

# Key Ops Dispatch

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## From Ines Collazo, AVP Customer Service:

This edition of the Key Ops Dispatch is focused on getting you ready for the 2<sup>nd</sup> Quarter 2003 O/PUS Update. Please see our announcements about the imminent O/PUS update and how to download pricing files faster. Mark your calendar for upcoming training and Saturday Support. And don't forget our helpful O/PUS documents and tips.

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### **1 Get Ready to Load Your Next O/PUS Update**

We'll soon be sending you e-mails about when your O/PUS update package should arrive and other helpful information for the second quarter of 2003.

#### *Upcoming Reminders*

Customers with their own DDMS servers will receive the following notices:

- When we expect to begin shipping O/PUS updates, along with instructions for how to download pricing plans and programs.
- O/PUS resources on our Web site.
- O/PUS tips.
- When we have completed our last shipment, and when you should expect to receive your package.

ASP Customers will receive the following notices:

- When we expect the O/PUS files will be ready for loading, along with ASP-specific instructions for how to download pricing plans and programs.
- When the O/PUS files are actually ready to load, along with your ASP server availability schedule.

*How O/PUS Billing Works*

O/PUS database updates are only shipped to customers whose accounts are current. Your account must be paid in full for you to receive your O/PUS update package.

Your O/PUS subscription is scheduled for either semi-annual or annual billing. Your payment schedule determines when you receive your invoice. For example, if you sign up in September for semiannual payment, you receive invoices in March and September. If you sign up in August and pay annually, you receive an invoice each August. Regardless of whether you have an annual or semi-annual subscription, if your billing cycle occurs in March, you should have received your invoice.

If you have questions concerning your O/PUS account, or if you need a copy of an invoice, please call our Accounting department at 800-959-3373. Select option 2 for accounting and then option 3 for O/PUS.

We appreciate your cooperation as we prepare for a smooth period end.

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**2 Sign Up for O/PUS PSN Service, Get Faster Pricing File Downloads**  
Dealers using the O/PUS PSN service over their existing broadband connection to the Internet report significant reduction in download times:

“This is going to be a huge timesaver,” stated Mitch Magee, IS manager for Jones & Cook Stationers in McAllen, TX. “I should be able to download all nine of my O/PUS files in about thirty seconds. Goodbye modem, goodbye busy signal.”

Using the O/PUS PSN service gives you 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:** File downloads are significantly faster, 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 TCP/IP features to ensure reliable transmission.

The O/PUS PSN service is part of the ECI<sup>2</sup> PSN. To sign up to download O/PUS pricing files via PSN, see the ECI<sup>2</sup> PSN services page on our Web site at <http://www.ddms.com/products/psn/psn.asp>

As long as you already subscribe to the O/PUS Business Products Information Resource™, there is no additional charge for access to pricing files via the O/PUS PSN service: no initial setup fees, and no future transaction charges. For more information about the BPIR™ see the subscription form on our Web site at [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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### 3 Learn to Load - Free!

Take the mystery out of your O/PUS database load. Our free Virtual Classroom training sessions walk you through the basics. You can watch a live software demonstration on the Internet. Classes are led by an experienced trainer and include other customers learning the same thing. You benefit from hearing their questions and discussion. These classes were very popular last quarter. And, for a limited time, they're free!

Note: Due to overwhelming customer response to the announcement titled "Learn how to Load O/PUS - Free!" that we sent Thursday, March 20, 2003, all previously scheduled classes are full. However, we have added the following sessions:

O/PUS SIMPLE Program for eNsite Pro

Date: Monday, March 24, 2003

Time: 3 – 5 PM Central Standard Time

OPUS for DDMS Text Based Systems

Date: Tuesday, March 25, 2003

Time: 1 – 3 PM Central Standard Time

The dates above are subject to change, but you can check the schedule and register online at [www.ddms.com/training/vc/vc.htm](http://www.ddms.com/training/vc/vc.htm)

When registering, click the button corresponding to the type of system you have. (For text-based systems, click the eNsite Pro Classes button.) Please read class descriptions carefully: we offer different versions of the O/PUS class, and it's important to select the correct one. Class size is limited, so sign up now!

For other training and consulting requests, contact the training team at [training@eci2.com](mailto:training@eci2.com) or 800.959.3367.

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### 4 Saturday Support March 29, 8 AM – 3 PM CST

The end of a quarter is always a busy time for dealers as you close out the current period and load the new pricing files. To support you more effectively during this time, Customer Service again offers complimentary fax and e-mail support on:

Saturday, March 29, 2003

8 AM - 3 PM Central Standard Time

You can send questions relating to month-end procedures and quarter-end O/PUS procedures three ways:

Email: [support@eci2.com](mailto:support@eci2.com)

Fax: 682-831-9909

Online: <http://www.ddms.com/support/supportcall.htm>

Phone calls to Support will be routed to 24/7; if your call is not related to quarter-end O/PUS issues, you may be billed for 24/7 support.

