

The DDMS Project Report

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Included in this issue:

~DDMS Executive Advisory Board Proposes Software Changes

~Quick Productivity Enhancements to Graphical Software

~Database Mining and Campaign Management

~Workflow Enhancements

~PSN Capability with Manufacturers

~Graphical Interface for the Contract Application

~Graphical Interface for Account Profitability

~To Subscribe or Unsubscribe

----- DDMS Executive Advisory Committee Proposes Software Changes -----

In this issue of the DDMS Project Report, we'll discuss the software changes requested by the DDMS Executive Advisory Committee. This committee, in case you're not familiar with it, consists of independent dealers in the office products, office furniture, and office machine industries. Each committee member represents a specific industry, customer group, or geographic region. Collectively, they represent all DDMS customers, and suggest software enhancements to address the real-world business challenges you face every day.

The DDMS Executive Advisory Board and the regions or industries they represent:

- Brad Baker, Baker's Office City—West Coast
- Gerry Boehne, Stiles Office Equipment—Serialized Inventory

- Chris Corrigan, Your Office Source—Canada
- Steve Danziger, AAA Business Supplies & Interiors—West Coast
- Robert Davis, Office Source—South Central
- Dick Dodge, T.H.E. Office City—West Coast
- Mark Leazer, Forms & Supply—Commercial Dealers
- Rob Mallin, Village Office Supply—East Coast
- Mark Miller, Eakes Office Plus—North Central
- Jose Montiel, Proftech—Commercial Dealers
- Bob Rosa, Rosa's Office Plus—North Central
- John Wasta, Pioneer Office Products—Furniture
- Butch West, A-Z Office Resource—East Coast
- John Zaeder, New England Office Supply—East Coast

We describe the upcoming enhancements in order of importance, using the priorities set by the Executive Advisers. As each enhancement moves through the development process, the advisers will work with a DDMS Project Manager to ensure that it will meet the needs of our customers.

----- **Productivity Enhancements to Graphical Software** -----

The advisers' number one priority is a group of small but significant changes designed to further improve the overall usability of the graphical software, and eliminate the issues that prevent some dealers from upgrading to the graphical interface.

If you have suggestions for this group of enhancements, please email them to graphical@ddms.com. We will forward your suggestions to Steve Danziger of AAA Business Supplies and Interiors, who has volunteered to compile this list.

We will incorporate at least the top 10 changes into version 6 of our eNsite products. (While these enhancements will not be completed in time for the general release of version 6, they will be incorporated into an interim version that will be released at a later date.)

----- **Database Mining and Campaign Management** -----

This feature lets you mine your customer database and order entry history for marketing opportunities. For example, you might target customers who have not purchased from you in the last two months, or those who buy paper but not toner.

Database mining and campaign management will include tools to help you find this type of information, as well as features for setting up marketing campaigns through order entry and Dealer Station® DDMS Edition.

If you have suggestions for database mining and campaign management enhancements, please email them to mining@ddms.com. We will forward your suggestions to Bob Rosa of Rosa's Office Plus, who has volunteered to compile this list.

We plan to incorporate some database mining and campaign management features into a future interim release of version 6 for our eNsite products.

----- **Work Flow Enhancements** -----

Work flow enhancements are rules you can set up to improve operational efficiency. For example, you may establish a rule to notify a particular employee each time you sell an item that requires assembly, or each time you sell merchandise from a particular stock class or inventory department via Dealer Station.

If you have suggestions for work flow enhancements, please email them to workflow@ddms.com.

We expect to include the work flow enhancements in version 7 of our eNsite products.

----- **PSN Communication with Manufacturers** -----

We plan to expand the current ECI² PSN services to include communication with selected manufacturers for Internet-based direct-buy purchasing. Communications with these vendors will be made available as soon as we complete them.

----- **Graphical Interface for the Contracts Application** -----

Inventory contracts is one of the few remaining system applications (aside from reports, parameters, and system utilities) that is still text-based. We plan to release a graphical version of inventory contracts with version 8 of our eNsite products.

----- **Account Profitability** -----

The account profitability application, which lets you analyze and manage the profitability of individual accounts, will be introduced as a graphical application for version 8 of our eNsite products. In addition to a graphical interface, the new version of account profitability analysis will offer a number of improvements over the previous text-based version.

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