

Announcement

Major New Charisma Release 11.0

EDP is pleased to announce the release of Charisma version 11.0. This important new product release contains significant new feature functionality, developed with direct input from the Charisma user base, following various seminars and User Group meetings.

Charisma Release 11.0 also incorporates specific platform requirements designed to support current and future Quantum VS cornerstone application deliverables. These include:

Quantum VS™ e-Business & e-Catalogue facilities

Internet/Intranet e-business Product Set

Quantum VS™ Financials

Microsoft Windows based advanced unified Financial Accounting Suite

Quantum VS™ XML Highway

System Integration & Electronic XML Document Transmission Toolset

Quantum VS™ myViewpoint

Powerful Business Intelligence & Decision Support Product Set

 **Special offers available**

Special software & implementation package discounts available on enhancements detailed within this document when you take the new feature release of Charisma 11.0
 Speak to your Account Manager for details.

For more information on any new features please contact your Charisma Account Manager:
 Paul Pady - paulp@edp.co.uk
 Tom Dow - tomd@edp.co.uk

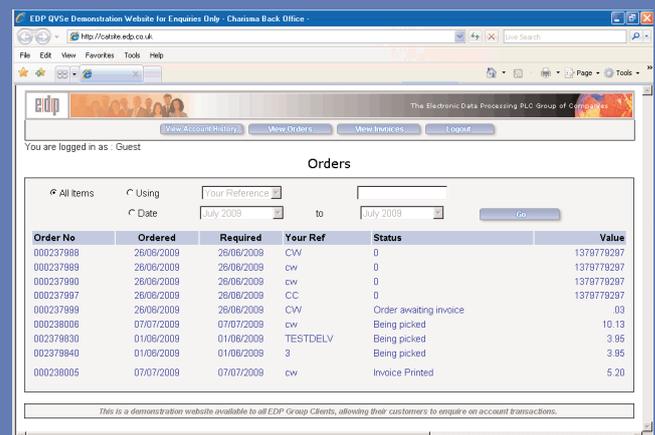
Improve Customer Service & Reduce staff costs with Online Enquiries

The Customer Enquiry Internet Facility is a new feature addition to our Quantum VS eBusiness (QVSe) suite of programs.

Our existing QVSe web users will be aware of this functionality on their existing web pages, however, we can now offer this new facility as a stand alone feature to all our users with minimum setup.

We will provide a set of standard web pages which our users can then customise with their own logo and text bar.

- ✓ Allow your customers direct web access to their own accounts.
- ✓ View Invoices and cash payments, select and allow the ability to show detail.
- ✓ Print duplicate invoices using a standard invoice layout with Company logo.
- ✓ View outstanding orders, order status and order detail.



See our exciting on-line Catalogue facility detailed later in this document

 **Special offer available**

inside this issue:

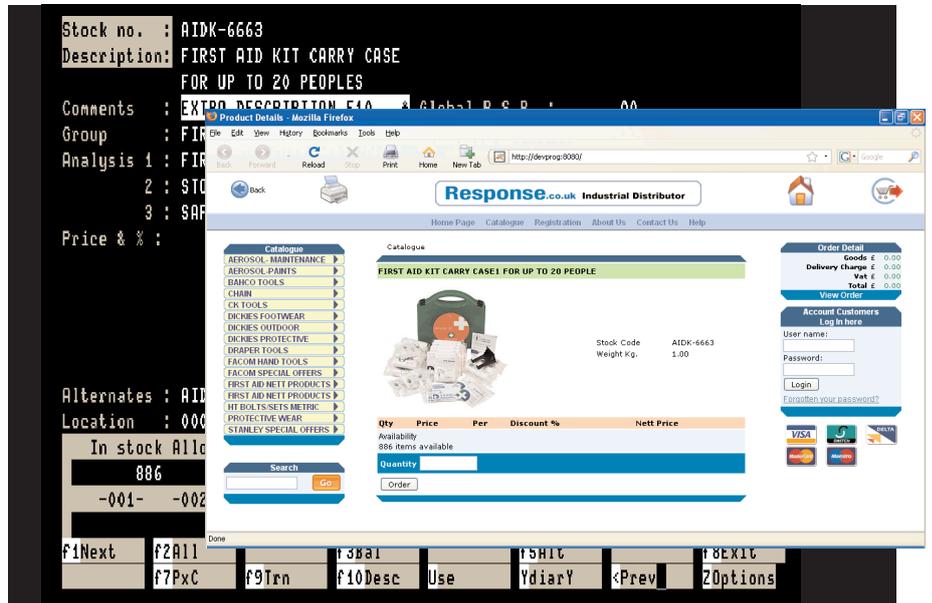
- ▶ Customer Enquiry Internet Facility
- ▶ Charisma Catalogue Integration Tool
- ▶ Charisma Catalogue Website
- ▶ Charisma Repairs Module
- ▶ Enhanced ActFax Functionality
- ▶ User Group Seminar Date
- ▶ Enhanced Electronic Document Exchange
- ▶ Software Release Notes
- ▶ DFR's Cleared in 11.0

