



PACE Central

Notify

User Guide

EnfoTrust Networks, Inc

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About this Guide

User Guide -December 2005

This edition, released December 2005, is designed to help you understand the functionality and usage of the Notify section.

Conventions Used in this Guide

- Text describing an illustration always appears *after* the illustration.

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Welcome to PACE Central and the ISSI**Welcome to PACE Central and the ISSI**

PACE Central is your Internet web-services center. ISSI is the in store service initiative that is revolutionizing the nature of service and merchandising at The Home Depot.

At PACE Central, you will configure and manage your mobile work force, view and analyze field gathered information and present quality reports and proof-of-service detail to your valued customers.

This document is designed to help you understand the functionality and usage of the PACE Central suite of web-services. Specifically, we will discuss access to the PACE Central web site, the Notify features, and some of the tools available to you for improving the overall efficiencies and growth opportunities available to your organization.

PACE Central Overview

How do I find PACE Central?

To access PACE Central, use the following Internet URL (universal resource locator):

<http://www.thd-issi.com>

Do I need any special software to use PACE Central?

You will need Internet Explorer version 5.5 or higher provided by Microsoft. As a Rep Group Administrator you will need a Report Viewer provided by Seagate Software.

Browser

PACE Central works best when you use Microsoft's Internet Explorer IE, version 5.5 or higher.

You can download the latest version of IE at any time. Currently, IE upgrades are provided free of charge. Visit <http://www.microsoft.com> - All Products - Downloads and select the Internet Explorer upgrade.

Admin Report Viewer

Many of the administration reports provided by PACE Central are developed with Crystal Reports. The first time you view an administration report running the crystal reports module, you will be prompted to download the Web Component Viewer from Seagate software. This download will occur automatically when you select Yes to the download prompt. Make sure you are logged in as either the administrator of your computer or a power user of your computer.

Internet Connection Speed

With PACE Central, you will be viewing large reports complete with digital photographs and signatures. For optimal on-line performance, it is recommended that you implement a high bandwidth Internet connection. If your organization uses a T1 or DSL, you should not experience delays typically associated with slower dial-up connectivity.

What will I find at PACE Central?

PACE Central is organized into four major areas.

Reporting

The Reporting area is where you will gain access to numerous views of information. In general, reporting refers to the process of presenting information for visual inspection. PACE Central presents many forms of reporting including Quick-Link Reports, Report Wizards, Photo Galleries and Detailed analytical reports.

Administration

The Admin area is used to manage your internal and external resources. PACE Central supports a comprehensive range of administration utility. You can refine and expand your resources, assign and alter territory assignments, define permissions, create guest accounts, schedule activity and much more.

Publications

The publications area is where you'll go to access reference guides and update information related to PACE Central. Additionally, publications may be used to display process and work related documentation for agency personnel.

Notify

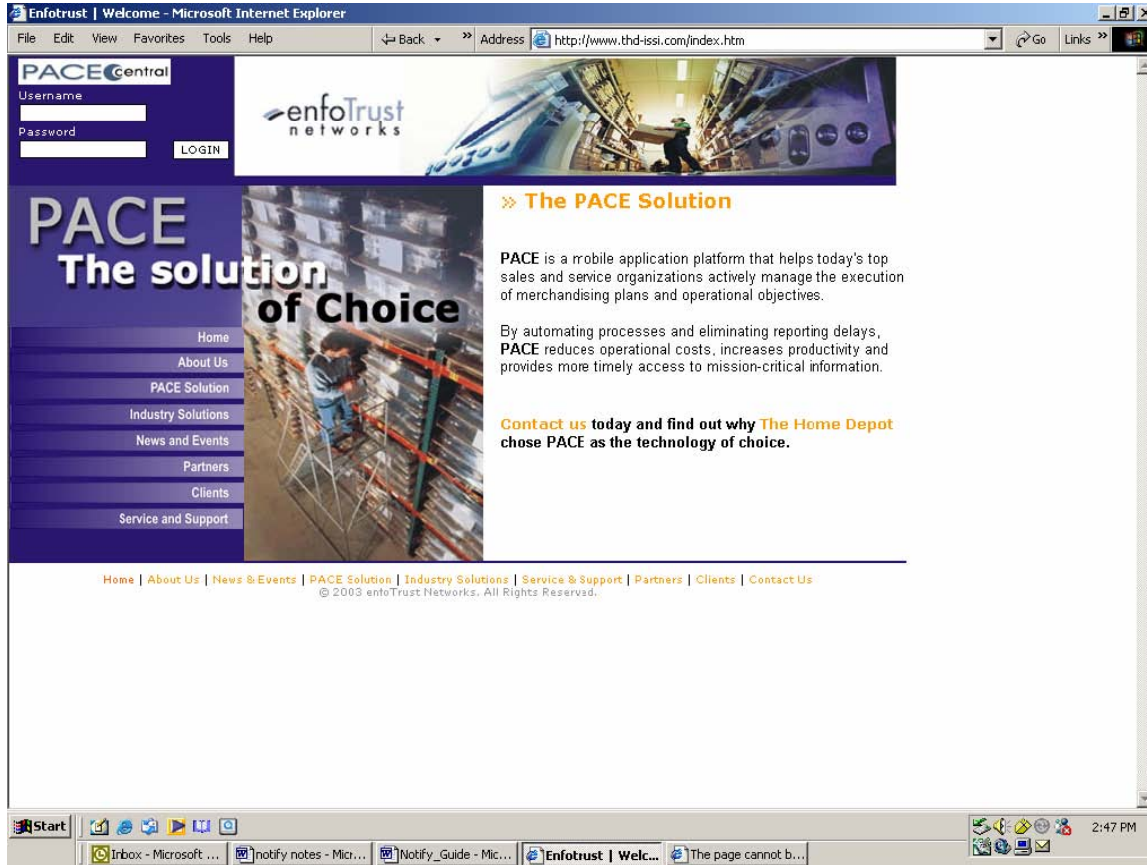
The Notify area presents an integrated message-and-mail solution, enabling timely communications between management and field service personnel. Notify had the familiar look and feel of a typical email package and is completely integrated with the PACE application - providing many advances over traditional email.

