THE SYSTEMS HOUSE
MASTER DISTRIBUTION DOCUMENTATION

T A B L E   OF   C O N T E N T S

INTRODUCTION

The Master Distributor System developed by The Systems House, Inc. is a comprehensive set of business application programs designed to serve the needs of companies in the distribution and wholesale industries.

Contained in MDS are the modules needed to perform the day-to-day operational functions of the company such as order entry, invoicing , inventory control, purchasing and accounts payable. By design, these modules provide, as a by-product, the accounting information needed to report on performance of the corporation, and to serve as a tool for management to direct future activities of the organization.

The modules included in MDS are:

* Order Entry
* Invoicing
* Accounts Receivable
* Return Authorization
* Accounting Reports
* Pricing and Discounting
* Tele-Marketing
* Costing and Inventory Evaluation
* Inventory Management and Control
* Raw Materials Inventory Control/Production Posting
* Purchase Order Management
* Physical Inventory Procedures
* Sales Analysis
* Accounts Payable
* Payroll
* Fixed Assets Accounting
* General Ledger
* Financial Reporting
* Recall Generator
* EDI
* Electronic Mail
* Point of Sale
* Ultilink
* COS
* Lot Control
* Warranty Tracking

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The objective of this document is to provide specific operating instructions to those who will work with the system on a day-to-day basis. Included are step-by-step operating instructions for all of the programs - complete with screen layout and sample copies of the reports produced by the system. It should be used in conjunction with the operating system reference manuals, provided with your system. The organization of this manual follows the same sequence as the MDS main selector screen, as shown below.
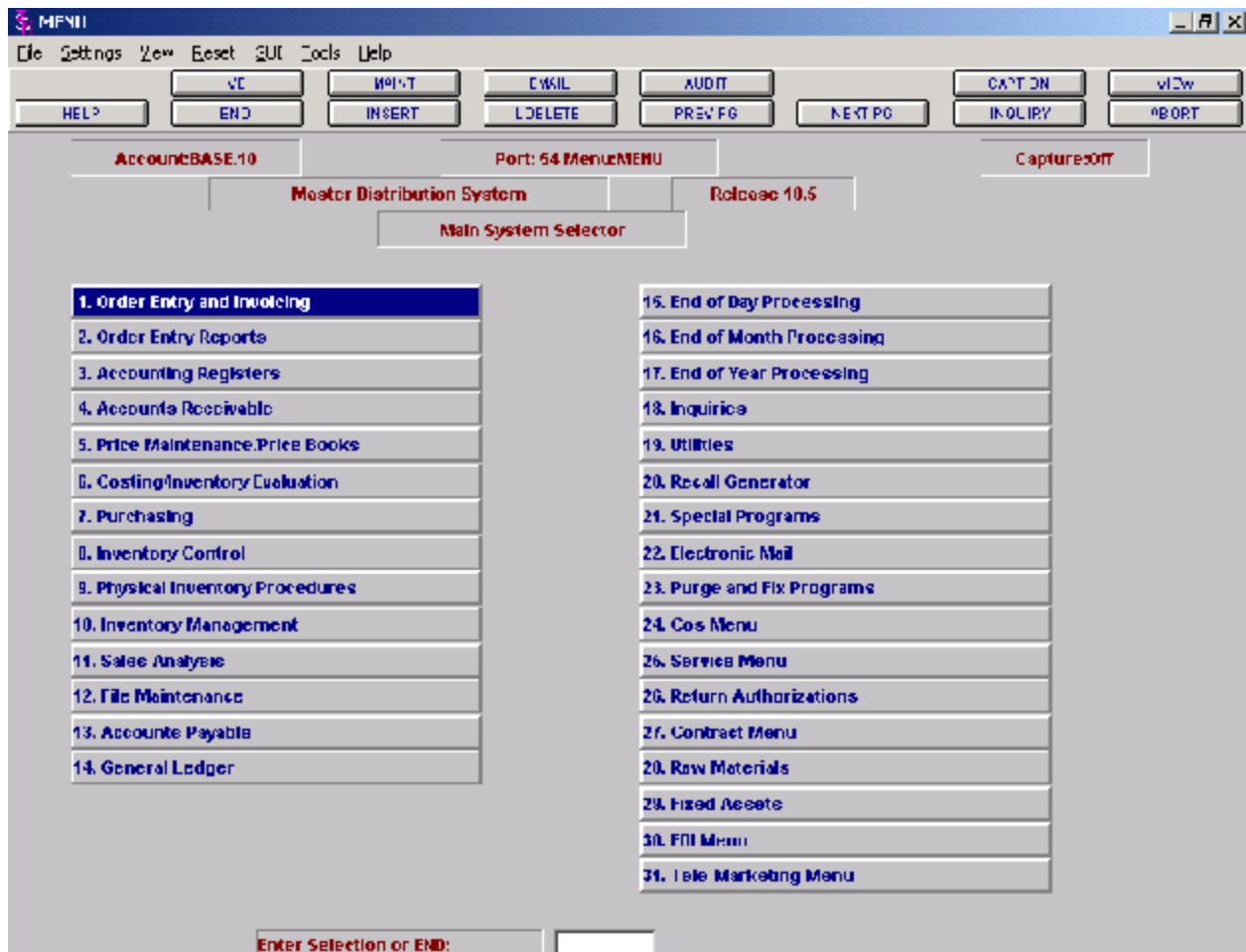
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OBTAINING ASSISTANCE
If, for any reason, a problem should occur, you should follow the procedures outlined below.

