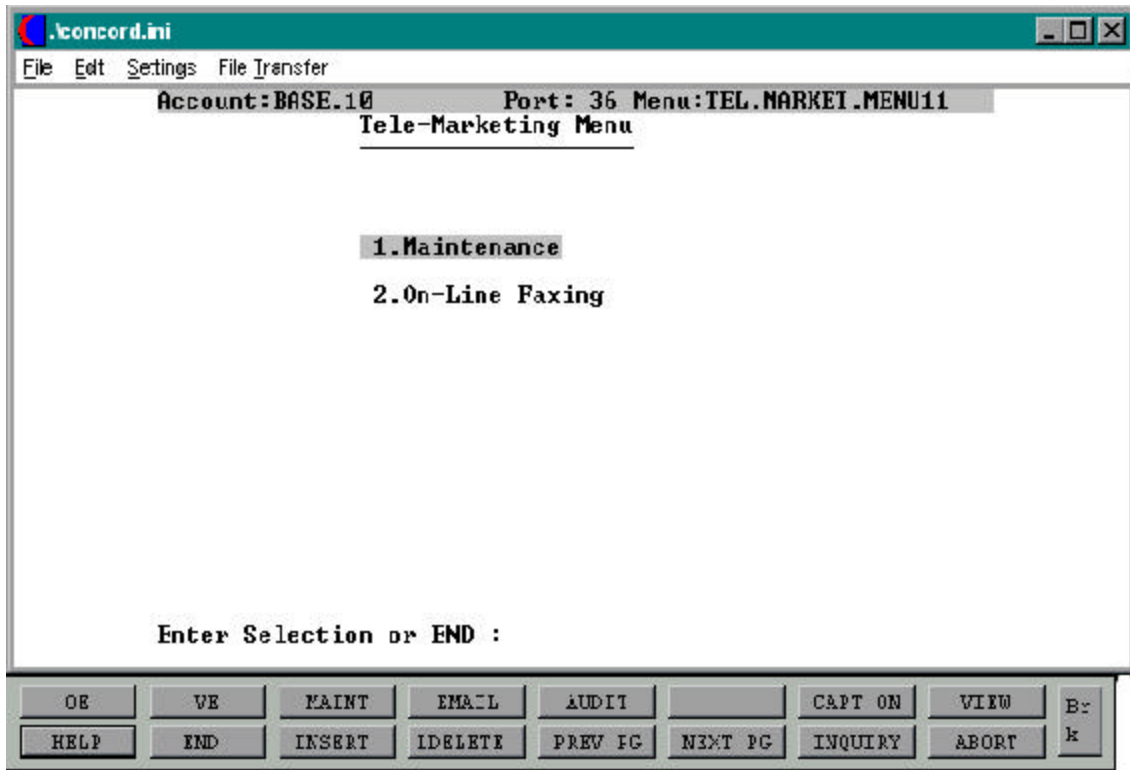


THE SYSTEMS HOUSE, INC.
MASTER DISTRIBUTION SOFTWARE DOCUMENTATION

TABLE OF CONTENTS

TELEMARKETING MENU	1
MASTER FILE MAINTENANCE FUNCTION KEYS	2
TELEMARKETING MAINTENANCE PROCEDURES OVERVIEW	4
TELEMARKETING MAINTENANCE SELECTOR	6
STATE CODE MAINTENANCE	6
STATE CODE FILE LISTING	9
STATUS CODE FILE	11
STATUS CODE FILE LISTING	14
SIC CODE MAINTENANCE	16
SIC CODE LISTING	19
CALL LIST (SUMMARY)	21
CALL LIST (DETAIL)	24
ON LINE FAXING	29
DOCUMENT MAINTENANCE	30
ON-LINE FAX INQUIRY	33
DOCUMENT LISTING	36

TELEMARKETING MENU



MASTER FILE MAINTENANCE FUNCTION KEYS

The first 8 function keys on your keyboard (F1-F8) are reserved for special functions in the MDS master file maintenance programs.

They appear on the last line of the screen as follows:

FUNCTION KEY DEFINITION

HELP

The HELP function is available by pressing the F1 function key. Help text is set up as two layers. By pressing F1 at the first field on the screen, an overall description of the master file will be displayed. If F1 is pressed at a specific field within the master file a detailed description of the field and its use will be displayed.

