XXIV. WEB CUSTOMER INFORMATION SYSTEM (WEBOE)

THE SYSTEMS HOUSE, INC.
MASTER DISTRIBUTOR SYSTEM PRODUCT DESCRIPTION

WEBOE LOGON SCREEN

XXIV. <u>WEB CUSTOMER INFORMATION SYSTEM (WEBOE)</u>

WebOE - MDS' Web Customer information system, is a module of the MDS system which allows your customers to place orders, inquire about order status, and customer purchasing history, as well as obtain information utilizing the Internet and the World Wide Web.

The customer (end-user) will connect to the MDS user's home page via the Internet. That home page will physically reside on a Windows NT Server, located at the MDS user's office, running TSH's WebOE software. Using the standard web browser (Internet Explorer 3.0 or higher), the customer can access the Customer Information System, place orders via the WebOE order entry module, or perform inquiries on information stored in the MDS user's database via a secure connection to the MDS Server.

A. <u>APPLICATION OVERVIEW</u>

1. <u>ORDER ENTRY</u>

The customer connect's to their supplier's WebOE home page and enters a customer code and password previously established for them by the MDS system administrator. This file (Web.Cust) will identify what capabilities the customer access , (i.e. order entry and/or inquiry, or standard product information only) as well as pre-established ship to and product template information.

The order entry module is designed to mirror the capabilities of the MDS system. The customer may specify ship to, purchasing, and shipping information. Products may be selected from the pre-defined templates or via the entry of product code and/or product descriptive information. B-Tree access technology is utilized to speed access. The templates may be unique to the customer, or standardized selection lists appropriate to a class of customers (i.e. Pediatricians in a medical supply environment, or banks in an office products application). Average monthly usage is shown to the customer to guide them in their ordering. Generic product substitution capability is provided, as well as the option order "exception items" that are not on file. These order lines will be flagged and must be reviewed by the supplier and if possible, modified as a valid product on file.

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WEBOE LOGIN SELECTOR

WCIS Login Processor			
System Options	Help	End Session	
Order Entry	Order Entry		
Inquiries	Order Inquiry	Purchase History	Stock Inquiry

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XXIV. <u>WEB CUSTOMER INFORMATION SYSTEM</u> (WEBOE)

A. <u>APPLICATION OVERVIEW</u>

1. <u>ORDER ENTRY</u>

Once approved by the customer, confirmed orders are processed by the order confirmation program. For audit trail purposes, this program will generate a web order confirmation number, which will later be cross-referenced to the actual MDS order number. The confirmation number and a copy of the order are then displayed and the customer is prompted to print out a copy for their records. Once pending orders have been converted to output format, they are sent to the file server via EDI to be verified by an administrator.

B. <u>INQUIRY OVERVIEW</u>

The Customer will have controlled access to information on the MDS DataBase. The inquiry requests will be validated and forwarded to the MDS Server. MDS will return the appropriate information back to the Web Server via an inquiry processor program. The Web Server will then format and display this information for the customer on-line.

1. <u>Customer Open Order Information (Summary and Detail)</u>

A series of inquiries will allow the customer to view their open orders, and obtain detail and summary status of all orders in process (in pick, shipped, complete, etc). Selection of a specific order from a display of all open orders allows the customer to inquire against the line item detail of a specific order or shipment.

2. <u>Customer Purchase History</u>

This inquiry provides the customer with a display of all products purchased during the past six months. The display includes monthly usage history on each product, as well as current pricing information.

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B. <u>INQUIRY OVERVIEW</u>

3. <u>Product Availability Inquiry</u>

The MDS user may not wish to provide inventory status information to the end-user customer. This optional inquiry will allow the customer to determine the inventory status of a product, and its coded generic and/or standard substitutes. This inquiry can also provide detailed product information (including images), assuming a DataBase providing this information can be provided.

C. <u>ENVIRONMENTAL CONSIDERATIONS</u>

MDS' Web Customer Information System is designed to operate on a Web Server running Windows NT Server and Microsoft's Internet Information Server. While technically possible to implement WebOE on the same server (Unix or NT) running the main MDS application, we do not recommend it for performance and security reasons. Obviously, in order for WebOE to be available to your customer, the Web site must be active. It is possible for TSH to host the web site for a fee and have data transfers of product and customer information — once again we feel an on-site Web Server is the better solution.

The MDS software continues to run on the primary Unix or NT Server. The Web Server is typically an Intel based PC running Windows NT, with a permanent dedicated Internet connection. Please note that TSH is available to help you implement all aspects of the Internet connection, including network setup, establishing the Internet connection, as well as supplying any necessary hardware or software. The network connection between the MDS file server and the Web Server is via a Ethernet link running TCP/IP.

