

D.e-Express Service Specifications Document

Notice : The subject to changes without notice.
If you have any questions, please contact us.

Version 3.4

TOYOTA SYSTEMS CORPORATION

Revisions

Date	Revision	Revision Contents
2014/10/1	1.8	Created new specifications.
2014/12/22	1.9	Modified with release of High speed option
2015/4/13	2.0	Modified with release of Manager function
2015/10/30	2.1	Several phrases were corrected.
2015/11/25	2.2	Added Environment Specifications.
2016/4/25	2.3	Modified with explanation about Additional data usage amount option.
2016/10/1	2.4	Several phrases were corrected.
2016/12/19	2.5	Add and Remove the requirements
2018/5/28	2.6	Change the maximum expiry date of password.
2019/1/1	2.7	Changed company name.
2021/4/1	2.8	Add and Remove the requirements
2021/6/28	2.9	Changed contacts.
2021/8/20	3.0	Changed the part of explanation in ">> Available Functions".
2022/6/20	3.1	Update the requirements. Several phrases were corrected.
2022/10/1	3.2	Update the requirements.
2023/5/8	3.3	Update the requirements.
2025/10/12	3.4	Several phrases were corrected.

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1. Summary of Service

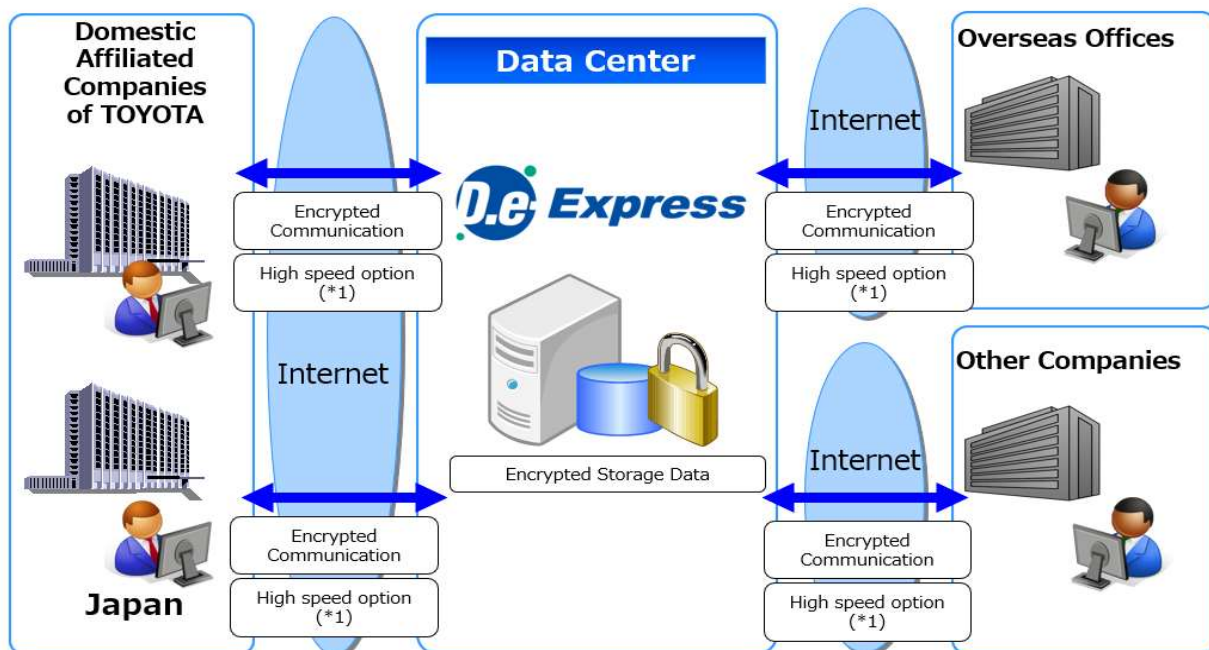
1-1. Objective

This service is a file transfer system with cloud-based applications.

This service makes our customers concentrate their management resources to their core businesses.

1-2. Summary

This service is a cloud-based (SaaS) file transfer (WebEDI) service that is available on INTERNET.



*1 Charged option

1-3. Features

Operability (Functionality)	<ul style="list-style-type: none"> *The user interface that looks like a Web E-mail makes easy to use. *Attachments are available with drag & drop. *No specific software is required. Only a web browser is required. *Large data that is over 2GB can be sent at once. *Available a High speed communication technology. *The customer can send data using One Time Sending function to users who are NOT registered to the service. *In case of communication failure, the service resumes the file transfer automatically. *The file transfer runs on background, so the customer can work on other tasks with the file transfer.
Customizing	<ul style="list-style-type: none"> *Changing the screen layout, link with other application etc. <p>The service can be customized for several situations. (*Required to estimate)</p>
Safety (Security)	<ul style="list-style-type: none"> *The service encrypts the data and connection route. *Transfer history (when / who / what / etc.) is available. *Sending data is required an approval of manager.
Cost	<ul style="list-style-type: none"> *The monthly cost charges on the number of user. -When using over 100 GB for 1 month per a contract, you need sign up of a "Additional data usage amount" option. -The option services (Individual Support etc.) are required to estimate. *The monthly cost charges on the Requesting Company, so the Requested Company cost nothing.
Support	<ul style="list-style-type: none"> *The customer center opens 24H365D.

1-4. Target Users

This service targets following customers.