Introducing the Charisma Catalogue Integration Tool

From within your Charisma application, access graphical and extensive product information at the press of a key.

Existing users of our Catalogue management tool derive fantastic benefits when it comes to managing their products for export to their electronic catalogues and websites. It enables extra descriptions, insertion of pictures, links to product specifications, video and Google search facilities, providing your customers with as much information as possible about the product they are wishing to purchase.

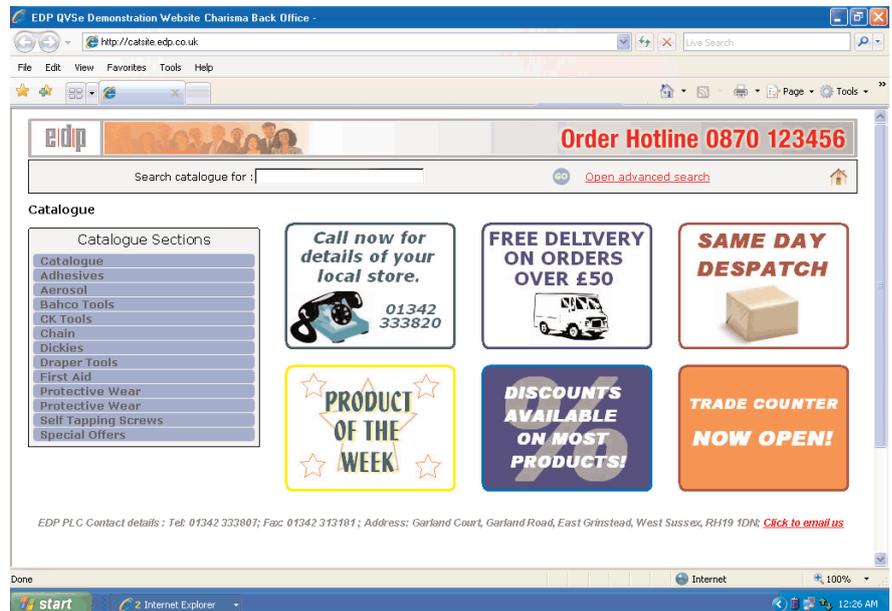
We have now developed an Application Integration Tool that allows the Charisma user the facility to access their catalogue information whilst processing orders or stock enquires from within SLE4 (Enquiry Logging). This will give the telesales staff immediate access to stock detail that would have only previously been available with a complete intranet or Internet eBusiness website.



Catalogue website

Initially the Catalogue Management Tool was only available to our eBusiness users, however, we can now supply this application with a set of default catalogue pages, offering some customisation for logo's and feature boxes, to all our users with minimum setup, to offer the benefits as identified above.

This new facility will not only provide users with access to detailed stock information on an intranet basis, but dependant on the offer package purchased, will also give users the ability to create a link to their own Charisma integrated catalogue from their existing website, with the option of moving to full online ordering integrating with the Charisma application.



Enhanced feature functionality in CHARISMA Release 11.0

New Customer Discount Facilities

We have enhanced our customer discount facilities within Charisma introducing some new feature facilities.

Regulatory Discounts

Within SLM7 users can now apply discount structures by stock code, product group or analysis group, without the need to associate customer account records, with an option to enter a default regulatory discount and box quantities.

- Regulate product price fluctuation by a Product Group regulatory discount.
- Enable the maintenance of promotional discounts applicable to all customers in seconds.
- Enable discounts to be applied by number of whole boxes ordered.

SLM1 (Customer Maintenance) Many of our customers utilise both customer special prices and special offers; a parameter was used to control the deployment of either discount. It was noted that users wanted to offer their customers the best possible price for their goods, i.e. if a special offer is at a lower price than the customer discount then that is the price that should be offered.