How do I get started?

Simple. With IE 5.5 or higher, enter <http://thd-issi.com> in the IE address bar and click [GO].

Log In

PACE Central Overview



- Enter your assigned **USER NAME**.
- Enter your assigned **PASSWORD**.
- Click [**Log In**].

Most Importantly

Most importantly, if you have any questions, comments, suggestions or problems, please contact us. Our main number is **678.264.2400**. Our customer support number is **888.296.3636**. Our personal numbers are available on the PACE Central site (see [**CONTACT US**]). EnfoTrust prides itself in being a person-to-person organization. PACE Central is the industries' best and leading automation solution solely because our customers keep us growing in the right direction.

PACE Central - Notify

Notify presents an integrated electronic messaging and task management solution, enabling timely communications between management and field service personnel. Notify had the familiar look and feel of a typical email package and is completely integrated with the PACE application - providing many advances over traditional email.

Overview

Notify is an integrated messaging and task management solution allowing work-process and ad-hock communication between authorized PACE Central website users and any PACE Pocket PC.

The PACE Central Notify feature is available to qualifying rep groups. If your PACE Central website does not allow Notify, please contact your admin personnel for activation.

The PACE Central Admin site automatically creates and manages the mail accounts that will be used by your organization.

Your Notify Accounts

As with any email system, Notify uses accounts to manage lists and groups of mail users. An account can be established for an individual, and accounts can be established for groups with many individual account members by creating Distribution Lists.

PACE Central Notify organizes your mail accounts as follows:

Rep Group Account

When your rep group is first configured at PACE Central, the Rep Group Notify account is created. Your account name for your rep group is the same as your company name.

The Rep Group Notify account is a group account, which includes all email users within your organization who are set up at PACE Central.

When you compose and send a Notify message to the Rep Group Notify account, everyone in your organization having a PACE Central Notify account will receive the message.

Division Accounts

PACE Central - Notify

When a Division is added to your rep group (*see Admin - Divisions - Add Division*), the Division Notify account is created. This account will be given the same name as the Division name.

The Division Notify account is a group account. All Reps assigned to this division will be added to the Division account.

When you compose and send a notify message to the Division Notify account, every rep in the division with a PACE Pocket PC will receive the message.

Rep Accounts

When a new rep is added to your rep group (*see Admin - Reps - Add Rep*), the rep's Notify account is created. The Notify account name and email address for the rep is the rep's complete user name (FirstName_LastName + Unique User ID).

Notify account passwords are synchronized with the user's website access password. In this way, when a website user logs in to PACE Central, the Notify feature automatically authenticates and accesses the user's PACE Central Notify account.

The Rep Account is an individual account. Email can be sent directly to the rep by referencing the rep's account by name.

At the time the rep account is established, the account name is also added to the appropriate Division account and to the Rep Group Account.

Team Leader Accounts

A team leader is a Rep that has other reps assigned to them as line reports (*see Admin - Reps - Rep Line Reports*). Team leaders will have two Notify accounts. One account references the individual team leader. The other account is a group account containing the team leader and all of the reps on their team.

The group account name for the team leader is the team leader's first and last name followed by the word Reps. For example, Alexander Hamilton is a rep team leader. Alex's rep account is "Alexander_Hamilt2343". Alex's Team account is "Alexander Hamilton Reps".

Notice that Group Accounts do not have the unique user id appended to the account name. The User Id is used only for individual accounts - accounts for actual people or shared website user logins.

Website User Accounts

PACE Central - Notify

Website user accounts are individual Notify accounts created for the website users you add (*see Admin - Website Users*). When a website user account is created, the account name is added to the Rep Group Notify account.

Website user accounts are created when you add Group Administrators and Division Managers, who do not carry a device. Guest Users do not receive a Notify account.

The website user Notify account name is the user name you supply appended with the users' unique user id.

Custom Group Accounts

In addition to the standard group accounts that are automatically generated and maintained, your group administrators may create new group accounts at any time. These group accounts are then available to your company address book.

