

Spring 2001 Edition

CDMS NEWS

Information for the Carpet Dealer Management System

NEW FEATURE! Auto Purchase Orders & PO/Receiving History

Just look at the new features that CDMS will be releasing this spring in Version 7.00 of the software. These time saving features are sure to be used by all CDMS customers

Automatic Purchase Orders along with the PO/Receiving History & Inquiry are features sure to make purchasing easier and more streamlined. Valuable purchasing information will be available right on your screen as well as rebate information.

Order Entry and Point of Sale will automatically create a purchase order for a special order item or any item that is not in stock. This can be controlled by each user's password. A report can be printed daily showing the items which need to be ordered.

The Purchase Order Inquiry will keep track of all history for a purchase order from the moment the goods are ordered until they are received, sold and paid for. Customer information is tracked too for items that are side marked to an order.

CDMS makes it easy to find all this information by allowing you to search by approximate delivery date, order date, purchase order number, vendor, vendor invoice number or even the register number. All of this information can also be printed on a History report and purged when it is no longer needed.

Save time during receiving using our new prompt which lists all open purchase orders for a vendor. Once you locate the correct purchase order to be received, just select the desired item and the product information will be automatically defaulted on the screen. No need to have a printed purchase order, all the information you need is available on the screen!

Rebate dollars are valuable, track this information using the new Rebate Information Report. This report will track the total quantities purchased for each style by vendor.

Training Made Easy!

CDMS is now offering training and consultation by telephone! Learn a new feature, train new employees, improve procedures or just take a refresher course without leaving the office.

All you need is a Windows PC with an internal modem to dial into CDMS and have a remote training class with one of our consultants. For business analysis or training with your own data, send us a backup tape. This will allow our consultants to customize the training to your company's set up. Training will be easier to follow too, when viewing your own information.

The cost of training by telephone is \$75.00 per hour, with a 2 hour minimum. This consists of a 1 hour setup fee and 1 hour of training. Training must be scheduled and the data must be received in our office at least one week in advance.

Could your company benefit from Point of Sale, Installer Scheduling, Customer Service, or the new Automatic Purchase Orders? Call CDMS and we'll answer any questions about our new training option.

On site training is still available for customers requiring all day training sessions on CDMS. Training can be done at our location in Woodbury, NJ or at your location. Call CDMS for current prices.



Backup to Prevent Loss of Data

Backups are an important part of every company's daily routine. Are you getting a successful backup every day?

We recommend that you read the backup mail message and change the backup tape daily. If your mail message reads, Unsuccessful Backup, call CDMS right away to determine the problem.

Don't let backup problems go unnoticed. You run the risk of losing important data or reports if the system goes down or a user accidentally deletes information.

Backup tapes should be replaced periodically. Read the manufacturer's warranty on your tapes for information. Tapes don't last forever! Please have at least 1-2 weeks of tapes in the backup rotation. If you're not sure what kind of tapes to purchase, please give us a call.

Besides the daily backup, the following backups should be maintained in case of a system crash:

CDMS System Backup—A backup of the current version of the programs. This is always performed after every update.

UNIX System Backup—Usually consists of 2 diskettes and 2 tapes (for the newer versions of UNIX) or 2 diskettes and 1 tape (for older versions of UNIX). Instructions for this are provided in each update.

Call CDMS if you have any questions regarding backup.

Print Help Sheets for Great Ideas

Did you know there are help sheets in CDMS offering suggestions on procedures? The help sheets can be printed from the System Utilities Module.

The Cash/Refund Suggestion help sheet explains how to enter customer refunds, bank charges, small balance write-offs, as well as credit card transactions.

The Period End Controls give a list of month end, quarter end and year end procedures to follow. This list should be customized to the user's method of using the system. Not all procedures may pertain to each customer. CDMS can help customize your list of month end procedures.

The Backup Log Sheet is a record of every daily backup performed on the computer. The user can initial, date and make comments on the sheet to track successful and unsuccessful backups.

Use the A/R Control Sheet to keep track of the A/R balance on a daily basis.



CDMS Welcomes Linda Kennedy

CDMS would like to welcome Linda Kennedy, our newest support rep. Linda is not new though to CDMS. She was controller for a multi store operation in Indiana and has used CDMS for 15 years.

You may already know Linda, as she has done training and consultation for CDMS for the last several years. She is now working full time in the CDMS office doing support and training.

Linda brings a wealth of knowledge to CDMS from years of working first hand in the retail flooring industry. Her extensive accounting background and retail experience will help many users find new ways of using the software.

Many customers have already spoken with Linda and agree that she is a great addition to our staff.



