

DM2 Cloud-hosted eCardLink FAQ

Where can I see it?

Enter www.ecardlink.com into your web browser. When prompted, login using *demo* as your User Id and your email address as the password. This is a demonstration account that gives you access to view an actual, live eCardLink site.

What do I need to get started?

After subscribing to the DM2 Cloud-hosted eCardLink service, you will need to provide DM2 with the following:

- an email account that is accessible through the Internet (all card orders and other change requests will be forwarded to this email address.)
- your Sage 100 (formerly Sage ERP MAS 90 and 200) workstation or server must also have a direct, high-speed (DSL or faster) connection to the Internet and, if you are hosting the site yourself, to your web server.
- an electronic copy of your logo (.jpeg or .gif) for DM2 to use to brand your eCardLink site.
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What does it cost?

The DM2 Cloud-hosted eCardLink service starts for as little as \$275.00 per month for up to 275 authorized users (please see the following page for pricing for additional users). There is also a one-time set-up fee of \$800.00.

How long does it take to get set up the DM2 cloud-Cloud-hosted eCardLink service?

Approximately two weeks after we receive all your initial set-up information.

How do I get a web site set up?

eCardLink can easily be added to your existing web site. If you currently do not have a web site, DM2 has a partnership with **websitepipeline™**, a web site developer and eCommerce service provider, that can help you create one. For more information regarding **websitepipeline**, contact DM2 at sales@dm2.com or at (800) 866-5151.

When my Pacific Pride cardlock customers order cards using eCardLink are the orders automatically sent to Pacific Pride?

No. Your customers may enter card orders into eCardLink; however due the recent changes taking place at Fleetcor, the card orders that come in through eCardLink must be manually placed with Pacific Pride for the time being.

Once I set up a cardlock customer, how long before they can use the service and see transactions?

Once you have set up a customer, they can access their CardLink data immediately. All Customers records from your CardLink system are available via eCardLink as soon as it is set-up.

Does eCardlink give my cardlock customers access to current information that has not been posted to their account yet?

eCardLink can be configured to display pricing that has not been invoiced yet. Invoiced prices are always shown.

DM2 Cloud-hosted eCardLink Pricing Options

The pricing for the DM2 Cloud-hosted Option operates on a tiered structure:

Authorized Users per Month	Monthly Subscription Price
0 – 275	\$275.00
276 – 500	\$500.00
501 – 1000	\$1,000.00
1001 plus	\$1,500.00

If you purchased the eCardLink module (discontinued as of DM2's v2013 release) to run on your own web server and wish to switch to the Cloud-hosted version, Professional Services' time will be required to move your data from your server to the DM2 Cloud-hosted Server.

The number of authorized user logins for billing purposes is determined based on the number of records in the Authorized Logins File on the last day of the month. Please note that the monthly fee is **NOT** based on the number of times your customers log on but only on the number that are **authorized** to log in to the service.

The one-time installation fee for the DM2 Cloud-hosted eCardLink service is \$800.00. This fee includes:

- Remote installation of the eCardLink interface on your CardLink billing computer or server.
- Training your users by telephone on the daily operation of eCardLink.

Ready to get started?

Contact DM2 at sales@dm2.com or at (800) 866-5151.