I use Web-MLS to enter orders, quotes, etc and provide customer service to designers who shop the Hines showrooms.

The program is easy to use, fast and paperless. One of my favorite features is the ability to attach copies of checks, resale certificates and credit card applications to order/quote e-mails that I send to our manufacturers and customers. From one screen you can simultaneously send separate e-mail messages and attachments to the manufacturer and designer.

Another great feature is the program is self documenting. I do not need to write a book to understand the history of an order. There is an option to manually type notes but the self documenting is so thorough that additional notes are often not needed. Designers PO's and other back-up paperwork can be attached to the transaction electronically. This eliminates the need to dig through paper files if an issue should arise. In fact, this has eliminated my need for paper files completely.

I must mention how helpful the interface between Web-MLS and Order-Track is. Because many of our lines post their product file to Order-Track, I always have up to the day pricing and product information when entering orders. PDF Systems has even figured out how to automatically calculate freight charges for the lines we rep. I love that when our Order-Track Lines come out with new product or change prices I no longer have to enter or modify thousands of product records. Even if a vendor is not subscribed to Order-Track, their product info can be easily uploaded with an Excel file eliminating the tedious task of manually entering one SKU at a time.

The few times that I encountered problems with the program PDF was very responsive and solved my problems quickly (usually in less than an hour). They are also open to hearing ideas for new features not already available.

I would recommend Web-MLS and PDF Systems to any multi line showroom.

Nicole Kearney
Customer Support Manager
Hines DC Showroom