

**What is the CUP?**

The Continuous Update Program, CUP, is a dynamic software maintenance program created to adapt to the constant changes in EDI requirements and the evolution of user needs.

**The CUP provides the following components:**

- › New updates or what we call, "Builds", of the EDI Engine™ program, including any additional modules purchased
- › Changes in document maps based on new specifications or version changes
- › Technical Support and access to Training Seminars

**New builds may include:**

- › Enhancements
- › Fixes of programming bugs
- › The addition of new features based on customer requests
- › The addition of new features or change of current features based on trading partner requirements including: EDI standards (for example, converting from version 4030 to 5010); connectivity methods; and document specifications
- › Support of new communication methods and Value Added Networks (VANs)

**Is the CUP mandatory?**

Yes, it is indispensable for maintaining the performance and quality of our software — it is the oil of our engine. It ensures the highest levels of productivity through the allocation of our resources combined with your invaluable feedback. It also maximizes your return on investment by eliminating the need to budget for program updates and technical support.

**Can I select which products are included in the CUP?**

No, all software and modules are included in the CUP. Customers may choose to deactivate documents that will no longer be used.

**What is not included with the CUP?**

The CUP does not include additional services such as installations, updates, training, programming modifications, and compliance testing. These services are subject to billing and must be scheduled in advance.

**What about program enhancements?**

EDI Engine™ has a long tracked record of program enhancements, however, not all requests for enhancements from customers and trading partners are adopted in the CUP.

Programming enhancements are done based on criteria such as the demand for new features, the urgency of implementation, and program strength. MIS Consulting & Services, Inc. reserves the right to decide which requests to implement and which customized features to include in the product. For questions about new features, please contact [sales@123edi.com](mailto:sales@123edi.com).

**What does the CUP cost?**

The CUP is an annual fee of 18% of the current price for most of our products: software; modules; and documents.

**When do I start paying for the CUP?**

The CUP is billed upon delivery of each project.

**Can I stop paying the CUP and later resume?**

Yes, but you will incur reinstatement fees. Only customers who are discontinuing their EDI operation should consider disengaging from the CUP. We deem that an account has disengaged if the CUP invoice is more than 30 days past due. The cost of reinstating the CUP is \$1,000 for every year plus cumulative CUP fees since disengagement. Disengaged customers are not eligible for updates or technical support. Please note that we do not support versions of EDI Engine™ that are over one year old.

**Does having more than one company affect the cost?**

Check our licensing for details. There is an additional CUP charge when using EDI Engine™ multi-company.

**How do I get my updates?**

Software updates can be download from our web site, <http://www.ediengine.com>, by following the posted directions. Customers should contact the support team for any questions on this procedure. Map updates are provided via e-mail on an as needed or requested basis.

**How do I know if I have the latest build?**

To determine which version you are running open the "Help" menu in EDI Engine™ and select "About EDI Engine". Compare your version date with the most recent build date listed above the download link on <http://www.ediengine.com>.

**Do I always need to update to the latest build or can I skip build updates?**

EDI Engine™ does not require that you run consecutive updates. The software has the intelligence to allow skipping several builds without any problems.

You can upgrade at your leisure, however, we release new builds at least once every 2 months, often more frequently. We recommend not letting more than 6 months pass before updating to a new build. Don't let your program fall behind!

Our Release Notes, found below the EDI Engine™ update link on <http://www.ediengine.com>, highlight the key features of the fixes or enhancements of each new build.

**What is in the "Utilities" section of the EDI Engine™ web site, <http://www.ediengine.com>?**

In the "Utilities" section, we store files requested by specific customers. Please do not access these files unless you are instructed by your technical support representative to do so.