

VARSITY CUSTOMER COMMUNICATION

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If you have news of your own to contribute, or any questions or comments, please send them to marketing@varsitynet.com.

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1. CUSTOMER SPOTLIGHT: WIGWAM MILLS KNITS A SEAMLESS SHIPPING EXPERIENCE

Wigwam Mills makes socks — thousands of them every day. The company ships 350-500 parcels a day from their highly automated 90,000 square foot distribution center in Sheboygan, Wisconsin.

In 1998, Wigwam Mills undertook an initiative to ensure that all their IBM iSeries applications were Y2K compliant. This initiative gave the company a chance to replace multiple outdated PC-based transportation and warehouse management systems. One PC system was used for picking and packing, another for logistics and warehouse location and a third for order entry and inventory management.

Wigwam Mills found the flexibility, reliability and performance they required in a new shipping system from Varsity. To replace their obsolete ERP systems, Wigwam Mills turned to Geac. Designed to support apparel manufacturers, Geac Style21 was a natural fit with the company's style, color and size requirements.

While most Varsity users rely on ShipSoft's off-the-shelf functionality and standard interfaces, Wigwam Mills customized the software code to meet their sophisticated Radio Frequency (RF) requirements. The company modified ShipPack, Varsity's pick/pack module, to work with fewer data entry fields and shrunk the screens to fit a handheld RF scanner.

Today, ShipSoft and ShipPack are a seamless component of Wigwam Mill's shipping, inventory and order processes. The process starts when goods are selected from a paper pick slip bar coded with the order number. Picked items are scanned using RF scanners to instantly report the inventory adjustment, triggering automated replenishment. At the packing station, RF is used to identify which order is being packed through an ID scan and to notify ShipPack when a container is full. ShipPack prints a packing slip with a UCC128 number identifying the container. When the container is closed, ShipSoft is notified to weigh, rate, and generate a carrier-compliant shipping label. Once processing is complete, shipment details, i.e. tracking number and freight costs, are passed back through the interface to Geac Style21 making shipment history and status information available from any computer terminal with iSeries access.

"Varsity has been a great business partner. Although our customization requirements were significantly higher than most, Varsity's commitment to success was clear throughout the implementation"

— Bill Young,
Programmer Analyst,
Wigwam Mills

Varsity's flexible products and our knowledgeable professional services team support a wide range of shipping scenarios. Our broad experience extends from the complex RF customization needs of customers like Wigwam, to new installations, multi-site roll-outs, and integrations to packaged ERP and WMS systems or homegrown systems. A range of consulting services are available through Varsity, including on-site operational review to establish best practices for shipping and implementation, customization and integration services.

To find out more about Varsity's consulting services, or to add ShipPack to your shipping department, contact: sales@varsitynet.com.

2. VARSITY SELECTED BY MAPICS FOR CERTIFIED PARTNER PROGRAM

Varsity recently signed a partnership agreement with MAPICS, Inc., the largest global provider of extended ERP, CRM and SCM solutions committed exclusively to solving the unique challenges of manufacturers. The outcome of this partnership is that Varsity will provide a MAPICS endorsed software interface between ShipSoft, Varsity's parcel and freight shipping software and MAPICS' Enterprise Resource Planning (ERP) software for the iSeries. The ShipSoft interface extends MAPICS' core ERP solutions to automate and integrate the entire fulfillment process.

"Varsity is a recognized leader in parcel and freight shipping software for the iSeries", explains Craig McKay, director of partnerships for MAPICS. "ShipSoft's award winning shipping functionality, and exceptional customer service, coupled with MAPICS' solutions and expertise in manufacturing, enables our customers to achieve world-class results."

3. NEW PRODUCTS AND ENHANCEMENTS

Now Available

ShipPack 2.2

ShipPack, Varsity's pick/pack module, gives shippers complete control of the shipping process by providing total visibility to the contents of each package including description, size, weight and contents. In addition, ShipPack automatically generates ASNs, and produces customized forms and labels to meet specific recipient requirements.

The latest release, ShipPack 2.2, is now available to ShipPack customers on maintenance. To receive your copy contact acarter@varsitynet.com.

New ShipPack 2.2 features include:

- * Automatic palletization of orders as they are packed
- * Automatic end-order function once all items are packed
- * New record purging features
- * A new type of packing list that can be printed on a thermal label (Zebra) printer
- * More validation on container reconciliation (e.g. you cannot ship an empty container)
- * The ability to work with multiple items at the same time

"Since installing ShipPack in 2001 we have reduced our shipping error rate by more than 33 percent. The new features in ShipPack 2.2 enable us to achieve even greater efficiency and accuracy."

—Peter Bundy,
Director of Operations,
GL Services

VICS Bill of Lading Upgrade

The latest release of the VICS Bill of Lading contains several enhancements designed to streamline the LTL shipping process and support cross-border shipments to Canada and Mexico. Also included is the ability to create "invisible" BoL (printing without a confirmation screen) and generate a BoL for international shipments.

SAP R/3 Interface

For Varsity customers using SAP's R/3 server version 4.6, we now offer a standard, pre-built interface to ShipSoft. By interfacing your shipping operation with SAP you can:

- * Enhance customer service through integrated track and trace
- * Ship in an "invisible" mode from SAP to Varsity
- * Automate shipping for parcel and LTL modes as well as HAZMAT goods.

Provided and maintained by Varsity, the ShipSoft/SAP R/3 interface allows shipment data to flow seamlessly between the two systems on the iSeries.

