



January 1, 2010



For Your Immediate Information – OPdb MultiVendor Canadian Update

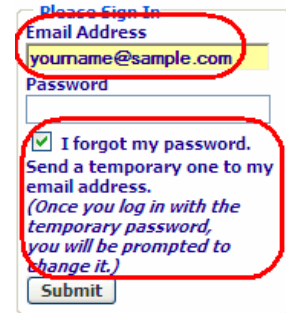
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Download O/PUS Software Updates via ECi Support Portal

The OPUSInstall software update — previously available on the DDMS public site (www.ddms.com/support/download/opusinstall.htm) — is now available for secure download from the ECi Customer Support Portal (<https://support.ecisolutions.com>). The Portal's page of Software Downloads is now the primary method of delivery for all DDMS-supported software going forward.

1. Go to <https://support.ecisolutions.com>
2. Enter your unique **Email Address**.
3. Enter your password (For a temporary password, check the **I forgot my password** checkbox.)
4. Click **Submit**.

On the login page above the sign-in box, check out Andrew's 10-minute video Guided Tour on portal features, and a 2-minute video on downloading the latest software.



5. If you requested a temporary password via email, click the link in your email to log in. At the prompts, change the password to one you can easily remember.
6. Click **Software Downloads** on the button bar at the top.
7. Scroll down to the **O/PUS** heading. Follow the steps on the screen.

You can also use the Portal to log your requests for technical assistance, add attachments related to your support tickets, add notes to a web conversation with your support technician, update ticket status, view your support ticket history, and look up the status of software issues you previously turned in for development. If you have issues logging in or getting your password, please call your support team and they can walk you through the process.

Updated quarterly, OPUSInstall installs software updates for:

- PSNControl Version 1.1.192 or higher.
- O/PUS SIMPLE Version 1.1.541 or higher.
- Super Store Data Update Version 1.0.0.122 or higher.
- Instant Contract Eraser 1.0.0.0 or higher.
- UpdateSPR.exe Multiloader v91116a or higher.
- UpdateUNI.exe Multiloader v91116a or higher.

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



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ECi DDMS Offers Canadian O/PUS Saturday Support January 9

ECi DDMS Technical Support will provide complimentary Quarter-End Saturday Support for Canadian dealers on Saturday, January 9, 2010, 9 AM - 4 PM Central Time.

During Canadian Quarter-End Saturday Support, you can contact ECi DDMS Technical Support with questions relating to quarter-end O/PUS procedures, by calling **800-366-4778**. There will be no charge for questions about your Canadian quarter-end O/PUS procedures.

However, if your call is AFTER SCHEDULED HOURS, or NOT RELATED to Canadian quarter-end O/PUS issues, you may be billed for 24/7 support. Faxes and emails to ECi DDMS Technical Support will not be processed until regular business hours resume Monday morning.

If You Run DDMS 8.16.0-8.16.39: Stop EBS Scheduler During O/PUS Load

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: Starting the Scheduler Engine

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.)

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>).

Other Reminders

Managing Dated Goods: This quarter's catalogs may contain dated goods such as calendars and planners for the year 2010 from many sources. To properly load these dated goods, see **page 13 of Loading O/PUS** www.ddms.com/Resources/Support/faq/opus/OPUSload.pdf



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Pre-Load Packing Inventory and CONTRACTS Files Avoids Hang-Ups: Hangups during the ;SPC:CHGIT or (+IY) processes can be avoided. We recommend a pre-load procedure of compressing your Inventory and CONTRACTS files. This procedure may be done up to two weeks prior to your O/PUS load. For detailed instructions, see Compressing Files on the Windows Platform (www.ddms.com/Resources/Support/faq/windows/comp-windows.pdf)

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.

Super Store Data Update Pricing/Cross-Reference Exceptions: Quill and Corporate Express only provide item cross-reference data; they do NOT provide pricing data. In addition to item cross-references, Trade Service obtains “Single National Pricing” data for Office Depot and Office Max, and “Regional Pricing” (West, Midwest, and East) for Staples. For more information, see Post-Load FAQs (www.ddms.com/support/faq/opus.htm#post) and Super Store Data Update (www.ddms.com/resources/support/faq/opus/SuperStoreData.pdf). Trade Service continues to enhance the branded items cross-reference for the SPR and Universal brands.

Re-Import Ensite EBS 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, re-import your updated inventory data. 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

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: support@eci2.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, Super Store Data Update 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 OPdb 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: **Log in** to <https://support.ecisolutions.com>, click **Software Downloads**, and click **OPUSInstall**.

B. Download Your Catalog and Price Plan Files using PSNControl

O/PUS distributes OPdb 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 OPdb 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**".

Note: The Filename for the Canadian version of the OPdb MultiVendor catalog to download each quarter via PSNControl is: **OPUSCAN**

C. Use SIMPLE to Load the OPdb 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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O/PUS Resources Online

Breaking News & Issues

For the current quarter's news, FYI² Notes, and any reported item problems, see O/PUS Update Notes (www.ddms.com/support/opus_status.htm). O/PUS recommends that you look here before you load your O/PUS update and periodically after you load to see if any situation applies to your business.

Documentation on How to Load O/PUS and Vendor-Specific Files

You can find detailed How-to documentation on O/PUS software and individual vendors' price file loading programs on the O/PUS Documentation page (www.ddms.com/support/doc/opusdoc.htm).

Frequently Asked Questions

You can find answers about O/PUS Quarter-End Procedures, categorized by pre-load, loading, post-load, and troubleshooting on our O/PUS FAQs page (www.ddms.com/support/faq/opus.htm).

Vendor Notes:

SPR Canada

Note: Please contact SPR Canada to determine which price plan, consumer level, and dealer cost level that you are participating.