Contractor	*Corporations only.
User	*No limit. (cf. 2-3. Requirements)

2. Contents of Service

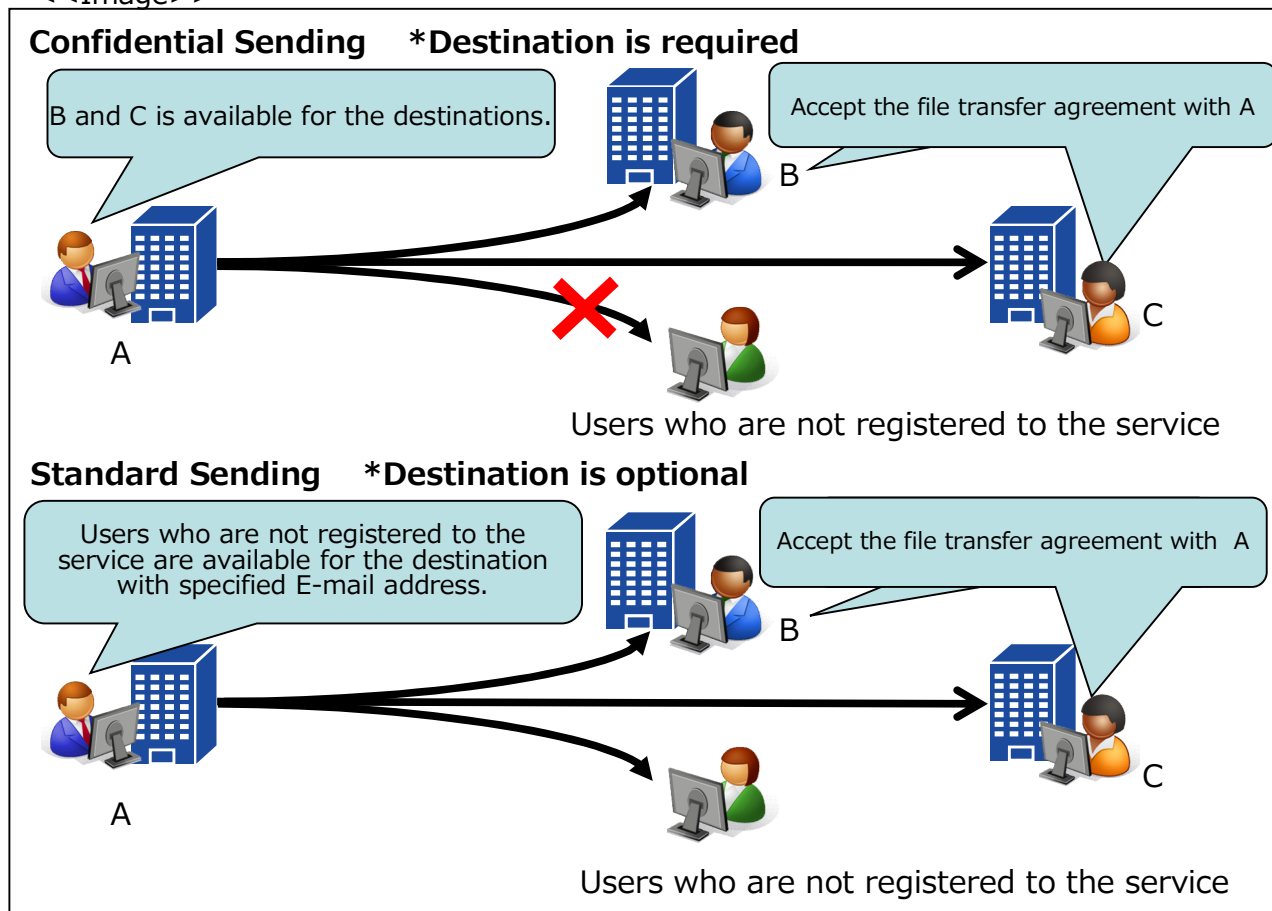
2-1. Service's Image

>> Sending Types

We provide two types of file transfer for the service.

Transfer Types	Explanations
Confidential Sending	To registered users *Registering the destinations is required. (Ex) Exchanging CAD data with high-level security for specific users.
Standard Sending	To users who are NOT registered to the service *Registering the destinations is optional. (Ex) Sending general purpose documents

<<Image>>



>> Model cases

D.e-Express is available within the customer, customer's clients, and departments.

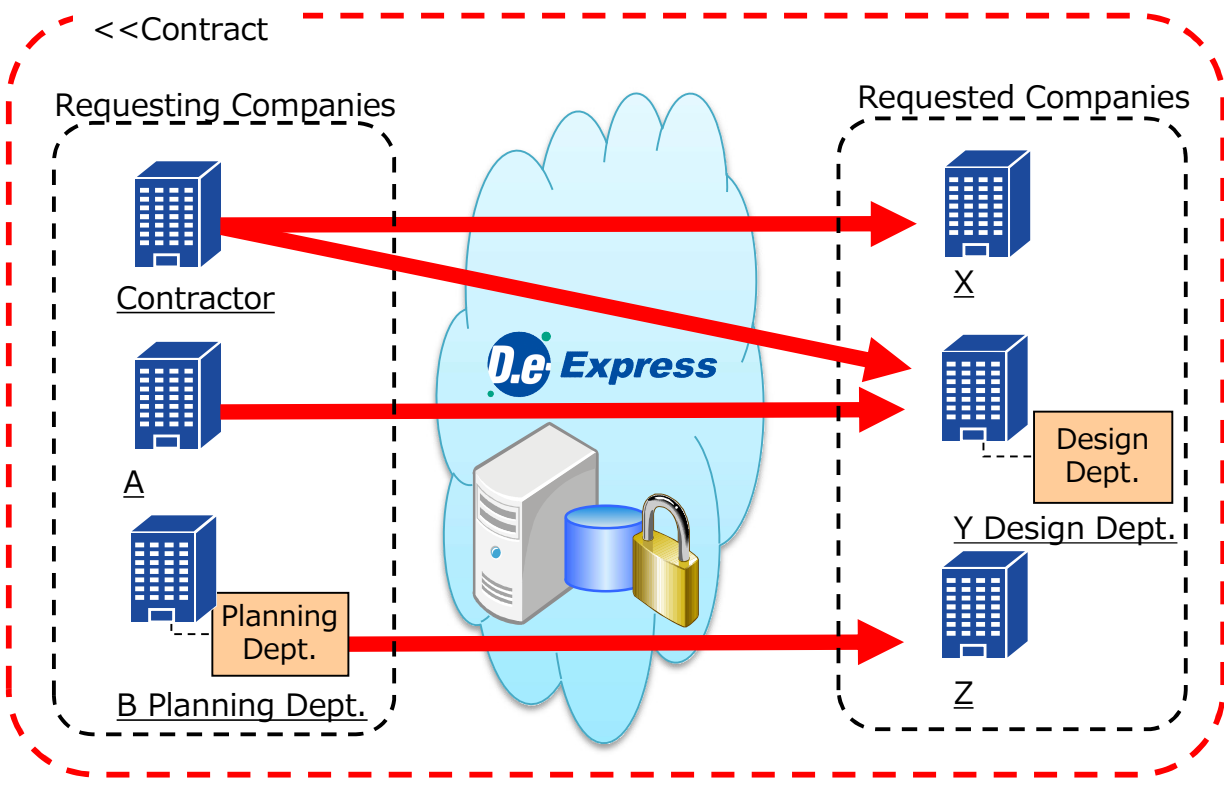
(Ex.1) Using between companies(One-to -One)



