique business needs.
- Consult with your trainer on your current business practices, and learn how your system can help further your strategic goals.

To find out more about onsite training, please email our Training Department at training@ddms.com, or call 1.800.9595.3367 and press 5 when the automated attendant answers.

-- Virtual Training --

Learning about your DDMS system is easier than ever: our Virtual Classrooms let you attend live classes over the Internet. Watch, listen, and interact as an experienced instructor walks you through a software application.

Using the Web, instructors demonstrate how the software works, while you ask questions and interact with the other students over the telephone. We limit each class to eight companies, so the instructor can answer individual questions.

Virtual Classrooms give you advantages that traditional classes can't match:

- * Learn how to make your system really work for you, without the time and expense of traveling.
- * Profit from the wealth of experience our instructors can share: all of our instructors have spent years training DDMS customers like you, and can share real-world tips and techniques you won't find in the manuals.
- * Virtual Classroom training offers you tremendous value: most classes are only \$150, and several employees from your company may attend without paying additional fees.

All classes are conducted using the graphical versions of our software. We currently offer classes that cover all the basics for eNsite™ and eNsite Pro™. We also offer classes on Dealer Station DDMS Edition. Most classes are offered several times a month, so you can find a time that works for you.

-- New to graphical? --

Our free Graphical Overview class lets you take a tour of the graphical software and learn about its many benefits.

-- Learn Serialized Inventory the Easy Way --

The serialized inventory module lets you manage office machine sales, rentals, and service. Now you can learn to automate your office machine business the easy way, with a new series of eight virtual classes on serialized inventory.

To learn more about Virtual Classes and register, please go to our Web site:

<http://www.ddms.com/training/vc/vc.htm>

----- O/PUS Offers Two Enhancements -----

Changes in the office products industry have presented dealers with three significant inventory problems:

- Wholesalers have been increasing the buying units of measure for many items, going from eaches to boxes, for example.
- Many items have new numbers now, due to a switch to UPC numbers and consolidation within the industry. Customers who were used to using old item

numbers must learn new ones. Customers who order online may become frustrated when they enter an item number they have used for years, and the system can't retrieve the item.

- Industry consolidations can result in two items with the same item number and company. If the XYZ Pen Company buys the ABC Pen Company, for example, they may keep the item numbers but change the company name. A pen that was 001 ABC may become 001 XYZ, for example. However, the XYZ Pen Company may already have an item with a number of 001, resulting in two different items that are both 001 XYZ.

The DDMS Product Managers came up with ways to address the first two issues this quarter, and O/PUS developers have engineered solutions that will be included in your next O/PUS update. We'll describe these solutions in this article. The third issue, items that share the same item number and company, is still being addressed.

-- Two Tools for Managing Larger Buy Units --

If you do not want to sell in quantities smaller than the quantities you must buy from the wholesaler, you have two choices:

- Changing your minimum selling quantities to match the buy unit
- Changing your selling units so that they match your buy units.

-- Changing Your Minimum Selling Quantities --

Changing your minimum selling quantities is a simpler solution than changing your selling units of measure. If you do not change the selling unit, the item's cost and price remain the same, as do your item usage and history, contracts, sales journals, and so forth.

When you change the minimum selling quantity, the system sets the minimum to match your buy unit. Suppose your selling unit for a pen is an each, but you buy them in boxes of 12. When you convert your minimum selling quantities, the minimum for this pen will be set to 12. If an order entry clerk attempts to place an order for six pens, he'll be prompted to increase the quantity to 12.

You can use two tools to change the minimum selling quantities to match the buy quantities:

- Beginning with the O/PUS update for the first quarter of 2002, you will have a parameter that lets you change the minimum selling quantity to match the buy quantity. This parameter affects only items changed or added during the O/PUS update.
- For items not affected by the update, you can use a tool in the Opdb Tool Box: the (+IM) Move I-WHL 'PER' to I-PRICE 'MIN' function. This tool can set the

minimum selling quantity to match the buy quantity for any item in your inventory database. When using this tool, you can set minimum quantities for your entire inventory database, or set them for a specific wholesaler. You have the option of excluding up to 10 stock classes from this process.

Complete instructions for both tools will be found in the documentation included with your next O/PUS update.

-- Changing Your Selling Units of Measure --

The O/PUS update for the first quarter of 2003 will feature a greatly enhanced version of a popular option: the make-buys program. Make-buys does just what it says: converts selling units of measure into buying units of measure. This gives you the ability to buy and sell in the same units of measure, which can make for increased efficiency.

The make-buys program does more than just convert your selling units to buy units:

- It adjusts your costs and prices to reflect the new selling units.
- It adjusts the relevant inventory quantities: on-hand, hits, backorders, on-order, allocated, month-to-date sold, and so forth.
- It recalculates the weight for the new selling unit.
- It recalculates your contracts.
- It gives you the option to convert selling units that are currently larger than the buy unit. (The system marks these units of measure with an asterisk.)

When you run the make-buys program, the system prints an exceptions report, which includes items and contracts that it could not convert. For example, items with fractional quantities (part of a buy unit) will appear on the exceptions report, since you'll have to deal with these items manually.

If you choose to run the make-buys program, you do so after loading your O/PUS update, unless you maintain multiple units of measure. In that case, you must run the make-buys program first. Next you will make manual adjustments to the items with multiple units of measure, and then load your O/PUS update.

Full details and instructions will be included in the documentation that ships with your O/PUS update.

-- How O/PUS Will Handle Item Number Changes --

When manufacturers change their item numbers, we will now store the old item number and company in the inventory database. The old item number and company will be linked to the new ones through the super index.

This means that you and your customers will be able to use the old item number to retrieve the item in order entry. Customers will not need to learn new item numbers; they can continue to use the ones they're familiar with.

This new feature will be included in your O/PUS update for the first quarter of 2003, and we'll include complete information in the documentation.

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The DDMS Project Report, 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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