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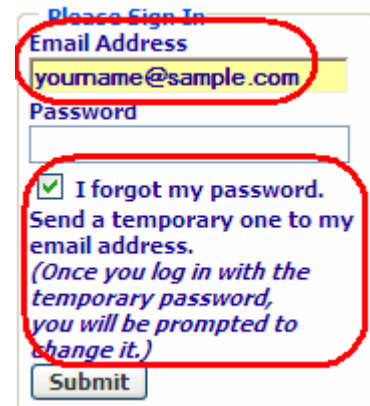
Download O/PUS Software Updates via ECI Support Portal

Effective June 15, 2009, you can securely download your DDMS and O/PUS* software updates from the ECI Customer Support Portal (<https://support.eci2.com>).

* The OPUSInstall software update was previously available on the DDMS public site (www.ddms.com/support/download/opusinstall.htm); it is now being moved to our Portal.

IMPORTANT: The ECI Customer Support Portal's page of Software Downloads will be the primary method of delivery for all DDMS software going forward. This has become effective with the release of both DDMS 8.19 and the O/PUS 3rd Quarter Multi-Vendor Catalog Update (both anticipated the week of June 22-26).

1. Go to support.eci2.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**.
If this is your first time, don't miss Andrew's 10-minute video Guided Tour on portal features and his 2-minute video on downloading the latest software. These are available on the login page above the sign-in box.
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, and follow the instructions there.



If you are having issues logging in or getting your password, please call your support team and they can walk you through the process.

In addition to software downloads, you can 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.

Free O/PUS Refresher Training Friday, June 26 and Tuesday, July 7

ECi offers free Web-Based refresher training to review parameters and procedures and learn what's new for this quarter, on a first-come, first-served basis. For connection instructions, see www.ddms.com/training/free.

SIMPLE Exception Report, Buying Group Handling Enhanced

Beginning 3rd quarter 2009, SIMPLE logs a new exception message. If you are not updating average cost, or if pricing changes significantly, the Acost may be higher than the I-price List. For updated items where this is the case, the exception report will note: "ACOST MORE THAN LIST WRITTEN."

For buying group members who load OPUSISG and OPUSTPA: if an item record in the buying group's OPUS file has *no wholesaler support*, the SIMPLE wizard will take one of two actions:

- ❖ IF you specify the item's class in the Global Parameter for "Stock classes to not update the data specified", SIMPLE will skip updating the pricing record List and Acost fields.
- ❖ IF the item's class is not listed in that exclusionary Global Parameter, SIMPLE will write the direct buy List and Acost to the I-PRICE List and Acost.

Wholesaler 7-Digit NSN Items Reference AbilityOne (JWOD) 13-Digit NSN

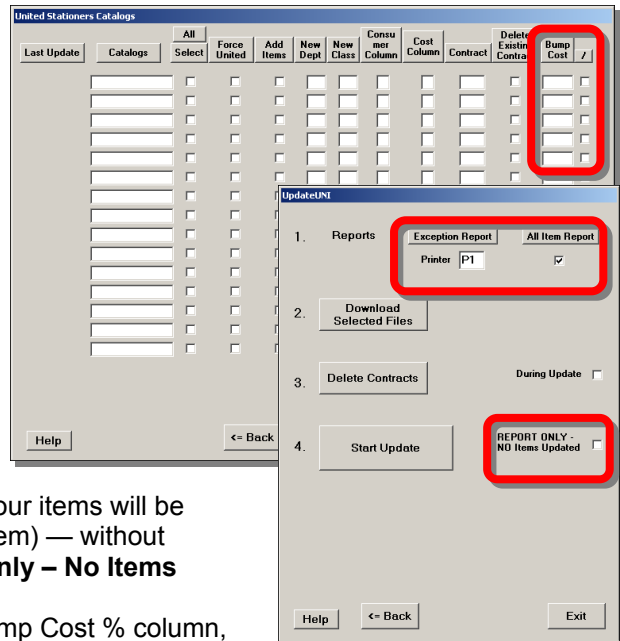
When a dealer loads an AbilityONE (JWOD) file from United Stationers or SP Richards, both the U_SPR and U_UNI programs will make 7 digit NSN items reference to the standard 13 digit NSN number.

The reason? To consolidate items that exist as both the 7 digit number and the 13 digit number in the dealers' item databases. Why now? OPUS now uses the official list of items from AbilityOne to match up 7 and 13 digit item numbers.

