



Volume 3 - Issue 9 - July 2005

PROFITsystems E-COMMUNICATOR

Upcoming Class Schedule

August 8-12
September 12-16
October 10-14
November 7-11
December 5-9

Closings

Saturday, July 16th, 2005 for our Company Picnic

Correction

The [June 2005 article](#) about using the keyboard to access the binoculars should have said: If the binoculars button is to the left of the field that your cursor is in, press **SHIFT-TAB** to tab in the other direction. I apologize for the confusion.

Bill Dugan

Jeff Niskern, Senior Vice President



It is with deep sadness that we inform our clients and friends that Bill Dugan, former Director of PROFITgroups, lost his fight with cancer and passed away Friday, June 10, 2005. He had been battling cancer since last fall.

Bill had been associated with the home furnishings industry for nearly 35 years. He held executive positions for 27 years with Top 100 firms such as Breuners Home Furnishings, Furnishings 2000, and was the Director of Stores for Thomasville Home Furnishings. His knowledge and good humor made him a successful groups facilitator. He had been a consultant to the industry and facilitated owners groups for the past five years.

Bill Dugan will be deeply missed.

Market Special on User Licenses

Terry Nelson, Director of Sales

The new furniture market at the World Market Center in Las Vegas is just days away, and we're giving our existing clients an opportunity to participate in our Grand Opening Market Special! For the month of July, we are offering a 25% discount on the purchase of additional PSI user licenses! Normally \$1250 each, until July 31 they are \$937 each! Please call an account representative today at 800-888-5565 to order additional licenses to help prepare for your busy season!

Forms That Fit

Jim Natchez, Vice President of Operations

PROFITsystems demands the highest quality and strictest standards when it comes to supplying you with essential checks and printed materials, whether standard or custom – at a lower price than anywhere else!

Recently, one of our clients called us after purchasing forms at a local print shop. When they went to use them, none of the fields lined up and the print shop would not give a refund and only offered partial credit on the useless forms. We were able to print the correct forms and get them to her in time for her holiday sale.

We would like to remind everyone that we not only supply forms, but we do so at bulk prices. If you have questions about forms, price tags, checks or any other pre-printed solutions, please call 866.754.4652.

Printed forms...Better, Cheaper, Faster!

Mapping a Network Drive

Les Kush, Director of Systems Support

Sometimes it is necessary to establish a "mapped network drive". Most commonly, new workstations require a mapped network drive to install your PROFITprofessional client. The most common way to map a network drive is outlined below, but we would like to point out that your technician may be using other methods to map your network drive (e.g. logon scripts). Contact your computer technician if you think this is the case.

- STEP 1** Log into your workstation with administrative privileges to map a network drive.

- STEP 2** Right click on "**My Computer**"; choose "**Map Network Drive**".

- STEP 3** Choose a drive letter for your mapped drive. TIP: If you are mapping to an application that all users will be using, choose a drive letter that can be common to everyone.

- STEP 4** Click on "**Browse**".

- STEP 5** Browse and choose the root directory you would like to map.
e.g. \\server\PROFITsystems.

- STEP 6** Click "**Ok**" and "**Finish**".

Systems Support would like hear your ideas and suggestions for future Tech Tips. Please e-mail support@profitsystems.com with a suggested title or titles of tips you would benefit from. Please understand we would like to keep these tips in the scope and use of our software. Let us know how we are doing.

Accountability

Joe Capillo, Director of Sales and Organizational Consulting

One of the most perplexing issues faced by home furnishings retailers, whether small family-owned businesses or giant national corporations, is instilling a sense of accountability in employees, particularly sales managers and salespeople. Accountability is that mysterious trait that makes a person take ownership of his or her job and understand that the outcomes are the result of the things they do. Accountability requires a view of work that, while allowing for the obvious interdependencies among the various business areas, discounts them as the cause of failure and seeks ways to win as much as possible with those opportunities we have.

Accountability is not a "do-or-die" kind of thing. It's more like: we have goals and we have a plan. We have systems to help us. We have a time frame in which to achieve the goals. If we do it, we celebrate, and go on to the next level of performance – the next goal. If we don't, I (the manager or employee) will allow myself five seconds for excuses, then we'll define the internal, personal, performance-related reasons why we didn't make the goal, what we have to do to fix it, what help we need from the organization, what the new time frame is, and we go to work. And we do it as a team, but with individual commitment to achievement.

Think about this relative to your sales department. How much personal accountability is there for performance on a customer-by-customer basis? When things go badly, and you're not reaching your sales goals, do your managers and salespeople look inside themselves, or at outside factors – like traffic, pricing, merchandise selection, as the cause?

There are ways for even the smallest businesses to improve dramatically on developing individual accountability, and when there is owner commitment to get it done, the results are spectacular.

PROFITconsulting's Organizational Development processes are aimed at helping retailers build more accountable, productive companies, and to liberate owners from holding all accountability within themselves.

Your Comments Count

Kari Mills, Customer Satisfaction Agent

We at PROFITsystems appreciate all of your time and effort in filling out and returning our support surveys. The surveys are randomly generated from resolved Software and Systems support calls. This is how we learn your needs and how we continue to grow.

We read, review, and compile this data to help us determine the best way to serve you. We strive to make your **every** encounter with us a pleasant experience and in serving that purpose, we request your input.

Our surveys are received anonymously to allow you to be totally honest in letting us know how we are doing. However, if you would like us to respond to or research your comment, please include your contact information, such as your name and customer number in the comment field.

The PROFITsystems E-Communicator is your best source for news and information on PROFITsystems, 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.profitsystems.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 PROFITresource Center, please sign up at our home page today!

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