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As we celebrate our 25-year milestone, I cannot help but to take stock of our good fortune and reflect on the numerous relationships and achievements that have paved this path of longevity and prosperity.

The journey has been rewarding and fulfilling. It's been about overcoming challenges, taking calculated risks, sidestepping obstacles and keeping a laser like focus on company goals and objectives. We've stumbled a few times, skinned our knees and even got a black eye. But we always got up, dusted ourselves off and plowed ahead. As the saying goes "what doesn't kill us, makes us stronger"

Today, DCCS continues to be an extraordinary leader in software development. DCCS' Software Release 2009 represents a commitment to our customers that transcends fast and simple point-of-sale. We have made great strides in creating new innovative tools to help you combat the new challenges of an unstable economy. We have coupled with emerging industry technologies such as Iowa Techniques, HMC, White, and Metal Progetti. We have polished our software to underline more user flexibility, to focus more on customer marketing and retention and to help optimize critical management information. Our multi-store Thin Computing solution has delivered exceptional performance over our competitors by offering self-control and self-management of centralized data and security. Our new Customer Relationship Management module will elevate customer service by tracking the resolution of critical issues and claims.

2009 Calendar

NCALC Show
May 22nd-24th
Atlantic Beach, NC

CLEAN 2009
June 18th-21st
New Orleans, LA

Windows User Group
June 17th
Westin Hotel
New Orleans, LA
(Invitation Only)

DCCS Windows Presentation &
Welcome Reception
June 17th
Westin Hotel
New Orleans, LA

SSIA Shoe Repair
July 16th-17th
Baltimore, MD

NCA -Texcare
October 17th -18th
Secaucus, NJ

We're most proud of our track record in giving back to an Industry that has been so good to us. By supporting industry issues, making financial contributions, maintaining memberships in national and local trade associations and donating to the many industry events and special occasions. DCCS has and will continue to be, an exemplary citizen.

From all of us at DCCS, thank you all for your enduring trust and loyalty, we look forward to the next 25 years!

Jeff Markman, President

Clean 2009 Information

Booth Information:
DCCS, Booth # 2913
Positek RFID, Booth # 2610

DCCS User Group Meeting (Invitation Only)

Wednesday, June 17th
Westin Hotel
Hours: 9AM - 5PM

For further information contact Mike McKay at 301.729.5400 or dryclean@atlanticbb.net

DCCS Windows Presentation (All Invited)

Wednesday, June 17th
Westin Hotel
Hours: 1PM - 5PM

Reception: 5PM - 7PM

Please call Shannon Speakman for reservations at 800.451.8431, Ext: 111 or sspeakman@dccs.com

Clean Show Exhibit Hours

Thursday, June 18th, 8AM - 10AM (Distributors Only)

Thursday, June 18th, 10AM - 5PM

Friday, June 19th, 9AM - 5PM

Saturday, June 20th, 9AM - 5PM

Sunday, June 21st, 9AM - 3PM



Telephone #'s and Email Addresses

Support:
610.275.6090, Dial 1
support@dccs.com

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800.451.8431
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Bobby Schwartz, West Mgr
800.451.8431, X185
rschwartz@dccs.com

Brian Brynes, Upgrades
800.451.8431, X160
bbrynes@dccs.com

Lenny Gershater, VP
800.451.8431, X109
lgershater@dccs.com

DCCS CA (Computer-Assisted) Sorting

DCCS pioneered computer assisted sorting in 1999 with Auto Sort. Today, we've taken that successful formula, polished it with leading edge technology and rolled out a new and improved version called DCCS CA Sort.