EQUIPMENT MALFUNCTION
Support for your hardware system is contracted with your hardware vendor on a monthly basis. A customer engineer (CE) is assigned to your account, and will perform all equipment maintenance, usually under contract. If you encounter a problem, call the vendor at the number provided. If you are not certain if the malfunction is software or hardware related, then we suggest you contact TSH or your local MDS dealer.

SOFTWARE MALFUNCTION
Support for your applications software is available from both your local MDS dealer or The Systems House. Our experience indicates that software support questions fall into four categories.

1. <u>Program malfunctions</u> - If the program results in an abort or if it does not run at all, write down any information that appears on the screen and report the problem to TSH (973-777-8050), or to your local dealer. Generally it is unwise to continue operation of your system until this type of problem is resolved.

2. <u>Incorrect results</u> - If the program operates correctly but, for one reason or another you feel the result you are obtaining is wrong, please consult your system documentation manual first. If you still have questions, contact TSH or your dealer.

3. <u>Request for information</u> - TSH's desire is for you to obtain the maximum benefit from your system. That is the primary reason that this manual has been provided for your use. However, there will be circumstances which develop that have not been covered by the documentation. The nature of your question might be a clarification of something in the manual, how to handle a specific business or operational problem, or questions about the availability of a particular option. Our support hot-line is available 8:00AM - 6:30 PM Eastern time to handle these types of questions.

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4.   Enhancements or modifications - Requests for modifications to your system should be directed to either your dealer or the TSH Support Group. Sometimes these requests might require an on-site visit or written documentation. Call TSH so that a determination of the scope of the change and its probable cost can be made. We might be able to make you aware of a feature currently available which would address your need or recommend the most feasible method of implementing your specific request.

RESPONSIBILITIES OF OFFICE MANAGEMENT

The most important function you, as a manager, can perform to make your system more helpful to you is to learn it thoroughly. Obviously, the more you know about the system and how it works the more flexible it will become in solving your business problems. The installation representative assigned by your dealer is thoroughly familiar with the MDS package and the modifications (if any) that have been made for you. Most of your practical 'how to do it' knowledge will come from the installer.

Remember that now that you will be using a computer system, your normal work flow will change to some degree. The computer will handle all of the work that has been designed for it, however, it is essential that the work flow in your organization be reviewed, and that the impact the computer will have on job functions and business operation be understood and planned for.

THE SITE SUPERVISOR'S ROLE

Experience has shown that the most successful systems are those that have one individual who is totally responsible for the administration of the computer system. This individual can be anyone within your organization with a good knowledge of your business, and an understanding of the objectives you seek from your computer system. He or she must be a responsible individual and have your total support. This 'SITE SUPERVISOR' serves as the primary liaison between your company and your dealer. After training, this person becomes an 'EXPERT' with the computer and is always available to deal with the unexpected. Therefore, the training program is centered around this individual.

Generally, training sessions involve the 'SITE SUPERVISOR' and one or two other key people who are to perform the particular application. For example, when training order entry, the 'site supervisor' and one or two key people from the order department should participate. These three, in turn, will be responsible for completing the detailed training

of all the order entry clerks who will actually perform order processing.

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THE SITE SUPERVISOR'S ROLE (Continued)

In addition to thoroughly learning the system, the site supervisor will be expected to regularly carry out all those tasks important to system integrity. Naturally this would include prompt reporting of all hardware difficulties to the appropriate field service facility. This responsibility should be in the hands of a senior person. A responsible person can assist in creating a well-run system for both you and your dealers.

RESPONSIBILITY OF THE TSH INSTALLATION REPRESENTATIVE

The installation representative is the person responsible for the coordination of a smooth transition from your current method of operation to the new system. During the installation phase, the installer will be your primary point of contact with TSH. All questions, problems, and schedules should be handle through the installer.

With this is mind, the primary responsibilities of the installation representative are:

    *   To assist in testing and debugging your system prior to installation.

    *   To train your supervisors on how to operate the system.

    *   To help management understand the system.

    *   To teach both management and supervisors how to document problems discovered in the system.

    *   To help management develop a thorough system test to insure a successful installation.

    *   To aid management in setting target dates for file conversion, system training, parallel run and going live.

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SOME WORDS OF ADVICE
There are several items which will help insure that your system runs properly.

