

# **D.e-Express Service Specifications Document**

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

Version 3.3

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.   |
|            |          |  |
|            |          |  |
|            |          |  |
|            |          |  |
|            |          |  |
|            |          |  |
|            |          |  |
|            |          |  |
|            |          |  |
|            |          |  |

# Table of Contents

## **1. Summary of Service**

|                   |   |
|-------------------|---|
| 1-1. Objective    | 4 |
| 1-2. Summary      | 4 |
| 1-3. Features     | 4 |
| 1-4. Target Users | 4 |

## **2. Contents of Service**

|                                     |    |
|-------------------------------------|----|
| 2-1. Service's Image                | 5  |
| 2-2. A flow of starting the service | 11 |
| 2-3. Requirements                   | 14 |
| 2-4. Service Level                  | 14 |
| 2-5. Environment of Data Center     | 14 |

## **3. Flow of Applications**

|                   |    |
|-------------------|----|
| 3-1. New Contract | 15 |
| 3-2. Update       | 15 |
| 3-3. Cancellation | 16 |

## **4. Support**

|              |    |
|--------------|----|
| 4-1. Support | 17 |
|--------------|----|

## **5. Notices**

|                           |    |
|---------------------------|----|
| 5-1. Shared use of UserID | 18 |
| 5-2. Shared Computer      | 18 |

## **6. Others**

|               |    |
|---------------|----|
| 6-1. Glossary | 19 |
|---------------|----|

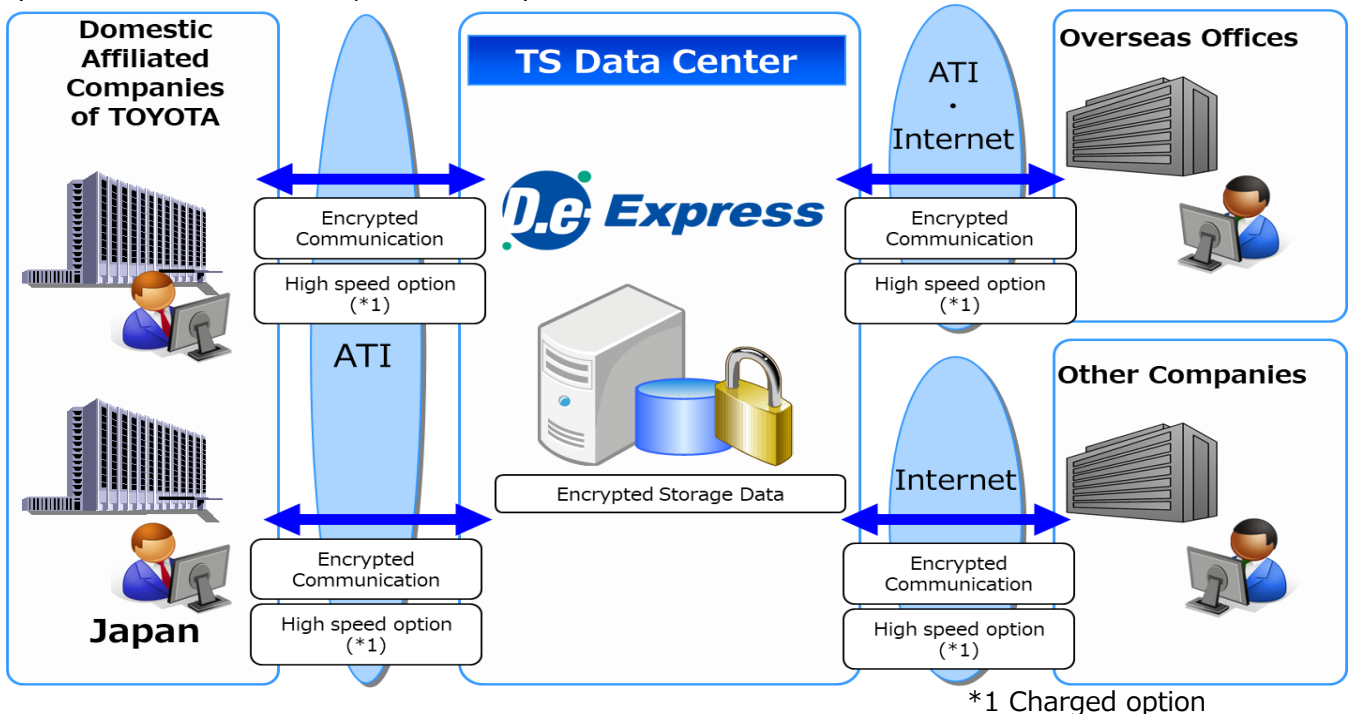
# 1. Summary of Service

## 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 ATI  
 ( ALL TOYOTA INTRANET / INTERNET ).



## 1-3. Features

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

## 1-4. Target Users

This service targets following customers.

|            |                                       |
|------------|---------------------------------------|
| Contractor | *Corporations only.                   |
| User       | *No limit.<br>(cf. 2-3. Requirements) |