END

The END function is available by pressing the F2 function key. This feature eliminated the need to manually type the word "END" at the end of the program after accepting the data.

INSERT

The INSERT function is available by pressing the F3 function key. The insert mode feature allows insertion of word or numbers into an existing text. Simply bring your cursor to the line or position in which you wish to insert and press F3. For example, if in a master file you wish to insert additional words into a description field or correct a spelling error, you may use the insert function to do so, rather than retype the text.

LDELETE

The LDELETE (line delete) function is available by pressing the F4 function key. The LDELETE function allows you to delete a line from the master file, in place of the *, which is used in older versions of the system. Simply bring the cursor to the line or field you wish to delete and press F4.

MASTER FILE MAINTENANCE FUNCTION KEYS

FUNCTION KEY DEFINITION (Continued)

PREV PAGE

The PREV PAGE (previous page) function is available by pressing the F5 key (SHIFT F1 for terminals supporting only 4 function keys). This function would be used for master files which contain multiple input screens, and will allow easy paging to additional screens. This function will be used simultaneously with the NEXT PG function to move back and forth between the screens.

NEXT PG

The NEXT PG (next page) function is available by pressing the F6 function key (SHIFT F2 for terminals supporting only 4 function keys). This function would be used for master files which contain multiple input screens, and will allow easy paging to additional screens. This function will be used simultaneously with the PREV PAGE function to move back and forth between the screens.

INQUIRY

The INQUIRY function is available by pressing the F7 function key (SHIFT F3 for terminals supporting only 4 function keys). This function allows the operator the flexibility to display items in the master file already entered and to display other master files used within the file being created. Example: The Product Master file. At the first prompt for product number if F7 is pressed an inquiry can be made to display product on file (to eliminate duplication). If you press the F7 key at another field for example product type (which is another master file) the system will display product types on file to help the operator in selecting which product type best fits the product being created. As you can see the inquiry function can be a very useful tool when creating or maintaining master files.

ABORT

The ABORT function is available by pressing the F8 function key (SHIFT F4 for terminals supporting only 4 function keys). This function is used to end a program without applying changes or additions made and should only be used if you DO NOT want the changes to be updated to the file. If used, the record will be filed as it was before the operator accessed it, in other words, as though no changes were made.

The function keys listing above only apply to master file maintenance programs.

TELEMARKETING MAINTENANCE PROCEDURES OVERVIEW

The purpose of this system is to integrate and streamline the telemarketing department and the information stored in MDS. The system outlined is a starting point. There are other features which may be incorporated in the future such as automated caller ID identification and automated outbound.

TELEMARKETING MAINTENANCE SELECTOR

.concord.ini [- □ ×]

File Edit Settings File Transfer

Account: BASE.10 Port: 36 Menu: TEL.MARKET.MAINT11

Tele-Marketing Maintenance Selector

<u>Maintain</u>	<u>Listings</u>
1.State Code	6.State Code Listing
2.Status Code File	7.Status File Listing
3.SIC Code	8.SIC Code Listing

List Selection

4.Call List <Summary>
5.Call List <Detail>

Enter Selection or END :

OR	VE	MAINT	EMAIL	AUDIT		CAPT ON	VIEW	B:
HELP	END	INSERT	DELETE	PREV PG	NEXT PG	INQUIRY	ABORT	k

STATE CODE MAINTENANCE

PROGRAM	SSS.BP GEN.MASTER STATE.CODE.MAINT010
SELECTION	MENU-31.1
SELECTION NUMBER	1
FILES ACCESSED	STATUS-LOG DICT STATUS-LOG DICT SMAST

OVERVIEW

The State Code file gives the tele-marketing system the ability to sort the calls that are made by time zones. This allows the operator to call through lists more efficiently. The state code is the key to this database and is a required file. The operator must enter a valid 2 digit abbreviation for the state being maintained or created. The operator will also have the ability to use the F7 inquiry key on this field and the resulting inquiry will list all state codes on file, sorted by code with description following.

STATE CODE FILE MAINTENANCE SCREEN

.concord.ini

File Edit Settings File Transfer

State Code Maintenance

State Code: AZ

1. Description: ARIZONA
2. Time Zone: 2 Central Time

ENTER LINE # TO CHANGE, DELETE TO DELETE, 0 TO ACCEPT :

								Br
HELP	END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	ABORT	k

STATE CODE MASTER FILE

FIELD DESCRIPTIONS

LINE	ATTR	PROMPT	TYPE	SIZE	DESCRIPTION
0	0	STATE CODE	A	2	Enter the 2 digit state code or press the 'F7' function key (inquiry) to display existing codes
1	1	DESCRIPTION	AN	25	Enter full state name as description for code.
2	2	TIME ZONE	N	1	Enter a valid code for the appropriate time zone. Press the 'F7' function key to display valid zones.