We now offer a new option within SLM1 (Allow special Prices) if this flag is set to 'B' the system will search all current discount structures, regardless of parameter settings,

and apply the best possible discount available to that customer.

SLM7 (Customer Discount Maintenance)

We have included a new routine to enable the creation of a new price list, for all stock records, for a specific customer account. All records will be written at the current selling price from SLM1.

Dates

Maintenance of discount to be applied in the future, no need for "end date".

Charisma Repairs Module

Charisma users can now benefit from a fully functional Repairs Module, to record details of the repair, provide full tracking of items within the workshop and produce a Repair Note for customer retention.

The Repair Note is raised to log details of the customer requirement, which may be a repair or service, and to record specific details of the item. This can then be provided to the customer as proof of repair.

The Repair Note may be amended any number of times, adding spare parts used and labour charges. This utilises enhanced functionality within stock maintenance to create "non stock" items eliminating the requirement to hold stock.

Upon collection/delivery, the Repair Ticket is converted into an Advice Note/Invoice.

- Create a 'Repair' template stock item to be used for special stock code creation in order entry, setting the new item to a non stock Repair.
 - Serial Number
 - Make
 - Model
- Implementation of a user defined stock properties file, recording data associated to the item in repair.
- A new document type of "R" has been created to produce a Repair Note utilising a new free format layout.



New User Group Seminar

Our New User Group Seminar is announced for 17th September 2009 at our Milton Keynes Office.

More details are to follow.

Kitting

We have expanded the Charisma kitting facility to streamline the internal manufacturing process, and provide accurate and up-to-date information regarding stock levels, to improve both purchasing and forecasting functions.



- Create a single component pick list for the aggregate total of all components in a range of sales orders which can be

printed in bin location order. This will massively improve warehouse efficiency when picking stock to manufacture multiple kit orders.

- Enhanced details of component items allocated to kits are recorded within the system to generate reports for procurement of stock and forecasting requirements.
- Reduced manual input through automatic updates to component and kit stock levels.

New features have been added to ORD61, the kitting list print routine, to assist with the picking of component items for the

manufacture of kits.

- Provide the information required to assist with the internal processes to ensure efficient ordering of products.
- Streamline and reduce the time taken for the picking of component items for kit manufacture, by generating the report as totals of component items for the range selected.

SKR60

New component usage report to compare allocated stock levels to physical usage.

Free Format, Faxing & Printing

As part of our Research & Development program we have made several improvements to the available content.

- Collection notes have been added to our range of documents.
- Expected Delivery Date is now an available field within the invoice document.
- An additional narrative facility is now available at the end of Order Entry for printing on Advice Notes.
- New facility to enable Customer Account specific Free Format layouts for Advice Notes, Confirmed Advice Notes & Acknowledgements.

Master file

We have increased the number of available Carriage methods from nine options to thirty to provide for greater flexibility.

QVSe Business

We have now included a "Forgotten Password" facility within our QVSe Business website module, which will email the user with their password.

Cash Payment Audit Report

We have created a new audit report/file for payments made against orders and invoiced orders. This is to assist our Trade Counter users with cash reconciliation and to compliment other manual or automated checks to balance the daily takings.

- Includes payments taken as deposits, which now appear on the daybook.
- Includes payments posted against sales orders, not confirmed and invoiced.
- The report will display both the date & time of the cash transaction and the amount taken.

ActFax User Update

We have included a new feature enhancement for all our ActFax users.

A new field has been included within the Charisma User File to allow you to enter the email address of the user, up to 60 characters. When you populate this field any emails sent from ActFax, for that user, will use this new email address as the sender email address, rather than the current default address maintained within the ActFax configuration.

This new feature will ensure that any replies are directed back to the person sending the original email.

This feature is applicable to all ActFax documents, it is not however, compulsory and can be utilised on a user by user basis.

Enhanced electronic business document exchange



Eliminate Postage Costs



Eliminate Stationery Costs



Eliminate Manual Data Entry

Simplified & Minimal Setup

The Quantum VS Highway provides users with the ability to create electronic trading relationships up and down the supply chain. A new Charisma facility to email fax or print XML created business documents, using 'pretty print' XSLT layouts, has been developed to simplify the administration and enable users to maximise the benefits quicker and easier, and also promote the increased use for our existing Quantum VS Highway users.