## 2. Contents of Service

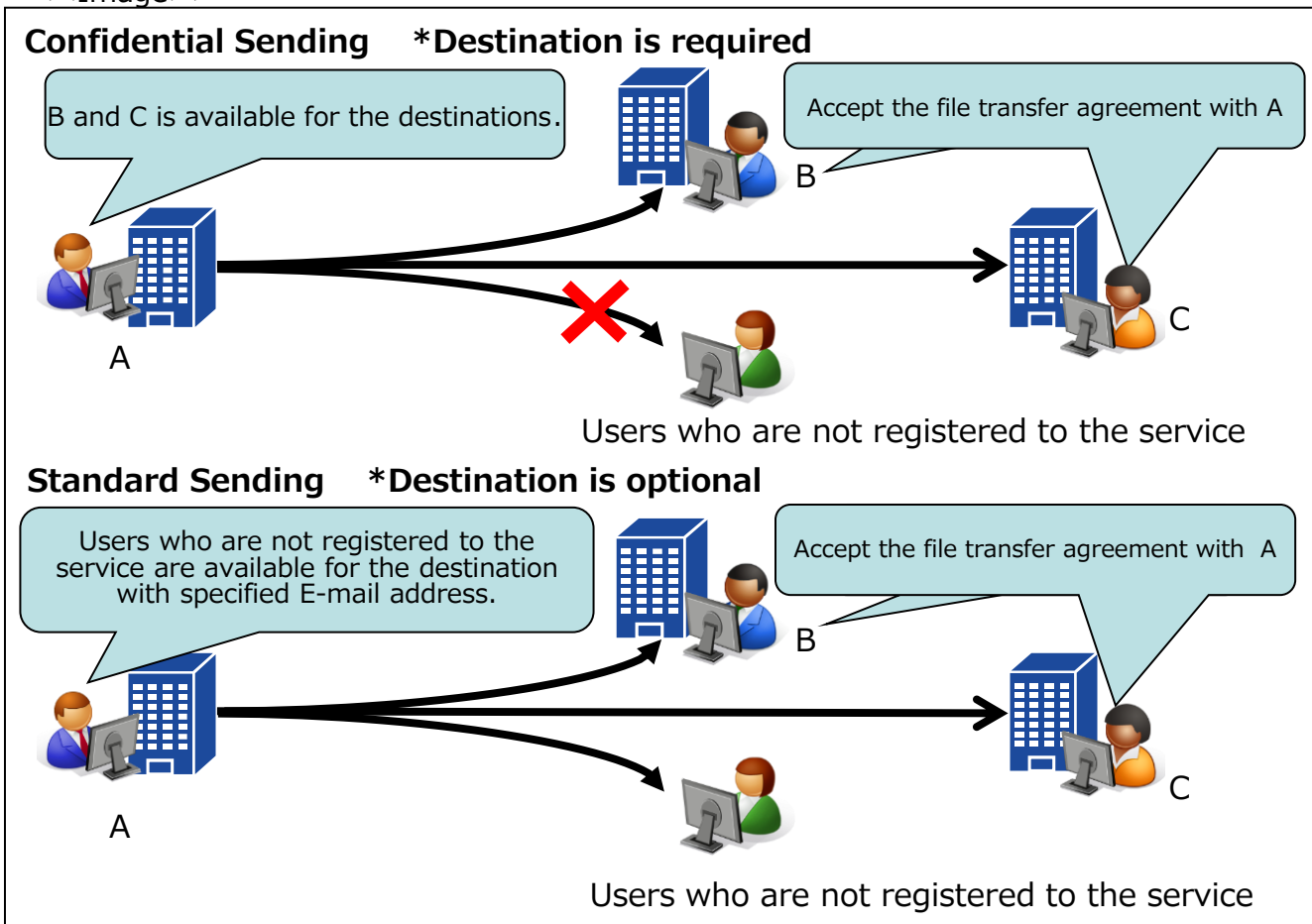
### 2-1. Service's Image

#### >> Sending Types

We provide two types of file transfer for the service.

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

<<Image>>



>> Model cases

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

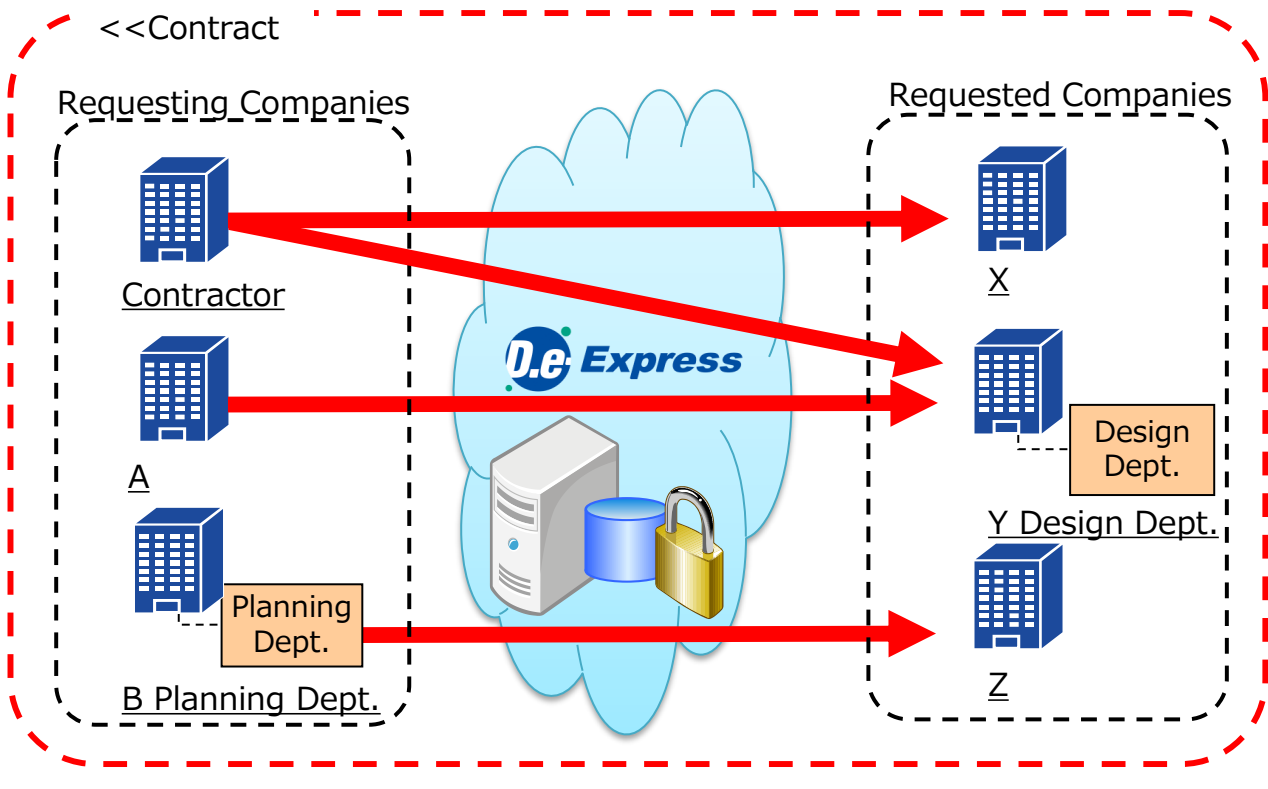
**(Ex.1) Using between companies(One-to -One)**



