

# Key Ops Dispatch

March 2003

Vol. 3, No. 1

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## From Ines Collazo, AVP Customer Service:

This year, we are revamping the KeyOps Dispatch to make the newsletter and related Customer Service resources more useful to you than ever before.

This issue introduces Tech Notes, a software industry standard that we are adding to our mix of communication tools. Each Tech Note features a customer’s challenging situation, the reason it occurs, and a solution with detailed instructions. Our first Tech Note explains how to use certain utilities to convert old journals for eNsite products.

In addition, we have a new section called “Did You Know?” which presents technical tips from our experienced support professionals. In this issue, there is a helpful tip about using (ZE2) Disk File Utilities, which ties in with the new Tech Note. Other tips on Accounts Payable checks and peripherals can also be found in this new section.

To save time and money, don’t miss our first article, “Reduce O/PUS® Download Time from Hours to Minutes” For customers who subscribe to the O/PUS® Business Products Information Resource™ (BPIR), and who use dial-up modems to download pricing files, the article promotes the fast new Internet-based service we offer without any additional charges.

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## **1 Reduce O/PUS® Download Time from Hours to Minutes**

Are you tired of busy signals, dropped modem connections, or long time lags when downloading wholesaler pricing files?

Until now, you had only one way to get pricing files: the O/PUS Bulletin Board Service (BBS), using a dial-up modem.

But now you have a new, faster option: ECI<sup>2</sup>'s private supply network (PSN), using your existing broadband connection to the Internet.

Using the PSN provides the following advantages:

- **No More Busy Signals:** Rather than waiting for a dial-up modem, you can download pricing files over an always-on network connection.
- **Greater Speed:** Transmissions that used to take 30 minutes by dial-up modem take only a few minutes, provided that your DDMS server is connected to the Internet using a broadband service such as a T1, T3, ISDN, DSL, cable modem, and so on.
- **Fewer Steps:** You can download all of your pricing files at once, instead of doing only four at a time.
- **Greater Reliability:** the PSN takes advantage of standard Internet protocol TCP/IP features to ensure reliable transmission.

For more information and to sign up to download O/PUS pricing files via PSN, see the PSN page on our Web site at <http://www.ddms.com/support/internetpurch.asp>. There, you will also find information about these other PSN services:

- Internet Purchasing for communications with major wholesalers (Daisytek, S.P. Richards, United Stationers, and more vendors to come)
- Online stock checks and price checks from participating wholesalers using the Order Entry screen.
- The Daisytek PSN for online purchase orders using the Order Entry screen.

As long as you already subscribe to the O/PUS BPIR<sup>TM\*</sup>, there is no additional charge for access to pricing files via PSN: no initial setup fees, and no future transaction charges.

Sign up for PSN now, before the quarter-end rush is upon us!

\* For more information about the Business Products Information Resource<sup>TM</sup> see the subscription form on our Web page:

[http://www.ddms.com/Resources/Support/faq/opus/opusbpir\\_orderform.pdf](http://www.ddms.com/Resources/Support/faq/opus/opusbpir_orderform.pdf)

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**2 Expanded Training and Consulting Services**

DDMS welcomes back two highly qualified and experienced former DDMS employees to offer you new training and consulting options.

Both Ken Sladovnik and Denise Rhodes were most recently independent software consultants contracting to DDMS, and have now rejoined our staff. Bringing a background in implementing software and optimizing business processes, Ken joined DDMS 16 years ago as a support technician and rose to manage the entire support department for five years. Denise joined DDMS in 1996 after years in the office products industry. After moving from training to support, Denise spent two years as a First Response manager. Returning as full-time employees of the DDMS Training department, their mission is to provide specialized, on-site training and expert consulting services to DDMS customers.

On-site training helps you implement and use specific system features. It is the most effective option for:

- assistance with software implementation and configuration
- tailoring the system to meet the specific needs of your business
- learning how to use individual features and functions.

DDMS consulting services build upon that foundation by helping you improve operational efficiencies and drive out unnecessary costs in a minimal amount of time, by using DDMS' powerful automation features. Use our consultants to review your entire operation, or have them focus on an area such as purchasing or warehouse operations.

For more information, contact Dean Kim at [training@eci2.com](mailto:training@eci2.com) or 800-959-3367 x3236.

