



PROFITsystems E-COMMUNICATOR

Calendar

June 4-8
Class Week

June 19-21
PROFITgroups –
Countrywide group
meeting in Fredricton, NB

June 26-28
PROFITgroups –
Visionaries group
meeting in Hobbs, NM

July 9-13
Class Week

July 30-August 3
Las Vegas Furniture
Market

August 6-10
Class Week

Classroom Training

For more information about our classroom training and to make your reservation, please call 800.888.5565 or email april@profitsystems.net.

PROFITgroups

We are looking forward to seeing our PROFITgroups members at the next meeting. If you would like more information, please [visit our website](#). If you are considering becoming a PROFITgroups member or would like references, contact us at 800.325.2018 or phyllisz@profitsystems.net.

Advanced Retail Education Courses

Dear PROFITsystems Family Member,

PROFITsystems would like to extend this personal invitation to you for our upcoming Advanced Retail Education Courses. Over the past few years, we have received many requests for management and owner training to explain how to use reports from PROFITprofessional to help manage your business and improve your bottom line. In light of these requests, we are going to try a different approach to PROFITuniversity. Instead of a single conference, we are preparing a series of advanced courses focusing on the utilization of the management and operational tools in PROFITprofessional.

We are initially offering two-day courses in July and August. The entire first day of our July course will be lead by a senior business consultant, covering the three critical financial statements, along with how to utilize reports for your inventory and warehouse management. This is an excellent opportunity to learn from an expert how to work **on** your business and not just **in** your business. The second day will cover the use of the Customer Care Center and how to use it to its full potential. There will also be sessions on the 5 SMART Steps (spotting winners, maintaining proper stock for best sellers, moving the dogs, pay-for-performance, and targeting existing customers), and understanding the metrics of your business.

This first advanced course will be held at our Colorado Springs headquarters on July 23-24, 2007. Classes are \$395.00 per person, but this first class will have a discounted price of \$295.00 per person. The class will be limited to 12 attendees to allow for the unique opportunity of personalized attention, while retaining the value of networking with other furniture store retailers. We anticipate the course will fill up quickly, so please contact April at 800.888.5565 or april@profitsystems.net to reserve your spot today and receive the special introductory price.

We look forward to seeing you.

Sincerely,

Tari Ann Makings
Director of Education

Print Sales Complete for Delivery

Lynn Havel, Software Support Specialist

The Complete for Delivery (Print/Reports/Sales/Complete for Delivery) report is one of the oldest reports in

PROFIT*professional*. It is one of the most valuable reports to get your sales delivered on time and to make sure that no sales slip through the cracks. In PROFIT*professional* 11.2, this report has been expanded and enhanced with more complete information to assist you with customer follow-up and delivery scheduling. The Complete for Delivery report can now be printed based on the delivery or receiving date.

The primary purpose of this report is to list only the sales whose items are on-hand and can be delivered. However, with expanded options you can include sales with ASAP ship dates, backordered items, drop ship items, detail of line items, and do-not-print items. So why would you want to include these types of sales?

Here are a few examples:

- If backordered items are printed, the purchasing manager can follow-up with the vendor to make sure the items are on schedule to be received.
- For the ASAP ship date sales, the salesperson can follow-up with the customer to see if the items can be scheduled for delivery and thank the customer for their business.
- Drop-ship sales can fall through the cracks by not being billed in PROFIT*professional* because the merchandise is delivered directly to the customer from the vendor. The salesperson can verify the receipt of the items and that they are in good condition.
- For items marked **do-not-print** on the picking list would be no backorder control items such as certain types of accessories, fabric coat, and service calls.
- If printing by received date, this can be used as a replacement for the Merchandise Received by Profit Center report. This will allow you to print this report when you want to.

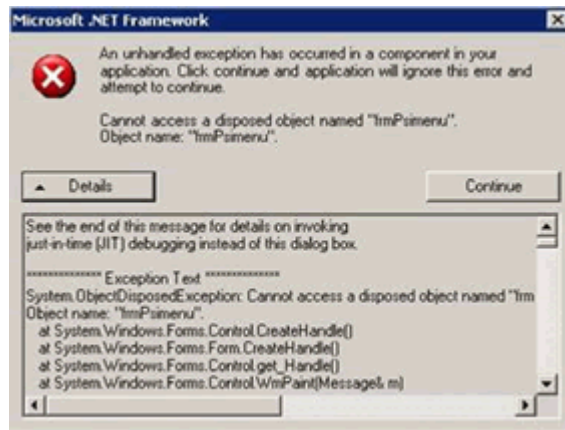
In an upcoming version of PROFIT*professional*, the Sales Complete for Delivery report will also include the cash due on the sale, more ways to sort, and even more options.