STATE CODE FILE LISTING

PROK NAME	PROK STATE.CODE.LIST11
SELECTION	MENU-31.1
SELECTION NUMBER	6
FILES ACCESSED	STATE.CODE

OVERVIEW

This procedure will list all state codes on file along with their descriptions and time zones.

OPERATING INSTRUCTIONS**STATE CODE LISTING****HIT RETURN TO CONTINUE OR 'END' TO RETURN TO SELECTOR**

Hit 'RETURN' to print the listing. Enter 'END' to return to the tele-marketing maintenance menu.

STATE CODE LISTING

PAGE 1

*****STATE CODE LISTING***** DATE 02:43:01pm 11 AUG 1998

STATE	DESC	TIME.ZONE	DESC
AZ	ARIZONA	2	CENTRAL TIME
CO	COLORADO	2	CENTRAL TIME
NJ	NEW JERSEY	1	EASTERN TIME
NY	NEW YORK	1	EASTERN TIME
CA	CALIFORNIA	4	PACIFIC TIME

5 records listed.

STATUS CODE FILE

PROGRAM NAME	SSS.BP GEN.MASTER STATUS.FILE.MAINT010
SELECTION	MENU-31.1
SELECTION NUMBER	2
FILES ACCESSED	STATUS-LOG DICT STAU-LOG DICT SMAST

OVERVIEW

This file allows the user to easily identify the status of a particular customer or prospects account. Initially, the code 'OPN' must be established to indicate an open status. By doing this the telemarketing programs will be able to determine which prospects will appear on the call list (discussed later in this documentation).

STATUS CODE FILE SCREEN

.concord.ini [minimize] [maximize] [close]

File Edit Settings File Transfer

Status Maintenance

Status Code: ABC

1. Description: STATUS-DESC-ABC

2. Purge Code (Y/N): Y

ENTER LINE # TO CHANGE, DELETE TO DELETE, 0 TO ACCEPT :

								Br k
HELP	END	INS3PT	LDEL3TE	PREV PG	NEXT PG	INQUIRY	ABORT	

STATUS CODE MASTER FILE

FIELD DESCRIPTIONS

LINE	ATTR	PROMPT	TYPE	SIZE	DESCRIPTION
0	0	STATUS CODE	AN	3	Enter a 3 digit status code to identify the types of prospects on file.
1	1	DESCRIPTION	AN	25	Enter the description of the code that is being created.
2	2	PURGE CODE (Y/N)	A	1	The purge flag will be used to identify a specific status code as ready to be deleted from the system.

STATUS CODE FILE LISTING

PROK NAME	PROK STATUS.FILE.LIST11
SELECTION	MENU-31.1
SELECTION NUMBER	7
FILES ACCESSED	STATUS.FILE

OVERVIEW

This file will produce a listing of all status codes on file along with their descriptions and purge codes. A code of 'OPN' for open status, must be established initially as call status is used to determine what calls will appear on the call list as well as calls that will qualify for purging.

OPERATING INSTRUCTIONS**STATUS FILE LISTING****HIT RETURN TO CONTINUE OR 'END' TO RETURN TO SELECTOR**

Hit 'RETURN' to print the listing. Enter 'END' to return to the tele-marketing maintenance menu.

STATUS FILE LISTING

PAGE 1

*****STATUS FILE LISTING*****

DATE 02:50:42pm 11 AUG 1998

STATUS.CODE	DESC	PURGE.CODE
OPN	OPEN	N
CLS	CLOSED	Y
OOB	OUT OF BUSINESS	Y
PRS	PROSPECT	N

4 records listed.

SIC CODE MAINTENANCE

PROGRAM NAME	SSS.BP GEN.MASTER
	SIC.CODE.MAINT010
SELECTION	MENU-31.1
SELECTION NUMBER	3
FILES ACCESSED	STATUS-LOG
	DICT STATUS-LOG
	DICT SMAST

OVERVIEW

This maintenance allows the ability to create and maintain SIC codes, which are international standard set of codes used to define or classify a specific business type.

