IMAGEION™

**Web & Workflow
Professional Services**

The Imageion™ system was designed to be the central workflow repository for a professional services enterprise.

We really wanted to add a methodical layer of professionalism that would enhance the way a firm works and bills for its services.

A system that was part of the day to day workflow and could incorporate client input and interaction and expose the process and progress of the work. It needed to be a diary for the many collaborative efforts of a team, and that team didn't necessarily mean just those people inside the company.

We wanted to be able to do a simple service call with ease, but also expand upon that with further elements that could support a much larger body of work, had a better memory than people possess and be searchable for when that important thing is needed.

We also wanted a way to legitimize the relationship between a client and the business beyond the simple quote and deposit mechanism that could be used to formalize a relationship over time but get to work right away. From our past experience, clients don't usually have such a mechanism so doing it for them is a value add.

The Imageion™ system was the result of that effort and our business became its first customer.

The Imageion™ system exists to serve your enterprise with process visibility, workflow and project management, relationship management and digital media management fused together in an elegant, team oriented, web enabled library. An open framework system that any sized organization can put to use in short order.

The system is designed to function effectively as a solution for those just getting started with their businesses and equally as well in a conjunctive role that can be interlaced with existing solutions for a complexed long standing business endeavour.

The system provides the applications necessary for both web and desktop users to create a closed loop event and case system that houses the entire administrative workflow.

We wanted to be able to plug into a pre-existing web site of a business and manage all of the elements of a working relationship from login to billing. So we set out to include all of the elements needed to support online interaction as part of the Imageion™ offering.

We brought in Art of Commerce™ elements that could assist us in making for impressive workflow like Image++ for associating digital documents and media with the work which would be stored with the workflow.

Imageion™ is the combined form of "Images in Action" or "Image input output network. It provides for an all encompassing rendition of the activities of an organization from both a day to day and a planning perspective.

It has the ability to communicate with team members, customers, third parties and capture associated digital media and image documents into a media library within a simple methodical and elegant chronological work flow. It can send e-mails with attachments as well.

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Vaughan, ONTARIO
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View case details - CAPETOWN COMPUTING

Case No:	10398
Division/Project:	CAPETOWN EXTERNAL / DEVELOPMENT
Start Date:	Dec 05, 2007 1:41:00 PM
Status:	Active Out of Town Travel: NO

Home
Current
Case List
Submit Case
Administration
Sign Out

Case Description
Enterprise Logo for CAPETOWN ENTERPRISE COMMERCE Products

Edit Case |Image++ | Report | Customer Notes | Email | Notify List | Work Notes | Time Booked

Image++

ENTERPRISE LOGO.GIF (enterpriselogo.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 04, 2007
Enterprise logo used for CapeTown Computing Corporation
(1. By: Franco D'Alessandro   Date: Dec 05, 2007 1:42:47 PM   Size: 0.87 KB)

IMAGEION LOGO.GIF (imageion_logo.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 04, 2007
Imageion Product Logo
(2. By: Franco D'Alessandro   Date: Dec 05, 2007 1:43:27 PM   Size: 1.64 KB)

TRANSPORT LOGO.GIF (transport.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 05, 2007
Logo for transportation web and workflow
(3. By: Franco D'Alessandro   Date: Dec 05, 2007 2:08:23 PM   Size: 2.08 KB)

IMAGEION LOGO.GIF (imageion2.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 05, 2007
Imageion Product Logo
(4. By: Franco D'Alessandro   Date: Dec 05, 2007 5:40:11 PM   Size: 2.7 KB)

IMAGEION LOGO.GIF (paperstack.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 05, 2007
Imageion Logo Paperstack
(5. By: Franco D'Alessandro   Date: Dec 05, 2007 5:41:02 PM   Size: 5.04 KB)

IMAGEION LOGO.GIF (imageion3.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 05, 2007
Imageion Product Logo
(6. By: Franco D'Alessandro   Date: Dec 05, 2007 5:41:37 PM   Size: 4.59 KB)

Art of Commerce Logistics (logistics.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 05, 2007
Art of Commerce Logistics
(7. By: Franco D'Alessandro   Date: Dec 05, 2007 5:44:15 PM   Size: 15.41 KB)

Art of Commerce Logistics (logistics2.gif)
Document Date: Dec 05, 2007, Effective Date: Dec 05, 2007
Art of Commerce Logistics
(8. By: Franco D'Alessandro   Date: Dec 05, 2007 5:45:50 PM   Size: 39.86 KB)

Notify List

Email Address
fda@capetown.ca;