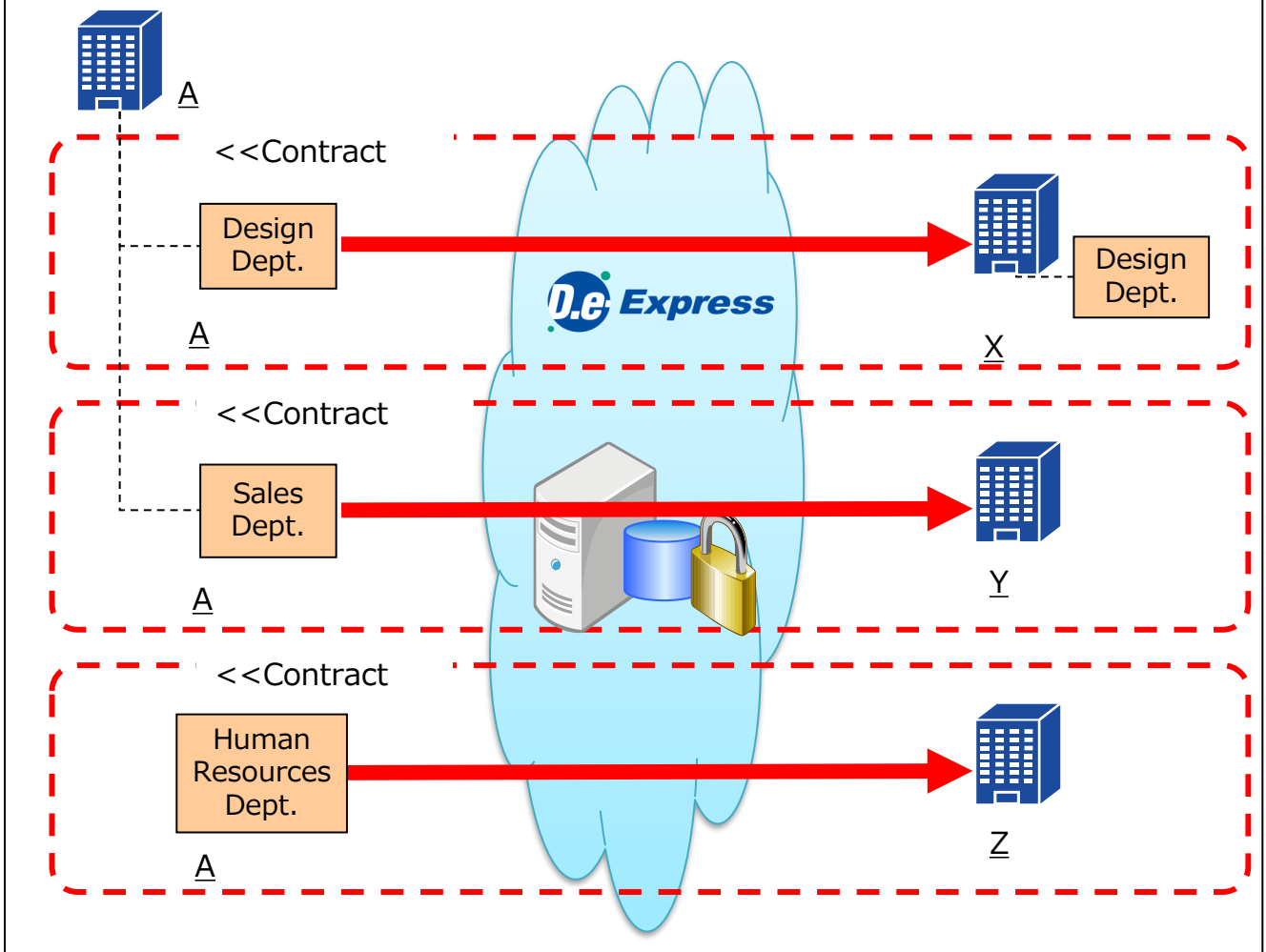
**(Ex.2) Using between departments(One-to-One)**



