



1655 Timber Ridge Lane  
Roanoke, TX 76262  
800-359-6787

April 30, 2001

Dear OPUS Customer,

As a businessperson, you know that there are things you have to do to protect yourself and your company—establishing policies and guidelines, registering trademarks and copyrights, and so on. You also have a responsibility to provide any relevant information concerning these things to your customers. To that end, we need to remind you of a couple of important points related to licensing and support for the OPdb database.

When DDMS moved to the UNIX and Microsoft Windows® platforms several years ago, we also moved to an open architecture for our software. The UNIX and Windows versions of our software use a standard Microsoft FoxPro DBF file format, allowing you easy access to system data.

Because it is part of an open system, it is technically possible to import and export data from the I-CAT database file in your DDMS software. (I-CAT contains wholesaler information such as costs, list prices, UPC numbers, and so on.) However, this file is created by the OPUS software when you load the OPdb database and contains copyrighted information that is proprietary to OPUS. Other than for purposes of normal system backups, you are not authorized to duplicate or copy this information. Nor can you give any other company or person access to this information. Doing so would be a violation of your OPUS license agreement and would make you subject to prosecution.

Also, OPUS strongly recommends against attempting to import data from any non-approved outside sources into the I-CAT file. Your agreements with OPUS and DDMS do not include support for data imports from such sources, and OPUS will not be responsible for any data corruption or operational losses that may result. Problems resulting from such an import may be supported at our discretion for an additional charge. Rates for such support will be determined on a case-by-case basis according to the severity of the damage to your files.

As you know, this is the same policy that applies to your DDMS software in general. DDMS does not support importing data into your system from non-approved outside sources. Any resulting problems or damage to DDMS system or data files are not covered under your maintenance agreement. Support for these problems may be provided at DDMS' discretion, but will carry an additional charge based on the severity of the damage.

We appreciate your support of OPUS and its products. If you have any questions about your OPdb license or maintenance agreement, please call us at **800-359-6787**. For questions relating to DDMS support, contact your DDMS sales representative at **800-366-3367**.

Sincerely,

John Bobo  
General Manager  
OPUS