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**3 Dealer Station® DDMS Edition 3.02 Released**

ECI<sup>2</sup> recently updated Dealer Station DDMS Edition to version 3.02. This version offers a number of enhancements designed to help dealers compete in the e-commerce marketplace, including the following:

- . Mass Changes. Previously, dealers had to submit a request to ECI<sup>2</sup> Customer Service in order to complete mass changes to settings for all their customers. With this new feature, dealers can make mass changes themselves by using a link on the User Accounts screen. Dealers can select any range of users (by site, account, and/or department) and change any of the default user settings. The changes apply immediately to all users in the ranges selected.
- . Quick Approval. Before, users with approval responsibility had to view and submit each order one at a time, requiring them to wait for each order and confirmation page to load. To save time, the approval screen now features a checkbox for each order and a Quick Approval button that will submit all checked orders at once.

. Order Time Stamp. With this new feature, Dealer Station will time stamp the order when it is transmitted to DDMS. If a customer calls for an order status, the dealer will be able to tell whether the order was submitted to the DDMS software for processing by the daily cut-off deadline.

"What's New In Dealer Station DDMS Edition 3.02", on our Web site at [http://www.ddms.com/Resources/Support/faq/ecommerce/WhatsNewDS3\\_02.pdf](http://www.ddms.com/Resources/Support/faq/ecommerce/WhatsNewDS3_02.pdf), describes all the new enhancements and explains where to find documentation on how to use them.

You'll also find the updated "Setting Up Dealer Station DDMS Edition Admin Pages" and "Using Dealer Station DDMS Edition" documentation on our Web site at <http://www.ddms.com/support/doc/dealerstationdoc.htm>.

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#### **4 What's the difference between Program Updates and Release Notes?**

Our Web site has two tools that provide information about software versions: Program Updates and Release Notes. This article describes the differences between them, and how best to use them.

The purpose of Release Notes is to highlight important known issues with new software releases, and describe the solutions for them. Program Updates is more comprehensive; it lists every enhancement and correction that our programmers have made.

Our Web site features a new Program Updates database at <http://www.ddms.com/updates/progupdate.asp>. The searchable database lists every software change made to DDMS products since the Version 5 general release, starting with version 5.10.132.

The Program Updates page allows you to browse through the most recent changes. You can also search by product, version, software category, and software interface (graphical or text-based). You can look for corrections or enhancements to any one or a combination of the following items:

- a specific software product, such as AutoComm, Goldmine, Internet Purchasing, and so on.
- a specific software version, such as RoadRunner 2.2.8, TBLNetcom 2.12, Utility Extensions 1.19, and so on.
- a particular software module or category, such as Accounts Payable Posting, EDI, Order Entry, Purchase Order Posting, Report Writer, Serialized Inventory, Vendor Database, or Wholesaler Communications/PSN.
- graphical software or text-based software.
- customer account number. (Your account will be listed with a particular change or enhancement if you were the first company to request it.)

When viewing Program Updates, you will notice some software changes that have version numbers ending with an X, such as 5.10.X. This means that we have completed

and tested this change, but have not yet assigned it to a released version. When the Quality Control department assigns these changes to a released software version, we replace the X with the actual version number.

Suppose you are having a problem when doing stock checks with United Stationers, and the software you currently have loaded is Version 5.10.125. You can use the Program Updates page to search for changes to the “Wholesaler communications/PSN” software category. You’ll see that a relevant correction was implemented in a newer software version, 5.10.132. Installing the newer software should eliminate your stock check problem.

For changes made to older software, prior to Version 5.10.125, see the PDF file at <http://www.ddms.com/Resources/Doc/progupdt/verlist.pdf>.

Release Notes, at <http://www.ddms.com/support/releasenotes.htm>, describe known issues with recently released or shipped software updates.

Known issues are reported problems that may get in the way of successful software installation and/or operation, depending on the features, modules, and add-ons that you use. You should familiarize yourself with all of the known issues listed in Release Notes prior to installing the software.

“We created Release Notes so customers can quickly look for important issues that have been found in released versions of the software,” said Glenn Serpas, Quality Control manager at ECI<sup>2</sup>. “Release Notes also gives the customer a possible work-around and (if applicable) a version that will contain a correction.”