**(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 /<br>Receiving /<br>Replying      | Sending, receiving and replying are available for any individuals or groups.<br>One sending up to max 100 addresses.<br>D.e-Express accepts Drag & Drop for data attachment and the size is up to 100GB a message.<br>*Refer Service Site about the number of files. |
| Delete                                    | Delete manually or automatically with expiry date.   |
| Confirm<br>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.<br>(Available within 30 days after the request of approval)  |
| Background<br>Running                     | The file transfer runs on background, and in case of communication failure, the transfer automatically resumes to upload/download.   |
| Simple Sending<br>/ Receiving             | Sending /Receiving data without installing Plug-in.<br>However, the following functions become not usable.<br>Large-volume Data-Transferring, background running,<br>retry, High Speed Option.   |
| One Time<br>Sending                       | Creating temporary one-time password to users who are NOT registered to the service, and the users can download the data temporary.<br>*Only available for the standard sending use.   |
| Report-To (CC)                            | Senders now can specify more notification e-mail recipient(s) as the sender.<br>(They will receive e-mails 'Sent notification' and 'Downloaded notification')  |
| Cancel Sent<br>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.<br>(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)<br>Saving draft can be re-editable, but also be a template of another transfer.   |
| E-mail<br>Notification                    | Each notification can be switched on/off.  |
| Expiry Date for<br>Attachments            | The attachment expiry date can be earlier than regular expiry date(30 days).<br>The regular expiry date for One Time Sending function is 15 days   |
| Set up a<br>Password on<br>Every Transfer | The sender can set up a password on attached files every sending process, and the password noticed to the recipient.<br>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.<br/> Download file also available.<br/> 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).<br/> &lt; Viewing of log about In-house users &gt;<br/> - Permitted users (registered) can view log for their whole company.<br/> - All users can view log for their under approving authority.<br/> &lt; Viewing of log within contract &gt;<br/> - Permitted users can view log within a specific contract.<br/> 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.<br/> This function is for permitted user in charge of contract control .<br/> And we will notify when the data usage amount is over or got closer to the upper limit of your contract.</p>  |

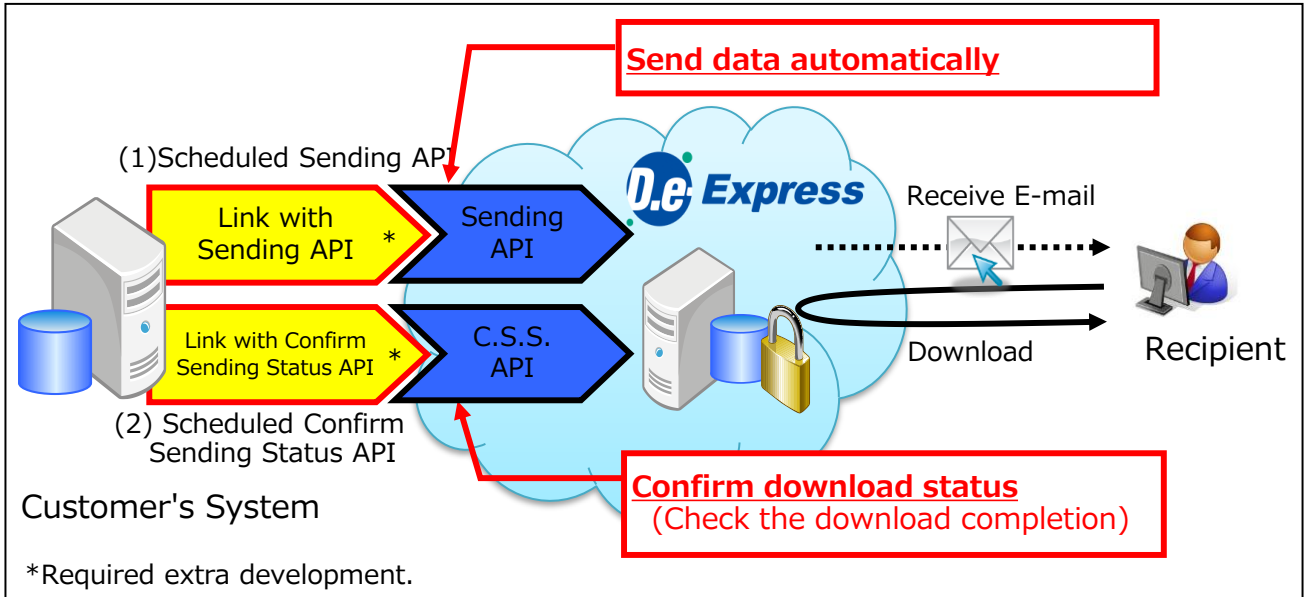
<<Options>> These are expansion option of D.e-Express with extra charge.

| Functions                              | Explanations  |
|--|---|
| High speed option                      | <p>Provide the communication acceleration between Japan and other countries that avoids range delay and packet loss.<br/> Plug-in is necessary to install.<br/> *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.<br/> Data usage amount increases 100 GB for 1 month per 1 option.<br/> You can not send data of over the upper limit of data usage amount. ( It's limited by the system. )<br/> *Data usage amount means total size of sent data ( data size * number of the address ) and replied data.<br/> Sent data is added up when the data has finished upload to D.e-Express.<br/> 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.<br/> Sending / Confirm Sending Status /<br/> Searching Recipients / Receiving<br/> The interfaces are provided as http(s) protocol that is NOT included any program modules.<br/> 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.<br/> We also send monthly report of every user's usage to user specified email address. This report is CSV format.</p>   |

