

Gimme Q2 Newsletter

STAR
STATS

DEVELOPMENT
ROADMAP

NEW
FOLKS

FEATURE
HIGHLIGHT

Star Stats

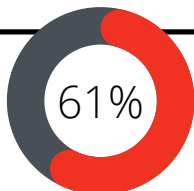
CUSTOMER SUPPORT

**MEDIAN 22 MIN
FIRST RESPONSE TO
SUPPORT EMAILS**



During office hours, we upheld our standard of answering support emails in less than one hour.

**SOLVED IN LESS
THAN 5 HOURS**



Gimme customer support resolved over half of your issues within the same day!

GITHUB ISSUES



47 of the 220
GitHub Issues were
closed in Q2

What is GitHub?

A repository of reported bugs and feature requests submitted by Gimme Support.

Why is this important?

The person who reports the issue or feature request in GH is the same person who spoke with you about the issue/request. When these GH issues are included in a build, Gimme Support tests them and communicates results with the dev team.

HELP US

help you

Only contact the support phone line for urgent issues, such as:

- Your team can't pick because Lightspeed isn't receiving pick orders from Gimme
- Gimme VMS and/or Gimme Field is down

Email our support team for training related questions, non-critical issues that do not halt your operation, bugs, and feature requests

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Development Roadmap

Features and fixes are not scheduled to release during the development roadmap month.

The purpose of the roadmap is transparency and clarity for each month's development focus.

July

Dashboards
&
Data Visualization

August

Warehouse Inventory (3rd Iteration),
Multiple Warehouse Inventory
Management, and
Picking & Pre-Kitting

September

Markets

October

AI Assist for Stock Out Detection
& Document AI

November

AI Schedule Suggestions

New Folks

DEVELOPERS

Most of our developers in Ukraine are back in the office.

YAY!

We assigned Gimme's newest developers easy UI changes to help them acclimate themselves with Gimme VMS and Field.

You may have noticed small UI changes where the wording is different, or there is a new button that reduces clicks - here is who did it:



Vadym Donets: Flutter developer

Mikhaylo Fetisov: Flutter developer

Igor Gulidov: Backend developer, AI engineer

INTERNSHIPS

Emily Egan and Diego Cerezo are our newest interns stateside.

Emily's project with Gimme is to learn Gimme Field and document the experience with fresh eyes. Too soon, she will leave us at the end of August to finish her RN degree at Samford University.

Diego is pursuing a Graphic Design degree at Georgia State University. He is working with our development team on different UI designs for the software.



Feature Highlight

TAGS

We became aware that tags are a highly underutilized tool in Gimme VMS. So, we investigated and wrote an article!

To learn more about how to get started using tags in Gimme, check out the Help Desk Article:

[Best practices for Tags](#)

“Inventorying a market is faster using product tags. It reduces the total time by 30-60 minutes!
- Dan McKeever, Owner/Operator of Snacks Plus Vending”

Tags can be applied to:

- Products
- Product Families
- Points of Sale
- Customers
- Routes

Once tags are applied, tags can be used in reporting for grouping data or, as Dan referenced, for viewing a market POG in Gimme Field.