

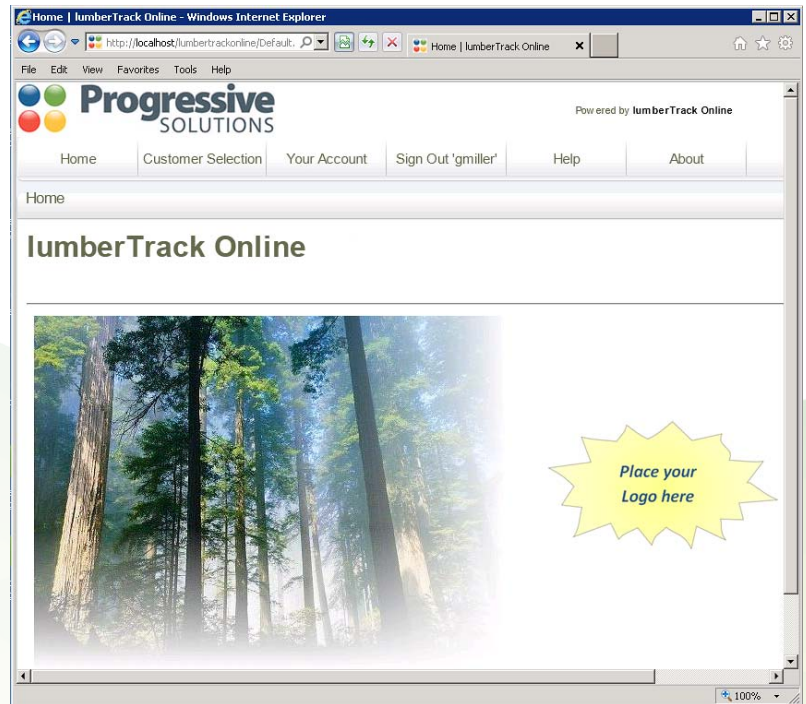
## lumberTrack Online: e-Business Portal

lumberTrack Online<sup>TM</sup> is an e-business add-on for lumberTrack that allows your customers to request quotes and access their real time account information on a secure website at any time of the day or night, seven days a week.

### Strategic investment for building your customer service and satisfaction levels

Deciding to offer e-business services, powered by lumberTrack Online, is a strategic investment in your customer service that will lead to stronger customer loyalty. Here's how:

- Competitive advantage through improved responsiveness.  
Your customers can request quotes and obtain up-to-the-minute product information and order status — 24/7 responsiveness that creates competitive advantage.
- Boost sales.  
Allow customers to request quotes online and reduce the volume of routine account queries so that sales people can focus on selling.
- Drive inventory turns.  
Display some or all of your inventory on-line to speed order taking and clear out slow-moving or excess inventory with special offers.



Your lumberTrack Online e-business portal, branded with your company logo and messages, offers 24/7 responsiveness, speeds transactions for valued customers and helps move inventory faster.

### Customers can request quotes on-line 24/7

Use lumberTrack Online to streamline the order-taking process by having customers request quotes online. Customers can view inventory availability from any web browser, and place a quote request to which a sales person can quickly respond for utmost customer care.

Be there when your customers need you. Your customers can conduct their business any time of day, nights or weekends. Your sales staff can organize their responses for optimum work flow, efficiency and responsiveness.

## lumberTrack Online...continued.

### On-line account balance saves administrative resources

A customer can check their account status and balance themselves, reducing the calls coming into your Accounts Receivable department:

- **Check open invoices.** Your customers' accounting staff can view all open invoices and their aging report to manage cash flow and payment scheduling.
- **Reprint invoices and statements.** Customers can print invoices and statements that may be missing without having to contact your administrative staff.

The left screenshot shows the 'Account Information' page for Boston Lumber (BL). It includes a sidebar with navigation options like Quotes, Orders, Invoices, Credit Notes, Payments, and Inventory. The main content area displays account details such as address (678 School Lane, Boston, MA 05555, US), contact information (Terry Riley, 604-555-1212), and account activity (Current Balance: 16,809.48, On Order: 23,973.38, Credit Limit: 100,000.00, Unapplied Cash: 0.00, Available Credit: 59,217.14). There is also a section for an Interim Statement with a date range selector and a 'Generate Interim Statement' button.

The right screenshot shows the 'Orders' page, displaying a table of open orders for Boston Lumber. The table has columns for Order #, Invoice #, Status, Your PO #, Order Date, Extended Amount, Taxes, Total Amount, Lines, Sales Rep, and Shipped. The table lists five orders, all with a status of 'Reserved' and a sales rep of 'Bob Green'. The bottom of the page shows 'Results 1-5 (of 5)' and 'Items per page 10 | 20 | 50'.

*With lumberTrack Online, your customers can browse inventory, request quotes and check the status of their orders and account information any time of day or night.*

**Progressive Solutions has helped wood products and building material companies from around the world improve their processes and their bottom line.**

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