

Getting Started With Your New Products Package

The new product packages include additional software and services that add new capabilities to your DDMS system. Many customers have already contacted us, anxious to begin taking advantage of these capabilities. This document provides information you need to set up, authorize, and begin using the additional products included in your package.

Product Availability

Most of the additional products in your new package are already available and are compatible with the latest Version 6 release. These products include:

- AutoComm™
- Approval Link™ 2.0
- Approval Link™ +
- Customer Item Substitutes
- ShipTo-Based Tax Rates
- Auto Receive (Packages B, C, and D only)
- 3PC™ — Third Party Carrier Shipping Interface (Packages B, C, and D only)
- Multiple Credits (Packages C and D only).

Your new package may also include a few products that require the forthcoming Version 7 software. These products are:

- Auto Flush
- G/L Drill Downs
- Customer Evaluation Module
- Notes Everywhere
- Campaign Manager.

For more information on the Version 7 release, see the heading **Getting Ready for Version 7**.

Updating Version 6

To simplify the process of distributing and authorizing the additional software included in your new product package, we are shipping a Version 6 software update to all DDMS customers. Loading this update will ensure that you have the most current versions of all of your software products, and enable you to receive authorization for your new package.

Keep Your Authorization Key Code For Future Reference

Your new authorization key code is printed on the CD case label. **Keep this authorization key code in a safe place for future reference!** You will need this code to load the software updates and to take advantage of our new, automated authorization process.

Authorization Options

You will need to authorize the products in your new package before you begin using them. This software update includes Internet-based authorization options that dramatically simplify the authorization process. Internet-based authorization enables you to take advantage of the additional software in your new package more quickly and efficiently than our previous manual process.

There are three ways to obtain authorization for the products in your new package, depending on your DDMS server's web access:

1 Always-On Web Access: Automatic Authorization.

If your DDMS server has a continuous connection to the Internet (such as always-on DSL, Cable, T1, Frame Relay, some ISDN connections, etc.), the software update will authorize itself automatically — you don't have to do anything! After you install the software update and reboot the server, the system will connect to the Internet and authorize your new product package.

2 Dial-Up Web Access: Manual Authorization.

Automatic authorization of your new package requires that your DDMS server have a continuous connection to the Internet. If your server has a dial-up connection (such as 56K or ISDN modem), you can still take advantage of Internet authorization — the only difference is that you start the process manually. Please install the software update, connect to your ISP as you normally do. For detailed instructions on launching authorization manually, see the installation documentation included with this update.

3 No Web Access: Email Request for Authorization.

If your DDMS server is not connected to the Internet at all, please install the software update, reboot the server, and go to www.ddms.com/products/pkgs/pkgauth.htm or fax a request to (682) 831-9909.

To simplify the authorization process, we recommend that your DDMS server have a continuous connection to the Internet. The authorization program will periodically attempt to connect to the Internet to verify your authorization status. This helps ensure that you are getting access to all the products to which you are entitled. If additional products are added to your package in the future, they will be automatically authorized as part of this process.

If your DDMS server uses a dial-up Internet connection, you will need to establish the connection and manually activate the authorization process as necessary. Manual authorization processes will continue to be available for the benefit of customers who do not have Internet access.

Setting Up O/PUS® Products & Services

O/PUS BPIR™ via PSN

The O/PUS Business Products Information Resource (BPIR) provides electronic versions of pricing files typically available only in paper form. BPIR content includes the latest flyers and program from S.P. Richards and United Stationers, wholesaler and buying group files not included in the OPdb® multi-vendor catalog, mid-quarter price updates, and custom pricing files.

The O/PUS PSN service enables you to download these item and price files over the Internet. Compared to the traditional method of downloading these files from the O/PUS BBS via modem, utilizing the ECI² Private Supply Network (PSN) is dramatically faster and more reliable.