Always follow the recommended procedures for hardware start-up and shut-down.

DO NOT allow eating or drinking at the CRTs or near the computer itself.

DO NOT fall into the trap of false economy by turning the printer and/or the CPU off each night or on weekends. The single most wearing thing you can do to electrical equipment is to turn it on and off.

DO be sure to leave the printer in the proper status when it is not being used.

NEVER allow your operators to leave a CRT in the middle of a program. When leaving the terminal for any length of time during the day, always complete the task at hand and return to a selector.

At night, ALWAYS be sure that all terminals are in the 'LOGOFF' state.

The most important things you can do are:

1.   Always back-up your system once each day.

2.   Always have at least 5 days back up for your system. (One for each business day of the week)

3.   Always save the End of Month file saves for the last three months.

4.   At least once a month, perform a file-restore

SYSTEM UTILITY MANUAL
The system utility manuals provided by your operating system vendor explain - sometimes in technical language - the use of the various system-level functions available to you.

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ACCESSORIES AND SUPPLIES

In order to operate your system, various accessory materials are required in addition to the actual machine. These materials are preprinted forms, backup media, and magnetic tapes. The forms provide the supervisor with the ability to produce various documents such as order forms, invoices, statements, etc. The tapes are used to ensure system integrity via the back-up procedure.

In general, all of the standard reports and recall printouts can be printed on continuous form stock paper since the machine will automatically print the heading and control the format on each page. Therefore, only invoices, credit memos, statements, purchase orders, picking documents and checks are preprinted. This means that a minimum of form changes are necessary, which simplifies the supervisor's task and speeds up processing.

The minimum recommended supplies to keep on hand at all times include:

    6   cartons of stock paper

    10   tapes or cartridges for daily backup

    10   tapes or cartridges for end of month backups

    6   printer ribbons for each printer

Your dealer can assist you in obtaining these supplies.

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EMERGENCY SUPPORT

COPY OF LETTER SENT TO ALL ACCOUNTS 10/14/91

October 14, 1991

Dear SIR/MADAM,

The Systems House, Inc. is pleased to offer our customers the availability of 24 hour a day, seven day a week - application and operating system support! This new service will be initiated October 28, 1991.

Some companies providing this coverage require their customers to sign up in advance for the expanded coverage, and significantly increase the monthly support fee to qualify the customer to obtain after hours support. We have decided to make this service available to all customers on a "when-needed" basis, without any contractual obligation. Subject to a one-hour minimum, calls serviced between 6:00 p.m. and 8:00 a.m. Monday through Thursday will be billed at a time and a half rate. Calls handled between 5:00 Friday evening and 8:00 Monday morning will be billed at a double time rate.

Normal support coverage will continue to be provided during the weekday hours of 8:00 a.m. to 6:00 p.m. Monday through Thursday and 8:00a.m. to 5:00 p.m. on Fridays EST.

The intent of the extended support is to handle operational emergencies that arise during off hours, and must be addressed on a priority basis. Therefore the personnel selected for off-hour coverage have been trained both in the support of the PICK operating system, as well as the MDS system. It should be noted that this service is not meant to address requests for new programming. These requests should continue to be submitted to the individual assigned to your account.

To obtain after hour support coverage:

1.   Call our normal support number 973-777-8050. When the system answers, press 1 for support.

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EMERGENCY SUPPORT (Continued)

2.   A recording will ask you whether you want emergency or next day service. Select emergency. The recording will prompt for your name, company, phone number, whether or not the system is down, and a brief description of the problem. Please make sure that someone is available to answer the phone number given when we return the call.

3.   Our telephone system will automatically page the TSH employee on duty, who will then call the phone number given by you. Under normal circumstances, you should receive the return phone call within 15 minutes.

        Disaster Recovery

Several customers have asked us to provide a backup disaster recovery service. There would be two levels to service:

1.   TSH would commit to maintaining adequate computer equipment at our facility to enable a customer to use our offices in the event of an emergency.

2.   TSH would provide a service to maintain current backup copies of your software and data (either on a daily, or at lower cost, weekly basis.) TSH would arrange for daily and/or weekly pickups, and would obtain secure and environmentally controlled storage space for the backup data.

USER GROUP

We would also like to determine the degree of interest our customers have in establishing a User Group. In the event that there is sufficient interest, we would also be looking to obtain customer participation in the establishment and conduct of the group. In addition to the general group, we also anticipate that customers would be interested in one or more of the following special interest areas:

1.   MDS users, and perhaps specific industry groups such as office products, or Importer groups.

2.   Users of RS/6000 with interest in the UNIX based PICK software products that we are supporting.

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USER GROUP (Continued)

If your company requires coverage on any of our official holidays, please contact us so that suitable arrangements can be made.

We look forward to your comments and input. If you would like to discuss the contents of this letter or survey, please do not hesitate to contact me. Thank you for your continued confidence in The Systems House, Inc.

Sincerely,

Seymour Fertig