Once established, the Web Server can also be configured to provide Internet based E-mail to all employees. TSH can provide software which can deliver the E-mail messages directly to the individual MDS user's PC or terminal. User's with a PC desktop with browser capability, can have full-time access to the Internet.

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WEBOE SHIP-TO SELECTION

XXIV. <u>WEB CUSTOMER INFORMATION SYSTEM</u> (WEBOE)

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WEBOE ORDER HEADER PAGE

XXIV. <u>WEB CUSTOMER INFORMATION SYSTEM</u> (WEBOE)

THE SYSTEMS HOUSE, INC.
MASTER DISTRIBUTOR SYSTEM PRODUCT DESCRIPTION

WEBOE PRODUCT SELECTION

XXIV. <u>WEB CUSTOMER INFORMATION SYSTEM</u> (WEBOE)

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WEBOE ORDER CONFIRMATION

Order Confirmation - Microsoft Internet Explorer

Order Confirmation

Sold to:

ST. MARYS MEDICAL CENTER
2600 CORPORATE AVENUE

RYE, NY 17563-4633

Ship to:

ST. MARYS MEDICAL CENTER
2607 CORPORATE AVENUE
RYE, NY 17352

Req Dt. 05/06/98	**Dept No.** 123
Cust PO# 7852	**Req No.**
Attn: TARA NEWSOME	**Ship Method** 03 - PUROLATOR
Spec Ins. PLEASE CALL IF SHIPMENT IS MORE THAT ONE CARTON	

LN	Prod ID	Description	UM	QTY	Price	Extension
1	AQUAPHOR-GAUZE	MOISTURIZING GAUZE	EA	2	$3.29	$6.58

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WEBOE ORDER INQUIRY

Customer Open Order Inquiry - Microsoft Internet Explorer

Customer Open Orders Inquiry

Customer	1000			Phone #	212-303-0400			
Company	01			Contact				
Name	ST. MARYS MEDICAL CENTER			Salesman	JIM BRANCA			
Address	2600 CORPORATE AVENUE							
City St Zip	RYE			NY	17563-4633			

Order # - Rel	Cust Ref	Dept	Ord Dt.	Req Dt.	Shp Dt.	Web Ordno	Order$
119840-001			03/05		03/05	000021	3
200007-001	PO654		05/20	05/20	05/23	000022	5662
200010-001	GH765	365	05/22	05/22	05/23	000023	2017
200030-001	PO2495		05/31	05/31	05/31	000024	649
100028-001	PO2497		06/13	06/13	06/13	000025	486
117236-001			07/27		07/27	000026	1
117856-			12/29			000027	652
119838-			02/10			000028	0
119842-			05/02			000029	0

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WEBOE CUSTOMER OPEN ORDERS INQUIRY

Customer Open Order Inquiry - Microsoft Internet Explorer							

Customer Open Orders Inquiry

Customer	1000		Phone #	212-303-0400			
Company	01		Contact				
Name	ST. MARYS MEDICAL CENTER		Salesman	JIM BRANCA			
Address	2600 CORPORATE AVENUE						
City St Zip	RYE		NY	17563-4633			

Order # - Rel	Cust Ref	Dept	Ord Dt.	Req Dt.	Shp Dt.	Web Ordno	Order$
119840-001			03/05		03/05	000021	3
200007-001	PO654		05/20	05/20	05/23	000022	5662
200010-001	GH765	365	05/22	05/22	05/23	000023	2017
200030-001	PO2495		05/31	05/31	05/31	000024	649
100028-001	PO2497		06/13	06/13	06/13	000025	486
117236-001			07/27		07/27	000026	1
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WEBOE PURCHASE HISTORY INQUIRY

Purchasing History
Last 6 Months

Item Number	Description	NOV	DEC	JAN	FEB	MAR	APR	YTD
ARWKCF9	CARPET FRESH 9 OZ AEROSOL CAN	110	120	10	20	30	40	780
ARWKDISP	CARPET FRESH DISPLAY	110	120	10	20	30	40	780

Return to Login Screen   End Session

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WEBOE STOCK STATUS INQUIRY

Purchase History Inquiry - Microsoft Internet Explorer

Purchasing History
Last 6 Months

Item Number	Description	NOV	DEC	JAN	FEB	MAR	APR	YTD
ARWKCF9	CARPET FRESH 9 OZ AEROSOL CAN	110	120	10	20	30	40	780
ARWKDISP	CARPET FRESH DISPLAY	110	120	10	20	30	40	780

Return to Login Screen   End Session

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C. ENVIRONMENTAL CONSIDERATIONS

If you provide this capability, Network Management Software, which can monitor employee network usage and establish rules for Internet browsing become a worthwhile investment.

Lastly, since there will be a connection from your server to the Internet, a Network Firewall should be considered to secure your internal network from external Internet users.