Adding O/PUS as a Vendor

Many dealers are already utilizing the ECI² PSN for Internet Purchasing, Online Stock Checks, and Online Price Checks with vendors. If you belong to this group but are not yet using PSN to download O/PUS pricing files, it is easy to add O/PUS as a vendor. Since access to most BPIR content is included in your monthly fee, you'll be able to take advantage of pricing file downloads via PSN. Just go to www.ddms.com/products/psn/addpsn.htm and follow the easy steps for adding O/PUS as a vendor. When you sign up for an O/PUS PSN account, O/PUS will provide user IDs and passwords along with system setup instructions.

Getting Started With PSN

If you are not using the ECI² PSN at all, it is easy to set up a new PSN account. You can sign up to use the O/PUS PSN service and start the setup process for Internet Purchasing, Online Stock Checks, and Online Price Checks with supported vendors at the same time. To set up your PSN Account, go to www.ddms.com/products/psn/psn.asp. When you sign up for an O/PUS PSN account, O/PUS will provide user IDs and passwords along with system setup instructions.

O/PUS PSN Requirements

For your DDMS server to communicate with the O/PUS PSN, it must have the following:

- Microsoft® Windows® 2000 as the server's operating system.

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- Internet access via an always-on, dedicated broadband connection (DSL, cable modem, or other permanent connection, such as a T1 line or frame relay).
- eNsite Pro (graphical) business system software loaded on the server.

If you don't meet the requirements for PSN, and must connect via dial-up modem, email opus@eci2.com or send a fax to (682) 831-9916 to request a Bulletin Board System (BBS) account ID and password.

O/PUS Tools

O/PUS offers several utilities for importing special pricing files into your DDMS system. These utilities, formerly additional-cost options, are now included in your new package:

- **O/PUS FileMapper™**: With the O/PUS FileMapper, you can quickly convert inventory file information from manufacturers or other sources into a format which can be read by the DDMS system. You can even bring special pricing or other data in from a file you built yourself.
- **O/PUS PT Updater™**: Supplement your OPdb wholesaler information with pricing for your favorite direct buy vendors. PT Updater imports manufacturer pricing directly from Moore's Power Tools program and loads it into your DDMS inventory database. PT Updater can also load i2's competitor cross-reference table, a listing of superstore product numbers.
- **O/PUS TechMapper™**: Convert TechData item files into a format which can be read by the DDMS system. This Microsoft® Windows®-based program will convert the TechData file and transfer it to your DDMS server.

These import utilities will be included on the quarterly OPdb catalog update CD-ROMs, beginning with the 2nd quarter of 2004. If you have pricing files that you need to process using these tools prior to the shipment of your 2nd quarter OPdb update CD-ROM, send your request via email to opus@eci2.com or send a fax to (682) 831-9916.

EDI Maintenance: Utilizing EDI

Electronic Data Interchange (EDI) is a standard structure for digitally exchanging purchase orders, invoices, and other business documents between trading partners who use different computer systems and enterprise applications

For example, if you receive an invoice file from your vendor, how would your DDMS system be able to extract the data from the file, and distinguish the invoice number from the total? If the invoice is sent as an unstructured email

message or text file, you might have to print it out and manually type the data into the DDMS system, looking over the entire page for the proper entry for each field. However, if you use structured EDI, the EDI software would translate each piece of data into a format that DDMS can process, then import it into DDMS.

What Procedures Can Be Streamlined with DDMS EDI

EDI can streamline your procedures for accounts payable posting, order entry, billing, and customer order acknowledgements. EDI is efficient — no wasted time waiting for invoices or other paperwork to arrive. It's paperless — no printing means no wasted resources. It also saves keying time by minimizing data entry errors.

With DDMS and EDI, you can take advantage of the following capabilities:

- Electronic Invoicing with Azerty, ActionEmco, is.group, S.P. Richards, and United Stationers
- Receiving EDI Purchase Orders from Your Customers
- Sending EDI Invoices to Your Customers
- Exchanging EDI Acknowledgments With Your Customers

EDI automates processes so that little or no human intervention is necessary. For example, with Electronic Invoicing, your DDMS system can review EDI invoices based on parameters that you determine, then automatically post them to A/P. Exceptions – invoices that fall outside of your parameters – are flagged for manual review. Instead of manually reviewing and posting every invoice, you only deal with the exceptions.