SIC CODE MAINTENANCE SCREEN

The screenshot shows a terminal window titled ".iconcord.ini" with a menu bar containing "File", "Edit", "Settings", and "File Transfer". The main content area is titled "SIC Code Maintenance" and displays the following information:

```
SIC Code: 220001
1.Description: ELECTONICS CUSTOMER
2.Short Desc.: ELEC
```

At the bottom of the screen, there is a prompt: "ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPI :". Below this prompt is a control panel with several buttons: HELP, END, INS3PT, LDEL3TE, PREV PG, NEXT PG, INQUIRY, and ABORT. On the far right of the control panel, there is a vertical stack of text: "Er" above "k".

SIC CODE MASTER FILE

FIELD DESCRIPTIONS

LINE	ATTR	PROMPT	TYPE	SIZE	DESCRIPTION
0	0	SIC CODE	AN	6	Enter a 6 digit SIC code used for tracking and identifying prospect types.
1	1	DESCRIPTION	AN	40	Enter a description for the SIC that has been created. The description is a required field will allow up to 40 characters. The field will be stored and used for future reporting.
2	2	SHORT DESCRIPTION	AN	20	Enter a shorter description for the SIC code. This field is a required field and the entry here will be displayed on the tele-marketing detail screen. This field will allow up to 20 characters of data entry.

SIC CODE LISTING

PROK NAME	PROK SIC.CODE.LIST11
SELECTION	MENU-31.1
SELECTION NUMBER	8
FILES ACCESSED	SIC.CODE

OVERVIEW

This file will produce a listing of all SIC codes on file along with their descriptions and short descriptions.

OPERATING INSTRUCTIONS**SIC FILE LISTING****HIT RETURN TO CONTINUE OR 'END' TO RETURN TO SELECTOR**

Hit 'RETURN' to print the listing. Enter 'END' to return to the tele-marketing maintenance menu.

SIC CODE LISTING

PAGE 1

*****SIC CODE LISTING*****

DATE 02:53:23pm 11 AUG 1998

SIC.CODE	DESC	SHORT.DESC
2400	ELECTRONICS CO.	ELEC.CO
3200	PHARMACEUTICAL CO.	PHARM.CO
2700	RESTAURANT EQUIP CO.	REST.CO
6300	PLUMBING SUPPLY CO.	PLUM.CO
5800	SOFTWARE CO.	SOFT.CO

5 records listed.

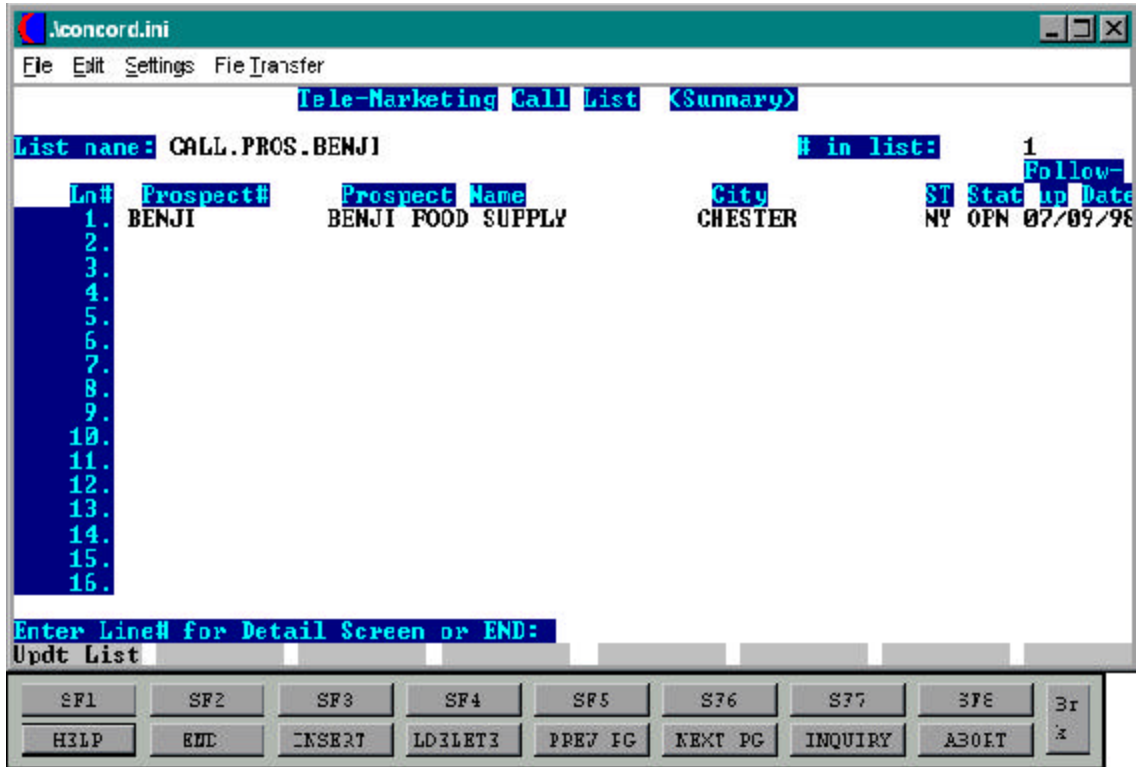
CALL LIST (SUMMARY)