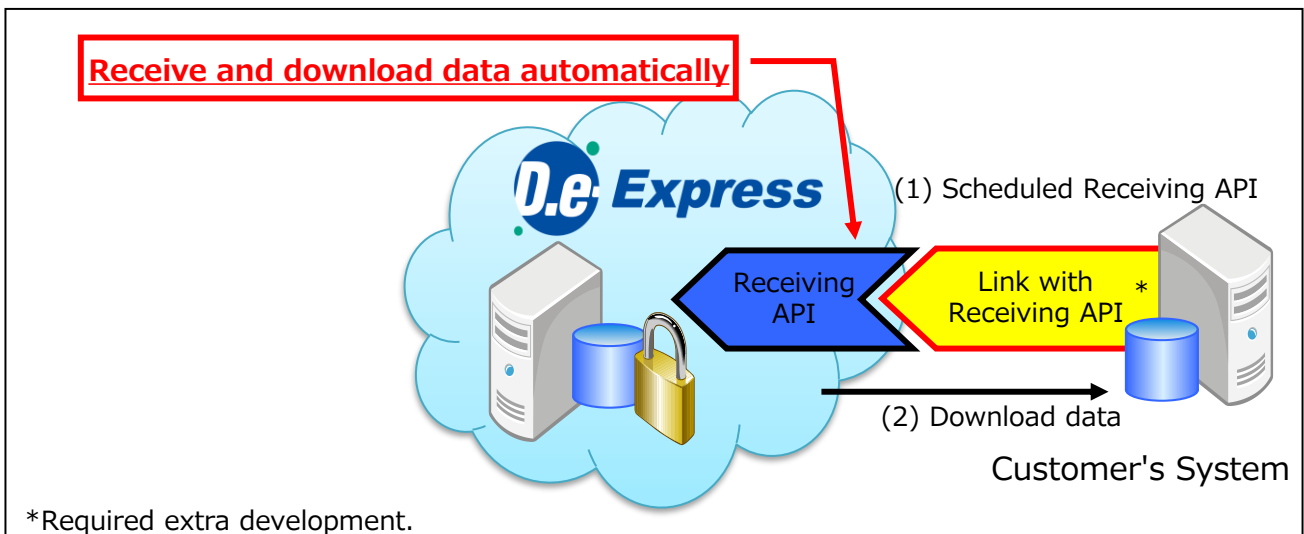
## Image of the Linking Interface with D.e-Express

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

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



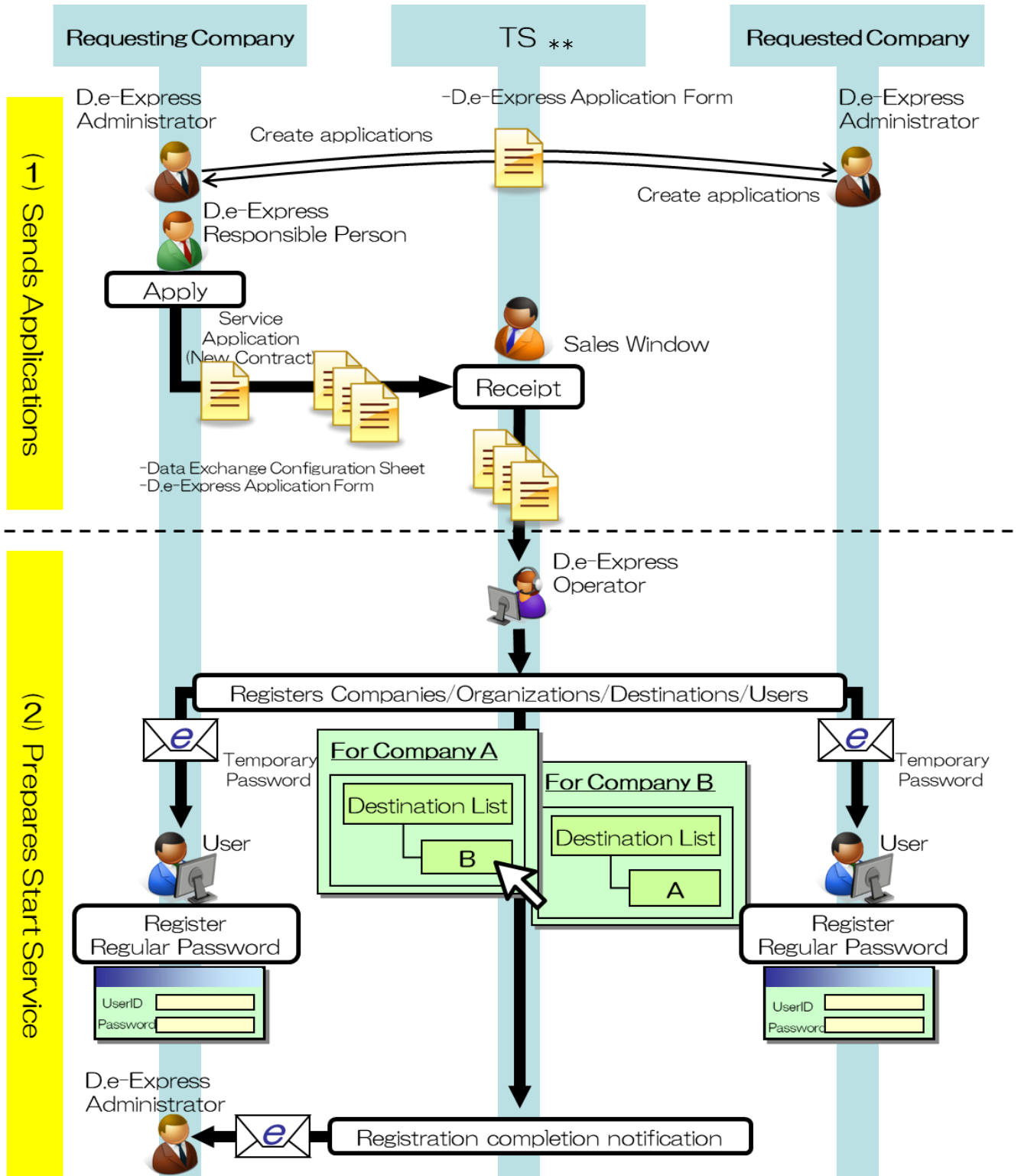
(Ex.2) Receiving API >> Established an automatic receiving system inside the customer's system.



