



October 1, 2010



For Your Immediate Information – OPdb MultiVendor **Canadian** Update

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UpdateSPR.exe Now Updates Carton Cost on Vendor Contracts

For 4Q2010, O/PUS has enhanced the S.P. Richards Multiloader software (UpdateSPR.exe version v00920a) with new Vendor Contract columns in the Price Plan page. In the Price Plan field, specify the “carton” price file name. Click the SELECT field. In the Vendor Contract ## field, enter the 2 digit name for the vendor contract. (If you wish to delete the existing vendor contract with that number, click the Del checkbox.) The system will create a vendor contract in addition to a consumer contract for the “carton” price files.

For detailed instructions, see [Using S.P. Richards Carton Pricing \(pdf\)](#)

The screenshot shows the 'SP Richards Price Plans (page 1)' window. It features a table with the following columns: 'Last Update', 'Price Plans', 'Select', 'Consumer Contracts' (sub-columns: '##', 'Only', 'Delete Existing', 'Start Date MM DD YY', 'End Date MM DD YY'), 'Bump Cost %', and 'Vendor Contracts' (sub-columns: '##', 'Del'). A red rectangular box highlights the 'Vendor Contracts' sub-columns. Two yellow callout boxes with black text provide instructions: the top one says 'Enter the 2-digit Vendor Contract Number where you want to update S.P. Richards' carton prices.' and the bottom one says 'Check these boxes if you wish to delete the existing vendor contract with that number.' The interface also includes buttons for 'Help', 'Next =>', and 'Exit'.

Free O/PUS Refresher Training September 29 and October 5

Join us for free Web-Based refresher training to review parameters and procedures and what's new for this quarter. You may choose from these sessions:

Wednesday, Sept. 29, 1 – 3 PM CDT — or — Tuesday, Oct. 5, 10 AM – Noon CDT

For details and to register, see www.ddms.com/training/free.



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ECi Offers Complimentary Saturday Support Via Email/Portal October 2

ECi DDMS Technical Support will provide complimentary Period-End Saturday Support for all dealers on the following date—*via portal or e-mail*:

Saturday, October 2, 2010 — 9 AM - 4 PM Central Time

Since this date coincides with the Saturday Support provided to U.S. dealers, the contact method is different than usual for Canadian Saturday Support.

During the scheduled hours, you can send questions relating to day-end, month-end and quarter-end O/PUS procedures at no charge via portal or email. This time, 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) or faxing (682-831-9909) 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.

During the scheduled hours for Quarter-End Saturday Support, there will be *no charge for questions about your quarter-end O/PUS procedures*. However, if your inquiry is received AFTER SCHEDULED HOURS, via PHONE, or ON A TOPIC UNRELATED to quarter-end O/PUS issues or period-end issues, you may be billed for 24/7 support.

Download OPUSInstall Software Updates via ECi Support Portal

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

- **Updated!** PSNControl Version 1.1.200 or higher.
- **Updated!** O/PUS SIMPLE Version 1.1.550 or higher.
- **Updated!** UpdateSPR.exe Multiloader v00920a or higher.
- Super Store Data Update Version 1.0.0.122 or higher. (no change)
- Instant Contract Eraser 1.0.0.0 or higher. (no change)

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.

Note: As an **alternative**, OPUSInstall may be obtained from the DDMS public site (www.ddms.com/support/download/opusinstall.htm#download) if you do not have portal access.



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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>).

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, 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: **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 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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Other Reminders

Managing Dated Goods: This quarter's catalogs may contain dated goods such as calendars and planners for the year 2011 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

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.

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, 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

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.