

## OrderTrax<sup>2</sup> FAQs

Do you have to be a member of any organization to purchase OrderTrax<sup>2</sup>?

No. Any company in the promotional products industry can purchase a seat on OrderTrax<sup>2</sup>. Your company does have to have a UPIC ID as OrderTrax<sup>2</sup> is hosted on the DailyBoost.com website. While the site is free, it is closed to anyone not involved with the promotional products industry. A UPIC ID is free and can be obtained by going to <http://www.upic.org/upic>.

Are there any pricing discounts?

Members of PPAI receive discounted pricing and volume discounting is available.

How do I join PPAI?

Please call 1-888-426-7724 and ask for membership.

How do I know if my ERP/Order Entry system is compatible with OrderTrax<sup>2</sup>?

OrderTrax<sup>2</sup> is compatible with most ERP systems. Please send us an email at [sales@ordertrax2.com](mailto:sales@ordertrax2.com) and we'll get in touch with you to discuss your system.

How much does integration cost?

Integration costs vary depending on your system and what amount of work we perform. Please send us an email at [sales@ordertrax2.com](mailto:sales@ordertrax2.com) and we'll get in touch with you.

How long does integration take?

It depends on what kind of order entry system you are using. In most cases, the process takes approximately 90 days. We are very happy to discuss your system with you and can give you a better idea of the length of time the process would take. Please send us an email at [sales@ordertrax2.com](mailto:sales@ordertrax2.com) and we'll get in touch with you.

How many seat licenses do I have to purchase?

You must purchase at least one seat to access the OrderTrax<sup>2</sup> network. However, we recommend that you purchase as least as many seats licenses as you have people working with purchase orders. Two people using the same license cannot access the network at the same time. Only one seat license at a time may access the network.

What kind of training do you provide?

For large scale integration customers, ISERVCORP provides customized training. For smaller customers, we provide webinars. Please go to [www.dailyboost.com](http://www.dailyboost.com) to see the schedule for training webinars and watch your email for updated training and product updates!

## Features & Benefits

You can review all your active orders, along with seeing what new messages have been received, right from the **OrderTrax<sup>2</sup> Summary Window**.

The **OrderTrax<sup>2</sup> Filter** lets you filter the active orders view by multiple criteria – a very powerful feature that supports your operations in expediting and following up on orders by order status, requested ship date, specific trading partner, and more.

**Shipping information** is viewable for the tracking ID showing up at the OrderTrax Summary Window – and you can click the hyperlink right to the UPS and FedX websites!

**Distributors -- Need order status?** Select the orders you want order status on and click the button – OrderTrax<sup>2</sup> will do the rest.

**Suppliers – An easy button for updating order status to your customers – and it's based on best practices and the open e-PSA standards?** Select the orders you want to update and a quick click and it's done! OrderTrax<sup>2</sup> will do the rest for you!

**Need to find a specific order fast?** You can search for a purchase order here – and OrderTrax<sup>2</sup> even searches the online Archive for you.

**Want secure backup of your order information?** The **OrderTrax<sup>2</sup> Archive** is part of your subscription – and archives all your order information, including artwork, proofs, invoices and safety certificates – saving it for at least five years!

**New Message?** OrderTrax<sup>2</sup> shows you what new messages you have, helping you to manage the order communications more effectively.

**OrderTrax<sup>2</sup> Detail Window** provides you with a comprehensive view one purchase order with all of its communications history: All order status updates, messages, the artwork cycle, and shipping information. Everything is date and time-stamped – and OrderTrax<sup>2</sup> lets you know when your trading partner has, for example, printed the PO or approved a proof.

**Distributors – Want single-click functionality?** It's simple! One click to request order status, one click to approve the proof or request an invoice. And you

can e-connect to any of your trading partners – it takes just a UPIC ID and an email address.

**Suppliers – Need an easy way to provide order status updates with the scheduled ship date?** Shipping info? OrderTrax<sup>2</sup> is there for you – an intuitive user interface gets your updates done easily. And, for larger firms, we can help you integrate your ERP system updates to send out through OrderTrax<sup>2</sup>.

**OrderTrax<sup>2</sup> Alert** gives you instant updates wherever you are, delivered to your email address, on a specific order. Any new message is delivered for you!

Get it all together! **OrderTrax<sup>2</sup>** replaces calls, emails, faxes – gets you everything you need in one place. And more is coming soon!!

## **OrderTrax<sup>2</sup>**

**Click. Connect. Save.**