If you're looking for:

Computer controlled sorting
Increased productivity (up to 500 pieces/hour)
Accurate order assembly
Fast return on investment
Reduced assembly space
Fraction of the cost, \$5995 (Including all DCCS hardware, software, installation and training)

Contact your Regional Sales Manager for more information



DCCS New Phone System

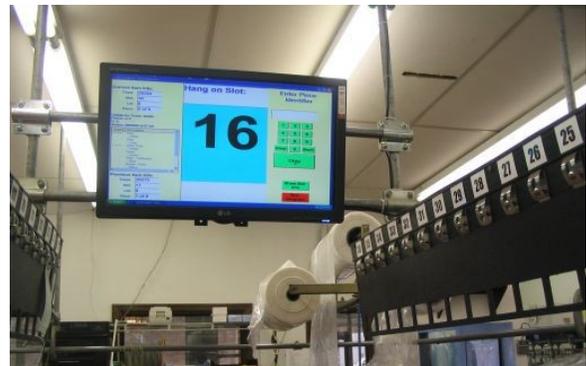
BETTER SERVICE!

DCCS has installed a new phone system to automatically route calls and provide faster access to the help desk. It will also allow us to reduce our costs and communicate internally more efficiently. Overall, the cutover was executed as planned with a few small issues that have been addressed and ironed out.

The biggest change you will notice is when you dial 1 for the help desk. The system will check your caller ID, if we do not recognize the number it will ask for your account number or the main phone number for your business. Be ready to key that in if you are calling from a number we don't have in our system.

If your account is current you will be placed directly into the support cue, no more waiting, we will handle your calls as they are received. The system will let you know what number you are in the cue and give you the option to hit 0 and leave a message.

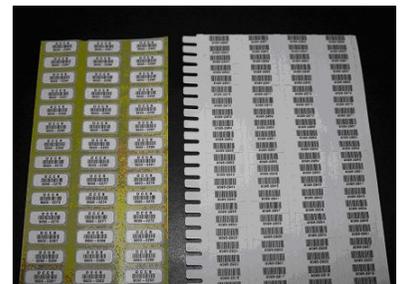
We have separate cues for customers on a maintenance plan and for customers who are on time and materials.



DCCS Heat Seals

DCCS now offers two types of preprinted Bar Code Heat Seals labels to permanently mark garments. These labels are the most popular, cost effective and efficient way to integrate with industry sorting conveyors

- Available for most POS systems
- Least expensive source
- Quick turn-around
- 8-digit Bar Code
- 8-Character text option above



THANK YOU!

To the many DCCS SuperDos owners that have recently made the switch to Windows. We appreciate your loyalty and cherish our relationship. We thank you for your unwavering trust and confidence.

Here's a few:

- | | |
|-------------------------|---------------------------|
| Danielle's Cleaners, NY | Foasbergs, CA |
| Spotless Cleaners, PA | National Velvet, CO |
| NorthHills Cleaners, DE | Custom Care, IL |
| John Anton's, MA | Cleanerama, VA |
| McMurray Cleaners, PA | Waites Cleaners, IL |
| Sparkle Cleaners, PA | Four Seasons, WA |
| Starcrest, IL | Hollywood Cleaners, NJ |
| Hi Tech, WA | Allyn's Cleaners, CT |
| Comet, TX | Don Royal Cleaners, PA |
| Central Cleaners, MA | Martinizing Dry |
| Elegant Cleaners, NY | Cleaners, OH |
| Craigs Cleaners, LA | Martinizing Cleaners, PA |
| Arcadia Cleaners, AZ | Flair Cleaners, NJ |
| Manor French, NY | John's Cleaners, CA |
| Peerless Cleaners, IL | Clean Cleaners Of Orinda, |
| Busy Bee Cleaners, NY | |
| Comet, FL | |
| Shultz & Odner, IL | |
| Supreme Cleaners, PA | |
| American, PA | |
| Chico Cleaners, CA | |
| Clarks Cleaners, WA | |
| Banner Cleaners, MO | |
| American Thread, NY | |
| Comet Cleaners, TX | |
| Holiday Cleaners, TX | |