How Do I Set Up Electronic Invoicing

We have standardized the setup of Electronic Invoicing with Azerty, ActionEmco, is.group, S.P. Richards, and United Stationers. Go to www.ddms.com/support/doc/miscdoc.htm or refer to the documentation you received on your CD for instructions on setting up Electronic Invoicing with your vendor.

How Do I Set Up Other EDI-Related Capabilities

Other EDI-related capabilities may include:

- Receiving EDI Purchase Orders from Your Customers
- Sending EDI Invoices to Your Customers
- Exchanging EDI Acknowledgments With Your Customers

The specifications, transaction sets, and transport networks vary so greatly among trading partners that it is difficult to standardize the setup for these and other EDI-related capabilities.

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Typically, however, a DDMS dealer beginning EDI with a trading partner needs no additional hardware investment. The most important thing is to communicate with both your trading partner and DDMS regarding specifications, and to determine if any customized mapping is necessary. You may want to collect the following information for each trading partner:

- What transport network does your trading partner require for sending and receiving EDI files—VAN, FTP, or something else?
- What type of EDI transactions and transaction sets (usually identified by a number) does the trading partner require?
- What specifications does your trading partner's data have? It may be necessary for DDMS to perform custom data formatting (called file mapping).

When you have this information, email us at support@eci2.com or fax a request to (682) 831-9909 to begin the process of setting up your EDI communications.

Any labor required to customize the file mapping to meet your trading partner's specifications is billable. There is also a modest, one-time charge if your implementation requires EDI Importer software, a Microsoft® Windows®-based program from DDMS that transfers EDI files into your DDMS system.

EDI capability has been a standard feature of DDMS business systems for many years. Prior to the repackaging, DDMS always charged an additional monthly EDI maintenance fee to dealers who used any EDI-related functions in their DDMS systems. This additional charge has been eliminated, enabling you to take advantage of these capabilities without impacting your monthly fee.

Setting Up PSN Monitor

The PSN Monitor enables you to monitor and review PSN transactions utilizing your ECI² e-commerce system (Dealer Station® DDMS Edition, is.D-Force, etc.). Since the PSN Monitor is a Web-based application, it is not included in your software update; it must be set up on the servers in our hosting center.

If you already have an ECI² Web storefront, we will enable PSN Monitor functionality within your existing e-commerce site.

If you are using the ECI² PSN, but do not currently have an ECI² Web storefront, we will set up a PSN Monitor site for you. This site will enable you to monitor your PSN transactions, but will have no e-commerce capabilities. If you wish to begin using the integrated e-commerce system included in your new package, you will still need to set up an e-commerce Web site as described in **Setting Up Your E-Commerce Web Site** above.

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During the next few weeks, we will be setting up PSN Monitor for all customers using the ECI² PSN. First, we will set up customers who are currently using the PSN, and who already have an ECI² Web storefront, followed by customers who are using the PSN but who do not have a Web storefront. Once these are completed, we will set up PSN monitors for any customers who have registered for the PSN service after February 1, 2004.

When the set-up process is completed, we will notify you via e-mail. This e-mail will include instructions on how to begin using your monitor, links to documentation, and any other relevant information.

Get Ready for Version 7

As previously discussed, a few of the products in your new package require the upcoming Version 7 software. We expect a pre-release edition of Version 7 to be available by the end of February. Following our standard release procedures, the pre-release edition will be shipped to the first 100 customers who request it.

As we move closer to the release of Version 7, we will update you on the status of the software via e-mail. If you are interested in being one of the first 100 dealers to receive the pre-release edition of the software, email your request along with your name, your company name, and your DDMS account number to prerelease@eci2.com.