Access Notify

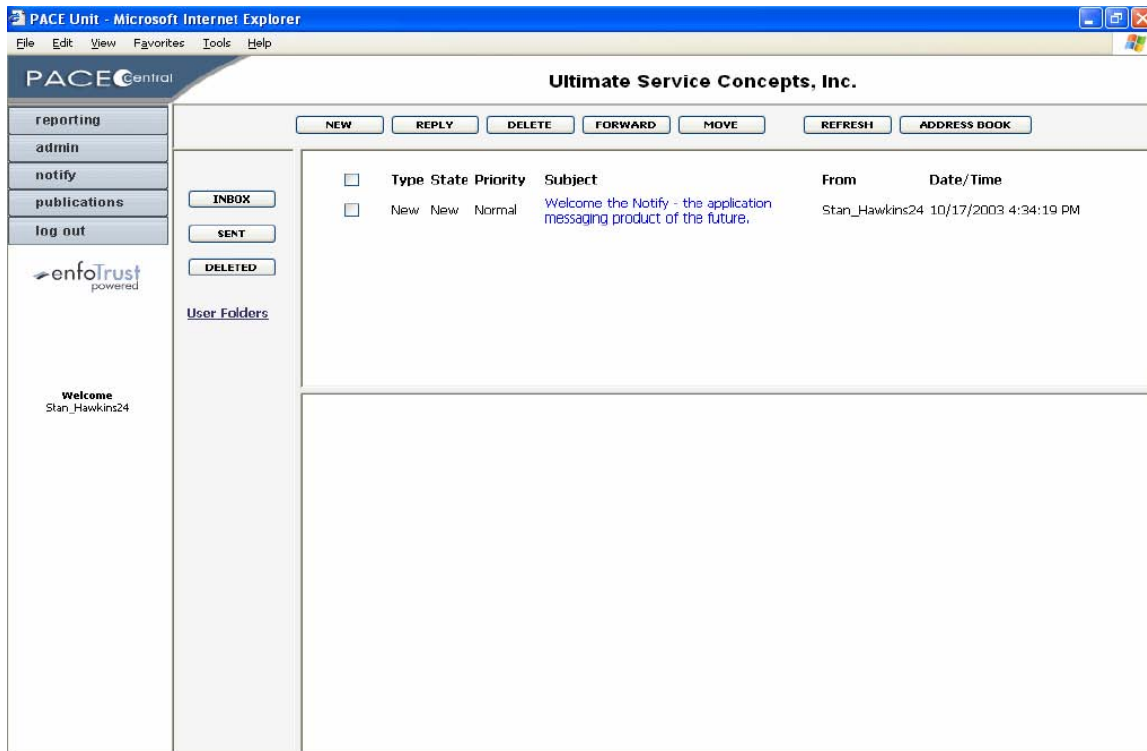
Notify is a primary menu selection from your PACE Central Main Page. Notify may be inactive for your rep group. If you cannot find the Notify menu selection, please talk with your admin personnel about activating Notify for your rep group.

Notify is available for Group Administrators, Division Managers and Reps.

From the Main Menu

Select Notify

About the Notify Screen

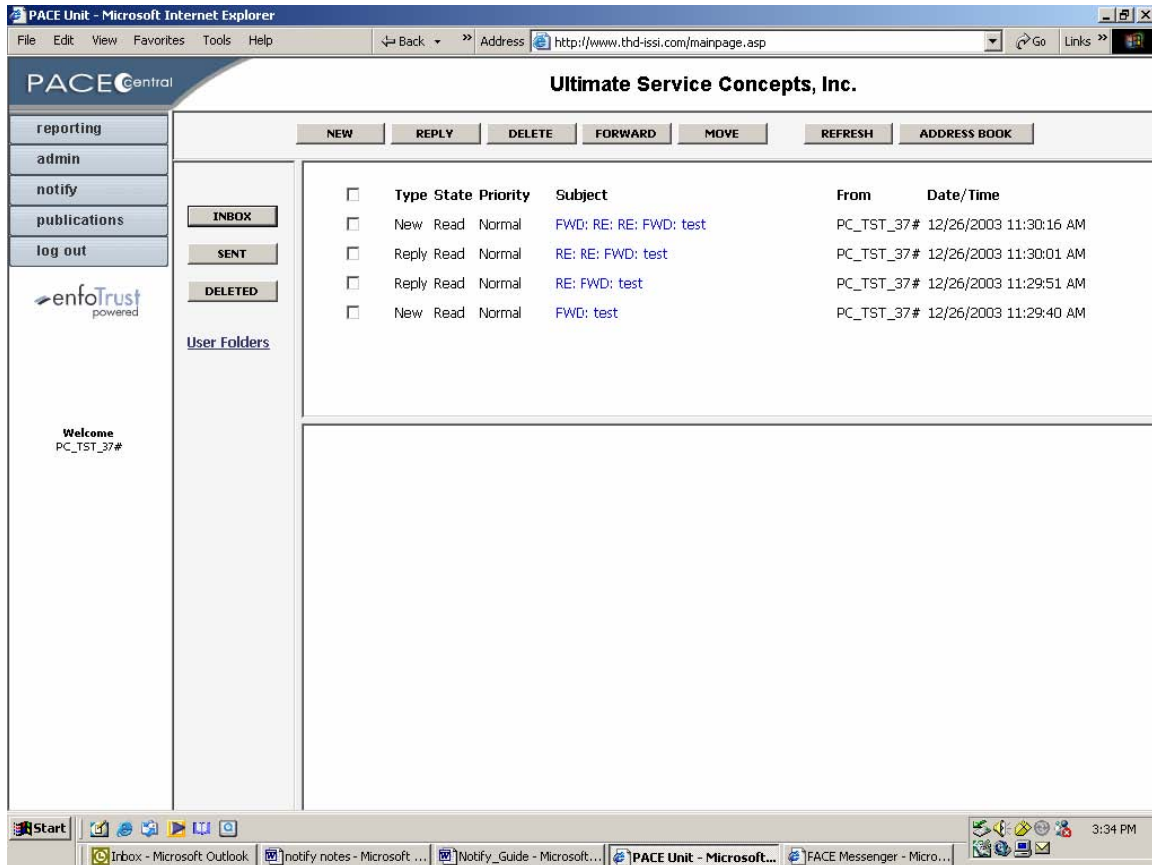


- The PACE Central main menu is fixed to the left of the screen.
- Notify Folders, Inbox, Sent and Deleted, are aligned next to the PACE Central main menu. You may create custom folders (see User Folders) as desired. The standard folders will always be present on the Notify main screen.
- Click on a folder to display it's contents in the main body of the screen.
- The Notify Menu Bar appears across the top of the main body section.
- To exit the Notify screen, simply select your desired action from the PACE Central main menu choices displayed to the left of your screen.

