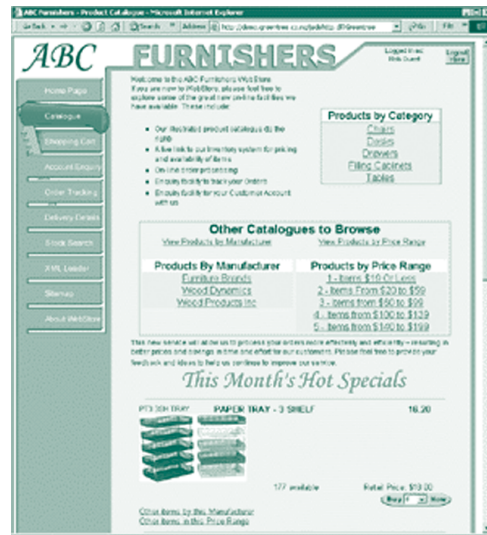


The widespread acceptance of the Internet as an integral part of business enables your organisation to transform the ways it interacts with its customers. Greentree's WebStore module provides a secure and completely on-line solution that enables customers to browse illustrated product catalogues, check pricing and availability and enter orders. Customers have real time access to their outstanding sales orders, plus details of their account status and transaction history.



Key Features

Flexible Connectivity

Exposing your sales department to the Internet can provide dramatic cost savings, reduced telephone enquiries and increased efficiencies in managing orders. Greentree's WebStore module provides a flexible and secure solution that allows your customers to browse an on-screen product catalogue, place orders, access their account, check on stock availability and pricing details, plus access a whole range of product or other information you may provide. The level of functionality that is provided is completely user-definable and with the sample templates provided, can be configured by professional web designers to project the exact personality and experience of your business you wish to provide.

Full Integration with Other Greentree Modules

WebStore operates on-line with the Greentree Financial and Distribution modules, ensuring all information displayed is completely up to date, and that orders received can be processed immediately and automatically. WebStore dynamically creates all web pages as they are requested; ensuring information displayed is always "real time".

On-line Inventory Catalogues

Multiple inventory catalogues can be established linking directly with the Greentree Inventory module. Items may be displayed in various categories, via tree structures, which can be easily navigated by web users. An image or photograph may optionally be displayed next to each item in the catalogue, plus details such as retail prices, customers purchase price, stock availability, and a hotlink to a related website connection, such as the item's manufacturer.

Automated Order Processing

Customers may select items for purchase from on-screen catalogues, placing selected items in their “shopping basket”. Products can be searched for using keywords, partial keywords or partial inventory item code. Once the customer's order is completed and confirmed, it is updated immediately into the Greentree Sales Order module. The system will inform the user of the sales order reference number, email confirmation to the customer and automatically process the order, printing a packing slip or order confirmation in the warehouse for immediate delivery. For true business-to-business order processing, Greentree's WebStore automatically accepts and processes orders sent in XML format. The result is an enhanced customer experience and considerable savings in time for your staff.

Repeat Orders

WebStore allows quick reordering, without having to find each item and build the shopping cart. Instead, if a customer uses certain codes regularly to order items or has XML text file capability from their purchasing system, representing goods they wish to order, they can paste the text based order directly into WebStore. The chosen lines will then appear in the shopping cart for the customer to review before confirming the order for processing.

Self Service Order and Account Enquiries

Customers can view the details of all their outstanding orders on-line, or orders over a certain period showing the status of each order or order line (entered, on back order, shipped, etc).

They can review their account status, including details of all invoices outstanding, and all invoices in the current period. Invoices may be drilled down to view the details of each line, which can be easily printed from the web page. In addition, Credit Notes and Receipts that have been applied to each Invoice can also be viewed. This allows customers to locate details of any missing invoices quickly and easily, ensuring accounts are paid more promptly and minimising calls to your accounts department.

Secure Access

A key concern for any organisation, looking to publish their business system functionality to the Internet, is security. How secure is the system and how can you ensure that any unauthorised person does not have access to sensitive information? With WebStore, the Greentree system is not exposed to the Internet. All information displayed is via HTML web pages and casual Internet users cannot gain access to the Greentree database via WebStore at all. This security is defined by establishing a security profile for each of your customers, which ensures they have access to their own account and the product information that is relevant to them. Users enter a unique login name and password that is linked to a Greentree customer account, which determines the pricing and product information that should be displayed. Multiple logins can be created for each customer, each with its own security profile.

Industry Standard Design Tools

Web pages used in WebStore can be designed using any standard web design tool, such as “Hot Dog” or “Dreamweaver”. This task is typically performed by a qualified web design organisation, and may be based on the sample template pages provided with WebStore. New or updated web pages can be loaded into WebStore at any time.