DCCS for Windows Revision 2009 has been announced and will be available shortly to maintenance Subscribers in good standing. This exciting feature enriched enhancement is a culmination of many months of programming effort that is rooted

in your requests and feedback. The goal was to improve and sharpen some of the existing features while incorporating new useful management tools that we hope will aid in the battle to reduce costs and increase revenue. Complete details and release notes are available through your software support team. Here are a few of the enhancements included:

CRM (Customer Relations Management). DCCS for Windows now has the ability to manage customers' issues or tasks within the system. The new CRM module will allow CSRs to manage and track any type of issues or tasks that are brought into the store by the customers. Whenever a customer brings an issue to your attention, the CRM module will allow you to login the issue, to assign somebody to resolve it, and to add details to the issue so that progress can be tracked until the issue is resolved. In addition, there is a report that will show all the open issues and the ownership of these issues. This new module will allow DCCS for Windows users to provide its customers with exceptional customer service while keeping a log of all the issues, suggestions, tasks, etc. for future reference or as an indicator of areas that need improvement.

Open Item AR. On Revision 26.0 DCCS introduced an internal Accounts Receivables module based on a "balance forward" accounting system. In a 'balance forward' accounting system, all payments are applied against the total balance owed on the account. When the customer makes a payment, the amount is applied to the oldest balance on their account. DCCS for Windows now includes the option to run Accounts Receivables based on an "Open Item" accounting system. Although payments can be applied against the oldest open balances (like balance forward), payments, credits, and debits can be applied to specific transactions on the customer's account. "Open-item" is date sensitive as opposed to "Balance Forward" which is period sensitive.

Front Counter. The ability to add Account IDs for Email and Cell Phone with an option to 'Send Text Messages' and 'Send AR Statements' has been added to the system. Even though the option to add a new Account ID through the previously described options was already part of the system, now it is possible to add a Cell Phone as an Account ID and link it to a SMS (Short Messaging Service) provider. The Email ID can be linked to the new option 'Send AR Statements' if the customer wants to receive his statements via the Email identified as an Account ID. The Cell Phone ID can be linked to the new option 'Send Text Messages' if the customer would like to receive friendly reminders on his/her cell phone whenever their orders are ready for pickup.

Emailing A/R Statements. Once an account is setup with a valid Email address and this address is set to receive AR Statements, DCCS for Windows can now send statements to that Email in a PDF format. It is possible to send Emails to all the accounts with a valid Email on file or you can choose whom to send it to.

Congratulations!

To Brett Goldberg and the staff at D.O. Summers for 2009 Best Plant Design Award



As we celebrate our 25th Anniversary at DCCS, we are greatly appreciative of your loyalty, your trust and your commitment to the relationship we have built together over two decades.

We wish you continued successes and prosperity in the coming years!



DRY CLEANING COMPUTER SYSTEMS
1210 Starbridge Street, Norristown, PA 19401
Phone 610-275-6050 or 800-451-8431 • Fax 610-275-5705
www.dccs.com • sales@dccs.com

Warranty Hardware Peripherals

All DCCS Systems peripheral hardware is warranted for a period of One (1) Year from Shipment. DCCS provides swap out service for parts covered under this plan. Once a part is determined defective, DCCS will ship a replacement part to the Customer. The Customer has 30 days to ship the defective part back to DCCS. If the defective part is not received by DCCS within the allotted 30-day period, DCCS will bill the Customer for the part. Freight for shipping the part to the Customer will be billed to the Customer's account. Freight for shipping the returned defective part is the Customer's responsibility. Upon expiration of DCCS swap out service, many components may still be covered under the individual manufacturers depot repair warranty. Please read and keep all warranties and information that accompany your hardware components.

DELL Computers

All DCCS Systems include a Dell, Type 3, Next Business Day, On-Site, 3-Year warranty from Dell. If it is determined that there is a Dell related problem, DCCS will trouble shoot and determine the origin. The Customer will then be responsible to call Dell with provided Tag and ID number. Dell technician will verify problem and troubleshoot via telephone and if warranted, come on-site Next Business Day to repair.

