

STEP1[®] Business Products

PRESENTS

The X Modules

Customer Service Remote

On-line Order Entry For Your Customers

- True Windows Program
- Order from history
- Order from entire product line
- Order from item category
- Link to Web Catalog
- View Customer Account information

The screenshot displays the 'Customer Service' window for 'STEP1 Demo Supply Company'. The window title is 'Customer Service * STEP1 Demo Supply Company * (800) 553-2602'. The interface includes a menu bar (File, Edit, Search, View, Help) and a toolbar with 'Go To Supplier's Website' and 'Exit' buttons. The main area is divided into several sections:

- Customer Info:** Pending Orders, Open Invoices, Payment History, Invoice History, News.
- Customer Details:** Bill To: BARNEY'S WIDGETS, Account#: 1234, Salesman: WALLY, City: Wherever, CA 12345, Contact: Barney & Sylvia Smyth, Telephone: (518) 123-4567, Terms: Net 30, Credit Limit: \$80,000.00.
- Balance Information:** 0-30 Days: (\$3,139.60), 31-45 Days: \$0.00, 46-60 Days: \$0.00, 61-90 Days: \$0.00, 90+ Days: \$75,363.09, Balance: \$72,223.41.
- Shopping Cart:** Items: \$0.00, View Item Information, Add Item to Shopping Cart, View Shopping Cart.
- Customer Products:** Que for Reorder, Item Categories, All Items.
- Product List Table:**

Item Description	Product Code	Size	Current Price	Last Purchase	Last Qty	Item Category	Cust
▶ AFRC Qt	HY1009					10-ALLPU	
Ajax Liquid 1 Gl	1000200		5.00	7/10/2001	6	10-ALLPU	
All Purpose Cleaner 1 Gl	1000400		2.40	5/31/2001	2	10-ALLPU	
All Purpose Cleaner 6/1 Gal	1000300	CASE	49.70	5/31/2001	5	10-ALLPU	
All Purpose Cleaner, 24/1 Qt	1000500		65.60	5/31/2001	4	10-ALLPU	
Belco Electric Burnisher	BET65009	1600	0.00			10-ALLPU	
Bright Way Pink 12/Pt	1000700		61.70	5/31/2001	2	10-ALLPU	
Buffers Lemmon Fresh 6/1 Case	1000810		42.00	9/27/2000	555	10-ALLPU	
Citrus Scrub Qt	HY1005					10-ALLPU	
Country Garden Air FreshenerQt	HY1012					10-ALLPU	
Dual Purpose Cleaner, 1Gl	1001100		0.00	5/31/2001	5	10-ALLPU	
Generic Cleanser, 1Gl	1001300		6.90	4/12/2000	200	10-ALLPU	
Germicidal Foaming Cleaner	HY1010					10-ALLPU	

At the bottom, it shows 'Connected to Server' and 'STEP1 Extranet Software v3.31'.

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STEP 1 Modules

Customer Service Remote

Real Time Order Entry

The screenshot shows the 'Customer Service' window for 'STEP1 Demo Supply Company'. The customer profile for 'BARNEY'S WIDGETS' is displayed, including their address (PO Box 222, Wherever, CA 12345), contact information, and account details (Account # 1234, Salesperson: WALLY). A 'Balance Information' section shows a balance of \$3,139.68. A 'Shopping Cart' window is open, listing items such as 'AFRC Q1', 'Ajax Liquid 1 G1', and 'All Purpose Cleaner 1 G1'. A 'Stock Status' dialog box is also visible, indicating that the selected item is 'In Stock' and orders usually ship within 24 to 48 hours.

- Double click to add item to order
- Customer's unique price will appear
- Stock availability shown as a traffic signal
- Link to product catalog provided

The Order Screen

- Allows customer to input PO number
- Allows customer to input e-mail address for order confirmation
- Customer can modify order as needed
- Customer can add instructions or special items desired to be ordered

