



January 1, 2012



For Your Immediate Information – The OPdb® MultiVendor Update Quarterly Newsletter

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ECi Offers Complimentary Saturday Support Via Email/Portal December 31

On **Saturday, December 31, 2011, 9 AM - 4 PM Central Time**, ECi DDMS Technical Support offers complimentary Period-End Saturday Support **via portal or e-mail**. During the scheduled hours, you can send questions relating to day-end, month-end, year-end, and quarter-end O/PUS procedures at no charge via portal or email. PHONE CALLS ARE BILLABLE AS THEY GO TO OUR 24/7 SERVICE.

When using our Online Portal (*fastest* <https://support.ecisolutions.com>), your contact information is in our system, so you merely describe the issue and attach any files that may be helpful.

When emailing (ddmssupport@ecisolutions.com) a Saturday Support request, please include a detailed problem description, your company name and account number, your first and last name, your e-mail address or phone number (and extension), and any relevant log files you can attach — to help us reach you and resolve the issue quickly.

Free Remaining O/PUS Refresher 1 pm CT Jan 4

Join us for the remaining free Web-Based refresher training to review parameters and procedures and what's new for this quarter:

▶ Wednesday, Jan. 4, 1 – 3 PM CST

For connection details, see www.ddms.com/training/free.

Each session is limited to 50 seats. Invite colleagues to attend from one workstation. If you no longer see a link on the Virtual Class Calendar, the class is full.

As a courtesy to other customers who wish to join us, *register your company only once*, and [let us know if you cannot attend](#) as planned.

S.P. Richards, United Stationers Monthly Files Included in Q1 Load

January monthly pricing for both S.P. Richards and United Stationers will be loaded as part of SIMPLE quarter-end procedures to load OPUS or OPUSTPA. As a result, there is no need to load the SPR-JAN or UNI-JAN files. Subsequent monthly updates will be released separately for February and March.

See S.P. Richards **Monthly** Price Plan Update: www.ddms.com/support/opus_status/SPRmonthlycat.htm

See United Stationers **Monthly** Price Plan Update: www.ddms.com/support/opus_status/UNImonthlypp.htm



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United Stationers Retires 9W from Best Price Role

United Stationers announced a change in its pricing structure options. **Rest assured, this does not change your quarter-end procedures.** United Stationers' announcement is as follows:

United's 9W Going to [List - \$0.01] Effective January 1st, 2012

Over the past few years there has been a growing need from United's resellers to have better control in "bumping up" or "netting down" their end column pricing in order to meet their margin management needs. Furthermore, in a new pricing structure rolled out in the summer of 2011, the "bump/net" functionality was one of the key enhancements and has been utilized by many United resellers. In fact, resellers no longer need 9W to gain access to all +40k active SKUs United carries. 9W has actually acted as an obstacle to a reseller trying to take full advantage of the bump functionality in managing their rebate mix. To eliminate this issue, 9W is being raised to Manufacturer List - \$0.01 effective January 1st, 2012.

However, there are other administrative functions 9W served that need to be maintained. These include: populating the Dealer Net Pricer, providing a "base line" cost to resellers, assisting resellers building contracts, managing sales commissions, etc... For these purposes, price plan 9H has been created. 9H has the same pricing 9W used to have, and the same amount of SKUs (all SKUs). 9W will remain assigned to accounts as a mechanism to scope all active items and reroute discontinued items to suggested replacements, but should not hit best-price-logic anymore. Please contact your Account Manager for more information.

United CTS Support hours:

7:30am to 7:00pm CST, Monday thru Friday;

7:00pm to 10:00pm CST, M-F is on call only, for emergency order entry issues: Leave a message on the 800# and the customer will be called back.

Saturday is on call only from 9 am - 5pm CST: Leave a message on the 800# and the customer will be called back.

Sunday no coverage

3PV and Dealer Support - ctscntr@ussco.com

1-800-733-5555

Bob Zwinn - Escalation Manager – zwinnro@ussco.com

Direct: 1-847-627-2470

Again, No changes are necessary for your quarter-end procedures. To update base cost using the SIMPLE wizard, OPUS and OPUSTPA will use the contents of the 9H price plan, which is what United Stationers uses as a dealer net pricer. Your Item Wholesaler Record (I-WHL) will continue to say 9W until O/PUS has a more extended timeframe to completely update its software wherever 9W is referenced.

