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APICS Channel Partner Preview of the New APICS Website

Webinar question and answer document

On Thursday, January 19 APICS held a webinar for channel partners. The webinar provided an opportunity for partners to preview the new APICS website, be introduced to new tools for partners and website visitors, and understand transition activities and how those activities impact their organizations. Below are questions and answers from the webinar. The website is scheduled to launch Monday, January 23. APICS will keep its partners up to date as we execute launch activities this weekend.

Get the latest information on the APICS website cutover:

Beginning Saturday, January 21, you can call 1-800-444-2742 or +1-773-867-1777, ext. 5750, or visit apics.org/cbox.

Key terminology for the new apics.org:

The APICS Bookstore is now **Shop APICS**

My Chapter is now **APICS Partner Connect**

The Learning Communities are now **The APICS Supply Chain Channel**

My Info is now **My APICS**

The Chapter Locator is now **Partner and Event Finder**

Partner resources questions

Q: APICS Partner Connect will still provide point-in-time updates, correct?

A: Yes.

Q: The order history screen will show ALL orders (i.e., phone fax, web, and so forth), correct?

A: Yes.

Q: Will my organization's reports still be available around the 12th of the month?

A: Yes, there is no change to the process of posting reports by the 10th of each month.

Q: Does the new APICS Partner Connect update the district websites?

A: No. District website content will still be managed by the district webmasters.

- Q: Will partners be able to enter event information in one place only now?
A: Yes. This combines the partner course listings program and chapter locator searches so partners enter information in only one search.
- Q: Can the APICS calendar of events work with a link to a local website of calendar of events?
A: Partners are encouraged to include information including website links, calendar links, and services offered in their partner descriptions. Unfortunately, there is no way to auto-populate calendars for partners using data from APICS Partner Connect at this time.
- Q: If a chapter changes the Treasurer, do they just update the billing address on Partner Connect 19In advance of the APICS website launch scheduled for Monday, January 23, APICS get the invoices properly routed?
A: Yes. Changing the billing contact address and updating the treasurer info board roster, are the correct methods to update chapter records
- Q: How will the district websites be connected?
A: District websites are linked from the APICS districts page on the APICS website. To enable coordination between district websites and the APICS corporate website, APICS will provide templates and resources for websites.
- Q: How can we automate and link the chapter websites database and the APICS database?
A: Since iChapter is a third-party tool for managing data, there currently is no automation between that and the APICS database.
- Q: How will channel partners be able to distinguish their onsite offerings by delivery times: evenings only, evenings, and days?
A: Partners can list onsite offerings, delivery times, and instructor availability in their partner description on APICS Partner Connect. That information is served to individuals using the APICS Partner and Event finder.
- Q: Please confirm that users can drill down into the order detail by clicking on the order number.
A: Yes. You will be able to see the full order information, including products purchased, dates, and order status.
- Q: Can we update our partner information on the current website and have that carried over to the new website?
A: Yes until 3:00 p.m. CT tomorrow, Friday, January 20, 2012.
- Q: Is data entry in APICS Partner Connect simpler than it was in My Chapter?
A: Yes. In addition to a cleaner look to provide a simpler user experience, the new interface will be **the only** place partners need to enter information. This simplifies the amount of work partners need to do to ensure their information is listed and promoted.

Q: How do I find C-BOX?

A: When you log in to the new website, you will see a navigation tab called “**My APICS**”—click on this to access C-BOX, the latest issue of Leadership Central, all of your personal profile information, and APICS Partner Connect.

Q: Does the new APICS Partner Connect also connect to the Holmes Partner Resource Central?

A: No. Events should be entered in APICS Partner Connect to be included in promotions.

Website release questions

Q: I have a meeting with my members tonight. What can I tell my members regarding the dates and times of the website launch?

A: You can share that we are planning to launch Monday, but please remind them that this is planned barring any unforeseen issues that occur during the technical cutover.

Q: When will we know the date and time of the cutover to the new website?

A: The currently planned cutover is Monday, January 23. This is planned barring any unforeseen issues that occur during the technical cutover. Please check C-BOX at apics.org/cbox for the latest information.

Q: Can we send an email to our members announcing this change?

A: Yes. We encourage you to wait until Tuesday to do so. We are staggering our release communications to avoid overloading the new website.

Q: Will there be a presentation on the new website we can share with other leaders or our members at a PDM?

A: Yes. We will produce a presentation with an overview of the new website that partners can use to share with other leaders or their members.

Q: Will there be a communications tool kit for partners to use?

A: Yes. Beginning in February, we will release a tool kit, including website templates, identity materials, and more to help partners leverage the new website at their organizations.

Q: Will there be a press release outlining the new website features that partners can use in communications with member?

A: Yes. This will be a part of the communications tool kit.

Q: Why not give partners a week to update or set up connections in the Supply Chain Channel before going live?

A: Unfortunately, the cutover requires our website be live, which means the current website is no longer live. In order to begin working with the new website, we have to release it to the public. We hope to open the website to leaders Sunday, January 22, in advance of opening it for the public.

Q: Is there any particular website maintenance software recommended for chapter webmasters?

A: We currently are considering options to recommend. Along with the website tool kit, we will recommend tiers of website tools for partners to evaluate.

Q: What will APICS corporate do with the data members include in their Supply Chain Channel profiles?

A: Profile information will be shared with APICS and Supply Chain Channel members based on each individual's privacy settings. So, if a Supply Chain Channel member chooses not to share their information or to make their information private, no one will have access to it.

General website use questions

Q: Will we need to change our log ins?

A: Yes. All website users will need to select a new password. User names can remain the same, but our new backend association management system requires new passwords for all active users.

Q: What will the points in the APICS Supply Chain Channel be used for?

A: The points are a way to encourage and recognize engagement in the communities. There will be no value assessment of the quality of the input—only the quantity of input.

Q: Does My APICS track certification maintenance points?

A: This is not a part of My APICS for website launch, but is a planned improvement for My APICS in 2012.

Q: Have you considered the access to information for nonmembers?

A: Yes. There is a sampling of content for nonmembers to demonstrate the value of APICS and encourage them to further engage with APICS and our partners.

Q: Will members of the current Learning Communities automatically belong to those communities in the APICS Supply Chain Channel?

A: Membership will carry over into the new communities, but each member's profile will have to be activated. Discussions will not carry over.

Q: Can my LinkedIn profile be connected to the APICS website?

A: Yes. You can choose to connect your LinkedIn profile to the APICS Supply Chain Channel. Also, there are opportunities to share content on LinkedIn, Facebook, Twitter, and more throughout the main APICS website.

Q: Will there be a mobile app?

A: Not at this time. However, we do plan to add more mobile functionality over time. The website as a whole was designed to be mobile and tablet friendly to ensure a better user experience for individuals accessing apics.org on the go.