Customer Notes

Work Notes

No	Case Note
1	Need to add illustrator document storage capabilities to the system library. (By: CAPETOWN ADMINISTRATION Modified: Dec 06, 2007 12:23:00 PM)
2	Images in present format are well suited to the web site use. (By: CAPETOWN ADMINISTRATION Modified: Dec 06, 2007 12:24:00 PM)
3	Using the company logo in all product logos provides for a consistent appearance. (By: CAPETOWN ADMINISTRATION Modified: Dec 06, 2007 12:24:00 PM)

Communications Inbound
Communications Outbound

EMAIL From capetown@capetown.ca To fda@bell.blackberry.net
Subject: Images of Case: 10398
Body: Please find enclosed the images for the web site for your review. Thank you.
Sent: Dec 06, 2007; Attachments: 6; Status: Sent

Time Booked

Function Code	Employee	Work Date	Desciption	Time (hr)	Time Type	Billing Type	Trips
DE	fda	12/5/2007	Booked logo work to the web site	4	Regular	Senior	0

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The**Order**

The system harmonizes the day to day time keeping, support documents, notes, integral management instructions and any relevant work materials that can be digitized or already digital directly into the work/case itself. Whatever media that may be, drawing files, photos, streaming video and sound. If it can be stored on a computer, it can be input into Imageion™, stored in the database and have direct relevance to the workflow.

The system provides a great deal of flexibility and extensibility with a simple, straight forward post and contributive friendly responsive environment that is additive in nature, like a stack of plates, easy to add to. With the ability to scope at the client, resource, resource/client limiting assignment or ownership/administrative level for a complete view.

Image++

Image++ provides the digital document and media library that interfaces with the work flow. Media classes, document types and publishing controls for the system are provided and bound to the workflow and global search capabilities of the system as well as the outbound/inbound communications that are digital in nature such as e-mail attachments and facsimiles.

Image++ provides an easy, integrated way to add digital media and documents to the work flow and bind them with the system so that teams, management staff, customer and vendor communications are integrated.

Communications for the enterprise are managed at the event item level for both inbound and outbound tracking that is integrated with the workflow system and is intended to in addition to existing communications architecture or on an independent basis. This is a simple and ideal environment for departmental and divisional use as well as providing access to communications and relationships from a web enabled interface.

The media library and all the system information is entirely housed within a single database repository. The ability to search the entire database for relevant information and media proves for many powerful business and organizational

applications such as a digital library and media reference database, customer service and transaction support reference database, digital document turnaround, standardized company communications, resource and time based billing, electronic billing and billing support, payables vouchers, claims, audit, research and development, project and team management and chronology related activities.

The system supports the injection of business related documents under a well defined class of document organization and can accommodate a large volume of documents inbound via e-mail, facsimile and other manual injection sources (such as scanners) for global injection into a centralized management and workflow environment.

Cases/Events appear as posted with status and time stamp, organized within a division/location and project structure at the top enterprise level and repeated under the customer or third party scope creating a symmetrical and consistent environment for all users and overall reporting purposes. Management and status reporting is provided via simple post and forward notation as a way to review current items and submit new instructions, directions, corrections and relevant supportive materials in the same interface used by your enterprise team resources or peers.

The Imageion™ system provides for useful registration (client, human resource, third party), document turnaround with version and e-mail integration, a time and rating interface for the service based billing and an interface for adding external system transactions, invoices and other supportive documents. The system provides dynamic reporting for users of the system whereby reports are generated and presented immediately and are booked into the system workflow where required for timing and billing purposes.

The Case Report
The case report, in real time, the foundation of the billing package available online, on the desktop and on the fly in various formats.

Case List
The additive list of workflow performed by your company, searchable by complete contents.

Case E-Mail interface
E-mail for inbound/outbound communications with the ability to add/track/post attachments.

OfOperations

We wanted the Imageion™ system to support your company in getting to work as soon as possible. An important element of that was to allow the system to sit behind your website so that it became an integral part of your web space. The system could easily exist within your intra-net as well, but we wanted to add the elements necessary to interact with your clients and other business partnerships.

Cooperation

We built the Imageion™ system so that people could work together to achieve the common objectives of your business, promote a process of inclusivity, add new relationships easily and provide the client with a system of keeping up to date and the ability to give you more work.

The ability to create a business model for your enterprise and automate the workflow the way you want people to operate within it and their introduction to it creates an atmosphere of with professionalism and confidence in the overall effort. Ultimately the objective for all is to do an excellent job and look excellent while doing it. The Imageion™ system is a platform software product that is a tangible step in that direction for you.