Action Pending to Remove Old References for Changed MAC Codes

For hundreds of items last quarter, the 3-character manufacturer code (MAC) was changed as follows:

- ▶ BIN Binney & Smith is changing to CYO for Crayola.
- ▶ SHA Shachihata is changing to XST for Xstamper.
- ▶ AMP Ampad is changing to ESS for Esselte (in S.P. Richards files).

To ensure you can find the items whether you or your customers have the old or new item number, SIMPLE created reference items in the 4th Quarter 2011 load effective October 1.

In a few weeks, once all new catalogs are distributed, we will provide steps to remove old item references.



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Pre-Load: New Inventory File Compression Steps Using ;SPCCMPJR

Every quarter, many dealers experience hang-ups during item number conversion or during the Make-Buys unit of measure conversion. This is frequently due to invalid field definitions and/or previously deleted records that remain in the file until a file compression is performed.

Previously, to remove the previously deleted records, we recommended using the [Diag.exe](#) utility. **Now we recommend the following dedicated ;SPCCMPJR compression procedure** that will compress files as well as reset all field definitions. This process can be done up to two weeks prior to your O/PUS load.

For Detailed instructions, see Compress Inventory Files Using ;SPCCMPJR Before O/PUS Load
www.ddms.com/Resources/Support/faq/opus/opCompressFilePreLoad.pdf

Download OPUSInstall Software Updates via ECi Support Portal

Current Release. Updated quarterly, OPUSInstall installs software updates for:

- **Updated!** PSNControl Version 1.1.217 or higher.
- **Updated!** O/PUS SIMPLE Version 1.1.591 or higher.
- **Updated!** UpdateSPR.exe Multiloader v11213A or higher.
- **Updated!** UpdateUNI.exe Multiloader v11213A or higher.
- Contract Wizard 2.0.36 or higher.

These software updates are not to be confused with item and pricing data updates that must be loaded using the latest software. You must still download OPUS or OPUSTPA files via PSNControl, perform your quarterly update using SIMPLE, and (optional post-load procedure) process the superstore data updates.

Log in to <https://support.ecisolutions.com>

Update Your Software

Click Software Downloads, scroll down to OPUSInstall, and follow on-screen steps.

As an alternative if you do not have portal access, OPUSInstall may be obtained from www.ddms.com/support/download/opusinstall.htm#download.

O/PUS Vendor Multiloader Makes Supplemental Price Files a Breeze

In just a few clicks, the Vendor MultiLoader program gives you access to all the supplemental vendors' item files. You can load supplemental vendor files and custom item files quickly and easily.

How Do I Use It? The Vendor MultiLoader program updates all the O/PUS supplemental vendors according to the parameters (settings) you set. Each vendor has its own settings screen. For details, see Using Vendor Multiloader (www.ddms.com/support/doc/opusdoc/multivendorloader.pdf).

When Do You Use It? The Vendor MultiLoader program is normally run once each quarter after you complete your O/PUS item load and run the UpdateUNI or UpdateSPR programs. However, you can run the program as many times as you need as updated vendor files become available.

Note: Supplies Network (suppliesnetwork.com) and Lagasse (www.lagassesweet.com) require you to download the latest price files from their Web sites prior to processing in the Vendor Multiloader software. See Vendor Notes for Supplies Network and LaGasse on page 8.



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Updated DDMS EBS SQL Steps for Quarter-End

In DDMS 8.16, the previous EBS Utility was replaced with the new EBS SQL Import Panel, which will automatically be running, along with the TBL Server, whenever you start up your DDMS server.

This EBS SQL Import Panel features a Scheduler Engine that may be of concern at quarter-end. During your O/PUS load process, if an import or SQL file synchronization kicks off, it could cause the O/PUS SIMPLE and post-load programs to take longer to complete.

For optimal processing, stop the EBS SQL Import Scheduler Engine before you run SIMPLE. ECi developers increasingly automated the process, but the steps differ depending on your DDMS version.

