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Is Your System Ready to Sell S.P. Richards Special Order Items?

Traditionally, office products wholesalers have offered only in-stock items to meet the need of speedy delivery. But the market demands more custom items, even those with longer delivery timeframes. As we announced earlier, S.P. Richards dealers can offer customers a more extensive variety of products.

S.P. Richards has announced that updated ProductPro™ and FurnitureAdvantage™ program price files will be available for download via O/PUS PSNControl on the first Monday of the month.

Since these special-order items are not stocked, delivery may take longer. To accommodate a new Shipping Table with a 2-character shipping code and a 20-character description, such as "ships in 2-3 days," we've enhanced our software:



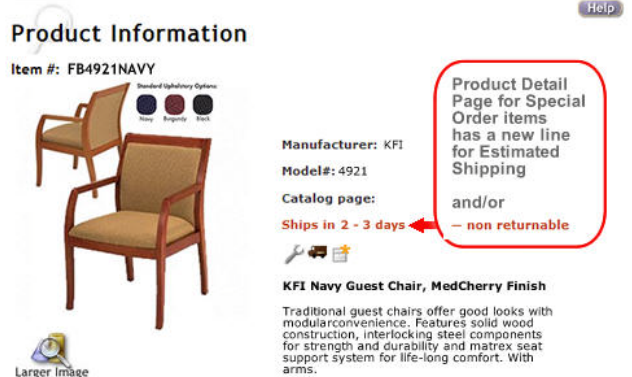
- DDMS® 8.22 or higher
- ECinteractive® and is.D-Force® 2 Version 9.1 or higher
- O/PUS® PSNControl 1.1.196 and UpdateSPR.exe Multiloader v00407a or higher

Most dealers will need to update DDMS® and O/PUS® software in order to sell ProductPro™ and FurnitureAdvantage. To get the new [DDMSInstall and OPUSInstall software updates, log into the ECi Customer Support Portal](#) and click **Software Downloads**.

Online Shopping Enhanced for Special Orders

ECinteractive and is.D-Force 2 servers have already been enhanced. Your shoppers can easily identify how long special order merchandise will take to ship. Certain items will be flagged as non-returnable, whether they are stocked foodstuffs or special-order custom work.

Several pages now display the delivery text and non-returnable indicator, including Product Detail (as shown below), MyFavorites, and MyCart.



For step-by-step instructions on updating your inventory database and contracts and using the special order features in DDMS, see [Special Order with S.P. Richards productpro™ and furnitureadvantage™ Programs \(pdf\)](#).



Note on Missing Web Images: Some FurnitureAdvantage™ items are missing photos. S.P. Richards assures us they have been working closely with the manufacturers to publish the Web images and catalog content for over 4,000 items so that it will be available in S.P. Richards Enhanced Content. S. P. Richards thanks you in advance for your patience and understanding as we roll out these exciting new programs.



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S.P. Richards, United Stationers Monthly Files Included in Q3 Load

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

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

Free O/PUS Refresher Training Again Tuesday, June 29

Join us for free Web-Based refresher training to review parameters and procedures and what's new for this quarter. The following session remains:

- Tuesday, June 29, 2010, from 1 to 3 pm CDT

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

ECi Offers Complimentary Saturday Support Via Email/Portal July 3

On **Saturday, July 3, 2010, 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 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) 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.



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Download O/PUS Software Updates via ECi Support Portal

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

- **Updated!** PSNControl Version 1.1.199 or higher.
- **Updated!** O/PUS SIMPLE Version 1.1.548 or higher.
- **Updated!** UpdateSPR.exe Multiloader v00616a or higher.
- **Updated!** UpdateUNI.exe Multiloader v00616a 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.

Download Your Software Update Now. The OPUSInstall software update is now available for download from the ECi Customer Support Portal (<https://support.ecisolutions.com>).

1. Go to support.ecisolutions.com
2. Enter your unique **Email Address**.
3. Enter your password (For a temporary password, check the **I forgot my password** checkbox7.)
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.

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.

Please Sign In

Email Address
yourname@sample.com

Password

I forgot my password.
Send a temporary one to my email address.
(Once you log in with the temporary password, you will be prompted to change it.)

Submit

[ECi DDMS Professional Services Can Load O/PUS for You](#)

ECi DDMS®
Professional Services

We Do O/PUS® For You!

Let the experts at ECi DDMS Professional Services do quarter-end for you:

- Four quarterly multi-vendor item updates annually
- An hour of one-on-one consulting to establish requirements
- A Pre-Load Questionnaire identifies your parameters and plans
- We load the latest O/PUS software
- We run the O/PUS SIMPLE Wizard
- We download & process your vendor price plans
- We set your purchasing vendor



* Restrictions apply. Customer retains responsibility for pre-load questionnaire, vendor plan information, dedicated systems, backup, and additional procedures.

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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>).



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Other Reminders

- **Mid Continent** no longer provides item and pricing updates in the O/PUS multi-vendor database update, [as we reported in our 2nd quarter issue](#). They have been removed from O/PUS parameters.
- **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:** In recent quarters, your ECI DDMS Technical Support teams have noted a number of calls related to hang-ups during item number conversion or during the Make-Buys unit of measure conversion. 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.
- **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 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.

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, 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 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 "Distribution", select the drop down arrow, choose "Distribution" and click "DDMS Processing and Maintaining Info."

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

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 and OPUSTPA files..

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-JUL monthly update file. Subsequent monthly updates will be released for August and September. 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 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. 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-Q4.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.



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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-JUL monthly update file. 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 (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.

Supplies Network

Supplies Network items are 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.

SNCustom Lets You Import Dealer-Specific Supplies Network Pricing Files. 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, Supplies Network (suppliesnetwork.com), a DMI company, 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.

To import this dealer-specific pricing and item information into your ECi DDMS Item database, ECi Content Services has released SNcustom, a convenient new Windows program. For detailed instructions, see Installing & Using SNcustom Price List (www.ddms.com/resources/support/faq/opus/pfSNcustom.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, rest assured that its standard pricing is open to any reseller, no password required.



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Contracts, Flyers, & Programs

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.			
S18	Select Catalog Dealer Cost Level 1	None	
S19	Select Catalog Dealer Cost Level 1	None	
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.			
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