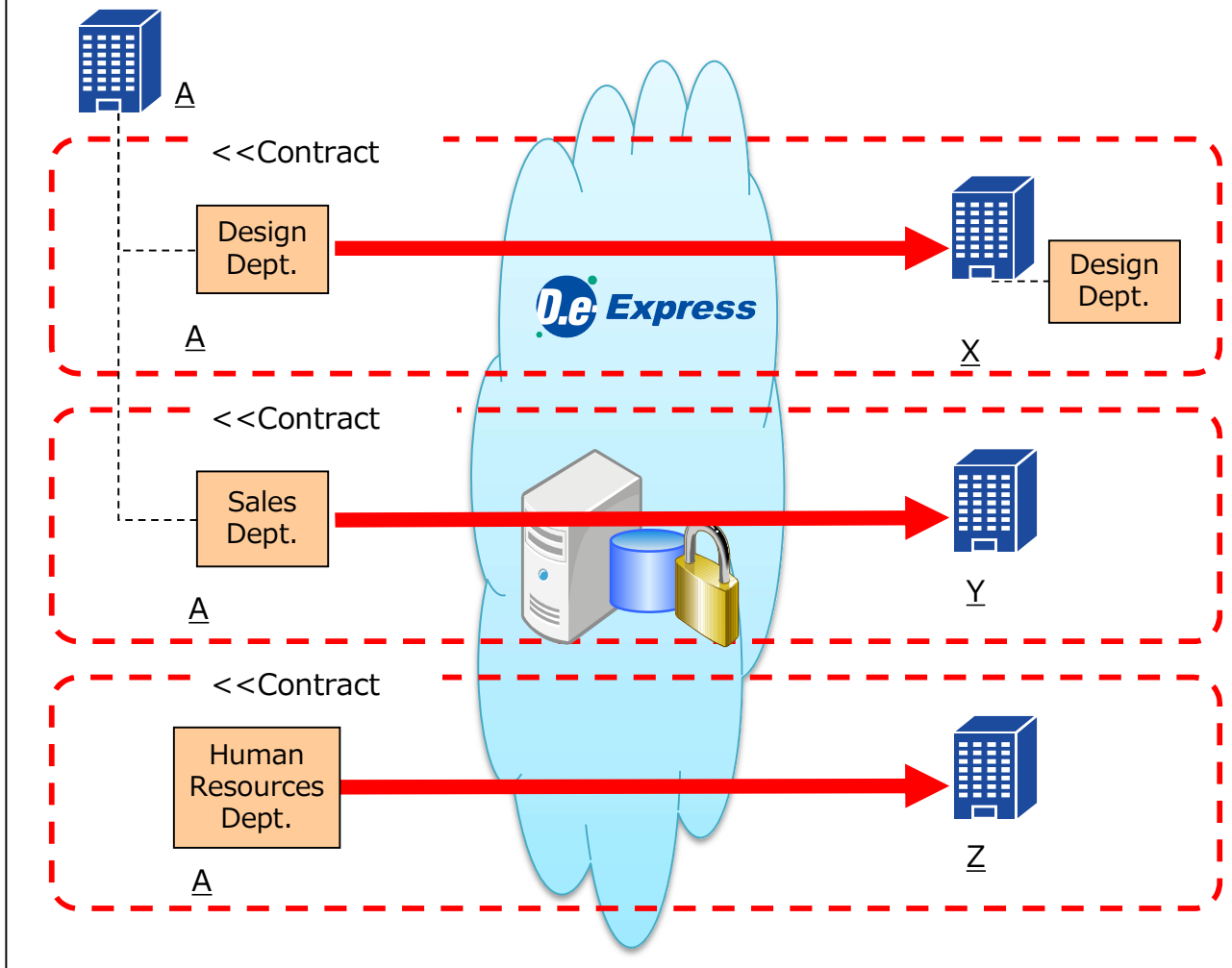
(Ex.2) Using between departments(One-to-One)



(Ex.3) Using between several Requesting and Requested Companies.(Many-to-



(Ex.4) Creating separated contract within a company



>> Available Functions

We provide variety of functions and options for customer's convenience.

* Customizing is available and please contact our sales.

<<Exchanging>> Providing file exchanging service on "Person to Person"

Functions	Explanations
Sending / Receiving / Replying	Sending, receiving and replying are available for any individuals or groups. One sending up to max 100 addresses. D.e-Express accepts Drag & Drop for data attachment and the size is up to 100GB a message. *Refer Service Site about the number of files.
Delete	Delete manually or automatically with expiry date.
Confirm Message Status	Sending, receiving and downloading status is available to confirm.
Notification	Arriving notification E-mail is available. Number of incoming new message is indicated on main window.
Approval	Approval process is available for sending transfer. (Available within 30 days after the request of approval)
Background Running	The file transfer runs on background, and in case of communication failure, the transfer automatically resumes to upload/download.
Simple Sending / Receiving	Sending /Receiving data without installing Plug-in. However, the following functions become not usable. Large-volume Data-Transferring, background running, retry, High Speed Option.
One Time Sending	Creating temporary one-time password to users who are NOT registered to the service, and the users can download the data temporary. *Only available for the standard sending use.
Report-To (CC)	Senders now can specify more notification e-mail recipient(s) as the sender. (They will receive e-mails 'Sent notification' and 'Downloaded notification')
Cancel Sent Message	You can cancel your approval request to your approver, or you can delete a message that have already approved.
Address Book	Address Book is available and registering an address by following. (1) Destination Tree (2) Transferred Messages (3) Free Entry
Encryption.	Data and connection route(SSL) are encrypted.
Saving Draft	Saving draft of sending transfer is available.(Destination, subject and message) Saving draft can be re-editable, but also be a template of another transfer.
E-mail Notification	Each notification can be switched on/off.
Expiry Date for Attachments	The attachment expiry date can be earlier than regular expiry date(30 days). The regular expiry date for One Time Sending function is 15 days
Set up a Password on Every Transfer	The sender can set up a password on attached files every sending process, and the password noticed to the recipient. The recipient required the user's Password and this noticed Password to download the attachments.