If you are on DDMS 8.16.40 or higher: Launching SIMPLE will **automatically stop** Scheduler Engine. However, it will not start again without manually starting it (even with a reboot of TBL or the server). AFTER your O/PUS and post-load procedures, when you are ready to re-import files into EBS SQL, launch the EBS SQL Import Panel and click **Start Scheduler Engine**. See post-load steps below.

If you are on the older DDMS 8.16.0 - 8.16.39: Launching the SIMPLE wizard will trigger a *** PROMPT FOR YOU TO STOP *** the Scheduler Engine if it is running. Please follow the steps below to toggle it off.

On SIMPLE Launch If Prompted to Stop Scheduler Engine:

1. On a DDMS server running **DDMS 8.16.0-39**, click **Start > Programs > Startup > EBS SQL Import Control Panel**.
2. In the SQL Import Control Panel, click the **Stop Scheduler Engine** button in the top right corner. (The button toggles to say "Start Scheduler Engine", and the status indicators change.)

Post-Load: Start Scheduler, Full (not just delta) Import of Inventory & Contracts

Effective for all versions of DDMS 8.16 and higher: Once the Scheduler Engine is stopped, it will not start again without manually starting it (even with a reboot of TBL or the server). When you are ready to re-import files into EBS SQL after all other post-load steps are complete:

1. On your DDMS server, click **Start > Programs > Startup > EBS SQL Import Control Panel**.
2. In the SQL Import Control Panel, click the **Start Scheduler Engine** button in the top right corner. (The button toggles to say "Stop Scheduler Engine", and the status indicators change.)
3. **IMPORTANT:** Changes made during the O/PUS load will NOT automatically synchronize with the SQL database in DDMS. Once all your O/PUS post-load and housekeeping steps are complete, you must do a **FULL** (not just delta) Import of all I- inventory files and **CONTRACTS**.

See Using EBS SQL Import Control Panel www.ddms.com/Resources/Support/faq/utilities/EBSSQLimport.pdf

For better automation, consider downloading and installing the latest DDMS software update from the ECi Customer Support Portal (<https://support.ecisolutions.com>).

Let ECi DDMS Professional Services Load O/PUS for You

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Professional Services

Let the DDMS Experts
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Other Reminders

- **Managing Dated Goods:** This quarter's catalogs may contain dated goods such as calendars and planners for the year 2012 from many sources. To properly load these dated goods, see **page 13** of **Loading O/PUS** <http://www.ddms.com/Resources/Support/faq/opus/OPUSload.pdf#page=13>
- **Chain Store Data** from Trade Service has replaced the discontinued Super Store Data Update. It loads pricing factors directly into your CONTRACTS file and includes more cross references, including Quill and WB Mason. For details, as well as how to install this new service, please contact Trade Service Tech Support at 1-800-701-6999 or e-mail to technicalsupport@tradeservice.com.
- **Trade Service Standard Descriptions** Under Global Inventory Parameters, the SIMPLE Wizard gives you the option to "Use the Trade Service Standardized Short Product Descriptions." The result is more reliable product searches. Since the full word "Binder" always precedes the rest of the description, all binder items come up together. Likewise, a query for "chalkboard" delivers all chalkboard items in your database. *A few exceptions are worth noting:*
 1. If a Trade Service description does not exist for an item, the existing description is used, even if you check this box. For example, TSC might not have descriptions for all new wholesaler items, dealer-customized items, and/or items from imported sources not included in the O/PUS load.
 2. Since TSC descriptions are not translated into French, they do not appear when using the Canadian SIMPLE wizard.
- **Point-Of-Sale UPC Scanning Post-Load Procedure:** The O/PUS update loads the UPC code into the customer UPC field within the I-ALIAS file. For point-of-sale scanners to have access to the UPC codes, one of your post-load procedures should be to use the (+ET) Special program to copy them from customer UPC to customer Common. It is the same as copying customer UPC to Common in the (ES) Alias screen. Each quarter, you may delete the records from customer UPC (I-Alias) as the UPCs are being updated in customer Common.
- **Re-Import EBS SQL Data After "Housekeeping"**. Changes made during the O/PUS load will NOT automatically synchronize with the SQL database in DDMS 8.11 or higher. If you previously validated and imported your SQL data, run a FULL import of your updated inventory data and contracts. See
 - Post-Load FAQs www.ddms.com/support/faq/opus.htm#post
 - Using EBS SQL Import Control Panel www.ddms.com/Resources/Support/faq/utilities/EBSSQLimport.pdf
- **Report Errors in UPC Codes to Wholesalers.** Wholesalers provide UPC codes on most products loaded from the O/PUS quarterly update. Errors in UPC codes should be reported to the wholesaler.
- **How to Translate Catalog Page Numbers in the Wholesaler Record.** For vendor Catalog pages that are greater than 999, the following codes are used to depict the initial 2 characters of the catalog page number within the Page# field of the Wholesaler record:
 - M = 1000 series; example 1098 = M98
 - E = 1100 series; example 1198 = E98
 - T = 1200 series; example 1298 = T98
 - H = 1300 series; example 1398 = H98
 - F = 1400 series; example 1498 = F98
 - V = 1500 series; example 1598 = V98

