

Don't forget to take a moment and check out the newly redesigned OHM website [www.ohmworld.com](http://www.ohmworld.com)

Remember to watch for activation of the CLIENT ONLY login page.

As of June 15, 2008 you may start registering on line for your Login account and password for the client only section.



## Product Enhancements Sales Analysis

New features :

Ability to put security on sales analysis types.

Sales reps can only view their data for their customers or files.

No longer required to setup different functions for each sales rep.

No longer required to setup custom menus for sales reps.

Sales reps can be given access to only view certain sales types.

Security based on user profile and the same read /write levels of security exist or the user id.

These new features work in your business backend server and via the R.E.A.L. internet module or R.E.A.L. "lite" access via the internet.



Suggested Enhancement & Update List Attached

At the May UGM meeting we had many request, suggestions and ideas shared on the Friday 1/2 day session. Attached is a list of some of those discussed. Also showing the release dates for each.

Remember be it a patch (fix) or a new enhancement suggestion within the period of the updates the client reporting or requesting the item will receive upon completion and then it will be made globally available in the noted release number. If it is found to be a critical patch we will notify and roll out immediately.

# Thank You!

On behalf of all the OHM TEAM... **thank you** each of you for the fantastic emails and personal thank you cards post the user group meeting. It made all those long hours of preparation even more worth it! It is appreciated that you all shared your positive feedback!!!!

**Client Expressions**— a new catch phrase was determined at the UGM after discussion and understanding of a OHM procedure. You may be aware of times when you called in an issue and a support call id has been provided then as things progressed we provided a response or solution that now requires your testing and sign off or sometimes just more information is being requested from the user. After what OHM calls the "3" strike rule of sending

an email or making a follow up call with no further action from the client we send a notification stating we are closing the issue and to please reference the call id number when ready to address again. There appeared to be confusion that in fact you could reopen the call or issue using the reference number and that OHM was only trying to manage a time frame for work and response. As part of this discussion and understanding, Chris of Wickline came up with the new phrase "less closed". OHM's procedure remains the same but we will be temporarily suspending the issue for recall when convenient to the client to start up again.

Thank you all for your input and fun in creating this new phrase and method for handling ongoing items!



"Less Closed!"

Chris Gonzales of Wickline Bedding