Notify Features and Functions

INBOX

Select [INBOX] to determine if you have any new messages waiting for you. If you do they will appear in the box to the right of the screen.



SENT

For a list of any sent items click on the [SENT] folder and a list of sent messages will appear to the right of the screen.

Access Notify

reporting
admin
notify
publications
log out

enfoTrust powered

Welcome
PC_TST_37#

NEW REPLY DELETE FORWARD MOVE REFRESH ADDRESS BOOK

<input type="checkbox"/>	Type	Priority	Subject	From	Date/Time
<input type="checkbox"/>	New	Normal	FWD: RE: RE: FWD: test	PC_TST_37#	12/26/2003 11:30:16 AM
<input type="checkbox"/>	Reply	Normal	RE: RE: FWD: test	PC_TST_37#	12/26/2003 11:30:01 AM
<input type="checkbox"/>	Reply	Normal	RE: FWD: test	PC_TST_37#	12/26/2003 11:29:52 AM
<input type="checkbox"/>	New	Normal	FWD: test	PC_TST_37#	12/26/2003 11:29:40 AM
<input type="checkbox"/>	New	Normal	test	PC_TST_37#	12/26/2003 11:28:40 AM

INBOX
SENT
DELETED
User Folders

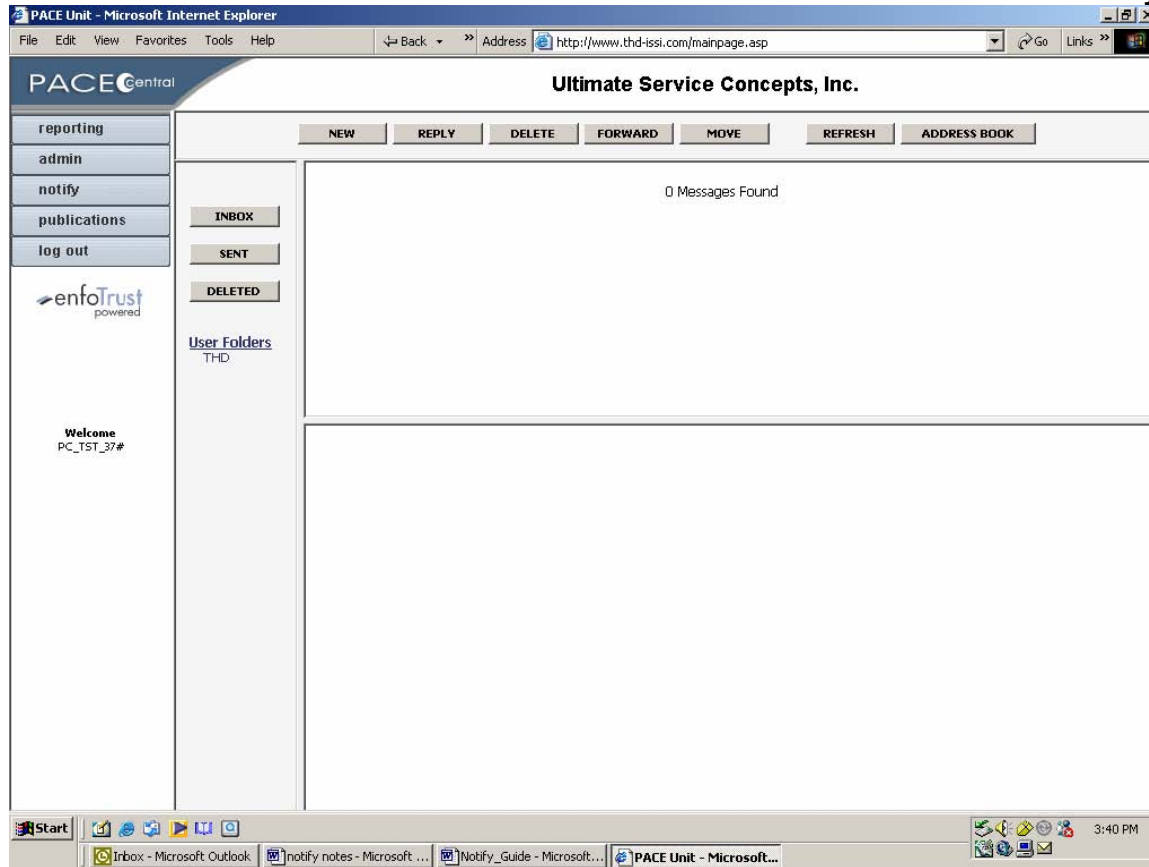
Start | Inbox - Microsoft Outlook | notify notes - Microsoft ... | Notify_Guide - Microsoft... | PACE Unit - Microsoft... | 3:37 PM

DELETED

Deleted messages are revealed when you click the [DELETED] folder.

USER FOLDERS

Folders contain inbox items, sent items and deleted items. Click any folder name to open the folder's contents into the main body section.