ECi DDMS Technical Support

If you have questions about loading the update, send your O/PUS loading parameters along with an Item Report - using the O/PUS ToolBox [+ I R (problem # -14)] to ECi DDMS Technical Support.

Upon receipt, a support call will be automatically entered for you. Your ECi DDMS Support team will determine how to best handle your ticket, and you will receive a return call.

Portal Online: <https://support.ecisolutions.com>
Technical Support Fax: 682.831.9909
Email: DDMSSupport@ecisolutions.com
Toll-Free 800-366-4778



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Complete Your Quarterly Update in Three Stages

A. Download and Run OPUSInstall To Update Your Software For This Quarter

Every quarter, O/PUS releases software updates with enhancements to PSNControl, SIMPLE, UpdateUNI, UpdateSPR, and Contract Creator. These software changes are often required to improve your experience or accommodate changes in data format. OPUSInstall is a program that makes it easy to download and install your quarterly software updates.

It is required to download and run the OPUSInstall immediately before downloading the OPUS or OPUSTPA files from the PSN and performing your quarterly update. Once we announce the release of this quarter's OPUSInstall, you can download and follow detailed instructions from our Web site:

- **O/PUS Quick Reference Checklist** www.ddms.com/Resources/Support/faq/opus/opusquickref.pdf
- **OPUSInstall** Effective June 15, 2009, you can securely download software updates via ECi Support Portal: **Login** to <https://support.ecisolutions.com>, click **Software Downloads**, and click **OPUSInstall**.

B. Download Your Catalog and Price Plan Files using PSNControl

O/PUS distributes Multi-Vendor Catalog update files via the O/PUS PSN service. Our O/PUS PSN server is housed in our Tier 1 Data Center, which provides greater bandwidth, speed, and convenience. You are able to download any and all files, including the OPUS or OPUSTPA file 24 hours a day, 7 days a week.

Assuming you have an O/PUS PSN account, use PSNControl to download your item file update. For detailed instructions, see "Loading O/PUS Quarterly Multi-Vendor Catalog Updates" (www.ddms.com/Resources/Support/faq/opus/OpusLoad.pdf), beginning with the section titled "Using PSNControl to Download Quarterly Update Files".

Buying Group Members:

Note: If you are an **is.group member**, you no longer load OPUSISG using the SIMPLE wizard. The new item and pricing instructions are available at www.isgroup.org. After you log in, navigate to "Price Files & Load Info", choose "Load File Information" and click tab labeled "DDMS."

Note: If you are a **TriMega Purchasing Association member** loading the TriMega Edition of the O/PUS update, the PSNControl instructions and the O/PUS User Direct-Buy Information Password are available at www.trimega.org in the member center, on the TriMega Catalogs page (<https://www.trimega.org/members/programs/catalogs.asp>).

C. Use SIMPLE to Load the OPUS or OPUSTPA Update

You **MUST** use SIMPLE, the graphical O/PUS loading program, to load the update.

