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Wednesday, December 05, 2001

Dear FACSys Reseller

Optus Software and SAP SI are pleased to announce that world-wide distribution and support for the SAP Gateway for FACSys is now available from emFAST, a value-added support and services company headquartered in Denver, Colorado.

The principals in emFAST have a combination of 12 years experience with FACSys and in 1999 and 2000 were responsible for 33% of the worldwide sales for the SAP Gateway for FACSys. emFAST has six qualified and trained FACSys support technicians.

**Product Availability:**

1/ The entire FACSys Gateway for SAP product will be available ONLY by electronic download. The 60 day evaluation copy, along with documentation in English and German and Screen CAM presentations are available from <http://www.faxserversupport.com/downloads.htm>

2/ Sales support is provided through <http://www.faxserversupport.com/sap.htm> where a Power Point presentation suitable for showing to end-users is available on-line or as a download.

**Evaluation Procedure:**

1/ Download the 60 Day Evaluation product and install it.  
2/ Download the Documentation as required.  
3/ Pre-sales technical support questions may be submitted to <http://www.facsys.com/supportform2.htm> where they will be automatically forwarded to one of six FACSys technicians who will respond by e-mail or phone as is appropriate for your location and time zone.

**Ordering Procedure:**

1/ When you are ready to activate the software to 'go live' mode, please e-mail your order to [sales@emfast.com](mailto:sales@emfast.com)

2/ Upon receipt of payment (emFAST accepts VISA, MASTERCARD, or AMEX) you will be sent a License KEY which, when entered into the GATEWAY software, will activate it to a fully functional product. There is no need to re-install anything.

**Pricing and Support:**

EmFAST's experience with this product shows that BASIS ADMINISTRATORS will not install anything on their systems without first testing it extensively. Hence, it is better to quote the price with a full installation and a one year post-installation support agreement. If your organization is comfortable with this product then by all means order it from us without support, and sell the support yourself. However, if you sell the 'evaluation' installation, and then go back to close the business with the License Key, you will find great resistance to having the customer pay for support when it 'already works'. So, guarantee that it works, help install the evaluation copy at

'NO COST' and then include the support in the selling price. You are encouraged to utilize this selling procedure, whether or not you purchase the emFAST support option.

In order to obtain a license key it is required by the manufacturer that the END-USER's Full Company Name, Address, Contact Name, phone numbers and e-mail address are provided.

Please note that if you or your customer downloads the product from the emFAST website and then needs technical support to install it you are automatically buying the product with the support option. There is no Single Incident support option for the SAP-FACSys Gateway.

You may download the SAP Gateway for SAP and burn your own CD's.

**PRICING for SAP GATEWAY for FACSys for R/3 (US FUNDS)**

FACSys SAP Gateway end user	no Support \$5495	with emFAST support \$7995
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FAD's/FARs please contact [sales@emfast.com](mailto:sales@emfast.com) regarding discounts..

Annual Version Upgrade protection: 15% of the selling price. Provides a free upgrade to any new SAP Gateway for FACSys for one year.

**emFAST Support includes:** Pre-sales technical liason, assistance to 'make it work', one year post-installation support via phone, e-mail or remote control (8am Eastern to 6pm Pacific). European customers will have priority between 8am and 11am Eastern Time.

**Competitive information:**

Nobody can FAX-enable SAP as cost effectively as Optus FACSys can. Nearly every other competitor is in the +20,000 range (Rightfax) up to +\$40,000 for Topcall.

**empowered messaging:**

You can offer your customers the SAP Gateway for FACSys as part of an empowered messaging solution. This means that your customers can deploy FACSys without a FAX CARD and use Fax over IP connections to over 9000 fax ports with POPS all over the world. The Fax over IP solution provides a least-cost routing capability so that the fax is transmitted from a FAXSERVER closest to the target recipient to minimize cost for the customer. For more information about FOIP please see <http://www.emfast.com/prod02visionlab.htm> or contact [sales@emfast.com](mailto:sales@emfast.com).

Don't miss out on this lucrative market. SAP does not include any fax solution, and if you go through the Power Point presentation you will find reasons for the customer to buy this product.