Not every customer needs to follow every Release Notes instruction. For example, after loading version 5.10.125, some dealers had trouble processing credit cards through Approval Link. The source of the problem was an older version of Utility Extensions, and Release Notes provided detailed instructions on how to correct the problem. But this issue only affected Approval Link users. Customers who did not use Approval Link did not need to take any action.

However, to ensure successful operations, it is important always to check Release Notes before performing a software update. Release notes lists severe problems or issues that are currently known by DDMS. So, when you receive new software, go to Release Notes to look under that version number for any known issues with modules that you use. Release Notes will indicate if you need to take any additional actions before you run the installation.

We recommend reading both Release Notes and Program Updates before reporting any new problems. We update Program Updates several times a week, and we update Release Notes whenever necessary.

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## 5 Replacing Dumb Terminals With Client Workstation PCs?

Many of you are migrating from DDMS text-based software to our graphical eNsite products. As you replace dumb terminals with client workstation PCs, you can avoid problems by making sure the hardware and software meets minimum requirements.

For example, if you buy client workstations with Microsoft® Windows® XP, it is important to purchase the Professional Edition, rather than Home Edition. The Home Edition does not meet minimum requirements for client workstations, because it does not allow you to log in to a network domain.

According to “System Requirements for eNsite Products” (available on our Web page at [http://www.ddms.com/products/win\\_requirements.htm](http://www.ddms.com/products/win_requirements.htm)), the client workstation PCs must meet at least the following minimum specifications:

- an Intel® Pentium® II 400 MHz processor
- Windows® 98 SE, NT 4.0 (with Service Pack 6a), Me, 2000 (with Service Pack 2), or XP Professional
- Memory:
  - 128 MB RAM for Windows 98 SE, Me, or NT 4.0
  - 256 MB RAM for Windows 2000 or XP
- 60 MB free space available on the hard drive for eNsite or eNsite Pro software

DDMS cannot provide technical support for Microsoft products. If you require assistance installing or using Microsoft products, please contact your vendor, Microsoft, or a network consultant.

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## 6 Who to call for help with these non-ECI<sup>2</sup> products

If you use any of the following third-party products, please note that ECI<sup>2</sup> does not provide technical support for these products. You must contact these companies directly for support.

- Giza® space planning software from 20-20 Technologies ([www.2020giza.com](http://www.2020giza.com) 800-638-6002)
- Goldlink for Goldmine® from Longbow Consulting Group ([http://www.longbowcg.com/home/products/product\\_goldlink.asp](http://www.longbowcg.com/home/products/product_goldlink.asp) 978-750-6882)
- pcAuthorize® from Tellan ([www.icverify.com/pcauth/](http://www.icverify.com/pcauth/) 800-900-6133)
- pcAnywhere™ and ProComm Plus™ from Symantec™ (<http://www.symantec.com/techsupp/enterprise/>)
- Multitech® modems from DDC (<http://www.ddcco.com/> 888-826-4747)
- ScanClik™ scanners from Scanbuy (<http://www.scanclik.com/> 877-956-4672)

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**7 Converting Old Journals for eNsite Products**

Many dealers have converted from older DDMS versions to eNsite products, and from PGD or UNIX to Windows. These dealers may encounter a problem reading journalized history: it won't show up in graphical software but will display in text-based.

To learn how to correct the file layout so that it uses the latest version's columns and file length, see **File #232: Converting Old Journals for eNsite Products** (file: <http://www.ddms.com/resources/support/faq/utilities/ConvertOldJrnls.pdf>).

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**8 Setting Up and Using Symantec pcAnywhere™**

With pcAnywhere™ from Symantec (www.symantec.com), we can connect directly to your Windows PCs. This provides several benefits to you and to the Customer Service technician serving you.

To learn how to give our technicians sufficient access to help us troubleshoot your problems when you call us, see **File #231: Setting Up and Using Symantec pcAnywhere™** (file: <http://www.ddms.com/resources/support/faq/utilities/pcAnywhere.pdf>).

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**9 Voiding Accounts Payable Checks**

Updated for graphical: To learn how to correctly void A/P checks, including those that have already been purged, see the updated **File #120: Voiding Accounts Payable Checks** (file: <http://www.ddms.com/resources/support/faq/accounting/voidchecks.pdf>).