## 2-2. A flow of starting the service

A flow of starting D.e-Express

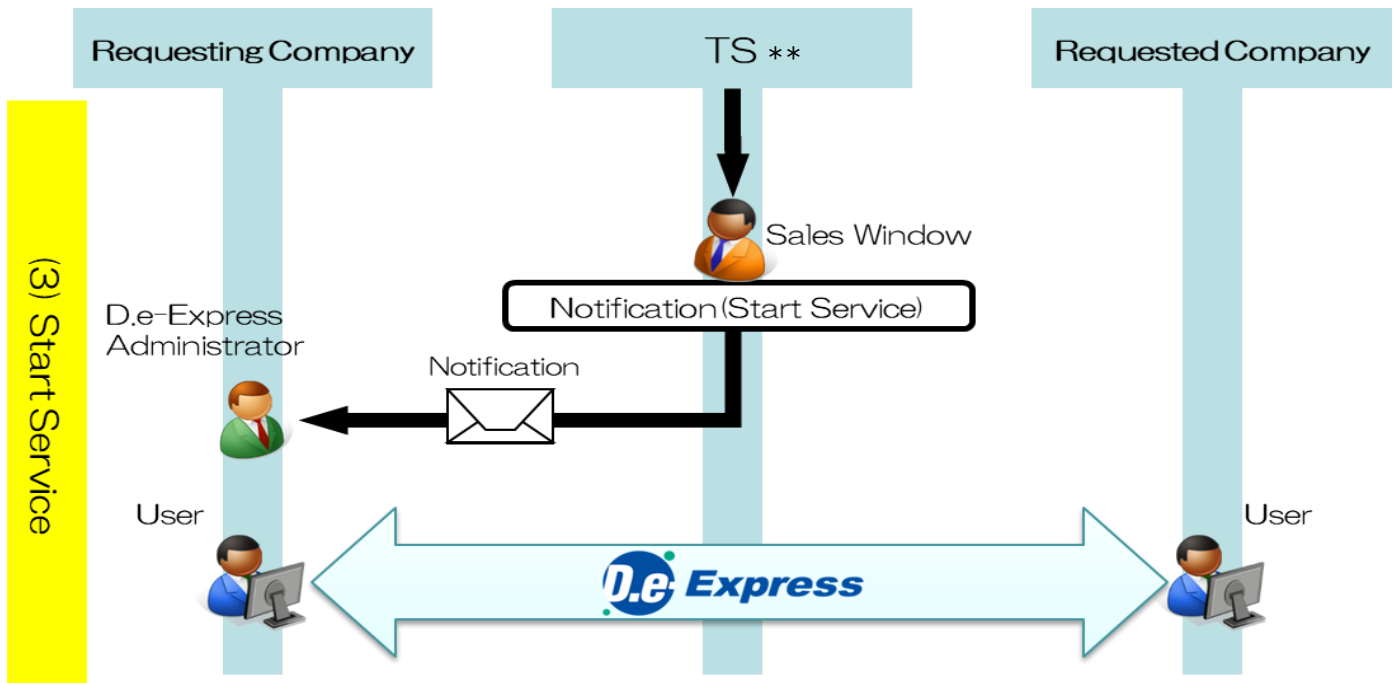
(Notice)The following image shows the flow of Confidential Sending function.  
 (For Standard Sending function, the process that related with Requested Company is optional.)



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

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

| Characters   | Symbols   | Roles                         |  |
|--|---|-------------------------------|--|
| <b>TS</b>  |   |                               |  |
| Sales Window   |    | Reception                     | *Receives service applications<br>*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<br>*Sets up user functions   |
| <b>Requesting Company</b>  |   |                               |  |
| D.e-Express Responsible Person<br><small>(Exist only the case that the Requesting Company is contractor)</small> |    | Contract                      | *Sends service applications<br>*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<br>*Creates various applications      |
| User   |  | Preparing to use D.e-Express  | *Registers the regular password  |
|  |   | Using D.e-Express             | *Sending / Receiving / Reply<br>*Approval(For entire company, within a division, users who has approval authority) |
| <b>Requested Company</b>   |   |                               |  |
| D.e-Express Administrator  |  | Controlling Service and Users | *Coordinates with Requesting Company as a Requested Company's representative<br>*Creates various applications      |
| User   |  | Preparing to use D.e-Express  | *Registers the regular password  |
|  |   | Using D.e-Express             | *Sending / Receiving / Reply<br>*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 ATI ( ALL TOYOTA INTRANET ) or INTERNET.

