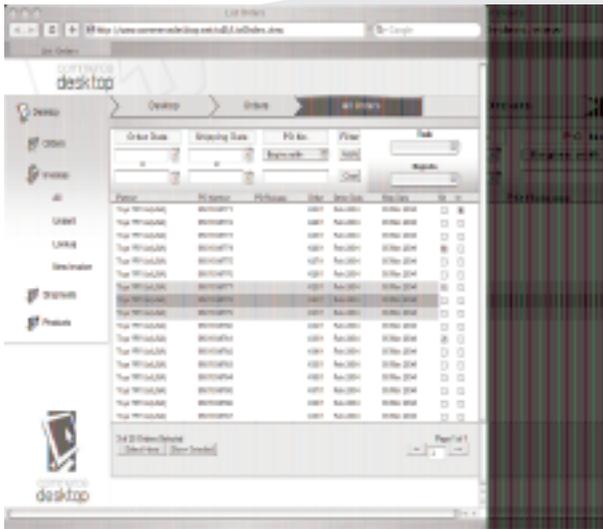




Product Information

Our Flagship Service

Commerce Desktop is our flagship service that makes EDI possible with your customers. Using an Internet connection and web browser, you interact with Commerce Desktop to process orders, prepare shipments and send invoices to customers. Commerce Desktop provides everything you need to handle all your customers and their differing EDI requirements.



Commerce Desktop demystifies EDI by emulating the way you run your business and using terminology that you use on a daily basis. It handles all EDI activity 'under the covers' and makes sure everything meets your customers' requirements. You can still look at the EDI details within Commerce Desktop if you like, but after a while you won't bother.

We have expert knowledge of your customers' EDI requirements and we can have you up and running in just a few days. Commerce Desktop works with hundreds of trading partners across many industries and we add new trading partners, large or small, in as little as 1-2 days. Our goal is to help you meet your customers' requirements for EDI and making it as painless as possible.

Key Features

Processing orders and preparing invoices

Commerce Desktop is always working in the background to transfer documents between you and your customers. Each time you log-on, new purchase orders appear in the order activity area and you process those orders in any sequence. The trading partner filter makes it easy to work with one customer at a time by blocking out other customers from the display. When you're finished, you change the filter and move on to the next customer.

Commerce Desktop excels at handling purchase order changes. When your customer sends a change to a purchase order, they don't identify where the change actually occurs. Commerce Desktop takes care of this by showing a before and after view of the change. This is useful when a customer sends a purchase order change with many line items and you need to quickly identify which items actually changed.

In Commerce Desktop there are several ways to prepare invoices. You pre-fill an invoice by 'turning around' the original purchase order or turning around the shipping document. In either case, the invoice can be altered before it is sent to the customer. You also have the option to manually key-in an invoice or import invoices from your accounting system into Commerce Desktop.

Preparing shipments and printing labels

Many of your customers require you to send Advance Shipment Notices (ASNs) and print UCC128 labels. In Commerce Desktop, this process is called 'Prepare Shipment'. You prepare a shipment by taking one or more purchase orders and turning them into a shipping document, adding packing information and printing labels. For your customers that don't send purchase orders electronically, you can manually key-in a shipping document anytime.

Commerce Desktop Product Information

Depending on your preference, you prepare the shipping documents first in Commerce Desktop and pack the goods later, or pack the goods first and prepare the shipping documents later in Commerce Desktop. Using the Shipment Editor, there are many ways to pack orders. Flexibility is built-in to ensure the packing process matches the way you work in your shipping department.

Commerce Desktop offers wide ranging support for printing UCC128 bar code labels. When a shipment is ready, you request labels within the Shipment Editor and it formats the labels according to your customers' specifications. The label printing software within Commerce Desktop supports over 500 different thermal and laser printers.

Browser Mode, Integrated Mode or Both

Commerce Desktop works in two different modes: Browser Mode and Integrated Mode. In Browser Mode, you use any Internet browser such as Internet Explorer or Netscape to interact with Commerce Desktop. It has many features for handling orders, shipments and invoices. Integrated Mode works in conjunction with your accounting or ERP system to import and export orders, shipments and invoices, and translating these documents into EDI format.