Create Custom Reports & Analyze Data
Using PC Download

Get Creative – Use PC Download

Feeling creative today? The PC Download feature will allow you to take certain information from CDMS and import it into a spreadsheet, word processing or data base package. Some good ones to use are Excel, Lotus, Word or Access. The data can then be manipulated almost anyway you can think of.

From custom reports to labels and special price tags, the ideas are endless.

Here's what Matt Wagner of Bob Wagner's Carpet had to say about it, "I use the PC download function a lot. I use Excel like a junky to manipulate and analyze my CDMS information. Most recently, I downloaded my entire customer list (17,000 records) into Excel and ran a zip code analysis to see where our customers were coming from. It worked like a charm."

Ray Peak from The Flooring Gallery in Louisville, KY downloads the customer file and provides it to an outside firm to create mailings for advertising. The product file is downloaded into Microsoft Excel and Access to be used for inventory counts and analysis. The general ledger files are also downloaded into Excel to analyze accounts.

Call us for additional questions and information on PC Download.

Customer Comments — Training

CDMS is always striving to provide quality on-going customer training. Here are some comments from customers who have had training with CDMS in the past year.

Wendy Fried from G. Fried in Westbury, NY said, "I didn't want to take the time for training and take key people off my floor, but I was positively mistaken! It was such an enlightening experience and we all learned so much. We were finally able to see that the system had all the facets we needed, we just weren't using them, nor did we know that they existed."

"Linda who led the training, was patient and knowledgeable. She knew exactly what we wanted before we could explain it to her and she spoke in layman's

terms. Everybody should go for training and find out how to maximize the program.”

Cheryl Schachle of Florcraft, Inc. in Fairbanks, AK wrote to us and said, “On two separate occasions we have used a CDMS trainer to travel to Alaska to train our staff and found that was money well spent. The trainer, Linda, has extensive “hands on” experience and knowledge of CDMS. With her “front line” experience, she was able, on the first session, to give newer staff members an excellent base of knowledge on which to build. Some of our staff has used the software for over ten years. Linda was able to answer questions from those members and deepen their understanding of the system. No one was ever bored. Our trainer was very flexible and the classes were designed to answer our questions and show us some improved ways of dealing with our unique challenges.”

“The second training occurred over a year later and was focused on Point of Sale. After we converted to POS, we wished we had done this years sooner.”

“POS has simplified the accounting, given our sales staff tools to quickly present proposals to our customers and convert those estimates to orders. It has helped them to learn the products and because everything is done in the computer, there are few errors due to misreading of handwriting. Our filing system has been improved as a result and requires much less work. There are fewer questions regarding the application of deposits. POS has freed up time to focus on improving our business and forge ahead. When we converted, we received excellent, long distance support from the CDMS staff. The answers to our questions were answered quickly. It made the transition palatable and we continue to be glad about the change.”

“Our next project is to implement the installer program and customer complaint system. From our prior experience, we know CDMS will be there to answer questions and point the way to success.”



CDMS welcomes our newest customers!

Welcome to the CDMS Family

CDMS would like to welcome the following new customers to our family of users:

The Place, Hiawatha, Iowa

Carpetland USA , Rochester, Minnesota

GCO of Saginaw, Michigan

Carpet Center & Floors, Farmington Hills, Michigan
Carpet Center & Floors, Rochester Hills, Michigan
Berry's Carpetland , Kokomo, Indiana

Replace those Old Terminals!

Are your terminals getting old and tired? More CDMS customers are replacing those old terminals with a Windows PC and increasing employee productivity.

With a Windows PC, you can connect to CDMS, have word processing and spreadsheet capability, faster and easier PC downloads and you can connect to the internet, the mills, and **much more!** Different types of printers can even be connected so you can print reports from CDMS.

Once you have the PC connected, just set up a terminal emulation program such as NetTerm. NetTerm can be downloaded from the internet for a small fee. Just log onto www.netterm.com. Our staff will be happy to assist you.

CDMS and Dell Computer Make Upgrades Easy!

Upgrading to a new computer just got easier! CDMS has teamed up with Dell Computer, one of the biggest providers of business computers today, to give you the newest technology on the market. Processing just got even faster with the new Pentium 4, 1.0 GHz systems. Let us give you a quote today.

If you purchased your computer more than 3 years ago, replacement parts may not be readily available for your system. Several customers have recently had to wait days until parts could be located for their system even with hardware maintenance. Most companies cannot afford to be down that long. CDMS will analyze what you have now free of charge, and recommend the system that is right for you.

Upgrading your computer also means upgrading to the newest version of the Unix operating system. This gives you network capability and allows multiple sessions on your PC's. Downloading files from CDMS to your PC will be faster and easier too! One of the biggest benefits though is speed, just posting daily transactions and processing reports will be lightning fast. Call us today for a free quote.

