

*S.P. Richards
ProductProTM &
FurnitureAdvantageTM
Programs*



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The acronym SPS stands for Special Product SKU's. Currently S.P. Richards has two available programs, each having their own price files: ProductPro and FurnitureAdvantage.

About S.P. Richards Special Order Items

The ability to offer your customers a wide variety of extensive products is of vital importance. However, dealers have sometimes been hampered by the inability to offer and sell items not typically carried by S.P. Richards and other traditional wholesalers. S.P. Richards has recently added a new Special Order Items (SPS) feature that lets you do just that. Obviously, this new feature can help greatly enhance your customer revenue opportunities.

Understanding the System Flow

Once you set up a few basic parameters, the system flow is quite simple and efficient as described below:

- S.P. Richards makes monthly price files available for both the ProductPro and FurnitureAdvantage programs. Download the files using PSNControl in the same manner as you download other price files.
- The ProductPro and/or FurnitureAdvantage price files are processed into the Item database using the U_SPR program through the (+IF)[P] function or through the UpdateSPR program.
- These items are uniquely identified in the item database: The wholesaler vendor is set to SPRX and the purchasing vendor program is set to SPS.
- The SPS items contain a two-character shipping code which cross references a shipping code set up in your Inventory parameters. You manually set up the shipping time table for each code in Inventory parameters. The shipping code you use is provided by S.P. Richards.
- You must also load these items into a specific stock class and department for reporting purposes, or if you are using manual short-buy. The class and department can also be used as limits in the Automated Short Buy process.
- Once an order containing SPS items is completed, you can isolate SPS items to place on a separate purchase order by limiting to fields unique to the SPS items. Using Automated Short-Buy or graphical Purchasing, you can limit to department, class, contracts, the wholesaler vendor SPRX, or the vendor program ID of SPS. The program ID you enter depends on the consumer contract. For example, if you created consumer contract 10, you would limit to SPS 10. Be sure to enter a space between SPS and 10. Using the text-based short-buy process, you can limit using the unique items stock class or department you specified when processing the item file. (To offer SPS items on your front-end Web site, you must go

*To locate these new items, shoppers using your front-end Web site must be assigned the ProductPro and/or FurnitureAdvantage catalogs. For more details, see the heading **Setting Up and Assigning Catalogs to Shoppers in ECinteractive.***

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to your Administrative site, create a new group catalog, and assign the catalog to the shoppers. Doing so also updates the CCI records.)

- After you receive an order containing SPS products, they are available for ordering from S.P. Richards using either the Automated or Manual Short Buy process.
- S.P. Richards then forwards the SPS item information to the appropriate manufacturer to fill the order.
- The manufacturer selects and ships the SPS items to the customer or to your warehouse as specified. The manufacturer also notifies S.P. Richards by sending them an ASN (Advanced Shipping Notice) document.
- S.P. Richards then emails the Advanced Shipping Notice to you. This lets you update your purchase order and invoice the customer for the shipped items. This is a manual ASN process. Currently, we do not automatically receive and bill the customer through DDMS. To bill the customer, you must final receive the purchase order and flush to an order.
- If you are set up to process electronic invoices with S.P. Richards, they send you an electronic invoice. If not, they send you a paper invoice.

To receive invoices electronically from S.P. Richards, you must set up your system. For more details, see the online document at <http://www.ddms.com/Resources/Support/faq/ecommerce/ElinvPost.pdf>.

Using the Feature

This new enhancement requires very little setup by you. Most of the process is internally performed by the system.

Setting Up the Inventory Parameters


The Ship Codes dialog box has been added to the graphical Inventory Parameters. When your SPS items are loaded using the (+IF)[P] function or the UpdateSPR program into Item database, they contain a two-character shipping code. This shipping code on the item is cross referenced in a table that is set up in the Ship Codes dialog box. This dialog box also contains the corresponding shipping code text of up to 50 characters. The shipping code text displays as a message to the order taker in graphical Order Entry and on the front-end shopper's Web page in ECinteractive, Ships in 2-3 Business Days, for example.