- Use of XML Stylesheets removes the necessity for pre-printed stationery.
- Easy setup of three new generic maintenance codes to Email, Print or Fax documents, and all three utilise the

same business document layout for consistency.

- Create your document delivery relationship within SLM1.
- Credit Notes, Order Acknowledgements and Advanced Despatch Notifications have been added to our suite of available BASDA (Business Application Software Developers Association) XML documents.

To find out more about the benefits of the Quantum VS XML Highway please follow: www.edp.fastfreenet.com/solutions/sol_highway.html



XML Purchase Order Update

At present, updating the due date information against the Purchase Orders is a manual task within Charisma. We have now developed an automated process via the XML Highway and XML messaging.

Automating this process will eliminate the manual update of due date information within the purchase order programs in Charisma, which will subsequently save time for our users.

Suppliers will send XML Purchase Order Update documents to the Quantum VS XML Highway for verification, before being transferred to the QDG/INQ Charisma data directory for processing.

A new XML Schema for "Purchase Order Update" has been created to enable supplier accounts to provide updates to Purchase Order line details in XML format, for automatic update into the Charisma application.

Charisma line data that can be updated from this message includes:

- Due Date.
- Shipment Date.
- Line Comments.
- Progress Notes.

Charisma Release 11.0 Software Notes

Charisma is a high performance, integrated and feature rich software product set, specifically designed and developed to meet the operational and management information reporting requirements of distribution businesses in the £1 million to £500 million sales turnover range.

Operational Notes

Charisma Release 11.0 relies upon Linux or AIX computer operating systems, running on Intel based computers and the Micro Focus Server Express 5.0 or higher.

When upgrading to the latest product release it is advisable to consider the impact upon your business. Structural changes have been made to certain data files, which may necessitate running standard conversion routines to update your data from their current format to the CHARISMA Release 11.0 format. Adequate timescales should be allowed before upgrading and the work scheduled in advance. CHARISMA 11.0 is a 'Load & Go' upgrade. BML is continually developing and

enhancing the CHARISMA Software Product through its Value Added Research & Development Program. It is therefore very important that any client upgrading from an earlier version of the Software Product read all the relevant product Transmittal Documents up to and including this Release.

Much of the R & D feature functionality embodied within this Release is available for general use. However, some developments may be chargeable, some may require consultation and, in some instances, require system implementation changes before they may be utilised.

We recommend no attempt should be made to utilise a new function without first speaking with your CHARISMA Consultant.

Release Transmittal Documents are available for all prior versions of the CHARISMA software product if required and are also available for viewing and downloading in pdf format from the EDP Group Document Library website at:
<http://www.edp.fastfreenet.com/library>

DFR's cleared in 11.0

DFR numbers relate to:

- Specific functionality requested by users.
- System Enhancements
- User logged DFR's for fault investigation

18807	18952	18957	19033	19101	19153	19209	19251
19254	19260	19274	19290	19305	19308	19313	19322
19325	19329	19337	19339	19353	19360	19362	19364
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19748	19750	19751	19753	19755	19756	19758	19759
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19797	19799	19800	19801	19802	19803	19804	19805
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19827	19828	19829	19831	19832	19834	19835	19837
19839	19840	19841	19842	19843	19845	19846	19847
19848	19854						

Regional Offices

NORTH WEST

The Barns
Stretton Road
Stretton
Warrington
Cheshire WA4 4NP
Telephone: 01925 732300
Fax: 01925 730828

SOUTH MIDLANDS

Sunrise Parkway
Linford Wood
Milton Keynes MK14 6LJ
Telephone: 01908 665522
Fax: 01908 690069

NORTH EAST

Beauchief Hall
Beauchief
Sheffield S8 7BA
Telephone: 0114 262 1621
Fax: 0114 262 1126

SOUTH

Garland Court
Garland Road
East Grinstead
West Sussex RH19 1DN
Telephone: 01342 313141
Fax: 01342 313181



ELECTRONIC DATA PROCESSING PLC

**GROUP HEADQUARTERS
(RESEARCH & DEVELOPMENT CAMPUS)**
Beauchief Hall, Beauchief, Sheffield S8 7BA
Telephone: 0114 262 1621 Fax: 0114 262 1126
Website: www.edp.fastfreenet.com