<<Manager>>

Functions	Explanations
Log viewer	<p>Viewing the sending/receiving logs. Download file also available. Log records have items like sent/downloaded time, sender info., addressee info., approver info. and attachment info. (file name, numbers of files, size of files). < Viewing of log about In-house users > - Permitted users (registered) can view log for their whole company. - All users can view log for their under approving authority. < Viewing of log within contract > - Permitted users can view log within a specific contract. e.g.) If the user of company B (User-B) has permission of sending function that granted by contract of company A (Contract-A), the user of company A in charge of the Contract-A's contract control would be able to view log that user-B.</p>
Data usage amount viewer	<p>Viewing the monthly data usage amount of each contract. This function is for permitted user in charge of contract control . And we will notify when the data usage amount is over or got closer to the upper limit of your contract.</p>

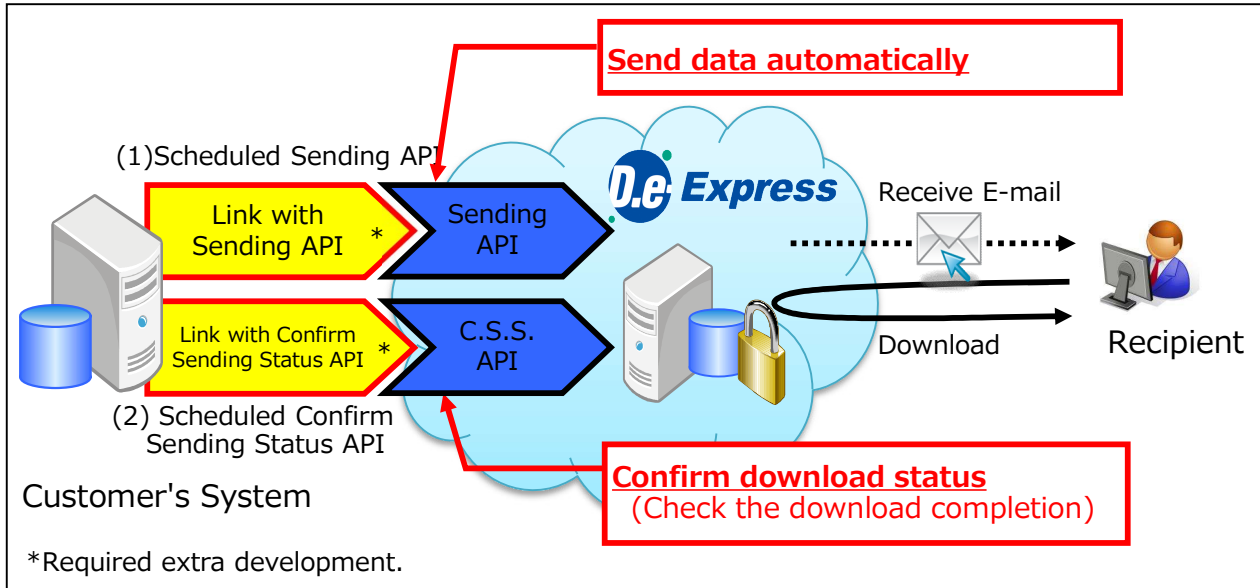
<<Options>>These are expansion option of D.e-Express with extra charge.

Functions	Explanations
High speed option	<p>Provide the communication acceleration between Japan and other countries that avoids range delay and packet loss. Plug-in is necessary to install. *Network response might depend on its environment. So effect of communication acceralation is not guarantee. Please try it before introduce the option.</p>
Additional data usage amount	<p>This option is for using over 100 GB during 1 month per a contract. Data usage amount increases 100 GB for 1 month per 1 option. You can not send data of over the upper limit of data usage amount. (It's limited by the system.) *Data usage amount means total size of sent data (data size * number of the address) and replied data. Sent data is added up when the data has finished upload to D.e-Express. Replied data is added up when the data has arrived to sender.</p>
Link with Other Applications / Systems	<p>This service provides following interfaces for the customer's systems. Sending / Confirm Sending Status / Searching Recipients / Receiving The interfaces are provided as http(s) protocol that is NOT included any program modules. Additionally, the linking interfaces are required to develop for each customer.</p>
IP Address Filtering	<p>Set up IP addresses for access permission.</p>
Warning Report of Usage	<p>Create and report usage of D.e-Express daily or monthly when the usage exceeds user defined limitation. The report contains number of message upload/download with file count etc. This report is sent to user specified email address. We also send monthly report of every user's usage to user specified email address. This report is CSV format.</p>

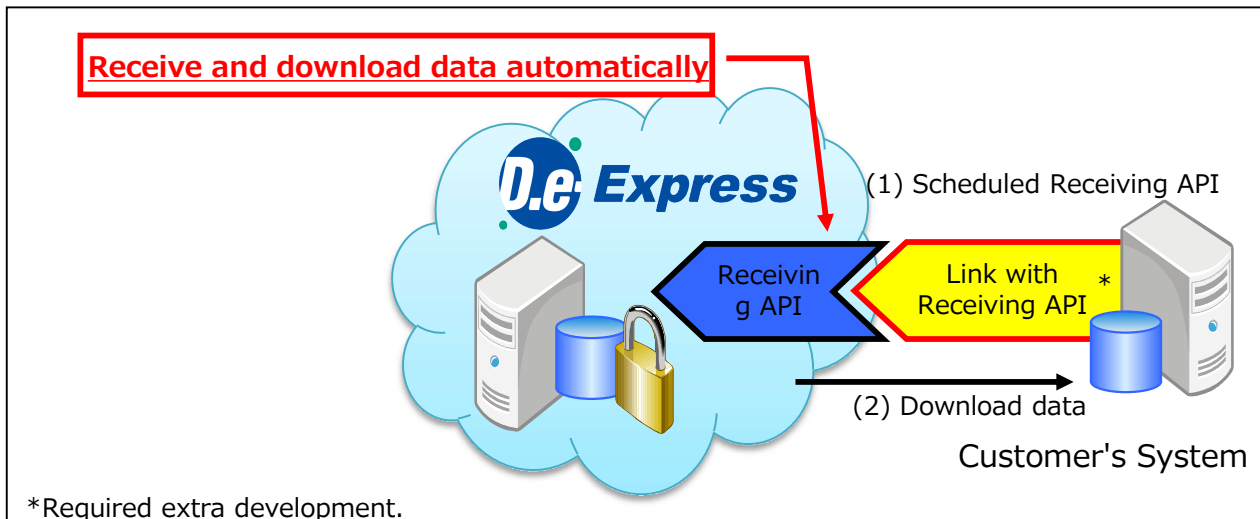
Image of the Linking Interface with D.e-Express

(Ex.1) Sending API and Reference of sending status API

Establish an automatic sending system inside the customer's system.