Afterward, complete your post-load procedures. For instructions on SIMPLE and post-load tasks, see:

- "Loading O/PUS Quarterly Multi-Vendor Catalog Updates" (www.ddms.com/Resources/Support/faq/opus/OpusLoad.pdf)
- "O/PUS Toolbox" (www.ddms.com/Resources/Support/faq/opus/OpusToolbox.pdf)
- O/PUS Quarter End Procedure FAQs & Doc (www.ddms.com/support/faq/opus.htm)



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Vendor Notes

United Stationers

United Stationers makes monthly update files available to O/PUS by the 1st of each month. O/PUS has received United Stationers' first monthly pricing update of the quarter data in time to merge it into the standard O/PUS quarterly update file. As a result, there is no need to load their UNI-JAN monthly update file. Subsequent monthly updates will be released for February and March. See United Stationers

Monthly Price Plan Update: www.ddms.com/support/opus_status/UNImonthlypp.htm

Don't forget to review and make use of the MultiLoader software, **UpdateUNI!** For detailed instructions, see Load Multiple United Stationers Price Files At Once

(www.ddms.com/resources/support/faq/opus/MultiUNIupdate.pdf). Meanwhile, if you do not wish to run MultiLoader software, you can still run the (+IFP) screen as usual.

To eliminate confusion concerning the terms "Consumer Level" and "Consumer Column", O/PUS revised the terms used when loading United price plans. Instead of prompting for the "Consumer Level", U_UNI now prompts for the "United Consumer Pricing Column". **To view United's quarterly Price Plan Code Chart, link to www.ussco.com, log into the Classified Zone, and select "Item File/Unitape".**

For clarification on "Level" naming conventions, see: www.ddms.com/support/faq/opus.htm#1q5unilvl

Some dealers use the Item Content and Pricing System (ICAPS) on the Reseller Classified Zone www.ussco.com. ICAPS allows United Stationers dealers to receive personalized Unitape files online of just their price plans and relevant changes. The O/PUS U_UNI program and the UpdateUNI MultiLoader wizard will load single-plan ICAPS files. To create and load ICAPS files into DDMS:

1. Log into the United Stationers' Reseller Classified Zone (www.ussco.com) and use the ICAPS system to make an output template specific to DDMS. In order to load ICAPS files into DDMS, you must set the ICAPS file template's "record layout" to UNITAPE225.
2. Unzip the ICAPS file to the DDMS O/PUS Download folder listed in your DDMS (+IFI) screen.
3. Rename the ICAPS file to a shorter, more meaningful name of up to 10 characters and the extension.TXT (such as ABC-Q4.TXT). *Enter this full filename with the extension* when you process the plan in either the (+IFP) screen or the UpdateUNI wizard's Price Plan page.

Please contact the USSCO Help Desk at 1-800-733-5555 for any questions on the above information.

S.P. Richards

SP Richards makes monthly update files available to O/PUS by the 1st of each month. O/PUS has received S.P. Richards' first monthly pricing update of the quarter data in time to merge it into the standard O/PUS quarterly update file. As a result, there is no need to load their SPR-JAN monthly update file. Subsequent monthly updates will be released for February and March. See S.P. Richards Monthly Price Plan Update (www.ddms.com/support/opus_status/SPRmonthlycat.htm).

Don't forget to review and make use of the MultiLoader software, **UpdateSPR**. Effective Q4 2011, you have the option to NOT create MultiVendor records when entering either a DDMS Contract OR a Vendor Contract; just check the "Only" checkbox. For detailed instructions, see Load Multiple S.P. Richards Price Files At Once (www.ddms.com/resources/support/faq/opus/MultiSPRupdate.pdf). Meanwhile, if you do not wish to run MultiLoader software, you can still run the (+IFP) screen as usual.

S.P. Richards Branch-Specific Notes. In addition to standard catalogs, you can load SPR's branch-specific catalogs (where the branch number is preceded by "B") in the S.P. Richards Catalogs screen of the UpdateSPR multiloader software. New items added from branch catalogs are not included in standard OPUS files. There is an all-branch B99 file, but consider whether you wish to ship those items from any possible SPR branch, or stay local instead. Please call your SP Richards rep to find out which of your files contain changed information.

Please contact S.P. Richards Customer Service at 1-888-763-2615 for any questions on the above information.



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Supplies Network

Supplies Network (suppliesnetwork.com), a DMI company, is included in all editions of the O/PUS Update, including standard and buying group editions. The Vendor ID name in I-WHL is **DMI-WHL**. Effective 4Q 2010, SIMPLE parameters for Supplies Network allow you to update your DMI items with Standard Industrial Classification (SIC) catalog code, weight, and country of origin. For instructions on vendor-specific parameters, see pages 26-31 of [Loading O/PUS Multi-Vendor Quarterly Update \(pdf\)](#).

