

CSI NEWS

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1. Last Month's Questionnaire Results: In reading over the several hundred responses to our survey last month, we were gratified that many people had no complaints at all. However, we did note several suggestions and preferences on which I will comment.
2. Misconceptions About CSI Service Offerings: Many customers are not aware of several of the capabilities present in our Quicktrieve software.
 - a. Apple, IBM, and Commodore Quicktrieve users all currently have available to them an RSI Calculation and moving average treatment.
 - b. The Move Program will create weekly and monthly files without drawing them down by phone as historical data. Many users did not understand that each customer could manufacture his own weekly and monthly files from his daily data.
 - c. It did not appear to be widely known that CSI offers stock/equity data, in addition to our broad commodity data base.
 - d. The Apple Quicktrieve in the hands of most users supports unattended deferred collection.
 - e. The Move Program from Daily to Weekly and Monthly data for Apple users has been corrected.
3. Possible New Requests For Quicktrieve Development:
 - a. Trend lines are now available for the IBM PC. We have also made great progress in introducing forward price projection using parallel trend lines, increasing the number of days held on the screen from 210 to 253 through the removal of the Quickplot logo and unattended deferred collection over a several week period. We hope to announce a new Quicktrieve release with these latter improvements in our next Newsletter.
 - b. Equity Tracking Accounting Package: Many customers have expressed an interest in an accounting package. We had anticipated that this would be requested and are nearly finished with a prototype for the Commodore 64. We will proceed to develop this capability for the IBM PC and the Apple in the coming months. I hope to announce more on this next month.
 - c. One of the predominant complaints concerning our service was the nighttime Customer Service staff. We were grateful for the comments and have removed one member of the staff, reorganized, and rescheduled others to better serve you in the evening hours.
4. Posting Corrections to Volume and Open Interest: One customer had a problem with an incorrect Volume entry for a day in the past. The Volume entry was, for purposes of example, February 6th. This customer picked up February 6 several times and failed to correct his Volume error. Since Volume and Open Interest is posted by the exchange on the day following the prices for the given date, to correct a Volume mistake for a given day, the user must access the data for the following trading day to correct the error.

This is true because the exchanges post Volume and Open Interest one day late.

5. Change in Test File Data Availability: To minimize the time required to collect a test file, CSI has abbreviated the test file history to a maximum of six weeks per contract stock. Users accessing the test files should create the files as instructed by the manual. When the history is collected, no more than six weeks of history per contract will be retrieved. This will shorten the time on the phone for that long distance call, and the new user will accomplish the same purpose in understanding how to use our software products.
6. Perpetual Contract and Perpetual Index Sale: We are finished with our work on most of the Perpetual Index Data for the many commodity industry groups. To encourage current customers to collect this data, we are offering a special price for a standard package of this data. In addition, CSI recently introduced a new Perpetual Contract which adopts a uniform last trading day when contracts roll forward into the N-month forward window. We strongly recommend that customers make use of these new Perpetual Contracts which are quoted as '48' for the six month forward Perpetual and '49' for the three month forward Perpetual. We recommend these in favor of the '37' and '39' Perpetuals, which could produce slight jumps or drops in the price when the last trading day for the current contract is announced by the exchange. To access these new Perpetual Contracts, we are offering an additional 10% discount below our enclosed special sale prices for any customer who had purchased our '37' or '39' Perpetual data in the past. Please consult the price list enclosed for the offerings available for the new Perpetual Contracts or the new Perpetual Indices.

The new Perpetual Indices and the new Perpetual Data will not be offered through any re-selling vendor or representative of CSI.

7. New Customer Nominations: We are grateful for the response that we received from our last Newsletter concerning the "new customer nominees", and we are also appreciative of the time and trouble each customer devoted to filling out our questionnaire/survey concerning current and proposed products. This information, which we will continue to work on over the coming months, will result in changes and improvements to our service.
8. Requests for Realtime Information: Many customers requested a facility to collect real time data in several intervals during the day as though it were daily data. Although most requests were for hourly and 30 minute intervals, there were some requests for 15 minute (or less) data. We are already well into developing a capability for data every 30 minutes and hope to announce more on this next month. We chose the 30 minute interval because it fits in nicely with the new CBT Market profile. We will be offering High, Low and Tic Volume every 30 minutes for the two nearest contracts of all popular commodities. We would be further along on this project had it not been for the development of the Perpetual Index, the work on which was started first. We believe both of these products, the Perpetual Index and the Realtime Information, will give every trader great visibility into future market direction. When the 30 minute Realtime project is complete and manageable, we will give consideration to a finer increment.
9. Users Interested in a New Quicktrieve Release: A new release, as always, of either the IBM, Apple, or Commodore Quicktrieve can be obtained by adding \$20 to the enclosed invoice price.
10. Comments or Suggestions: Please feel free to make comments or suggestions when returning your payment. We want to know how we are doing and how we can help you further.

Bob Pelletier

Robert C. Pelletier
President

P.S. The IBM Quicktrieve can now transfer files to Lotus 1, 2, 3 for use with Lotus & Symphony Software.