(Ex.2) Receiving API >> Established an automatic receiving system inside the customer's system.

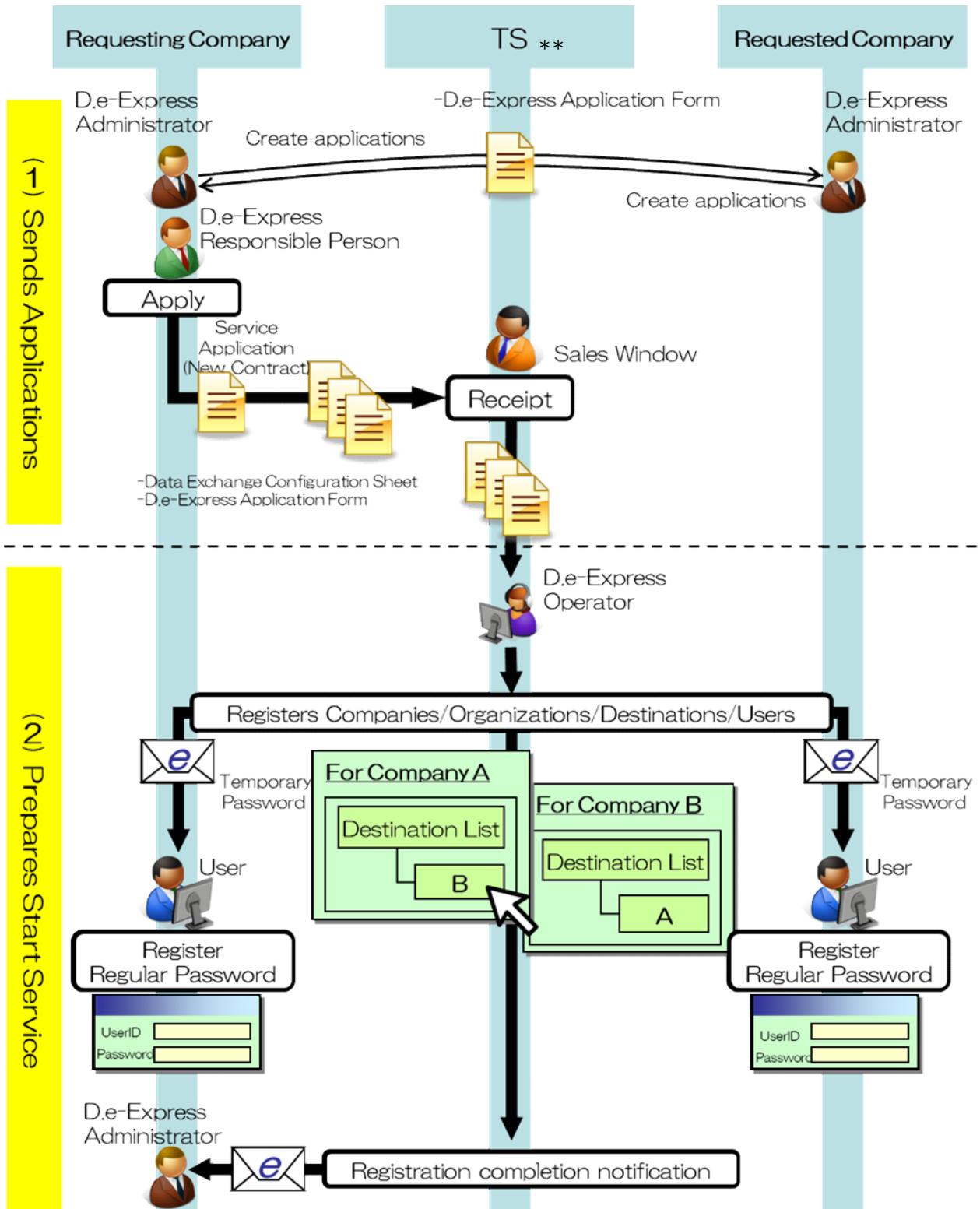


2-2. A flow of starting the service

A flow of starting D.e-Express

(Notice)The following image shows the flow of Confidential Sending function.