- 1 In DDMS, double-click




- then double-click



- 2 Double-click Inventory, and then double-click Ship Codes. The Ship Codes dialog box opens.
- 3 Click  to add a new ship code.

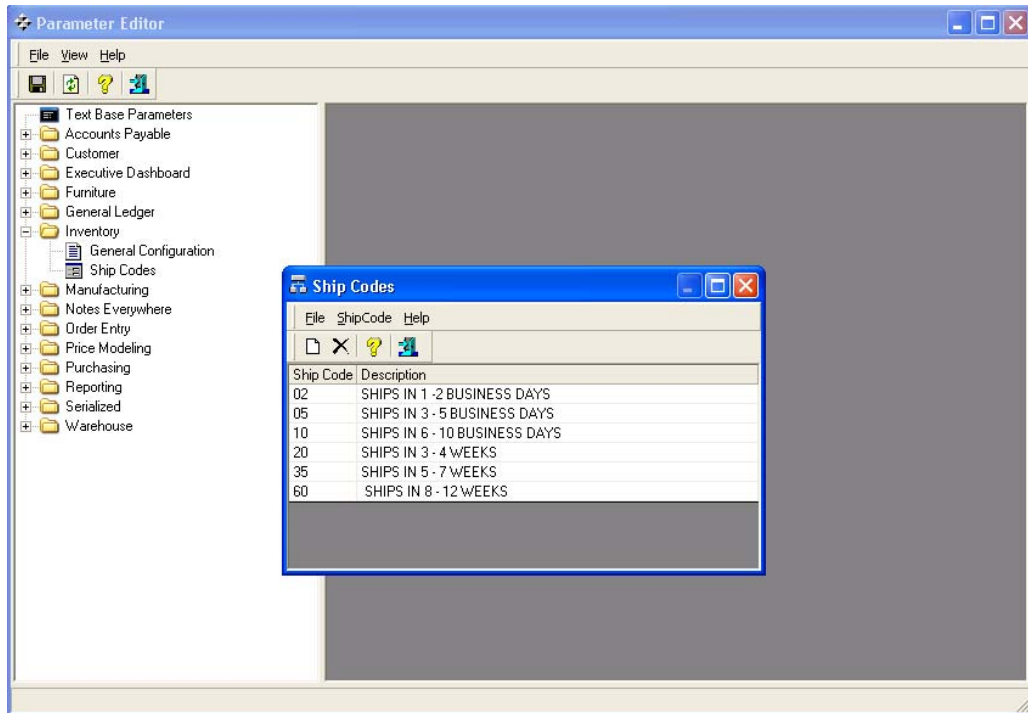
The Ship Code and Description information is not location-specific. It applies to all locations.

- 4 Click the Ship Code box and enter the two-character ship code provided by S.P. Richards, as shown in the table below. (Table data is only shown as an example. *You must contact S.P. Richards for the exact codes to use.*)
- 5 Click the Description box and enter the corresponding ship code description provided by S.P. Richards, as shown in the table below. (Table data is only shown as an example. *You must contact SP. Richards for the exact descriptions to use.*)
- 6 Press Enter. Continue to add as many codes and descriptions as needed. See Figure 1.
- 7 When finished, close the Ship Codes dialog box. Click  to save your changes.

To obtain the most up-to-date Ship Codes and Descriptions, contact S.P.Richards

Shipping Lead Time Code	Shipping Lead Time Description
2	Ships in 1-2 Bus Days
5	Ships in 3-5 Bus Days
10	Ships in 6-10 Bus Days
20	Ships in 3-4 Weeks
35	Ships in 5-7 Weeks
60	Ships in 8-12 Weeks


**Figure 1:
Setting
Inventory Ship
Code
Parameters**



- Click  to close the Parameter Editor window.

Viewing the SPS Item Ship Code in the Item Window

When you load the SPS items, a wholesaler record is created in the I-WHL file with a wholesaler code of SPRX. You can view the ship code information in the Item window but you cannot change it. It is for display only.


- In DDMS, double-click  .
- When the Item window opens, select the SPS item to view.
- Click the Vendors tab.
- Click the SPS item to highlight it.
- Type **Ctrl + E** or right-click and choose View Vendor Info.
- The View Vendor Information dialog box opens, displaying the Ship Code box. This box shows the shipping code description of up to 50 alphanumeric characters. See Figure 2.