## 2-4. Service Level

| No | Items                                 | Contents   |
|----|---------------------------------------|--|
| 1  | Service Time<br>(Operation Guarantee) | From 6:00 on Monday to 24:00 on Saturday (JST)<br>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.<br>-Attachment data(Actual data) : 30 days<br>(15 days for One Time Sending)<br>-Messages(Message history) : 365 days<br>(15 days for One Time Sending)<br>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.<br>We recommend to backup all of customer's important data with customer's responsibility  |

## 2- 5 . Environment of Data Center

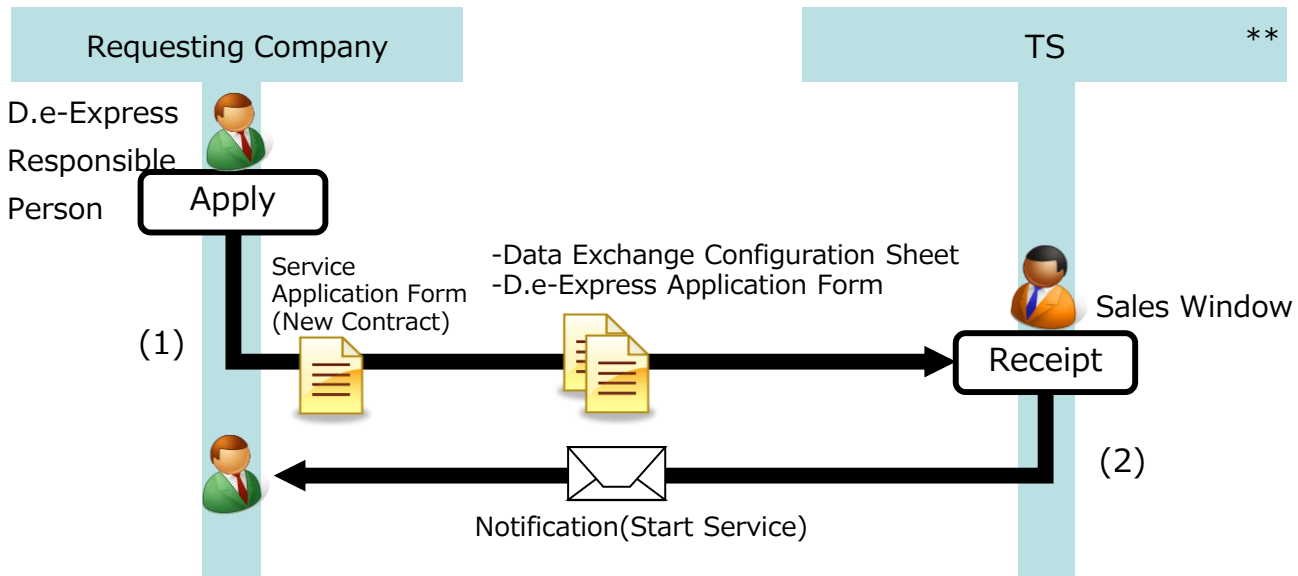
| No | Items                             | Contents   |
|----|-----------------------------------|--|
| 1  | Against the Intrusion and Attacks | <ul style="list-style-type: none"> <li>*Sets up Firewall, Controls Opening Port, Data Encryption</li> <li>*Applies server inspections and security patch on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

## 3. Flow of Applications

The lead time is approximate 8 business days

### 3-1. New Contract

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

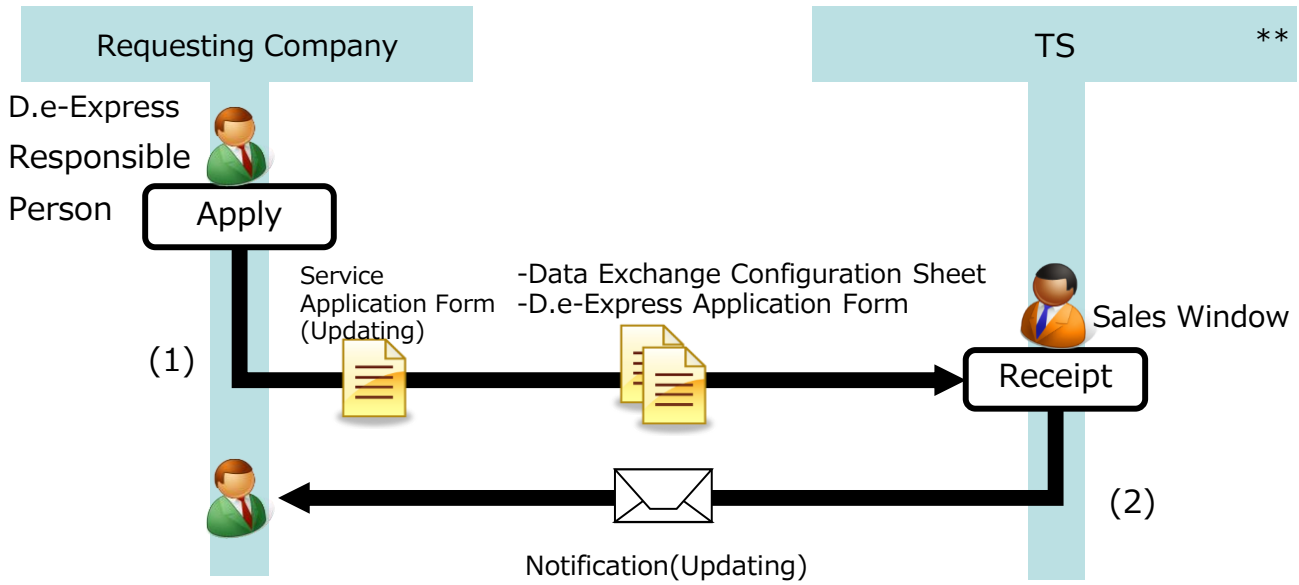


\*\*; Sales company may vary across countries.