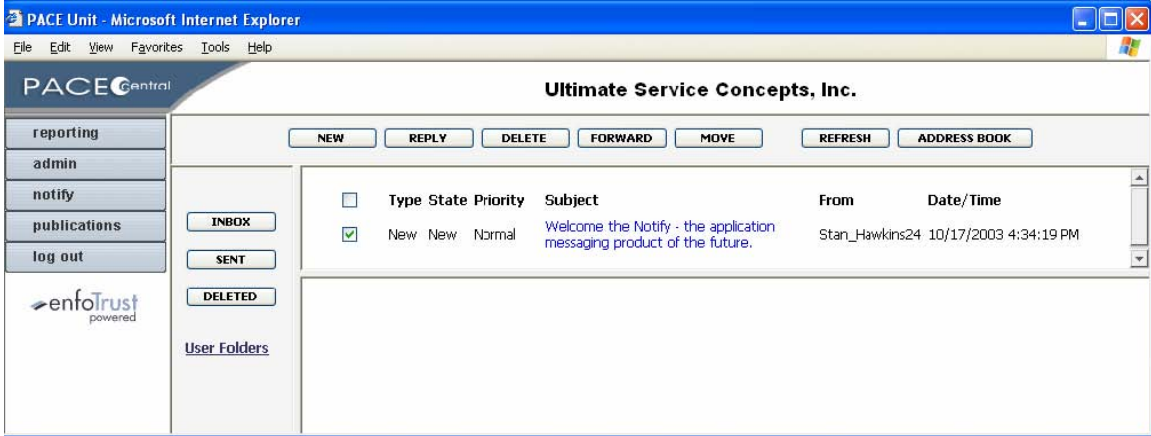
Menu Bar Options



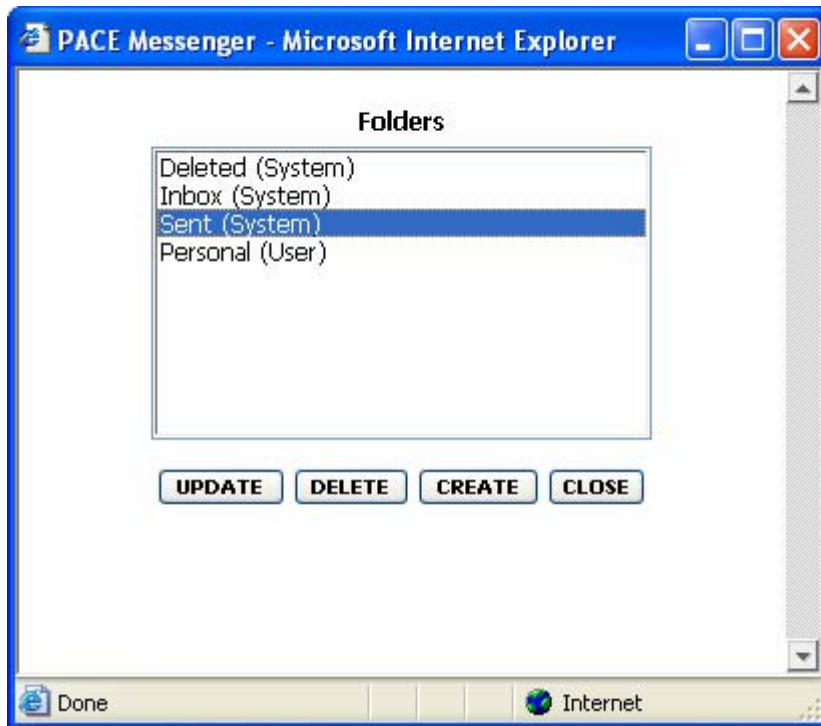
- **New:** Compose and send a new message.
- **Reply:** Respond to a message.
- **Delete:** Move selected messages to the Deleted folder.
- **Forward:** Send a message to any distribution list.
- **Move:** Move a message to a different folder. New folders may be created during the move operation.
- **Refresh:** A quick way to refresh the screen display.
- **Address Book:** Access to your individual email addresses and distribution lists.

MOVE

Move helps you to manage the organization of your messages. Simply check the message to be moved and press the MOVE button.