PROGRAM NAME	SSS.BP GEN.MASTER
	TEL.MARL.SUMM010
SELECTION	MENU-31.1
SELECTION NUMBER	4
FILES ACCESSED	PROSPECT.MAST
	ALPHA.PROSPECT
	&SAVEDLISTS&

OVERVIEW

The call list program works in conjunction with the recall generator module and is used by the tele-marketing department to produce lists to assist in calling prospects. The operator will create a recall report but instead of producing a report the information will be flagged to go directly to a saved list. Upon entry of the saved list name in the call list program, all calls with an open status will appear on the list indicating to the operator which prospects are to be called. Also available through this module is the automatic generation of daily call lists sorted by each salesman. These call lists will be produced through the end of day procedure and will be listed in the inquiry as daily calls, each list will contain a suffix, which will be each salesman number (Ex: DAILY.CALLS.001). Once the lists have been established the operator can view and update the list and also take orders over the phone. The operator can view the list in summary mode which will allow for easy scanning of call status and follow-up dates or select a specific line number to view the detail screen. The Shift 'F1' function is available and is used to remove all contact lines where the status code is not set to 'OPN'. This feature will allow you to remove records that have already been contacted.

CALL LIST (SUMMARY) SCREEN



CALL LIST (SUMMARY)**OPERATING INSTRUCTIONS****LIST NAME**

Enter the name of the saved list created in the recall generator module. Use the 'F7' inquiry key to display of valid saved list names on file.

IN LIST

The number of prospects on this call list will display.

LN#

The line number for each prospect is displayed here.

PROSPECT #

The prospects customer number will display here.

PROSPECT NAME

The full name of the prospect will display here.

CITY

The city name from the Prospect file will display here.

ST

The state from the Prospect file will display here.

STAT

The status of the prospect will be displayed here from valid status codes on file.

FOLLOW-UP DATE

The date that this prospect should receive a follow-up call will be displayed here.