Supplies Network's implementation on the ECi DDMS PSN has always provided real-time dealer-specific pricing and stock checks. As part of its net @DVANTAGE member services for real-time catalog downloads, the wholesaler provides a downloadable Price List file.

This dealer-specific price list file contains item pricing and product information that is distinctly more timely than the more general eContract SN data you receive in your O/PUS® quarterly multi-vendor database.

Effective 4Q 2011, you no longer have to use the separate SNcustom software to convert the SN price list file and then process in (+IFP). The Vendor MultiLoader will convert all your supplemental vendor price list files and import into your ECi DDMS Item database at once.

- ▶ For details on downloading SN Price Lists, see the online help in the Vendor MultiLoader software.
- ▶ For details on converting and importing the price file for Supplies Network and other supplemental vendors, see Using Vendor Multiloader (www.ddms.com/support/doc/opusdoc/multivendorloader.pdf)

SYNNEX

In a partnership with ECi Content Services, SYNNEX (www.synnex.com) offers e-Content images and catalog descriptions for its catalog of IT supplies, business and consumer technology products. SYNNEX items are included in the O/PUS® quarterly update files. If you have an ECinteractive® or DealerStation® site, you can enable the SYNNEX catalog (for detailed instructions, see your Web storefront's online help for Global Catalog Groups or Catalog Management).

SYNNEX Cost Column 1 Pricing is restricted to authorized resellers, and requires a password provided by SYNNEX. Please contact Bob Michelsen by email (bobmi@synnex.com) or phone (888-223-1164, ext.5540), or contact Dan Christensen by email (danc@synnex.com) or phone (888-223-1164, ext.5541) *if you have not yet received your Cost Column 1 password*.

If you load SYNNEX Cost Column 2, its standard pricing is open to any reseller, no password required.

Lagasse

LagasseSweet provides a downloadable, dealer specific Price File that contains item price changes and product information via their Web site, www.lagassesweet.com. Lagasse no longer sends a general price update file (I-LAGAS).

Effective 4Q 2011, you no longer have to use the separate LAGACUSTOM software to convert the Lagasse price list file and then process in (+IFP). The Vendor MultiLoader will convert all your supplemental vendor price list files and import into your ECi DDMS Item database at once.

- ▶ For details on downloading Lagasse Price Lists, click Help in the Vendor MultiLoader software.
- ▶ For details on converting and importing the price file for Lagasse and other supplemental vendors, see Using Vendor Multiloader (www.ddms.com/support/doc/opusdoc/multivendorloader.pdf).

Printer Essentials

You can now use Vendor Multiloader to load Printer Essentials and other supplemental files at once. See Using Vendor Multiloader (www.ddms.com/support/doc/opusdoc/multivendorloader.pdf).

Note: If you *do not* use the Vendor Multiloader, please be advised of the change in file names: I-PRTESS is now called I-PRINT, and U_PRTESS is now U_PRINT. For details, see Printer Essentials Item Catalog Update (<http://www.ddms.com/Resources/Support/faq/opus/pfprtess.pdf>)



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Contracts, Flyers, & Programs

The following vendor price files are included in the OPUS or OPUSTPA files, and can be loaded using the SIMPLE Wizard.

For all other contracts, flyers, and programs, use multiloader software or PSNControl and (+IF) Tools.

Pgm ID	Vendor / Program Description	Consumer Price Levels	Dealer Cost Levels
S.P. Richards			
Please contact S.P. Richards Customer Service at 1-888-763-2615 for price plan, consumer level, and dealer cost level.			
HN1	HON 50/10 Contract	None	1
HN2	HON 50/12 Contract	None	1
United Stationers			
Please contact the USSCO Help Desk at 1-800-733-5555 for price plan, consumer pricing column, and dealer cost level.			
9C and 9H are not considered flyers, and will automatically load if you select United as one of your vendor choices in the SIMPLE wizard.			
H0	HON 50/10	None	1
H2	HON 50/12	None	1
4T	HON 50/8	None	1
F2	Furniture F2	List	1
F3	Furniture F3	List	1
F4	Furniture F4	List	1
9G	Furniture Accessories	List	1
P1	Paper Program	None	QTY