When finished viewing, click Exit.

Figure 2:
Viewing Ship
Code
Information in
the Item
Window

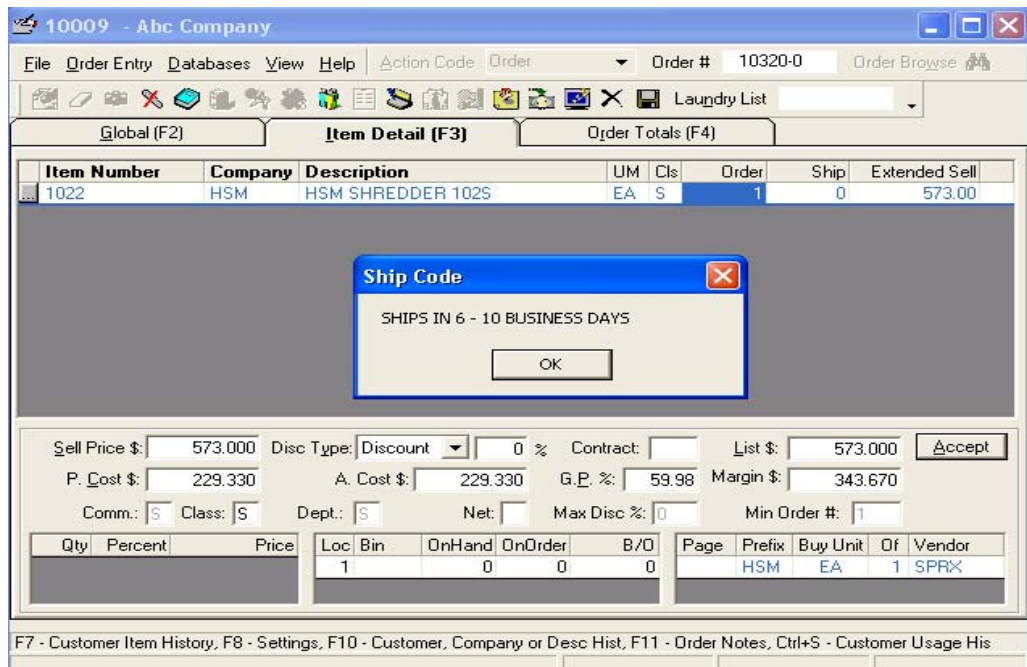
Viewing the SPS Item Ship Code Information in O/E

You can also view the ship code text information in the Order Entry window but you cannot change it. It appears as a message to the order taker when the item is retrieved, as shown in Figure 3. This message is for display only. Ship code detail appears when placing an item on the order in both Order and Change modes.

- 1 In DDMS, double-click  .
- 2 Retrieve the customer and begin placing the order until you click the Item Detail tab.
- 3 Click the Item Number box and retrieve the SPS item.
- 4 The system displays any remarks that you previously added to the item. After you click OK, the Ship Code information containing up to 50 characters displays.
- 5 When finished viewing, press Enter or click OK.
- 6 Continue placing the order as you normally would.

Note: This message only appears if the primary I-WHL record has a value set in the Ship Code box and if an I-MFG record does not exist for this item.

Figure 3:
Viewing Ship
Code
Information in
the Order Entry
Window



Transmitting P/Os to S.P. Richards Containing SPS Items

All purchase order transmissions containing SPS items to S.P. Richards must be recognized and flagged as an SPS purchase order. Acknowledgments received from S.P. Richards automatically assume that the SPS items are shipping from the manufacturer.

Modifying the Automated Short Buy for SPS Items

You must also configure your Automated Short Buy or Manual Short Buy process to filter those purchase orders containing SPS items. You do this using the SPRX wholesaler code.