When emailing or faxing a support request, please include:

- \* A detailed problem description.
- \* Your company name and account number.

- \* Your contact name.
- \* Your e-mail address if you prefer this response.
- \* Your phone number if you prefer this response.
- \* The best time to reach you.
- \* Any relevant log files you can attach.

There will be no charge for this additional support. However, it is available only for questions about your month-end procedures and quarter-end O/PUS procedures. All other issues must be referred to our standard Saturday or 24/7 support services, which may be billable.

We believe this additional support will help us be more responsive to your need for support during quarter end.

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## 5 Purging Purchase Order Journals By Date Range

You can purge P/O journals (such as JOUR-PO) using the (SRR) screen. However, unlike using (SR)[P] to purge final-received purchase orders from the active PO-MASTER database, the (SRR) screen does not prompt you to archive purged records. The system will permanently delete all records that match the purge limits you specify.

Suppose you want to keep multiple years of purged P/O journals. If you are using the (SRR) screen, you must create identical P/O archive journals and purge each journal by a different date range.

To learn how to complete this procedure successfully, see **File #235: Purging Purchase Order Journals By Date Range** (file: [purgepoj.pdf](#) ).

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## 6 Back by Popular Demand: Other Helpful O/PUS Documents

Several O/PUS documents were very popular last quarter:

- File #219: Switching Your Primary Vendor During Quarterly O/PUS Updates  
<http://www.ddms.com/Resources/Support/faq/opus/OpusSwitchPriVen.pdf>
- File #145: Correcting List Price Variances after Loading O/PUS  
[http://www.ddms.com/Resources/Support/faq/opus/opus\\_listprice.pdf](http://www.ddms.com/Resources/Support/faq/opus/opus_listprice.pdf)
- File #220: Determining why your cost or price is incorrect  
Windows users: see <http://www.ddms.com/Resources/Support/faq/opus/costpric-win.pdf>  
PGD users: see the existing FAQ File #31  
<http://www.ddms.com/Resources/Support/faq/opus/costpric-pgd.pdf>
- File #98: Changing Contract Prices  
<http://www.ddms.com/Resources/Support/faq/inventory/contractprices.pdf>
- File # 24: Setting Stock Classes or Departments by Purchasing Vendor  
<http://www.ddms.com/Resources/Support/faq/opus/purvend.pdf>
- Inventory housekeeping for Version 3 or higher  
<http://www.ddms.com/Resources/Support/faq/inventory/opus-del.pdf>

The complete list of O/PUS update notes, forms, FAQ files, and documentation is on our Web Site at <http://www.ddms.com/support/opus.htm>

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**7 Did You Know?**

Our technical support professionals submitted the following quick tips related to this month's articles:

*7A O/PUS Load Stops If Printer Goes Offline*

Before loading your O/PUS update, make sure the printer you plan to use is turned on, is on-line, loaded with paper, and ready to print at 17 cpi. If the printer stops during the load, the load stops until the printer is back on-line.

*7B Have Vendor Cost Column Passwords Ready*

Have your vendor passwords ready, since some vendors require a password to enter or update Cost Column settings. For example, Daisytek and Mid Continent require Cost Column passwords. You can only get a password from your vendor.

*7C If You Loaded the Wrong Pricing Program, "Kill" it with (+I)[K]*

If you load an invalid flyer, contract, or program, you can use the (+I)[K] Kill Records from I-CAT by Program ID feature to delete it. (In the graphical software, go to the Key Ops Menu, double-click the Specials icon and type I.) In the (+I) OPdb Tool Box screen, select the [K] Kill Records from I-CAT by Program ID option and enter the code for the flyer, contract, or program. The system scans for the code and removes it from your Scanalog/I-CAT file. For more detailed instructions, see File # 118: Removing O/PUS Pricing Plans at <http://www.ddms.com/Resources/Support/faq/opus/removeprice.pdf>

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**8 Tell Us What You Think**

We are always open to your ideas for improving our products and services, 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)

Using the online form will help us find exactly what needs to be fixed, but you can also send a simple email to [docfeedback@eci2.com](mailto:docfeedback@eci2.com)

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)

Changing your email address? Would additional coworkers like to receive Customer Service messages? Or has a previous key operator moved on to other things? Let us know in an email message (including your correct email address, company name, account number and phone number for validation purposes) to [emailchg@eci2.com](mailto:emailchg@eci2.com)

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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**9 To Subscribe or Unsubscribe**

Key Ops Dispatch, an e-mail newsletter, comes free of charge to all DDMS customers.

To update your e-mail address, or to unsubscribe, write to [keyops@eci2.com](mailto:keyops@eci2.com)