

Online Ordering Was Just the Beginning ... What Else Do Customers Want?

Emerging Trends in E-Commerce
That Can Help You Service Your
Customers Better

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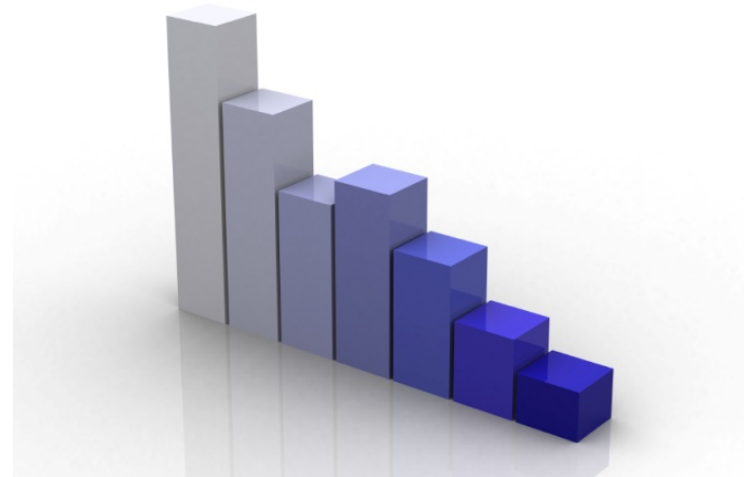
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Abstract / Framing

- **Understand how distributors can better leverage the Internet to better serve their customers' needs.**
- **We will review emerging trends in what services can be offered to customers to make it easier to for them to do business with you and how offering these services can reduce costs and increase onlines sales.**

Account Management

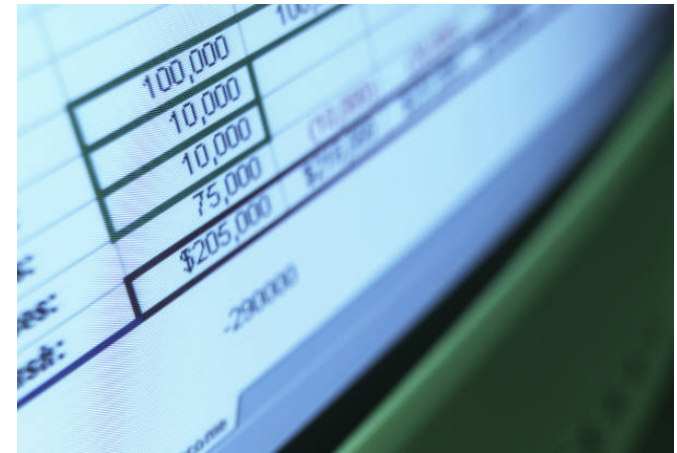
- Open Orders
- Order Status
- Order Tracking
 - ◆ UPS, FedEx, etc.
 - ◆ “Our Truck”
- A/R Inquiry
 - ◆ Aging (30, 60, 90, 120+)
 - ◆ Unpaid Invoices
 - ◆ Payment / Transaction History
 - ◆ Statements (Printable, Downloadable, Email)
- Online BillPay via EFT / ACH



Account Management

■ Reporting

- ◆ Purchasing History
- ◆ Price Books
- ◆ Customer Part Numbers
- ◆ PO Expediting
 - ❖ Ship Dates on All Open PO's



100,000	100,000
10,000	10,000
10,000	10,000
75,000	75,000
\$205,000	\$205,000
-200,000	-200,000

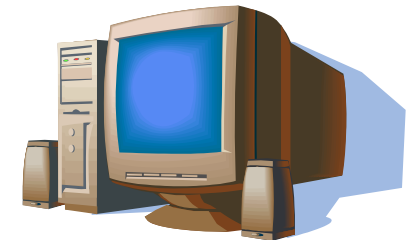
■ Multiple Outputs (Statements, Bids, Invoices)

- ◆ MS Excel Spreadsheets
- ◆ PDF
- ◆ Email
- ◆ Printer Friendly



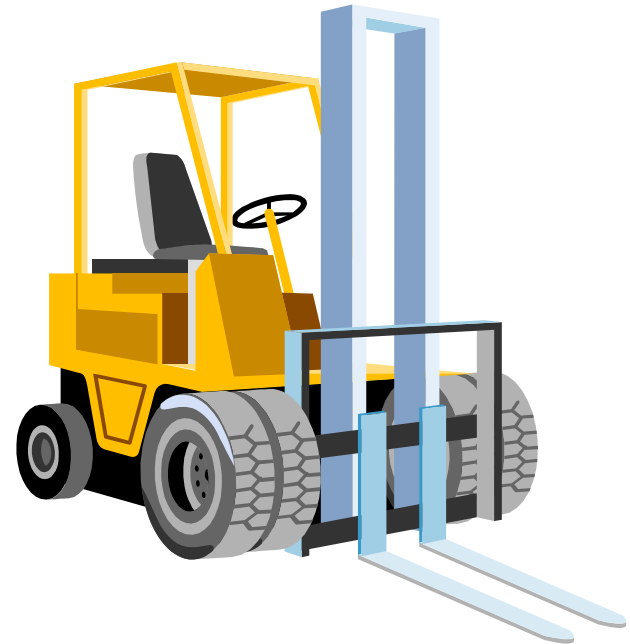
Ordering

- File Upload
 - ◆ MS Excel, .csv, TAB-Delimited, etc.
 - ◆ User-Defined to Support Integration to Estimation Software
- Bid / Order Download
 - ◆ MS Excel, .csv, TAB-Delimited, etc.
 - ◆ User-Defined to Support Integration to Estimation Software
- Standard Shopping Cart
- Product Availability Notifications
 - ◆ Email, RSS Feeds, etc.



Manufacturer Pages

- Product Resources / External Links
 - ◆ Specification Sheets
 - ◆ Installation Guides
 - ◆ Repair Guides
 - ◆ Instruction Manuals
 - ◆ Education Resources



For More Information

- Contact us at:
 - ◆ distribution@activant.com
 - ◆ 1-800-776-7438