United Stationers UpdateUNI.exe MultiLoader Software Enhanced

Based on customer feedback from last quarter, O/PUS has enhanced the MultiLoader software for United Stationers:

- ❖ **New All Item Report.** In addition to a standard Exception Report of items that do not update normally, the final screen offers a new option to save a spreadsheet that shows what happened to EVERY item. The report is sent to a file called UNI-REPORT in your Download folder. (You can choose either the Exception Report or the All Item Report, or Both, but you must choose at least one for troubleshooting purposes.)
- ❖ **Report-Only Preview Option.** To preview how your items will be updated in the selected report (Exception or All-Item) — without performing the update yet — check the **Report Only – No Items Updated** box in the final screen.
- ❖ **United Stationers Bump Cost option.** In the Bump Cost % column, enter a decimal multiplier (for example, 1.015 = +1½% while 0.98 = -2%). All costs on all items in the selected plan will be multiplied by this amount. Click the box in the / column if you wish to divide all costs by the Bump Cost decimal amount, instead of multiplying.



For detailed instructions, see Load Multiple United Stationers Price Files At Once (www.ddms.com/resources/support/faq/opus/MultiUNIupdate.pdf).

Monthly File Updates for S.P. Richards and United Stationers

The July monthly pricing for both United Stationers and S.P. Richards will be loaded as part of your quarter-end procedures. As a result, there is no need to load their -JUL files. Subsequent monthly updates will be released separately for August and September; the procedures *differ between vendors*:

- S.P. Richards **Monthly** Price Plan Update www.ddms.com/support/opus_status/SPRmonthlycat.htm
- United Stationers **Monthly** Price Plan Update www.ddms.com/support/opus_status/UNImonthlypp.htm

ECi Offers Saturday Support June 27th

ECi DDMS Technical Support offers complimentary Period-End Saturday Support via fax and e-mail on **Saturday, June 27, 2009, 9 AM - 4 PM Central Time**. During the scheduled hours of Period-End Saturday Support, you can send questions relating to day-end, month-end and quarter-end O/PUS procedures three ways at no charge via portal, email, or fax. **NO PHONE CALLS**.

When emailing (support@eci2.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.

When using our Online Portal (*fastest* <https://support.eci2.com>), your contact information is in our system, so you merely describe the issue and attach files.

Report Errors in UPC Codes to Wholesalers

Wholesalers provide UPC code information on most products loaded from the O/PUS quarterly update. Errors in UPC codes should be reported to the wholesaler.

Contract Wizard Enhanced To Run Without Excel

The Contract Wizard has been enhanced so that you may run it on a computer that does not have Microsoft Excel installed. If you remove Microsoft Excel from your DDMS Server, running Contract Wizard will have less impact on your DDMS Server performance. Contract Wizard must be run on a DDMS server or client; if it cannot find DDMS software, the Contract Wizard will alert you. To get the latest Contract Wizard, launch the O/PUS PSN Control program and download the file, CONTRACT. (If you are loading Contract Wizard *for the first time*, please contact opus@ecisolutions.com for setup assistance.)

Reminder for DDMS 8.16+? 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 the SIMPLE wizard will **automatically stop** the Scheduler Engine. You can run your O/PUS load without taking action in the EBS SQL Control Panel.

Note: AFTER your O/PUS and post-load procedures, when you are ready to re-import files into EnsightEBS, launch the EBS SQL Import Panel and click **Start Scheduler Engine**. See 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: Stop Scheduler Engine 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 EnsightEBS 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

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
- **Pre-Load Packing Inventory and CONTRACTS Files Avoids Hang-Ups:** In recent quarters, your ECI DDMS Technical Support teams have noted a number of calls related to hangups during the ;SPC:CHGIT or (+IY) processes. We therefore recommend a new 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)
- **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.For more examples and standard abbreviations, see this Trade Services Web page: <http://sdm3.rm04.net/ui/modules/display/manageAttachments.jsp?ms=OTg3NTY4S0>
- **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.
- **Loading Supplies Network Items:** Their items are included in both ISG and TPA editions of the O/PUS Update. The Vendor ID name in I-WHL is DMI-WHL
- **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 the EnsiteEBS Utility www.ddms.com/Resources/Support/faq/utilities/ensiteebsutility.pdf
 - 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.eci2.com>

Technical Support Fax: 682.831.9909

Email: support@eci2.com

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: **Login** to <https://support.eci2.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 Setting Up & Using the O/PUS PSN (www.ddms.com/Resources/Doc/PSN/opuspsn.pdf), beginning with the section titled "**Using PSNControl to Download Quarterly Update Files**".

Buying Group Members:

Effective 3rd quarter 2009, if an item record in the buying group's OPUS file has **no wholesaler support**, the SIMPLE wizard will take one of two actions:

- IF you specify the item's class in the Global Parameter for "Stock classes to **not** update the data specified", SIMPLE will **skip** updating the pricing record List and Acost fields.
- IF the item's class is not listed in that exclusionary Global Parameter, SIMPLE will write the direct buy List and Acost to the I-PRICE List and Acost.