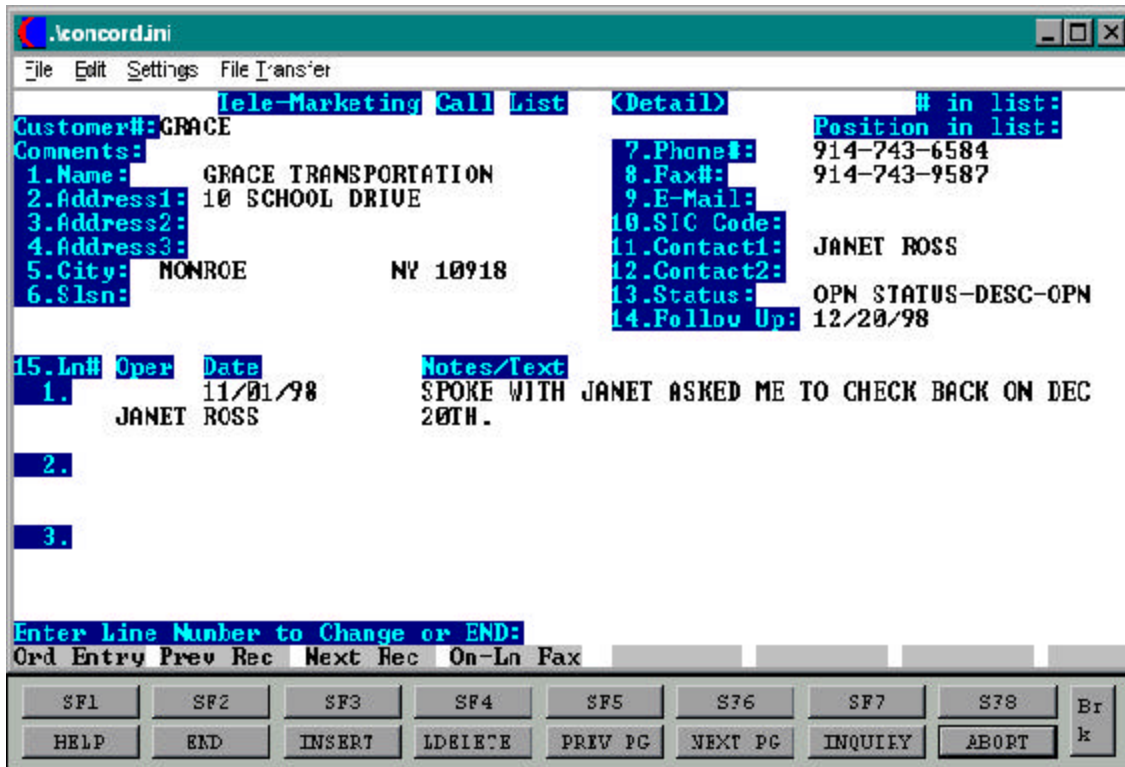
CALL LIST (DETAIL)

PROGRAM NAME	SSS.BP GEN.MASTER
	TEL.MARK.CALL.DET010
SELECTION	MENU-31.1
SELECTION NUMBER	5
FILES ACCESSED	PROSPECT.MASTER
	ALPHA.PROSPECT
	&SAVEDLIST&

OVERVIEW

The call list detail screen is the same screen the operator accesses by selecting a specific line number in the call list summary screen. The operator will have the ability to maintain customer information on-line. This will allow the operator to validate and update the customers information while on the phone with them. There are several Shift functions available in this detail screen. Shift 'F1' will allow the operator to go directly into the order entry module and place an order for the customer they are speaking with. The Shift 'F2' function will allow the operator to view the details for the record that appears on the call list previous to the record the operator is in. The Shift 'F3' function allows the operator to view the details of the next record on the call list, and the Shift 'F4' function allows for on line faxing capabilities.

CALL LIST (DETAIL) SCREEN



CALL LIST (DETAIL)**OPERATING INSTRUCTIONS****CUSTOMER #**

Enter the customer number to view details.

IN LIST

The number of records that are on the call list. This is valid when the detail screen is used via the summary mode and not as a stand alone maintenance.

POSITION IN LIST

The position that this record appears in the call list.

COMMENTS

Any comments or notes that need to be entered concerning this account can be entered here. This field can hold up to thirty alpha numeric characters. This field is optional and any data entered in this field will display here. The operator will have no ability to change this field from the screen.

NAME

The full name of the customer will display here.

ADDRESS1

The customers address will display here.

ADDRESS2

The second line of the customers address will display here.

ADDRESS3

The third line of the customers address will display here.

CALL LIST (DETAIL)**OPERATING INSTRUCTIONS****CITY**

The city name will display here.

SLSM

The salesman number and name will display.

PHONE #

The prospects phone number will display here.

FAX#

The prospects fax number will display here.

E-MAIL

The prospects email address will display here.

SIC CODE

SIC code will appear at this prompt from the Customer/Prospect file. The operator will have the ability to override this field. Any entry will be validated against the SIC Code database file. There is also an F7 inquiry capability here for the operator to display SIC codes that are already on file.

CONTACT1

The contacts name. This field is optional and will allow the operator to enter up to twenty five alpha numeric characters. There will be no validation against this field.

CONTACT2

If there is more than one contact the name can be entered here. This field is optional and will allow the operator to enter up to twenty five alpha numeric characters. There is no validation against this field.

CALL LIST (DETAIL)**OPERATING INSTRUCTIONS****STATUS**

The status of the this customer can be entered and will display here. The status field is used to catagorize customers. Some uses of this field would be to allow the operator to flag a particular customer as out of business, current customer, prospect only, etc. The operator will have 'F7' inquiry capabilities at this prompt that will display all status' on file.