Be sure to use the following short buy settings:

- Set Match on Vendor to **Y**.
- Set Add Ways to match on vendor to **SPS**, along with any consumer contract number created. This setting depends on whether you created a contract during the (+IF)[P] process or during the UpdateSPR program. The purchasing vendor program is set to SPS, along with any consumer contract number created. For example, if you created contract 10, the setting would be SPS 10. (Be sure to add a space between SPS and the contract number).
- Set Match On to **P** (for the purchasing vendor program).
- On the second screen of the call you are creating for the SPS call code, leave the Transfer Exceptions box blank.
- Leave the following PO# Number box blank.
- On the third screen, set Pre-Receive to **Y** for the call code. (Since the assumption is that the product is shipped by the manufacturer instead of S.P. Richards, the P/O is updated with S.P. Richards' acknowledgment number but not the quantities to be shipped.)
- Set the SPS flag to **Y**.

Using the Manual Short Buy for SPS Items

If you plan to use the Manual Short Buy process, first create a Short Buy Report. Limit the report based on the unique class or department that you used when loading the items. Next, send the P/O using the (SR)[B] program. After typing Y at the Are You Sure prompt, make sure to set the SPS flag to Y and the Pre-Receive option to Yes in the second screen.

Setting Up and Assigning Catalogs to Shoppers in ECinteractive


This enhancement lets your ECinteractive shoppers easily identify any special order items by displaying shipping estimates, ships in 2-3 days, for example, and whether this merchandise is non-returnable, such as perishable food

items. This information appears on several shopper's pages, including Product Detail, My Favorites, Order Approval Editor, Shopping Cart, and Checkout. See Figure 4.

The information also prints on the end user's order and confirmation emails between the item's description and comments.

To enable this feature, ECI updates a global catalog each week. These catalogs are named ProductPro and FurnitureAdvantage. You must add this global catalog to one of your catalog groups in your Administrative ECinteractive Web page.

To assign the catalog to a customer:

- 1 Open the Administrative Web site.
- 2 Click the Product Management training toolbar and click Global Catalog Group Management. You can also click Global Settings and select Global Catalog Group Management.
- 3 Click  Add New Group.
- 4 Click the Catalog Group Name box and enter the name to use.
- 5 Click the check box corresponding to the catalog to use for this group name. You can select as many as needed.