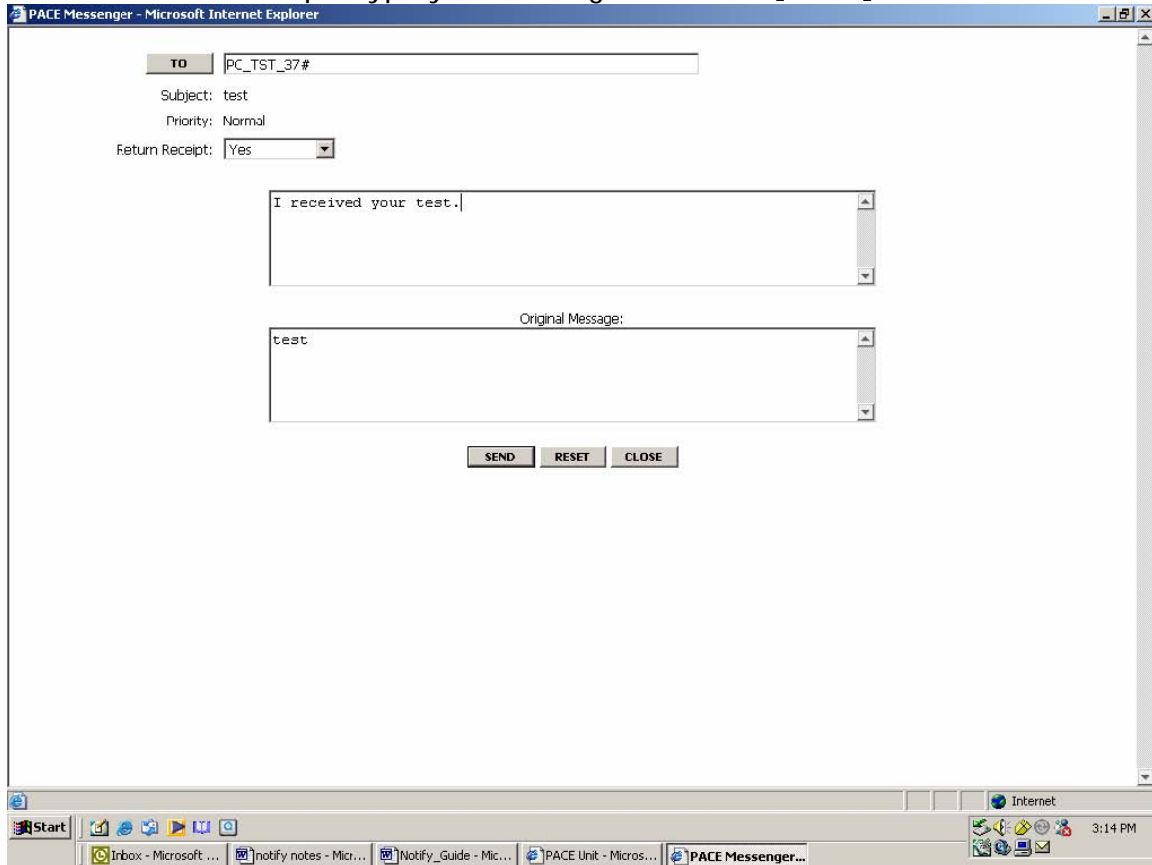
All of the folders available to you are presented.



- Select the destination folder from the list of folders displayed and click [UPDATE] to move the message.
- Click [DELETE] to delete the folder and all of its contents.
- Click [CREATE] to create a new folder.
- Click [CLOSE] to exit the move utility.

REPLY

Reply allows you to send a response back to the original sender. Select "YES" next to Return Receipt, type your message and Click [SEND].



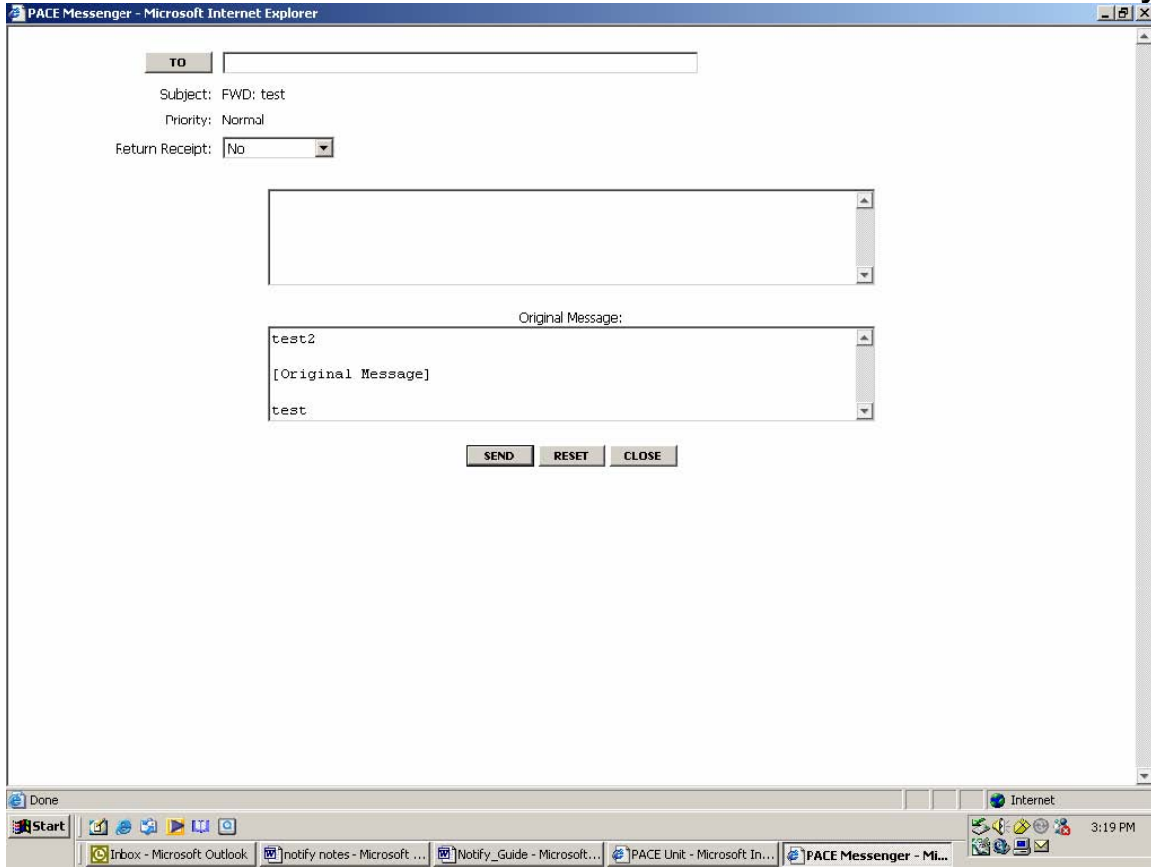
DELETE

Delete will move all selected items into your deleted items folder.

FORWARD

Forward will allow you to pass along a message that you received. Simply fill in the person's account you wish to forward the message to in the box marked [TO], type a message in the box provided and select [SEND].

