



PROFITsystems E-COMMUNICATOR

Calendar

April 3rd - 7th
Class Week

April 27th - May 3rd
High Point Market

May 1
Last Day for PROFITuniversity Early
Bird Pricing

May 8th - 12th
Class Week

May 29th
Closed for Memorial Day

June 5th - 9th
Class Week

June 13th - 16th
PROFITuniversity in Las Vegas

Classroom Training

For more information about our classroom training and to make your reservation, please call 800.888.5564 or email karim@profitsystems.net.

PROFITgroups

We are looking forward to seeing our PROFITgroups members at the next meeting. If you are considering becoming a PROFITgroups member and would like more information or references, please call 800.325.2018.

PROFITuniversity 2006

Renee Thornton, Communications
Manager

Time is running out for the Early Bird Prices! *

Don't miss the opportunity to attend PROFITuniversity 2006 at our special early bird prices. This year you will experience many stories of success and motivation, new additions to our PROFITprofessional software, and how you can implement all of this into your company with ease.

PROFITsystems 20th client conference will be held June 13-16, 2006 at the Rio All-Suite Casino Resort in Las Vegas, Nevada.

Call 800.888.5565 or email conference@profitsystems.net for information on early bird sign up prices.

*Deadline is May 1st for early bird prices.

Thank You for Your Feedback!

Kari Mills, Customer Satisfaction Agent



As the Customer Satisfaction Agent, I would like to extend my appreciation to those of you that responded to the annual client survey. Your candid answers and comments are invaluable to keeping PROFITsystems on the cutting edge of our industry. We know that there is always room for improvement; your responses and feature requests help us to move towards that improvement.

I would like to congratulate the winner of our 2005 annual survey prize: Sabrina Ruggiero of Paul Rich and Sons! She has won a ticket to our PROFITuniversity 2006 Client Conference in Las Vegas, Nevada (a \$1,095 value)! We know that she will have a great time and will learn a lot from the

many seminars and speakers. They have some great information to share! [Please join Sabrina in Vegas June 13th through 16th for our 2006 PROFITuniversity.](#)

The results of our survey showed that many of you call into our support team regularly but less than 1/4 of you are using our email option. If you have a quick question but no time to give us a call, or it is after hours, you can email us at support@profitsystems.net and our support team will get back to you by email or call you if requested. You rated our support team an average of 3.3 out of 4; this tells us that you like our support teams, but there is room for improvement.

We received 46 feature requests and many are already available in our latest version. The Customer Care Center was rolled out in PROFITprofessional version 11.1 with a sales follow up feature and customer tracking. This addressed quite a few of your requests. Many of you would like to see more room in the item description, easier financial reporting, and improved look up features. We look forward to trying to address as many of these requests as possible in the near future.

We constantly strive to make our software the "best-of-the-best" in the furniture industry and thank each one of you for your time and comments. We hope that we are able to address your feature requests in an upcoming version of PROFITprofessional.

Routine Database Maintenance

Mitch Hight, CIO

As technology has evolved over the years, the amount of data that we can retain on our computers has increased at a rate most would have predicted to be impossible just a few years ago. At the risk of dating myself, I can remember saving some of my programs written in BASIC on a Radio Shack TRS-80 to a standard cassette tape - and I thought I had died and gone to heaven compared to a year prior when I was using a punch card machine to code in FORTRAN. Ahhhh, those sure were the good old days, huh? No, not really.

Fast forward to today. Now, many of us are typically storing gigabytes or even terabytes of data, not the kilobytes or megabytes of yesteryear. Suffice to say, that's a whole lot of bits and bytes. And disk space keeps getting better, faster and cheaper every year. So, why not be a data packrat? For one reason, the speed of access to filter through non-mission critical rows of data can be troublesome when you want to actually get some work done - instead of just watching the hourglass while you wait for the information you have requested. Yes, computers are faster, and they do hold more data. But physics still applies, so smart users of information systems know this and act accordingly. How can you best address your database maintenance issues?

First and foremost, you must be willing to compromise a little to get a lot. For example, let's say for the sake of argument, that you are the CFO of a successful corporation, having been promoted through the years from bookkeeper to your present position. You have never purged a record in your life. You just know that you are going to need the detail of that A/P invoice from August of 1983 as soon as you purge your payables history, so you refuse to do so. Still, you have noticed a degradation of speed in payables history lookups when you filter and search in various ways, so you have asked your favorite IT guy what he can do for you. He is one of your biggest fans and doesn't know how on earth the company could function without you. Still he has to be the one to break the news to you that you really do need to purge some data. He finally convinces you that you can probably let go of the data that's over 20 years old!

You are now on your way to much increased happiness in your daily computer life. Routine maintenance is required for your database just as much as a routine oil change will keep your car running in top working order. We all do those periodic disk cleanup utilities on our workstations, or most of us do anyway. But when it comes to maintaining your PROFITprofessional database, what procedures do you have in place?