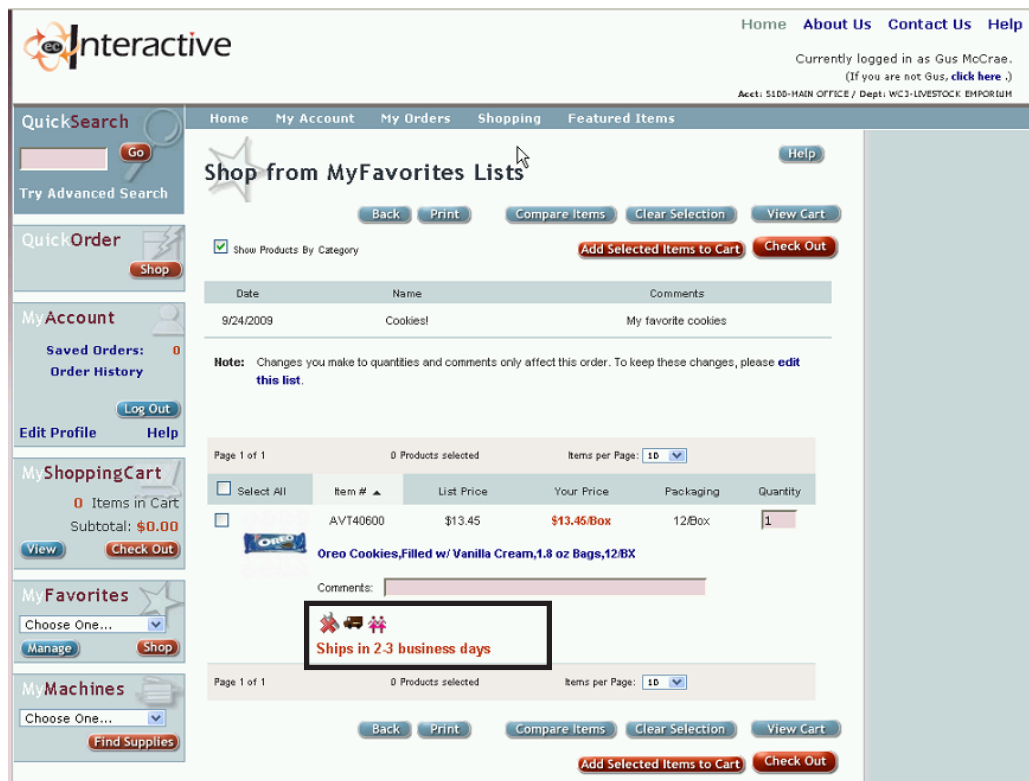





Figure 4:
Viewing SPS
Item Ship Code
Information

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- 6 When finished, click . See Figure 5.
- 7 Next, assign the catalog to one user account. Afterwards, the system automatically triggers a Catalog Combination Index (CCI). This process does not occur immediately but takes place overnight. There may be an additional delay for the wholesaler pipeline if the shopper is an enhanced content user.

Click the Consumer Admin training toolbar and select Customer Maintenance. You can also click Customer Admin and click Customer Management.

- 8 Retrieve the customer.
- 9 When the customer appears, click  beside the customer to change. You can also click  beside the customer to edit. Then click the Edit button.
- 10 Click the Parameters tab.
- 11 Click the down arrow under the Catalog Groups heading and assign this new catalog to the customer.

After you change catalog settings, the system triggers a Catalog Combination Index (CCI) overnight.

- 12 When finished, click Save.


To assign the catalog to customers using the parameter mass change feature:

- 1 Click Customer Admin and click Parameter Maintenance. The Managing Customer Parameters page opens.

Figure 5:
Saving the
Global Catalog

Catalog Group Management




Global Catalog Group Management



 Refresh catalog group list



Catalog Group

Group Name:

Catalogs:

<input checked="" type="checkbox"/>	S.P. Richards - ProductPro	
<input type="checkbox"/>	S.P. Richards - Prospect Flyer	
<input type="checkbox"/>	S.P. Richards - School Supply Catalog	
<input type="checkbox"/>	S.P. Richards - Select Catalog	
<input type="checkbox"/>	S.P. Richards - Select Furniture Guide	
<input type="checkbox"/>	S.P. Richards - Single Source Flyer	
<input type="checkbox"/>	S.P. Richards - Smart Choice Catalog	
<input type="checkbox"/>	S.P. Richards - SP Richards Excluding Branch Only Items	

  Save Changes By.

SPR & United  

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- 2 Click the down arrow in the Choose a Parameter box and select a parameter, Global Catalog, for example.
- 3 Click the down arrow in the Choose a Value box to choose the setting for the parameter selected.
- 4 In the Match Value box, click Yes to view a list of all customers with the parameter setting you specified. Click No to view a list of customers who do not have the parameter setting you selected.
- 5 Click the Search button. The Loading Customers message appears. If any customers match the criteria you specified, they appear in the Update Customers box.
- 6 You can now change the setting for all the customers shown or you can set limits for the customers to change.
 - To change the parameter setting for all customers, go to **Step 7**.
 - To limit the customers, set filters to include only the customers to change. Narrow your list by the customer's user name, first name, last name, email address, account number or department.
- 7 Click the down arrow in the Apply New Parameter Value box and choose a new parameter setting for the displayed customers, ProductPro or FurnitureAdvantage, for example. See Figure 6.
- 8 Click Save.
- 9 At the Are You Sure prompt, click Yes. A message appears, displaying the number of customers that were updated.

Figure 6:
Selecting the
Global Catalog
in the Apply
New Parameter
Value Box

Managing Customer Parameters Help

You can edit customer level parameters for active customers only.

Assign multiple customers to a new account/department/attention from the [Customer Account Management](#) page.

[Get Customers](#)

Choose a parameter: ▼

Choose a value: ▼

Match value? Yes No

Customers with Global Catalog not being [(S) ProductPro] have been retrieved.

[Update Customers](#)

User Name	First Name	Last Name	Email	Account	Department
jane					
Jane	Jane	Smith	customer@doesnothaveemail.com	10000 - SEB MANUFACTURING	- Blank Department

Apply new parameter value: ▼

- Choose A Value...
- (S) ProductPro