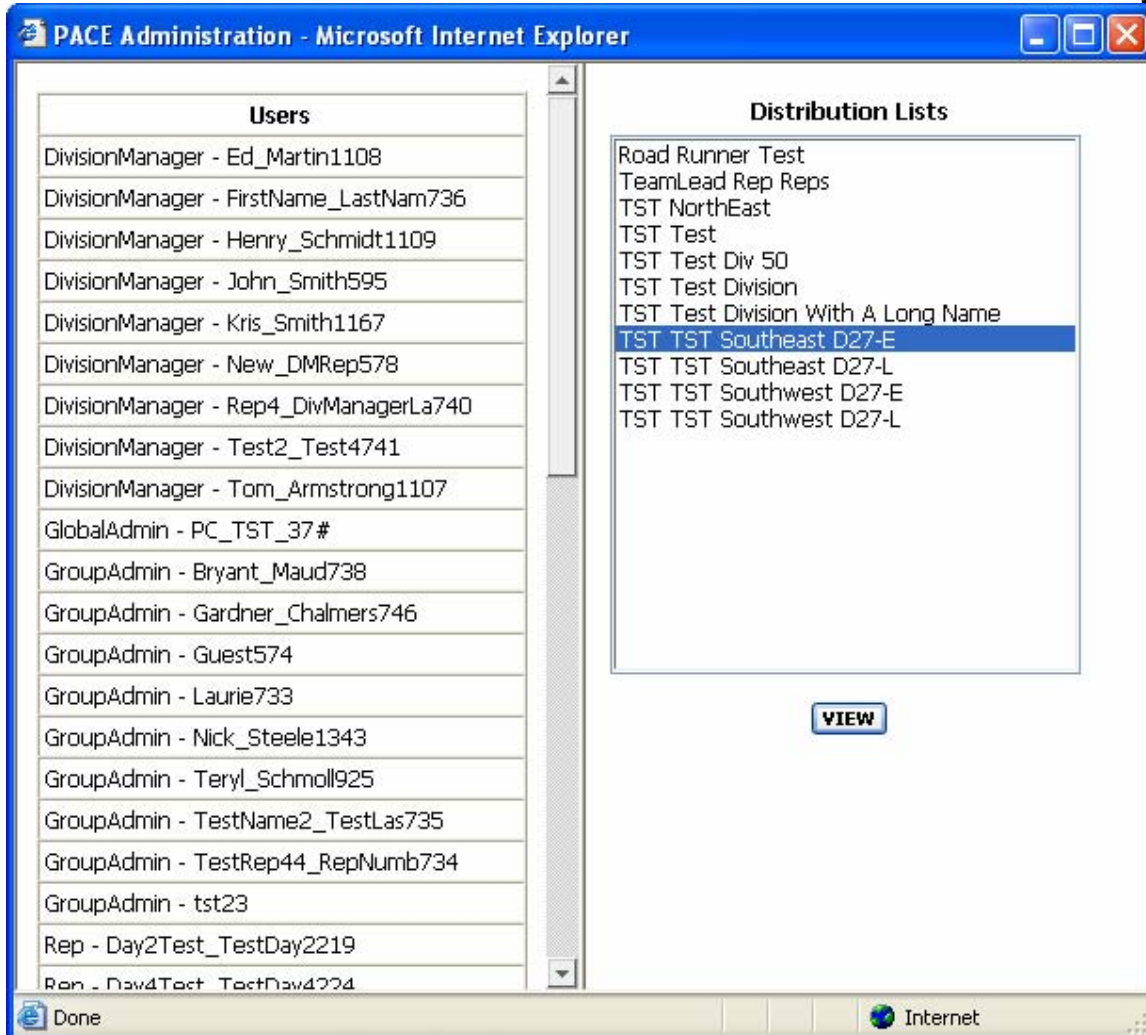
Access Notify



REFRESH

The Refresh button is a quick way to refresh the screen.

ADDRESS BOOK



Use the address book to identify your Notify email addresses.

- Click [Close] to exit the address book utility.

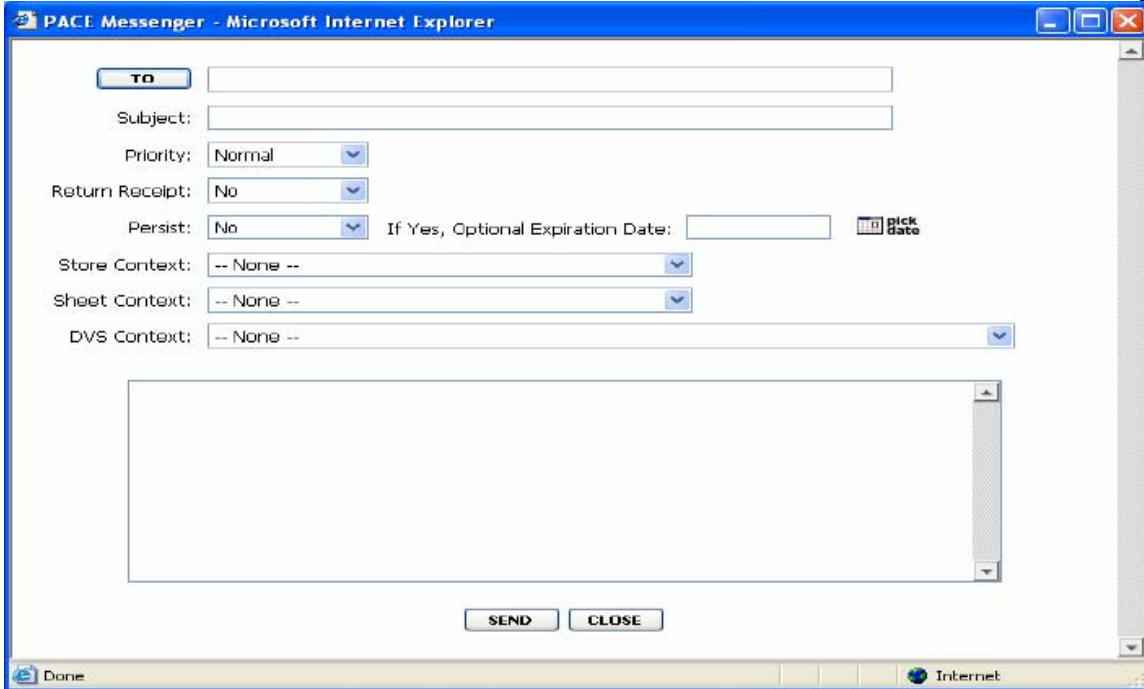
You can enter several characters of any name and click [Find]. Results will show all accounts matching on the characters entered.