Remember, the faster the sale can be delivered and paid, the more profitable the store and employees will become, creating a positive and happy environment for all involved.

Please contact Software Support with any questions at 800.888.5564 or support@profitsystems.net.

Exclude the PROFIT*professional* Software from Your Antivirus Program

Alan Lind, Systems Engineer/R&D



As the threat of malware, spyware, key loggers, worms, trojans, and viruses become more prevalent, antivirus applications are getting more and more aggressive. Some are so aggressive that they report false infections and it is becoming necessary to exclude applications from being scanned in order to function. We ask that you exclude your PROFIT*professional* application from your antivirus to prevent potential issues. To do so, we ask that you consult your antivirus knowledge base and exclude the **PROFITsystems** directory and all of its subfolders on the server and exclude the **PSI112** folder and all of its subfolders on the workstations/clients. (If you are still on version 11.1, exclude the **PSI111** folder.)

If you fail to do this, you may encounter errors in your PROFIT*professional* software. Currently the antivirus software, made by [Trend Micro](http://www.trendmicro.com), deletes and or quarantines the PROFIT*professional* program file vbgloamnt.dll. This

file is not infected, but it is required to access the chart of accounts. The error pictured occurred when trying to access the chart of accounts. If you check the Trend Micro log, you will see that it has incorrectly removed or quarantined the vbgloamnt.dll file.

Please contact Systems Support with any questions at 800.888.5564 or support@profitsystems.net.

RoomChoices Regional Manager Supports Dealers

Doug Bravata, RoomChoices

Kirk Taylor has joined RoomChoices as our first regional manager. A regional manager can serve several roles that directly impact your bottom line. With RoomChoices, the regional manager is the point person in a support system

designed to increase your sales and share best practices between dealer partners.

Following are some of the important steps a regional manager can take to help you grow your business:

Develop a business plan. Together, we will outline the steps needed to achieve sales goals. With RoomChoices, for example, our initial goal is a minimum \$200 in sales per square foot, so our regional managers work with dealers to create a business plan to hit this benchmark.

Coordinate sales training and product information with manufacturer's representatives to help make your salespeople knowledgeable and enthusiastic about the product on your gallery floor.

Shop your competitors. Understanding what is on your competitors floors and their market strategies is important. It's also a good idea to train your salespeople in this benchmarking activity.

Introduce any updates from existing manufacturers or additions of new manufacturers to their line. He should also coordinate manufacturer's representative visits and training in conjunction with new product additions.

Monitor your progress toward sales goals and provide support for any promotions, special events, or sales.

Help resolve any operational, logistical, or quality issues in conjunction with the manufacturer's customer service teams.

RoomChoices can provide you with a competitive edge over big box dealers in your market place. For more information, call Doug Bravata at RoomChoices: 866.912.8080 ext. 317, or visit our website: www.RoomChoices.com.

Are you Getting the Most for Your Maintenance? What About PROFITfreight?

Layla Berglund, Director of PROFITfreight

Have you been taking advantage of every benefit that your PROFITsystems' maintenance program has to offer? Sure, you call into support if you have questions with the software or issues with your hardware, because having your system running properly is critical to making money. We also know that you download your software updates and convert to new versions when they become available, because having an updated system with the new features and benefits makes your company more productive, and thus more money. But what about saving money whenever you can? How about freight? Have you signed up for our free freight program? While making money is your #1 goal, the money you save drops directly to your bottom line. PROFITfreight is successfully helping PROFITsystems' clients nationwide lower an expense they have expressed trouble with. There is no obligation and signing up may just save you money without doing anything at all. Listen to the words of one of members:

"Thank you for helping us realize a great amount of freight savings. Your patience and perseverance made our experience very easy and painless. You answered any and all questions that arose and always solve situations in a prompt and efficient manner. We started using UPS Freight nine months ago and have already realized a savings of \$13,000!"

Gary Oxman
Wagner's Casual Dining

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!

Michelle Michaels, Editor

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