PLEASE NOTE, YOU MUST TRANSFER OWNERSHIP OF YOUR DELL WARRANTY FROM DCCS TO YOU BY GOING TO WWW.DELL.COM (SUPPORT -> CUSTOMER SERVICE -> OWNERSHIP-> TRANSFER TAG ID)

You will NOT be notified by Dell about warranty extension options prior to expiration if you do not transfer ownership !

Software

All DCCS Systems include One (1) Year of DCCS Software Support. This service is comprised of technical support and new software enhancements. (1) Software Support subscribers receive Priority Status over Time & Materials Customers, (2) Includes unlimited toll free calls to support services, (3) Emergency beeper service, (4) Modem-dial in support, (5) Hardware trouble-shooting, (6) Reduced prices on replacement hardware.

Support Hours

All support and service will be provided from 8:00AM-7:00PM EST, Monday through Friday. Saturday calls and Emergency calls placed after hours will be forwarded to a pager. (Support Hours Subject to Change)

Support Options After First Year

Software Support

After the first year warranty period you will be automatically enrolled in DCCS Software support program. Billing will be based upon software licenses included with your system. Current rates will apply. Billing is on a quarterly basis

Time and Materials Support

Any DCCS Customer may elect to discontinue Software Support with SIXTY (60) Days written notice. A US deposit in the amount of \$250 (\$500 for multiple stores) is required in order to place calls to the DCCS Help Desk. All calls will be billed at the current hourly rate of \$150 per hour, with a minimum billing of one-half hour. Any parts required can be purchased from DCCS or third parties. New DCCS Software Revisions can be purchased as well.

Component Billing

Hardware maintenance may be selected for specific components of the system. However, under this option, the customer that maintains hardware support for a specific part, must carry maintenance for each of that component in their possession. For example, if you own five Epson thermal printers you must maintain support on ALL of the Epson printers or NONE.

Text Message/Email for Orders Ready. In order to send text messages to a customer's cell phone, the cell phone number must be one of the Account Ids and must be identified as a cell phone. In addition to this, this cell phone number must be set to receive text messages through the option mentioned before under the Miscellaneous Functions of the Front Counter Menu. A new tab has been added to the system profile under Back Office\File Maintenance\System Wide Codes\Descriptions to allow the user to add SMS Providers. Once the customer's account is ready to receive text messages on its cell phone number, the DCCS for Windows user can use the new button labeled "Communications" at the Back Office Menu to send friendly reminders in the form of a text message whenever an order is ready to pickup for any customer that is setup to receive text messages.

General. Employee Productivity. A new feature has been incorporated into the DCCS for Windows system called "Employee Productivity". This new feature will display important productivity indicators:

- Number of stubs/tickets written per hour
- Number of pieces per hour
- Percentage of special handling items included on the tickets
- Number of tickets picked up per hour
- Number of accounts added
- Number of new accounts added that were added without an address

Additionally, the screen will also show the number of voids and edits done by a particular employee plus the number of hours that the employee worked on a previously defined time frame. All these options include the ability to list the details for each indicator. For example, which tickets were written by this employee, which tickets were picked up, which accounts were added, which tickets were voided or edited, etc.

Ticket Writing: A new option to add an automatic discount if prepaying a ticket has been added to the system. This option can be setup on any discount button already existing on your price list. Only one discount can be set up to use this feature.

Ticket Notes. As described previously in the Release Notes for Rev 26.2.10, it is now possible to add Ticket Notes when writing a stub or marking in a ticket. There is no need to wait until the stub/ticket is complete. If a Ticket Note has been created while writing a stub, the note will display on the screen when marking in the stub. In Revision 2009 there is a new option to print the Ticket Note on the stub/ticket.

Item Maintenance. Now it is possible to add a special handling charge to individual manufacturers (designers). This charge will be reflected on the ticket in the same way a regular special handling charge that comes from the color or the fabric menus shows on the ticket.