Compose and Send Notify Messages

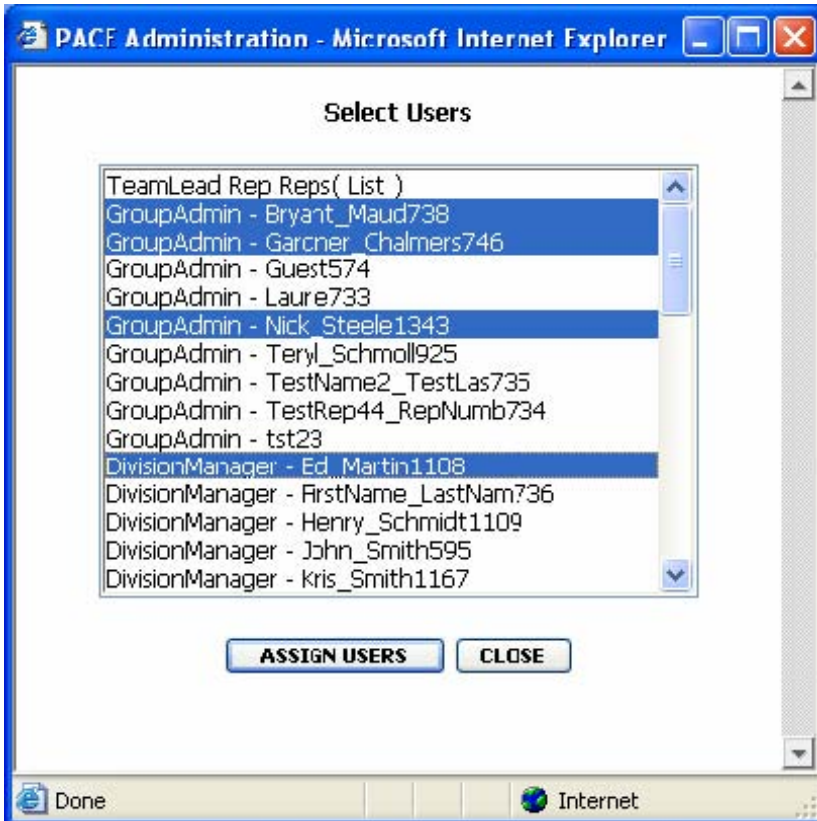
From the Notify Menu Bar

Click New to open a new message.

Access Notify



Click [TO] to open the recipient selection screen. You may select any number of recipients to receive the notify message.



Access Notify

Recipients are selected through the Select Users utility. Simply locate the recipient name(s) to receive the notify message and highlight. Use the mouse in combination with the Shift and Ctrl keys to make your selections.

Tap **[ASSIGN USERS]** to move the selected users into the TO: box of your email message.

Tap **[CLOSE]** to exit the Select User utility.

- **Subject:** Enter the subject text you wish to display for your mail listings.
- **Priority:** Select the desired priority. High will result in the “!” message alert on the recipient’s PACE PDA.
- **Return Receipt:** Select “Yes” if you want Notify to send an auto-reply when the recipients view the message. Remember that notify messages are communicated to and from the PACE PDA at synchronization time.
- **Special Features of the Notify Message:**
 - **Persist:** Persist will force a notify message to remain with the recipient until expired.
 - **Store Context:** Notify messages can be activated within PACE application context. Select the store where this message should be presented to the recipient. If you do not select a store, but select other message contexts, the message will appear for all stores.
 - **Sheet Context:** A Notify message in sheet context will be presented when a specific sheet is accessed on the PACE PDA. When combined with store context, the message can be targeted to a specific sheet within a specific store. In the absence of any other message context, the sheet context message will be presented every time the specific sheet is accessed on the PACE PDA, regardless of store and/or vendor attachment.
 - **DVS Context:** DVS (Department-Vendor-Sheet) context messages will be activated only for the specific instance where the department, vendor and sheet are selected. This allows a notify message to be targeted at a specific work process. In the presence of store context, the work process is targeted toward a specific store. In the absence of a store context, the DVS message will appear in all stores any time the referenced department, vendor and sheet combination are selected on the PACE PDA.
- **[SEND]:** after typing in your message, tap **[SEND]** to deliver the message to the intended recipients.
- **[CLOSE]:** Tap **[CLOSE]** to exit the send section.