

The DDMS Project Report

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This issue of the DDMS Project Report focuses on some of the new features in the upcoming Version 6 software, which we currently plan to release in late March 2003. Some of these features are unique to our eNsite Pro™ and eNsite X™ graphical software; other features are also available in our text-based Distribution Professional software.

Additional features of Version 6 have also been covered in previous issues: lot pricing, for example, was described in the October 2002 issue. You can find every issue on our Web site: www.ddms.com/support/pubs/proj.htm

----- **Restrict Salesperson Access to Customer Information** -----

Available in: Version 6 – all eNsite products

A new feature in the graphical software lets you restrict a salesperson's access to customer information. If you enable this feature, a salesperson can only view information for the customers that he or she has been assigned.

However, you can allow a salesperson to access other customer records by creating salesperson aliases. A salesperson alias is an additional salesperson number that you assign to a salesperson. You can also set up one salesperson's number as an alias for another salesperson. The salesperson to whom you assign an alias can then view his or her own accounts, and can also view the accounts assigned to their alias. You may assign several aliases to each salesperson. This new feature gives you the flexibility to allow your sales staff access to specific groups of customer accounts, and change that access as necessary.

----- **Picking Manifest Enhancements** -----

Available in: Version 6 – all eNsite and Distribution Professional products

Print shipping labels for your bins while building a picking manifest. You can do this for regular bins (which you specify) and for bulk bins. The parameters for this new feature let you specify a range of bins and five additional non-sequential bins. You can also specify the shipping label format and the printer you want to use for these labels.

----- **Create Drop Ship Orders on the Fly** -----

Available in: Version 6 – all eNsite and Distribution Professional products

You can now create drop ship orders right from order entry. This new feature, available in both text-based and graphical systems, lets you drop ship an entire order, or just specific items from an order, before you end the ticket.

----- **Save Invoices to a File** -----

Available in: Version 6 – all eNsite and Distribution Professional products

Don't need a paper copy of all the invoices you create in order entry? You will now be able to save them as text files for electronic archiving. To use this feature, which is available on both text-based and graphical systems, you designate one printer ID as a file printer. Any invoices you send to this printer will be saved as files.

----- **New Vendor Comparison Report** -----

Available in: Version 6 – all eNsite and Distribution Professional products

You can now compare the costs of items purchased from two different vendors. This report, which is available on both text-based and graphical systems, includes both cost and percentage comparisons. You can limit this report by vendor, P/O number, P/O date, item department, and item class.

----- **Furniture Enhancements** -----

Available in: Version 6 – eNsite O/F™ and eNsite X O/F™

The graphical software includes several enhancements for office furniture dealers, including:

- **Delivery and installation marking:** You can now mark the specific items you want to include on a delivery or installation ticket.
- **Furniture profile settings:** A new feature in the Furniture Profile window makes it easier to ship purchase orders directly to customers, to vendors, and to other dealers. You can specify the shipping address and indicate whether the address is for a customer, vendor, or dealer.
- **Release quotes to salespersons:** You can release a quote to the salesperson it's assigned to, or specify another salesperson.
- **Set acknowledgment numbers and shipping dates for multiple lines:** When you receive an acknowledgment from a manufacturer, you can now set the acknowledgment number and shipping date (due date) for the entire P/O at once, or for the selected items.

----- **Enhance the Dealer Station Experience with LivePerson®** -----

Now you can chat “live” with your online customers through your Dealer Station® DDMS Edition Web site.

LivePerson, Inc., an ECI² Approved Vendor, offers a line of small business solutions that let you communicate with your customers in real-time through your Web storefront.

With LivePerson technology, you can:

- Personally greet customers as they enter your site
- Answer product questions
- Cross-sell and up-sell
- Offer special deals on the spot
- Help customers use your site

LivePerson technology offers both click-to-chat and proactive chat features. When a customer visits your LivePerson enabled site, you are immediately notified that a visitor is at your "front door." You can greet the customer and provide personalized service and sales support as the customer moves around your Web site. Customers can also request immediate assistance by clicking the LivePerson-enabled chat button. No downloads or installations of plug-ins are required; all communication occurs in real time via a chat window within the customer's browser.

LivePerson also enables effective, real-time monitoring of your site. You can view, in real time, which customers are online at a given time, the areas of your site they are visiting, and the products in their shopping cart.

LivePerson is offering special, discounted rates to ECI² customers. Dealers using the Dealer Station DDMS Edition platform can enable LivePerson technology and start providing immediate, personal assistance to their online customers. There are no additional fees from ECI² to enable the service and it requires no software modifications to implement. For more information on this technology, please visit www.liveperson.com/download/ec.

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

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