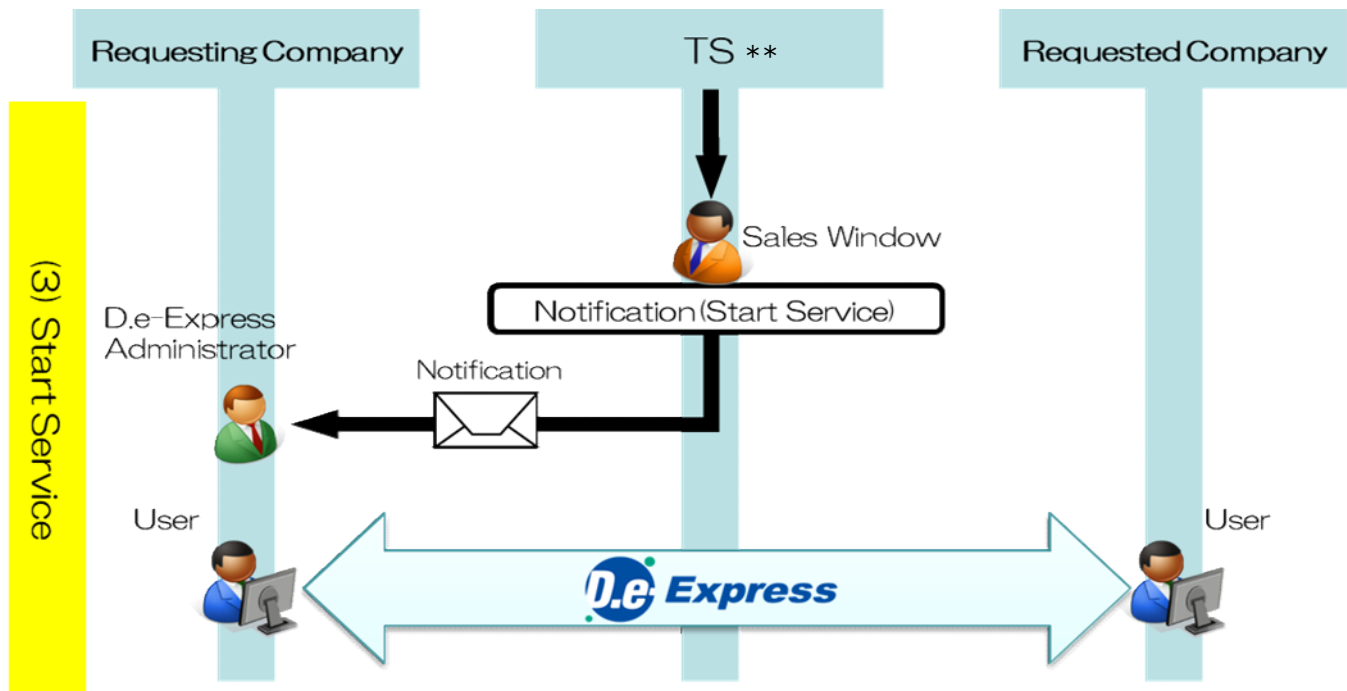
(For Standard Sending function, the process that related with Requested Company is optional.)



** ; Sales company may vary across countries.

(Continued on the next page)

(Continued from the previous page)










** ; Sales company may vary across countries.

* About UserID / Password(Temporary Password and Regular Password)

The detail of UserID and Password are shown below.

UserID	<p>*We have a rule that the user uses user's E-mail address for the UserID. (Required one UserID for one user.) E-mail address must be followed RFC2822 format.</p>
Temporary Password	<p>*We send this password by notification E-mail to the user after the registration. *Reissuing this password is available on the Login Screen by user.</p>
Regular Password	<p>*User can set up this password. *Maximum expiry date is 6 months(180 days) after the previous password had been changed. *Please, change the password until the expiry date. -In case of expired or forgot the password, please reissuing the password.</p>

Characters and roles for the flow of starting D.e-Express

Characters	Symbols	Roles	
TS			
Sales Window		Reception	*Receives service applications *Sends a notification by E-mail or mail
D.e-Express Operator		Registration	*Registers the company, organizations, users
		Preparing to start service	*Sets up destinations *Sets up user functions
Requesting Company			
D.e-Express Responsible Person (Exist only the case that the Requesting Company is contractor)		Contract	*Sends service applications *Receives a notification by E-mail or mail
D.e-Express Administrator		Controlling Service and Users	*Coordinates with Requested Company as a Requesting Company's representative *Creates various applications
User		Preparing to use D.e-Express	*Registers the regular password
		Using D.e-Express	*Sending / Receiving / Reply *Approval(For entire company, within a division, users who has approval authority)
Requested Company			
D.e-Express Administrator		Controlling Service and Users	*Coordinates with Requesting Company as a Requested Company's representative *Creates various applications
User		Preparing to use D.e-Express	*Registers the regular password
		Using D.e-Express	*Sending / Receiving / Reply *Approval(For entire company, within a division, users who has approval authority)

2-3. Requirements

OS/Web browser

The environment (*1)(*2)(*3) where the Service operations were confirmed is as follows.

Windows 10 (Only 64-Bit Edition) / Windows 11

- Google Chrome (64-Bit Edition)
- Microsoft Edge (64-Bit Edition) * Only the Chromium-based Microsoft Edge is usable.

Notice : The environment above is subject to change in relation to the version upgrade of the Service, the support conditions of the OS / browser manufactures, etc.

(*1) : In some case, the Service cannot be used in your environment.

(*2) : In order to use all the functions of the Service, it is necessary to use the D.e-Express plug-in installed.

(*3) : In case that it is difficult to install the plug-in due to conveniences of the PC environment or the like, you can send / receive data by using the Simple Sending/Receiving function.

Supported network environment

This service is available on INTERNET.

2-4. Service Level

No	Items	Contents
1	Service Time (Operation Guarantee)	From 6:00 on Monday to 24:00 on Saturday (JST) Notice : This service may stop within the time above in circumstances such as emergency maintenance.
2	Data Retention Period	Data will be deleted after following retention period. -Attachment data(Actual data) : 30 days (15 days for One Time Sending) -Messages(Message history) : 365 days (15 days for One Time Sending) Notice : This period is NOT applied when the user deleted data individually or set the short retention period.
3	Data Guarantee	This service does NOT guarantee any of customer's data. We recommend to backup all of customer's important data with customer's responsibility