Note: If you are an **is.group member** loading the is.ezTrade Edition of the OPdb update, the PSNControl instructions and password are available at www.isgroup.org under the DDMS tab, by clicking File Load Instructions.

Note: If you are a **TriMega Purchasing Association member** loading the TriMega Edition of the OPdb 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 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)

Vendor Notes

See also the *Contracts/Flyers/Programs* section. contain the known selections for consumer pricing and dealer cost levels for each price program included in the OPUS, OPUSISG, and OPUSTPA files..

United Stationers

United Stationers provides **monthly** Unitape updates. The July monthly pricing for United Stationers will be loaded as part of your quarter-end procedures. As a result, there is no need to load UNI-JUL. Subsequent monthly updates will be released separately for August and September; the procedures *differ between vendors*. For detailed instructions, see United Stationers Monthly Price Plan Update www.ddms.com/support/opus_status/UNImonthlypp.htm

To eliminate confusion concerning the terms “Consumer Level” and “Consumer Column”, O/PUS enhanced its software last year by revising 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 the “Item File/Unitape” page.** For further clarification on United’s “Level” naming conventions, see: www.ddms.com/support/faq/opus.htm#1q5unilvl.

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 (+IFI) and (+IFP) screen as usual.

United Stationers Matrix catalogs are published under the original simpler filenames X1, X2, and so on. Filenames such as MATRIX1, MATRIX2, and so on are no longer available for download. Instead, please download X1, X2, X3, X4, and X5.

Some dealers use the Item Content and Pricing System (ICAPS) on the Reseller Classified Zone on 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 (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. Once you obtain the ICAPS file, unzip it 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-Q3.TXT). You will *enter this full filename with the extension* when you process the plan in either the text-based (+IFP) screen or the graphical 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

Normally, SP Richards makes monthly update files available to O/PUS by the 1st of each month. Effective first quarter 2009, O/PUS is *merging S.P. Richards' first monthly pricing update of the quarter data into the standard O/PUS quarterly update file*. As a result, there is no need to load their SPR-JAN, SPR-APR, SPR-JUL, or SPR-OCT monthly update files. Subsequent monthly updates will be released for August and September. See S.P. Richards Monthly Price Plan Update www.ddms.com/support/opus_status/SPRmonthlycat.htm

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.

Don't forget to review and make use of the MultiLoader software, **UpdateSPR**. For detailed instructions, see [Load Multiple S.P. Richards Price Files At Once](http://www.ddms.com/resources/support/faq/opus/MultiSPRupdate.pdf) (www.ddms.com/resources/support/faq/opus/MultiSPRupdate.pdf). Meanwhile, if you do not wish to run MultiLoader software, you can still run the (+IFI) and (+IFP) screen as usual.

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

Mid Continent

Effective second quarter 2009, Mid Continent has changed to one cost column. Passwords are no longer required for dealer net cost. All questions regarding Mid Continent pricing should be directed to Laura Gray at Mid Continent, direct 913-279-5807 or toll-free 800-821-5197.

SYNNEX

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, rest assured that its standard pricing is open to any reseller, no password required.

Contracts & Flyers & Programs

July 1, 2009 OPdb MultiVendor Update

The following vendor price files should be available at press time:

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.			
S1S	Select Catalog <i>Dealer Cost Level 1</i>	Super Aggressive	1
S1M	Select Catalog <i>Dealer Cost Level 1</i>	Market Penetration	1
S2S	Select Catalog <i>Dealer Cost Level 2</i>	Super Aggressive	1
S2M	Select Catalog <i>Dealer Cost Level 2</i>	Market Penetration	1
HN1	HON 50/10 Contract	None	1
HN2	HON 50/12 Contract	None	1
SP2	SP2 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.			
Note: 9C and 9W are not considered flyers, and will automatically load if you select United as one of your vendor choices in the SIMPLE wizard. Accordingly, 9L will automatically load if you select Azerty as one of your vendor choices.			
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
Mid Continent			
These price plans must be loaded during the main SIMPLE update; they are not available via PSN. Effective second quarter 2009, Mid Continent has changed to one cost column. Passwords are no longer required for dealer net cost. All questions regarding Mid Continent pricing should be directed to Laura Gray at Mid Continent, direct 913-279-5807 or toll-free 800-821-5197. Please contact Mid-Continent to determine the Flyer/Catalog you are participating in.			
R1	Redline	Consumer Net	1
FR	Flyer Red	Consumer Net	1
FO	Flyer Orange	Consumer Net	1