Transfer Of Software License

In the case of the sale of store and transfer of ownership, the owner must notify DCCS. A "Consent to Assignment" form must be filled out by the New Owner and sent to DCCS along with a Software License Transfer Fee.

Broadband Connections:

In order to achieve the highest level of service, you are required to install a broadband (DSL or Cable) at your location. Broadband connections are 20 times faster than dial up. DCCS Technical support could help you with greater speed and efficiency with DSL or Cable installed at your store. Database problems that may arise are easier to resolve, transferring programs can take minutes instead of hours when a system is down. We can also support you while you still receive important calls, faxes and credit card approval on the same line.

DCCS will continue to provide support on Dial up service after January 1, 2009 at a monthly surcharge

DCCS continues to support and service our SuperDos legacy product, we hope that our messages regarding its endurance is being received with consideration and proactive planning.

Many of you want to know :



"How long can I continue to use SuperDos"

There's no crystal ball to look into! Parts are getting more difficult to acquire and with every passing day the technology gets older and even more grueling and costly to repair. Wouldn't your money be spent more wisely by reinvesting in the future and not the past?

"When is DCCS going to discontinue supporting SuperDos"

We will support for as long as we can. Although that is not a definitive answer, it's the most accurate.

"What ROI can I expect by moving to DCCS Windows"

Return On Investment can be defined in numerous ways, by an increase in average price per piece, by tightening up the cash drawer, by monitoring inventory, or perhaps customer retention. The truth be told, you're getting most of that now with SuperDos! DCCS Windows offers easier software navigation, lower cost of training, intuitive marketing features, fingertip reporting, faster order/mark in entry, low maintenance overhead, email capabilities plus much much more, all contributing to a fast and rewarding return on investment

"What existing SuperDos hardware can be used when I switch to Windows"

In most instances the SuperDos hardware we encounter is ready for a retirement home in Florida! Much of this equipment is long past it's life cycle or living on borrowed time. There are compatibility prospects for Epson Thermal printers, Epson Garment Tag printers and RJ11 Cash Drawers, but each situation must be examined individually. USB has become the standard.

"What will my support options be for Windows"

The First Year is FREE! DCCS covers your software and peripheral hardware for One Year while DELL covers your computers for Three Years On-Site. Support options after the first year include: software only support contracts, hardware support contracts, component billing and Time/Material billing.

"Will I be able to move my SuperDos database to Windows"

The short answer is YES! We have created a transition strategy and team to move ALL your SuperDos information to Windows. Includes Customer records, Inventory, A/R, Credit Cards and Price Lists. No downtime is our objective!

"Do SuperDos customers receive any pricing consideration when moving to Windows"

YES! We have a special pricing program in place ONLY for SuperDos customers. A 65% Discount on DCCS application software is automatically applied along with a 5%-10% discount on specific hardware components. Please check with Brian, Bob, Bobby or Lenny for specific quotes and proposals

Positek Shoe Repair Manager

The Shoe Repair industry has benefited from a struggling economy. Consumers are electing to have expensive shoes fixed rather than spend money on new. In most cases, these cobblers are able to show off their craft and talents by breathing new life in your favorite pair of shoes. However these months of prosperity can't begin to make up for a decade of struggle and deteriorating revenue.

With the help of great friends at the *SSIA (Shoe Service Institute of America) we have been able to make great strides in providing solutions to this industry.

With the ability to track work, price jobs more consistently, access critical management information, identifying trends, monitoring retail items, email marketing and soon to be released, email notification on finished orders as well as CRM, Positek has proven once again that we "got game".

Please Welcome



Cobblestone Shoe Repair, Chesterfield, MO
 Cobblestone Shoe Repair, St.Louis, MO
 Cobblestone Shoe Repair, Town & Country, MO
 Quick Cobblers, Vancouver, Canada
 Rossi Shoe Repair, Ardmore, PA
 Veteran Shoe Repair, Doylestown, PA
 Double O Sole Shoe Repair, Martinez, GA
 Southwest Boot and Shoe Repair, Wichita Falls, Texas