2- 5 . Environment of Data Center

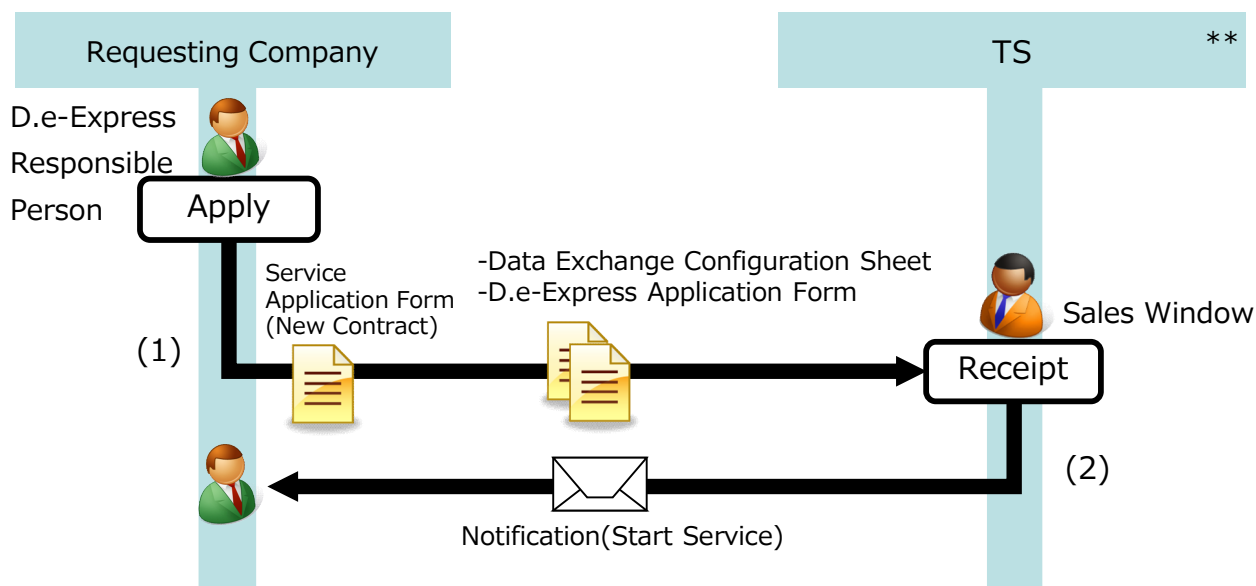
No	Items	Contents
1	Against the Intrusion and Attacks	<ul style="list-style-type: none"> *Sets up Firewall, Controls Opening Port, Data Encryption *Applies server inspections and security patch on OS and middleware *System is monitored by Threat Detection Service to detect any intrusions and attacks . *Examines the systems and prevent to run any unexpected processes.
2	Operation Management	<ul style="list-style-type: none"> *Change Management (Changing system is required TS approval) *Operating following security check at Data Center and Offices -Checking Personal Belongings / E-mail Auditing / URL- Filtering / Controlling External Storage Usage / etc.

3. Flow of Applications

3-1. New Contract

The lead time is approximate 8 business days

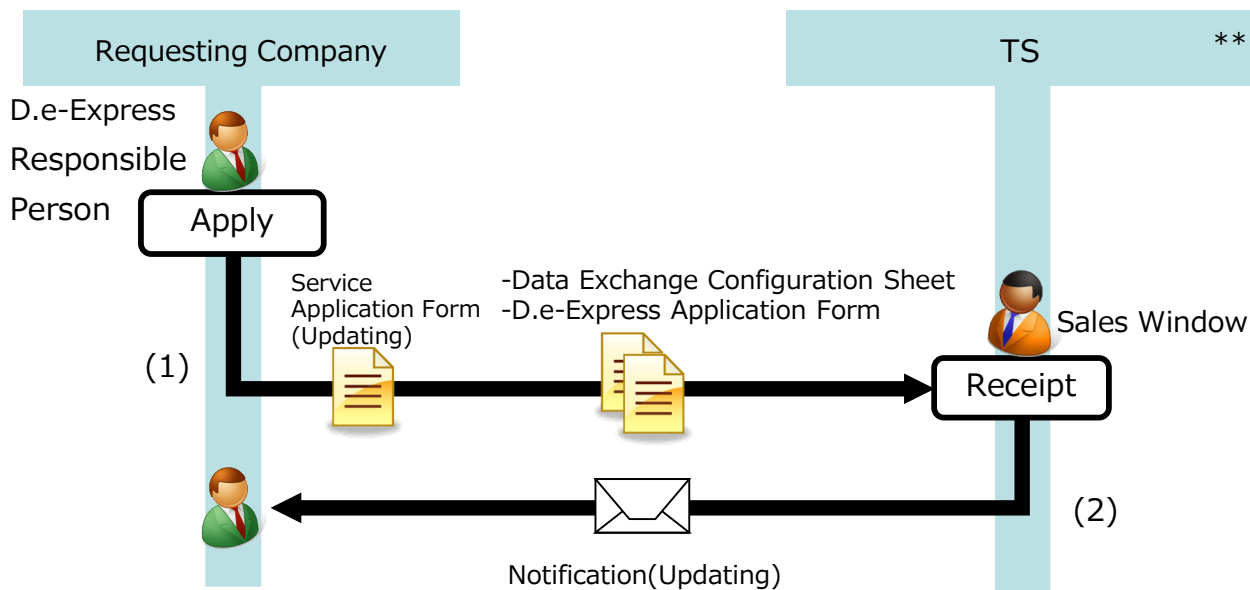
*A flow of new contract is also included on 2-2. A flow of starting the service.



(1)	Send a service application form(New Contract)	<ul style="list-style-type: none"> *Preferred date available *Number of Registered UserID/Options etc. *Contractor / Billing Address
(2)	Notification (Start Service)	*Send a notification

3-2. Update

The lead time is approximate 8 business days

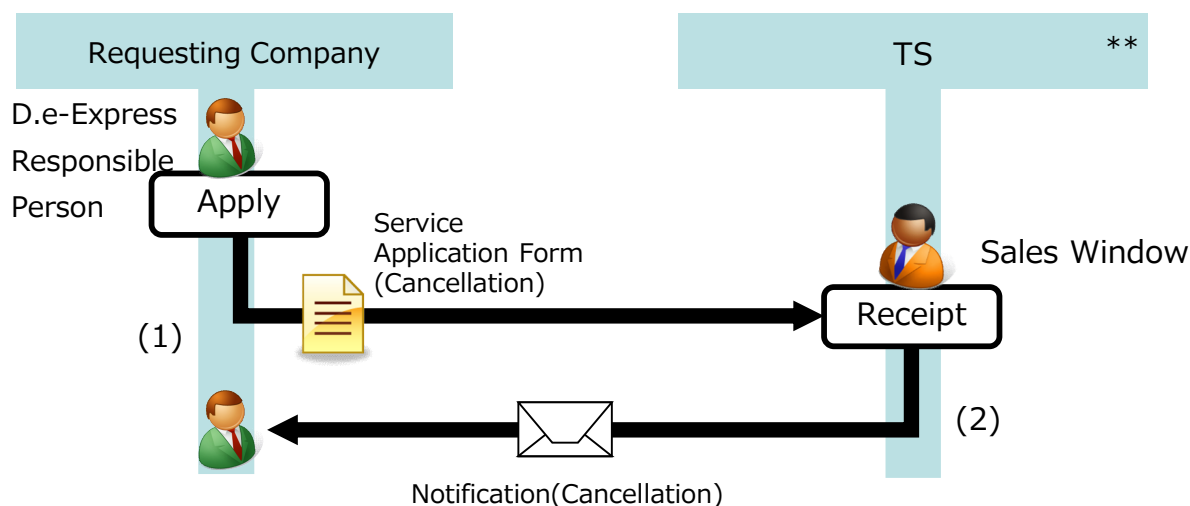


**; Sales company may vary across countries.

(1)	Send a service application form(Updating)	*Preferred date effective *Number of Registered UserID/Options etc. *New Contractor / New Billing Address
(2)	Notification (Updating)	*Send a notification