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

### 3-2. Update

The lead time is approximate 8 business days

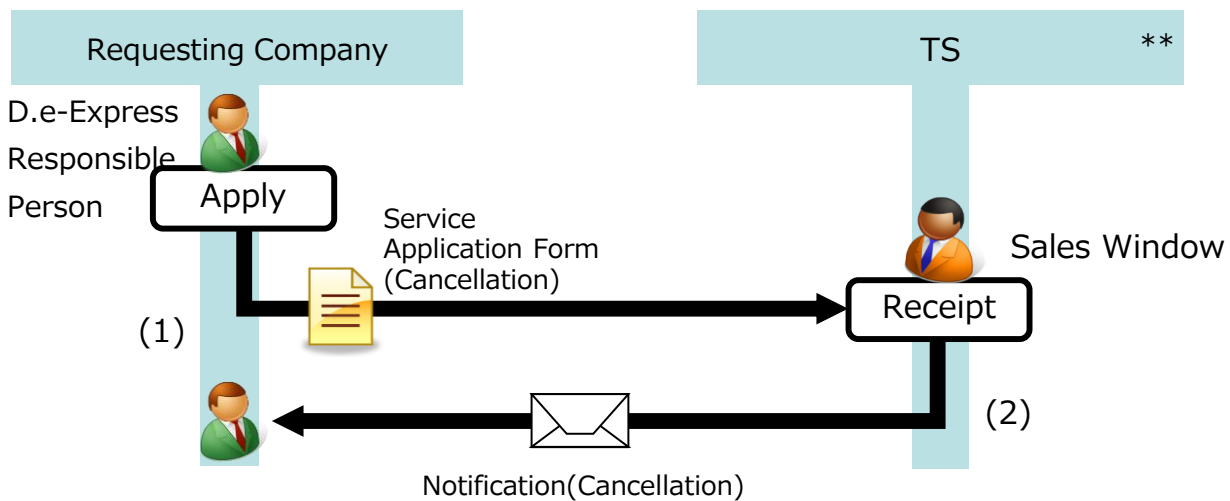


\*\*; Sales company may vary across countries.

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

### 3-3. Cancellation

The lead time is approximate 8 business days



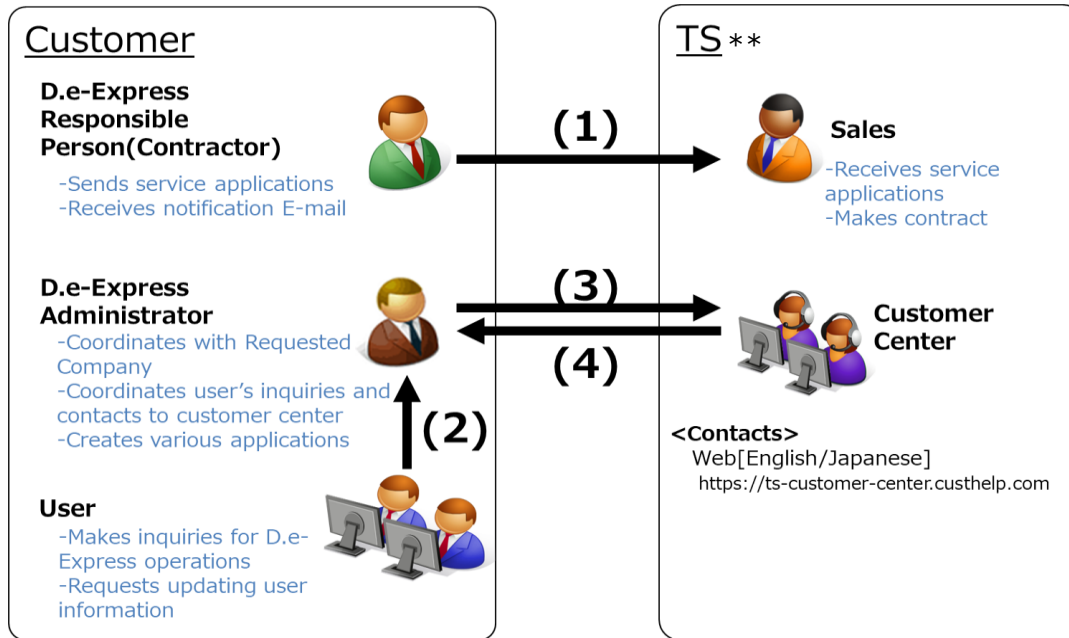
\*\*; Sales company may vary across countries.

|     |  |                           |
|-----|--|---------------------------|
| (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<br>*Updating contract information          | D.e-Express Representative     | Sales                          | Sales   | *Updating contract information such as number of users.  |
| (2) | *Help for D.e-Express operation<br>*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<br>*Support for D.e-Express user manual<br>*Manage and control the updating user information   |
| (3) | *Help for D.e-Express operation<br>*Applying for updating user's information | D.e-Express Responsible Person | Customer Center                | By Web 24H365D<br>In Japanese/English           | *In case of matters that the responsible person does not have any solutions.<br>*Apply for updating user's information<br>-Support is available by telephone or Web.<br>On-site support is not available.<br>-Support on following issues are not available<br>#Computer environment<br>#ISP(Internet Service Provider)<br>-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<br>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.<br>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.<br>The D.e-Express Administrator at the Requested Company takes charge of applying users of Requested Company ( create / update / delete ) to the Requesting Company.<br>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).<br>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.  |
| ATI<br>(ALL TOYOTA<br>INTRANET) | This is the membership intranet that is hosted by TOYOTA Motor Corporation.<br>The members belong TOYOTA Motor Corporation and its affiliated companies.  |
| Confidential Sending            | This is one of a sending types within the service.<br>The destinations are required to register in advance.   |
| Standard Sending                | This is one of a sending types within the service.<br>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.<br>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".<br>API specifies how some software components should interact with each other.   |