You Are Spending TOO MUCH on Your Freight!

Layla Perry, Director of PROFITfreight

How much time do you spend shopping deals, negotiating freight rates, analyzing your freight bills, and getting the best deal? If you don't have a full-time person doing this exclusively, then we have some fantastic news for you: you are spending way too much money and you can instantly lower your freight expense. [Sign up today](#) for the largest buying group for freight in the retail furniture industry or for more details call us at 866.754.4650!

For those of you who have been running our system for a few years, you have seen the size of your data increase exponentially when moving from older versions to newer releases. As we do our best to respond to your various feature requests and add new functionality to PROFIT*professional*, the amount of space to store new data elements grows your database. This doesn't even factor in the increased business you may have experienced, and many of our clients have grown substantially while on our system.

Okay, now that we understand the lay of the land, what can we do about it? Three key procedures that you should do to your – better yet, FOR your database are as follows:

1. Purge
2. Rebuild tables
3. Run Data Integrity Check

Purging data can be done by date, so you are in control of how much to retain.

Rebuilding tables is a utility provided by the database vendor, in this case, Pervasive. They don't create those utilities just for the fun of it; they are meant to be used from time to time. This is very similar to that which occurs with the disk optimization utilities. Be sure to run it after you have completed all of the purge utilities.

Lastly, I recommend that you run our Data Integrity Check (File/Utilities/Miscellaneous/Perform Data Integrity Check) to ensure that your PROFIT*professional* database is copasetic.

Do these at least once per year to avoid potential corruption and data loss. More frequently is even better. Waiting to do this until you convert to the next release is fine, unless you stay on the same version for several years. Personally, I would pick an off-time that doesn't involve physical inventory, year-end or PROFIT*professional* upgrades. Ultimately, the choice is yours.

These procedures will work in harmony to ensure optimum performance. Our software and system support technicians are here to help you with any questions you may have. Call or [email](#) today for a better tomorrow.

Your Steps to Get 1% to 2% of Cost in Vendor Credits

David McMahon, Senior Consultant

Let's put ourselves in the customer's shoes for a minute. You have paid a deposit for a new living room set complete with gorgeous leather and occasional pieces. Two months later you finally get it delivered to your home after waiting patiently for two hours on a workday. The delivery crew is professional and courteous, placing your new furniture exactly where you want it. Everything looks great so you sign the paperwork and give them a check for the COD amount. Later that evening you sit down to relax in your new sofa and you spot a split in the wood on your coffee table. How do you feel?

Situations like these are far too common in the furniture industry.

And customers' expectations are not going to change! They expect and deserve their merchandise to be free of all damages and defects.

To meet these quality standards, you need to deluxe or repair all damages and defects in your merchandise, hopefully before it gets delivered. These costs should be passed on to your vendor where appropriate. Here are the steps you should take to maximize your legitimate vendor charge backs (VCB's) and keep your customers happy:

- Establish and train a customer service coordinator who is on an incentive program.
- Setup the PROFIT*professional* SMART*service* tracking and reporting system.
- Require the deluxing of all product prior to delivery or pick-up.
- Have your service tech write up all product repairs that are legitimate vendor damages, on a shop repair form, and take a picture, prior to the repair. Do this every day!
- Require your service coordinator to enter these repairs as credit requests into your PROFIT*professional* service system.
- Email the PROFIT*professional* VCB (Vendor Charge Back) invoice and picture to your vendor contact.
- Establish an open vendor credit request paper file and an organized electronic file.
- During meetings with reps, have your buyer discuss the open service file.
- Ask your reps to sign a credit authorization form for any concessions given.
- Ensure that your buyer, service coordinator, and payable clerk communicate closely and notify each other when credits are authorized. Email is best.
- Run an open vendor credit request report monthly to see which requests were ignored and resend them. If they become older than two or three months, take your credit.
- Enter all VCB's in Accounts Payable and provide referencing with your check.
- Review your financials monthly for VCB revenue. You should see this steadily increase!

I should mention that these steps are not intended to punish your vendors or hurt any relationships. They are purely intended to align your expectations with those of your customers and make your vendors responsible to that level. In the process, if done properly, you should see 1% to 2 % of your costs recaptured in vendor credits and be in a better position to meet your customers' quality requirements.

If you would like assistance with any of these steps, please contact me at info@profitconsulting.net.

The PROFIT*systems* E-Communicator is your best source for news and information on PROFIT*systems*, technology, and the retail furniture industry. If you need to know about our conferences, software, or just what is new around the halls of PSI, this is the place to find it. In conjunction with our website www.profitssystem.net, we are working to provide you the most information in the most timely manner possible. If you have not registered for access to our online PROFIT*resource* Center, please sign up at our home page today!

Michelle Michaels, Editor

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