3-3. Cancellation

The lead time is approximate 8 business days

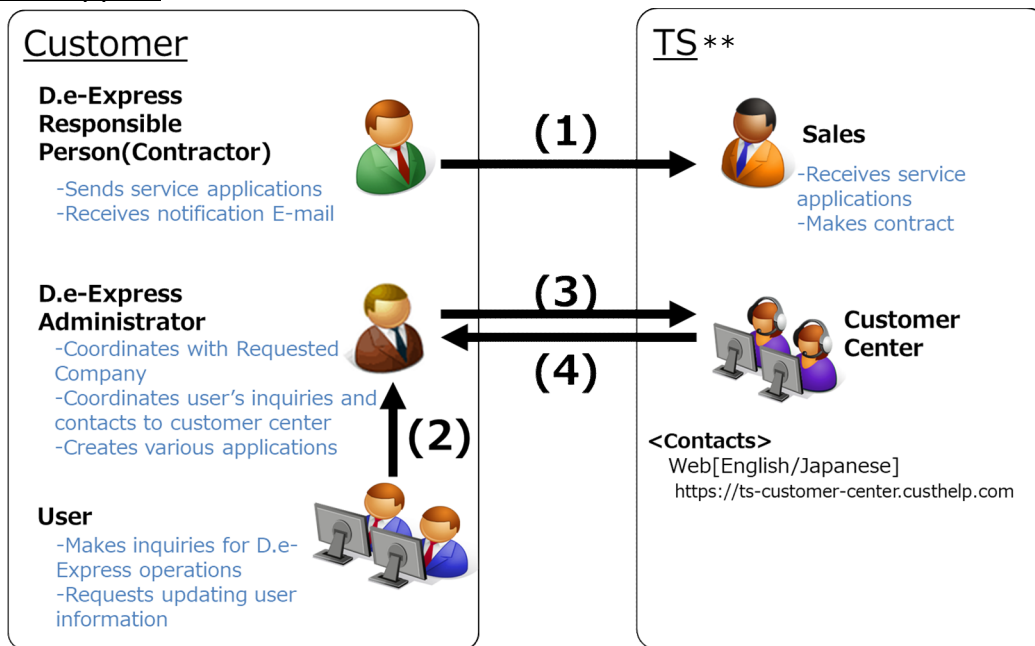


**; Sales company may vary across countries.

(1)	Send a service application form (Cancellation)	*Preferred date effective
(2)	Notification (Cancellation)	*Send a notification

4. Support

4-1. Support



** : Sales company may vary across countries.

	Contents	From	To	Contacts	Support Scope
(1)	*Inquiry for contract information *Updating contract information	D.e-Express Representative	Sales	Sales	*Updating contract information such as number of users.
(2)	*Help for D.e-Express operation *Updating request of user's information	User	D.e-Express Responsible Person	Contact to D.e-Express Responsible Person	*Support for Operation of D.e-Express *Support for D.e-Express user manual *Manage and control the updating user information
(3)	*Help for D.e-Express operation *Applying for updating user's information	D.e-Express Responsible Person	Customer Center	By Web 24H365D In Japanese/English	*In case of matters that the responsible person does not have any solutions. *Apply for updating user's information -Support is available by telephone or Web. On-site support is not available. -Support on following issues are not available #Computer environment #ISP(Internet Service Provider) -Support in English is only available by Web.
(4)	*Notification of D.e-Express System's failure/Stop the service	Customer Center	D.e-Express Responsible Person	By Web or E-mail 24H365D In Japanese/English	*Notification of stopping our service due to maintenance or system failure.

5. Notices

*"Matters to be attended to" is mentioned on the agreement document and especially we would like to explain some points below.

5-1. Shared use of UserID

- Shared use of UserID is strongly prohibited, because of increasing the risk of leakage password.
*In case of leaking the data, it makes difficult to identify the user who leaks the data.

5-2. Shared Computer

- Please log off your computer or close all web browser window after use.
*In case of leaking the data, it makes difficult to identify the user who leaks the data.

6. Others

6-1. Glossary

Items	Meanings
Requesting Company	The corporation that made a contract with us(TS) for D.e-Express service as an owner, or selected corporation(s) by the contractor of D.e-Express.
Requested Company	The corporation that is selected by the Requesting Company for using the file transfer service via D.e-Express with the Requesting Company.
Contractor	The corporation that made a contract with our company(TS) for D.e-Express service.
D.e-Express Responsible Person	The person who selected by the contractor and responsible for all D.e-Express service. The responsible person selects D.e-Express Administrator.
D.e-Express Administrator	The person who administer the users at the Requesting/Requested Company. This administrator is selected by D.e-Express Responsible Person on each (Requesting / Requested) company. The D.e-Express Administrator at the Requested Company takes charge of applying users of Requested Company (create / update / delete) to the Requesting Company. The D.e-Express Administrator at the Requesting Company takes charge of applying users who are belonging both of Requesting and Requested Company (create / update / delete) to our company(TS). Both of the administrators are acting as an inquiry contact.
User	The person who permitted to use D.e-Express by both of Requesting and Requested Company's D.e-Express Administrator.
Confidential Sending	This is one of a sending types within the service. The destinations are required to register in advance.
Standard Sending	This is one of a sending types within the service. The destinations are not required to register.
One Time Sending Function	This function provides the file transfer service with users who are not registered to the service. Only available with Standard Sending.
One Time Sending Password	This is a temporary password that is used only for the One Time Sending function.
API	Abbreviation of "Application Programming Interface". API specifies how some software components should interact with each other.