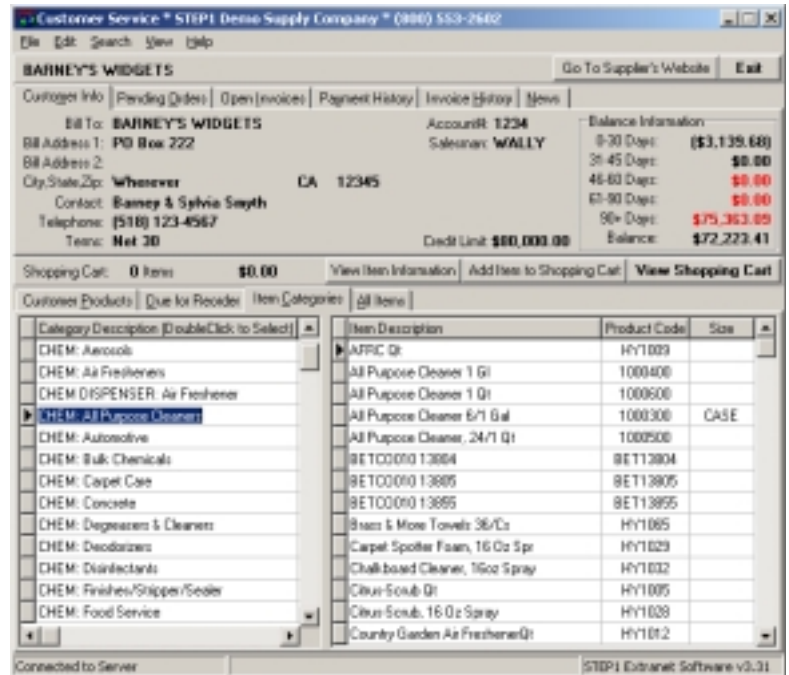
The screenshot shows the 'Shopping Cart' window for 'BARNEY'S WIDGETS'. It includes fields for 'Bill To', 'Ship To', and 'Instructions'. The 'Order Status' is set to 'New Order'. A 'PO Number' field is present. The 'Send Order Confirmation To' field is also visible. A 'Submit Order' button is located at the top right. Below the order details is a table with columns for 'Line', 'Description', 'Product Code', 'Size', '# Ordered', 'Price', and 'Amount'. The table currently contains one line item.

STEP1 X Modules

Customer Service Remote

Finding Items Is Easy

- Customer clicks on desired category (on left) and items appear on right
- Zooming (searching) supported in either column
- Link to Product Catalog (with pictures)
- System will price item per customer specific profile if this is a new item for this customer



A Picture is worth a thousand words



- Anywhere from within CSR, customer can highlight an item and link to the catalog
- Catalog displays photo & notes
- Also links to PDF page, which is a printable brochure
- Smart software will check locally or elsewhere for photo

STEP 1 X Modules

Customer Service Remote

View Account Information

The screenshot displays the 'Customer Service Remote' interface for 'STEP 1 Demo Supply Company'. The window title is 'Customer Service + STEP 1 Demo Supply Company + (800) 553-2602'. The interface includes a menu bar (File, Edit, Search, View, Help) and a toolbar with 'Go To Supplier's Website' and 'Exit' buttons. The main content area is titled 'BARNEY'S WIDGETS' and features several tabs: 'Customer Info', 'Pending Orders', 'Open Invoices', 'Payment History', 'Invoice History', and 'News'. The 'Pending Orders' tab is active, showing a table of orders with columns: Order #, P.O. Number, Order Date, Target Ship, Status, Order Source, and Merch Total. A 'View Order' button is located to the right of the table. Below the table, a shopping cart summary shows '0 Items' for '\$0.00', with buttons for 'View Item Information', 'Add Item to Shopping Cart', and 'View Shopping Cart'. At the bottom, there are tabs for 'Customer Products', 'Due for Reorder', and 'Item Categories', with a 'View All Items' button. The 'Customer Products' tab is active, displaying a table with columns: Item Description, Item Extended Description, Product Code, Size, and Item Category. The status bar at the bottom indicates 'Connected to Server' and 'STEP 1 Extranet Software v3.31'.

Order #	P.O. Number	Order Date	Target Ship	Status	Order Source	Merch Total
36570		3/1/2001		BackOrderd	eComm PO	\$39.80
36573		3/9/2001		Loading	eComm PO	\$224.20
36574		3/12/2001		InvcPrintd	eComm PO	\$163.80
36575		3/13/2001		InvcPrintd	eComm PO	\$220.50
36579		3/15/2001		Shipped	eComm PO	\$38.40

Item Description	Item Extended Description	Product Code	Size	Item Category
APRC Qt		HY1009		10-ALLPU
All Purpose Cleaner 1 Gl		1000400		10-ALLPU
All Purpose Cleaner 1 Qt		1000600		10-ALLPU
All Purpose Cleaner 6/1 Gal		1000300	CASE	10-ALLPU
All Purpose Cleaner, 24/1 Qt		1000500		10-ALLPU
BETCD010 13804		BET13804		10-ALLPU
BETCD010 13805		BET13805		10-ALLPU
BETCD010 13855		BET13855		10-ALLPU
Brass & More Towels 36/Cs	36 - 10.5"X 12.25" Towels	HY1065		10-ALLPU
Carpet Spotter Foam, 16 Oz Spr		HY1029		10-ALLPU
Chalkboard Cleaner, 16oz Spray		HY1032		10-ALLPU
Citrus-Scrub Qt		HY1005		10-ALLPU
Citrus-Scrub, 16 Oz Spray		HY1028		10-ALLPU
Country Garden Air FreshenerQt		HY1012		10-ALLPU

Your Customer can review real-time account information on a variety of subjects.

- Aged Balances
- Pending Orders
- Open Invoices
- Payment History
- Invoice History

Your Customers can also check out what's new at your company by clicking on the "NEWS" tab.