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**10 Did You Know?**

Our technical support professionals offer the following quick Tech Tips related to this month's articles:

**Purging AP-CHECK Misses Checks Not Marked as Returned From Bank.**

The (QR-F) procedure for purging the AP-CHECK file only purges checks marked as returned from the bank, showing up in the check register with a "Y" in the R column.

To view the check register, in text-based software, go to the (QR) Accounts Payable Reports screen, select the [E] Posting to Check File report code, type A for Accounts Payable, and press ENTER. In graphical software, go to Accounts Payable, select Action from the menu bar, and then select Post to Check File. The check register, also known as the (QE) Canceled Check screen, appears.

To mark and update checks as returned from the bank, select the [U] Update action code, specify the appropriate Location and Check number, tab to the R column, and type Y to indicate the check has been cashed and returned.

Then you can purge the check file in the (QR) Accounts Payable Reports screen (in graphical software, go to Reports Menu, and double-click Standard Reports), using the [F] Print Check File action code. Be sure to answer Y to Purge Y/N.

### **Re-using Check Numbers Affects Check Register.**

If you reuse a check number before purging the AP-CHECK file, you may notice that the check register will show an amount higher than the new check. This is because the system adds the amounts together—the amount of the original unpurged check plus the amount of any new checks created for that check number.

This only affects the check register, also known as the (QE) Canceled Check screen. In text-based software, see the report and display from the (QR-F) Print Check File screen. In graphical software, go to Accounts Payable, select Action from the menu bar, and then select Post to Check File.

The check prints the correct amount, and the (D) Accounts Payable Posting screen shows the correct amount (In graphical software, go to Accounts Payable, and select View > A/P History from the menu bar).

We encourage customers to purge the check file on a regular basis.

### **(ZE2) Disk File Utilities Requires TBL Client Display Settings.**

If you do not have the proper settings for the TBL Client terminal window, the (ZE2) Disk File Utilities function will not display file information.

To correct the display for the file, right-click the title bar. In the pop-up menu that appears, select Properties. Click the Layout tab. At Screen Buffer Size, set height to 24. Click OK. In the Apply Properties to Shortcut dialog box, select Modify shortcut that started this window, and click OK.

Next time you run (ZE2) Disk File Utilities, it will display file information correctly.

### **Our Web Site Lists Peripheral Hardware.**

For a list of peripheral hardware that has been tested to work with your system, see our Web page: <http://www.ddms.com/products/peripherals.htm>.

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**11 Software Authorizations**

Certain products or features are considered to be add-ons to your DDMS software, and require authorization before you can use them. Some examples include Approval Link, AutoComm products, Furniture, and TranSpec.

If you are trying to use a product that requires authorization, please send a request to [autho@eci2.com](mailto:autho@eci2.com)

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**12 Tell Us What You Think: Online Forms For Your Feedback**

We are always open to your ideas for continual improvement, and we want to make it as easy as possible for you to communicate those ideas.

If you have feedback or corrections to report for documentation, please use our new online documentation feedback form at [http://www.ddms.com/support/doc\\_feedback.htm](http://www.ddms.com/support/doc_feedback.htm). Of course, you can also send a simple email to [docfeedback@eci2.com](mailto:docfeedback@eci2.com), but using the online form will help us find exactly what needs to be fixed.

To submit Support requests, please enter detailed information about your problem at <http://www.ddms.com/support/supportcall.htm>. The online form provides your Support tech with information regarding your issue, which is helpful before returning your call. You can also call us at 800-366-4778 or email us at [support@eci2.com](mailto:support@eci2.com).

Can you think of anything we can do to make Customer Service even better? Please send any comments or suggestions to [keyops@eci2.com](mailto:keyops@eci2.com)

To update your e-mail address, subscribe coworkers to Key Ops Dispatch, or cancel your subscription, please send e-mail to [emailchg@eci2.com](mailto:emailchg@eci2.com). Please include your correct email address, company name, account number and phone number for validation purposes.

For other ECI<sup>2</sup> contact information, please see the updated Web page: [http://www.ddms.com/contact\\_us/contactus.htm](http://www.ddms.com/contact_us/contactus.htm)

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