FOLLOW UP

Enter the date you wish to make a follow up call. The follow up field is optional. If the operator enters a date in this field the system will then select this record for follow up during the automated end of day process when the date becomes due. The only validation of this field is the entry of a valid date. The operator will also have the ability to enter an older date into this field. This will cause the record to go to the top of the follow up list the next time it is generated.

LN#

The line number indicating the calls and or notes made concerning the prospect.

OPER

The operator field will default to the operator code entered to access the screen initially. The operator code can be overridden. There is no inquiry capabilities at this prompt and an entry in this field will be validated against the operator database.

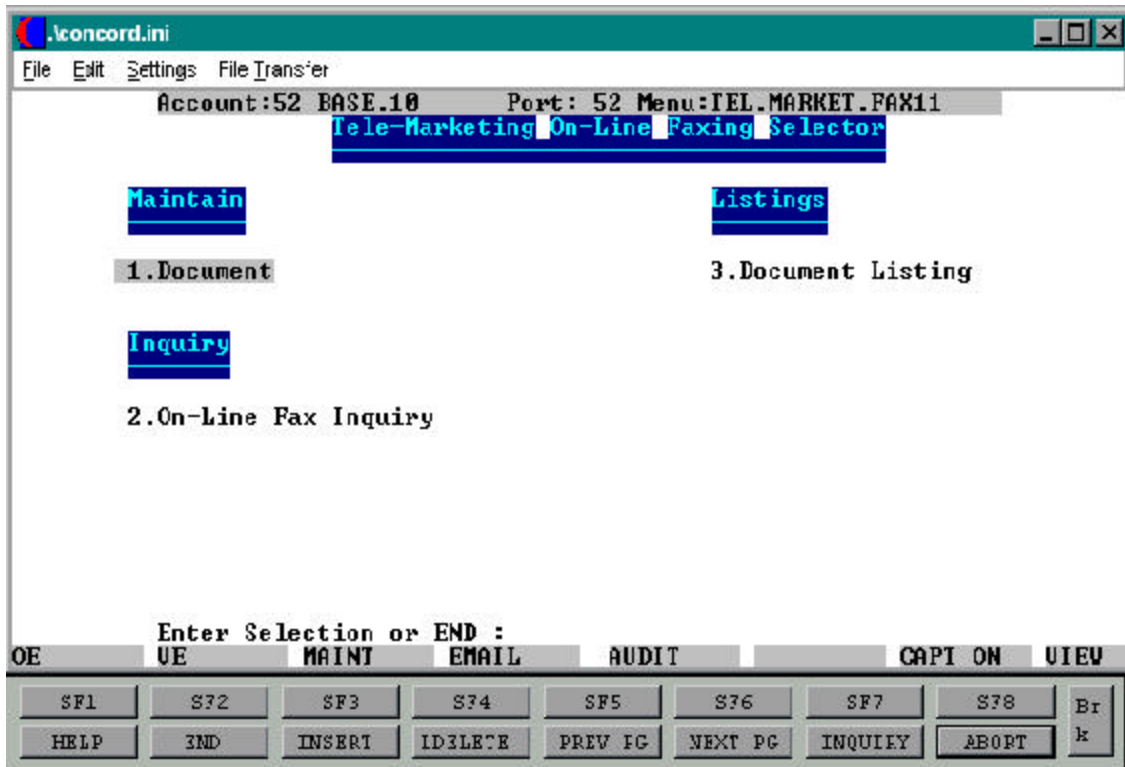
DATE

The date that the note was entered. The system will default to that days date if no entry is made.

NOTES/TEXT

Any comments or notes concerning the call can be entered here. Notes will generally be added by the salesman. The salesman will select a note line number and then use the 'F4' function key to insert lines and add to a note.

ON LINE FAXING MENU SELECTOR



DOCUMENT MAINTENANCE

PROGRAM NAME	SSS.BP GEN.MASTER
	DOCUMENT.MAINT010
SELECTION	MENU-31,2
SELECTION NUMBER	1
FILES ACCESSED	STATUS-LOG
	DICT STATUS-LOG
	DICT SMAST

OVERVIEW

The Document Maintenance file is used to setup and maintain the specific names of documents and where the documents reside on the main frame so they can later be utilized by the on-line faxing capabilities of MDS.