MAPICS XA 6.0 ERP for iSeries Interface

As part of the MAPICS certified partner program, Varsity provides and maintains a pre-built, off-the-shelf ShipSoft/MAPICS ERP for iSeries interface that extends MAPICS' core ERP solutions to automate and integrate the entire fulfillment process. The interface works with versions XA 2.0, XA 4.0, and now XA 6.0.

Provided and maintained by Varsity, the ShipSoft/MAPICS interface allows shipment data to flow seamlessly between the two systems on the iSeries. Manufacturers experience enhanced customer service through real time shipping information, lower shipping expenses and elimination of cross-platform support headaches.

Available in Q3 2003

Expanded Printer Support

In response to our customers' desires to maximize their investment in existing Eltron printer equipment, Varsity will offer a new software option that enables you to print shipping labels using Eltron's native print language (EPL). For more information contact: tphillips@varsitynet.com.

"Since implementation over five years ago, our ShipSoft/MAPICS integration has performed without fault, enabling us to achieve outstanding shipping results. We have eliminated duplicate data entry, improved shipping efficiency, and enhanced customer service."

—Janet Bingham,
*Manager Data Processing Services,
North American Tool*

ShipSoft 2.5.2

The latest ShipSoft release, version 2.5.2, contains several enhancements for ShipSoft, including:

- * Enhanced security for separate shipping locations
- * Full support for 020 transaction processing for all shipments on the 0611 FedEx server
- * Integrated ERP order deletion
- * The ability to send shipping label data to an alternate spool file or output queue

ShipSoft 2.5.2 will be available at no charge to customers on maintenance. To request your copy, contact acarter@varsitynet.com.

Coming Soon

Address Verification

Varsity has partnered with Satori Software to resell their MailRoom ToolKit address correction software. When integrated with ShipSoft, Satori Software's MailRoom ToolKit automatically verifies address data at the point of shipping. For the highest level of accuracy, addresses are verified against the United States Postal Services CASS database. Working in the background, the Satori Software MailRoom ToolKit enables ShipSoft users to eliminate the address correction fees charged by many carriers, minimize inaccurate shipments and eliminate the customer dissatisfaction that is associated with inaccurate mailing addresses.

ShipSoft Address Verification is scheduled for release in Q4 2003. We are currently looking for ShipSoft customers to be beta test sites. If you are interested in this new product and would like to be one of the first users, contact Tony Phillips, 415-651-5644.

4. CARRIER NEWS

Varsity Receives FedEx Compliance Certification for Shippers using FXRS 0611

Recently FedEx upgraded to Version 0611 of the FXRS Rate Server. Varsity ShipSoft has been certified by FedEx to access the new functionality of FXRS 0611, including the ability to:

- * Stage packages for later shipment
- * Print triple-bar-code and URSA labels
- * Track packages

DHL Carrier Compliance Kit Now Available

Varsity's new DHL certified Carrier Compliance Kit (CCK) supports shipments to all international destinations served by DHL. The kit enables full shipment capabilities for all international DHL small parcel shipments originating in the United States and includes compliant rating, routing, documentation and labeling data.

In addition to rate and routing data, the DHL CCK also produces thermal air waybills and prints all required documentation, including the Shippers Export Declaration (SEDs), Commercial Invoice, Canadian Customs Invoice and Certificate of Origin (NAFTA and Standard).

USPS Delivery Confirmation Upgrade

On July 1, 2003 the United States Post Office instituted a new dial-up server for Delivery Confirmation users. To support this change, Varsity has sent USPS customers using Delivery Confirmation an upgrade to their ShipTalk Delivery Confirmation module. The upgrade not only supports the new server requirements, but also streamlines and enhances the current Delivery Confirmation process.

5. THE VARSITY FAMILY GROWS

Varsity would like to extend a warm welcome to our newest customers: A/D Electronics, Kettler USA, Weigh-Tronix, Civco Medical Instruments, Viking Group, Weld Wheel Industries and Anheuser-Busch. Welcome!

6. TRAINING

Regional Training

Since implementing this program in October 2002, over 60 Varsity users have participated in regional training classes, and demand for these classes continues to grow!

We are pleased to announce that the next regional training classes are being planned around the week of September 15 in Chicago, IL and the week of October 13 in New Orleans, LA.

Designed for Varsity system administrators and technical support/programmers, the two-day class is packed with informative and practical information. Multiple attendee discounts are available.

Don't miss this opportunity to get the most out of your Varsity investment. For more information, contact sjohnson@varsitynet.com or call 800-438-7447 (SHIP).

"This seminar is a good refresher course for existing customers who want details on upgrades, as well as a good introduction for new ShipSoft customers."

Dave Ritter,
The Wasserstrom Company

7. UPCOMING EVENTS

We look forward to meeting our customers and partners during these upcoming events. If you attend, please stop by and see us.

Sept. 7-9 COMMON Fall 2003 – Orlando, FL
Sept. 15-19 VAI Dealer and User Conference – Las Vegas, NV
Sept. 21 CLM 2003 Annual Conference – Chicago, IL

8. HOW TO CONTACT US

* Customer Support: Available 24 hours per day, 7 days per week at (415) 651-5600, or you can email us at techsupport@varsitynet.com.

* Sales: Send an e-mail with sales-related questions to sales@varsitynet.com.

* Products/Marketing: Do you have product-related questions, or need information? You can e-mail us at marketing@varsitynet.com, or call 1-800-438-SHIP.

* Professional Service: To find out more about our consulting services, contact Chris Anderson, 415-651-5663.

If you would like to have your name removed from our mailing list please reply with "REMOVE" in the subject. If you have an e-mail address change, or would like to add somebody else in your organization, please reply to this e-mail with the Subject "CHANGE/ADDITION". Thank you.