Many of our clients use a mix of Browser Mode and Integrated Mode. They use Browser Mode to manage their documents and Integrated Mode to integrate those documents with their business application. By mixing the modes they reduce the number of re-keying errors and resulting penalties from customers.

Some of our large customers use Integrated Mode 100% of the time. Their business application is sophisticated at handling orders, shipments and invoices, but can't handle their customer's EDI requirements. They rely on Commerce Desktop to do the EDI related activities.

Integrating with your accounting or ERP system

Re-keying data takes time and increases the likelihood of errors that may result in your customer assessing penalties. Commerce Desktop's Integrated Mode helps reduce the number of errors and saves time if you automate and integrate purchase orders and invoices with your accounting or ERP system. The savings realized by no longer paying penalties will more than cover the cost for integration.

We have successfully integrated Commerce Desktop with many well known accounting and ERP systems including ACCPAC, JD Edwards, and QuickBooks. We also offer custom integration into any database or other business application you use in Windows, AS/400 or Unix.

Accessing reports

Commerce Desktop includes a number of reports to help you manage purchase orders, invoices and shipments more effectively. Some examples are the Distribution Report that separates a large order into store-by-store delivery details, the Remittance Advice Report that tells you which invoices are being paid via direct deposit, and the Order Detail Report for those who like to work with a hard copy of an order.

Your customers may send other documents electronically such as production planning schedules and text messages that are outside of the ordering, shipping and invoicing cycle. Commerce Desktop makes all these documents available to you in display or printed format.

Customer Service

We built Commerce Desktop to help you conduct business on a day-to-day basis, but that is not enough. Providing good customer service before, during and after your first customer goes live is equally important.

Commerce Desktop Product Information

When you sign up for Commerce Desktop, we will take you through the steps towards getting your first customer up and running as quickly as possible. We setup your account in Commerce Desktop and contact your customer to discuss EDI related details. After the setup is complete, you receive up to two hours of training to become familiar with Commerce Desktop. The training includes an overview of Commerce Desktop, how to process orders, print reports, and create shipments and invoices. If shipments are involved, we will show you how to use the Shipment Editor to pack and print labels as well.

Next, we arrange a test between you and your trading partner. Orders, shipments and invoices are sent back and forth and you have the opportunity to try Commerce Desktop in a semi-live situation. When you and your customer are ready, we change your account status to live and monitor your progress to make sure everything is working smoothly.

Professional Services

Quite often our clients need assistance that goes beyond the day-to-day use of Commerce Desktop. We offer project management, implementation and consulting services to help you get the most benefit out of the technology.

We provide customized programming for many of our clients that have unique needs or operating environments. Integration into a back end business application is the service most often requested by our clients. No two integrations ever seem the same and we have yet to come across a business application that we couldn't integrate with Commerce Desktop.

How We're Priced

Commerce Desktop has two pricing components: one-time setup fees and monthly transaction fees. The one-time fees are based on the number of customers you have and their preferred method of electronic communication. The monthly transaction fees consist of a flat subscription rate plus variable transaction fees.

The variable transaction fees are tiered based on volume each month. To give you the best rate, the fee is calculated using the cumulative number of transactions over the last 12 months. As the number increases each month, the price per transaction decreases when you reach the next tier. If activity happens to be slow one month, you still receive the lowest rate based on a history of higher activity. You never have to ask to receive a better price, it's automatic.

Depending on your customers' preferred method of electronic communication, additional charges outside of Commerce Desktop may apply. If your customer requests Commerce Desktop to use a Value Added Network (VAN) instead of AS2 to send and receive documents, we have to pass those VAN charges on to you. However if they request Commerce Desktop to use AS2, there are no additional communication charges.

Seeing is Believing

The best way to recognize the value of Commerce Desktop is to see it in action. Ask us for a demonstration and we will show you how Commerce Desktop can work for your business.



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