DOCUMENT MAINTENANCE SCREEN

.concord.ini

File Edit Settings File Transfer

On-Line Faxing Document Maintenance

Document Name: PRC.LIST

1. Description: PRODUCT PRICE LIST

2. Location of Document: /u1/accts/tsh

ENTER LINE # TO CHANGE, DELETE TO DELETE, 0 TO ACCEPT :

SF1	SF2	SF3	SF4	SF5	SF6	SF7	SF8	Br
HELP	END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	ABOPT	k

DOCUMENT MAINTENANCE

FIELD DESCRIPTIONS

LINE	ATTR	PROMPT	TYPE	SIZE	DESCRIPTION
0	0	DOCUMENT NAME	AN	15	Enter the name of the document that will be used by the on-line faxing program.
1	1	DESCRIPTION	AN	30	Enter the description of the document.
2	2	LOCATION OF DOCUMENT	AN	40	Enter the exact location where the document resides. (Example: /u1/accts/THP.

ON-LINE FAX INQUIRY

PROGRAM NAME	SSS.BP GEN.MASTER ON.LINE.FAX.INQ010
SELECTION	MENU-31,2
SELECTION NUMBER	2
FILES ACCESSED	&SAVEDLISTS& PROSPECT.MAST ALPHA.PROSPECT DOCUMENT.MAINT

OVERVIEW

The on-line fax inquiry is where the prospect or customer is setup to receive faxes. The module allows for the input of the customer name and fax number as well as the names of the documents that will be faxed.

ON-LINE FAX INQUIRY SCREEN

On-Line Fax Inquiry

Prospect: GRACE
GRACE TRANSPORTATION

1.Contact: JANET ROSS
2.Fax#: 914-743-9587

3.	Document#	Description
1.	PRC.LIST	PRODUCT PRICE LIST
2.		
3.		
4.		
5.		

ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT :

SF1	SF2	SF3	SF4	SF5	SF6	SF7	SF8	Br
HELP	END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	ABORT	x

ON-LINE FAX INQUIRY**OPERATING INSTRUCTIONS****PROSPECT**

Enter the prospect or customer code.

CONTACT

Enter the full name of the contact who the fax is intended.

FAX#

Enter the fax phone number.

DOCUMENT#

Enter the document code, previously setup in document maintenance.

DESCRIPTION

Upon entry of the document code, the description of what the code is will display from the Document.Maint file.

After entering the required information the program will prompt:

OK TO FAX <Y/N>?

Enter 'Y' to fax a the desired documents or enter 'N' to return to the selector.

DOCUMENT LISTING

PROK NAME	PROK DOCUMENT.LIST11
SELECTION	MENU-31,2
SELECTION NUMBER	3
FILES ACCESSED	DOCUMENT.MAINT

OVERVIEW

This file will produce a listing of all documents presently maintained in the Document Maintenance file.

OPERATING INSTRUCTIONS**DOCUMENT LISTING**

HIT <RETURN> TO CONTINUE OR 'END' TO RETURN TO THE SELECTOR

Hit 'RETURN' to print out the listing or type 'END' to return to the on-line fax menu.

DOCUMENT LISTING

PAGE 1

*****DOCUMENT LISTING*****

DATE 02:32:54pm

12 Aug 1998

DOCUMENT NAME	DESC	LOC.DOCUMENT
PRICE.LIST1	PRICE LIST 001	/U1/ACCTS/WPDOC/TBN
SALES.4CAST	SALES FORECAST	/HOME/THP/RS6000
PROD.CAT	PRODUCT CATALOG	/MOTORNT/WPDOCS/JAU
SAMPLE.REPT	SAMPLE ORDER REPORTS	/ESCALA/U1/ACCTS/RLB

4 records listed.

THE SYSTEMS HOUSE, INC.
MASTER DISTRIBUTION SYSTEM DOCUMENTATION

I N D E X

Call List	11,21,24
Call List (Detail)	24
Call List (Summary)	21
Classify a Specific Business Type	16
Company Master File Maintenance	6
Customer Information	24
Document Listing	36
Document Maintenance	30
File Maintenance Procedures Overview	4
International Standards	16
Master File Maintenance Function Keys	2
On Line Fax	29,30,33
On-line Fax Inquiry	33
Open Status	11, 14
Purge Flag	13
Purging.	14
Recall Generator	21
Saved Lists	21
Sic Code	16,19
State code	6,9
Status Code	11,14
Telemarketing Maintenance Procedures Overview	4
Time Zone	6,8,9