QDS Feedback

Technical Support

QDS works together with Equality, Zobrio, and Point Software to create their system. This translates into more experts available to help implement and run the software. There are two pages of contacts, at least, in the RFP response. Currently with Gems, the customer support is sparse and their method is to blame the user, not the software. This is anti-productive.

One-Click Desktop App

My focus was on the financial portion, Zobrio, which was written specifically for treasury functions in local government. This software is able to automate bank reconciliations and is a "one-click" desktop app. Gems is also a desktop app, but it takes 6 clicks just to delete one line of one purchase order from one invoice. And I cannot select multiple lines at once so I have literally clicked 60 times for invoice multiple times. With Zobrio I can select multiple lines at once, reducing the clicking massively.

Multiple PO's One Invoice

With Zobrio multiple purchase orders can be added to the same invoice. Gems cannot do that and I currently have to create invoice A and invoice B for separate purchase orders.

Data entry Character limitations

Gems limits the character spaces for typing vendor names, vendor addresses, PO descriptions, and invoice descriptions. I often have to abbreviate while trying to still convey the information. With Zobrio, you can choose the character lengths and examples showed 25 - 60 characters.

Check Runs
Gems, you have to do a separate check run from fund 1 and fund 5. With Zobrio, if you wanted to, you could disburse from multiple cash accounts in the same check run.

Purchase Order History
You can look at all of the purchase order history, with Gems you can only see a few lines at a time, you have to screenshot it, and scroll, screenshot and scroll…I need to be able to answer department heads when they ask, "Why was a PO closed? When was a PO closed?" Gems does not provide that information, but Zobrio is capable of answering all of those questions and more.

Search Capabilities
Gems does not have the ability to search by keyword or by a partial vendor name. You can search Gems if you know the full name of the vendor you need, but if you only know part of the vendor name (other than the beginning) you cannot search for it in Gems. Zobrio allows

searches by partial vendor names and keywords. This will make looking up payments for vendors easier, and looking up invoices paid for department heads faster.

Multiple Vendors
Currently in Gems we have many vendors with multiple vendor numbers, often because there will be different remittance addresses. In Zobrio you can merge multiple vendors together. Currently, different department heads use different vendor numbers so I have to click into each vendor to see if that is the one I need. Example, the Parks and Recs Home Depot account has a different remittance address from the City Hall Home Depot account. Zobrio could merge them together and keep a list of remittance addresses so <u>all of the payments are found in one place instead of spread across multiple vendors</u>.

Memorize Recurring Entries
Zobrio has the capability of memorizing recurring entries, such as monthly expenses which are the same amount month-to-month. This would save a lot of data entry time.

Voiding Checks
In Gems, if you void a check the invoice is also deleted. In Zobrio if you void a check, you do not have to re-key the invoice after voiding a check, the invoice is still there in AP.

It is my strong belief that the finance department and the City of Derby would be in a stronger position if Gems was replaced by QDS.

Thank you,

Jamie Wilson
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City of Derby