Distribution

Everyone agrees that a web site is an important element to any business. We developed this system as a way to enhance that presence with something active and dynamic that your paying customers could access and review without making a call. Exceptional value is present when you can service an important client need and not be involved. We envisioned the all important "I need a copy of" when clients need to get something else going when we put this system together. We also envisioned your staff being able to do that for them, even when they were not in the office.

Workflow

There is a methodical path that is followed to take what you do from its beginnings to the finish line. The Imageion™ system confronts this challenge by creating an everything is a case system, where in this case you need to record a new contact, or in this case you need to book

an addition to the work being done, or in this case the customer has an additional request that they book themselves and shows up on your view. Its all numbered and ready to be used at any time, from any location and by the people you allow to register into it, given their position. The ability to keep it scoped to the relationship with the business is important for any growing enterprise, focus is important. Recording information on a day to day basis versus catch up and tying it to the process of payment or procurement will lead to more useful information, increased accuracy and timeliness. Since everything is based on incentive and motivation, it makes good sense to tie together the people based motivation with the business administrative requirements.
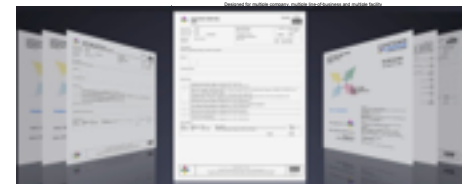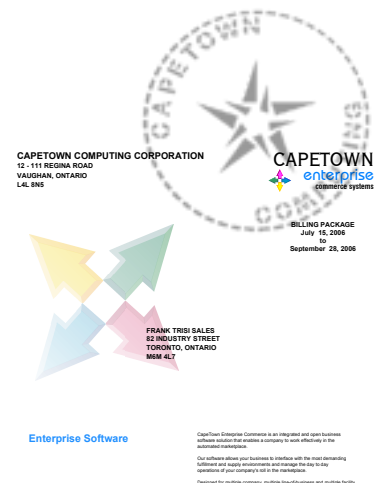
Billing

A solid system for billing is critical and we fused accuracy with appeal so that your billings can promote your business. The most obvious and necessary outcome of billing is the receipt of payment, but another important element is your ability to promote your business through appeal.

Adding additional elements such a payment copies that are associated with billing documents provides another important confidence piece that ensures your business relationships that you are doing right by them and right by your business.

Simplicity

We built the Imageion system to be simple, and yet at the same time expansive and dynamic. We think that if you can get your customers further down the road than they already are in a short period of time then you really have value to add to their businesses and lives. In order to do that you have to add something to the routine of the day.

Simply add your market presence and imagine a process for your business that can enhance your results.

CAPETOWN COMPUTING CORPORATION
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CAPETOWN
enterprise
commerce systems

BILLING PACKAGE
July 15, 2006
to
September 28, 2006

FRANK TRISI SALES
82 INDUSTRY STREET
TORONTO, ONTARIO
M6M 4L7

Enterprise Software

CapeTown Enterprise Commerce is an integrated and open business software solution that enables a company to work effectively in the automated marketplace.

Our software allows your business to interface with the most demanding fulfillment and supply environments and manage the day to day operations of your company's roll in the marketplace.

Designed for multiple company, multiple line-of-business and multiple facility

Billing Package Production
Detailed cases worked during the period wrapped with summary by period, by day, by case, by resource, by project, rates and totalling to your invoice. Your billing package.

INDUSTRIES

- Professional services
- Product development and distribution
- Field staff and work
- Customer service
- Development
- Construction
- Publishing
- Marketing
- Importing
- Exporting
- Auditing
- Retail
- Legal
- Media
- Claims
- Design
- Logistics
- Financial Services
- Valuation
- Case work
- Brokerage
- Accounting
- Governance
- Architecture
- Service desk
- Transportation
- Event planning
- Public relations
- Technical services
- Research and development
- Software and Web development

OfWorkflow

We wanted the Imageion™ system to support your company resources, resource groups and class of service, rates, and changes to the important elements of the work itself, where it was being performed, when that is, standard or off-hours, holiday and how that all impacted the billing process.

We call them case numbers in an effort to integrate them into your way of doing business. Work Order, Route Sheet, Service Call, Docket, Case File, whatever the case, to provide an additional pillar in the billing support function of your enterprise. It simply represents the work that you do.

Billable hours

Keeping track of your time and associating it with legitimate work requests is important. It requires the honour input of your resources and customers and it also requires the recognition and respect of the positions of those involved in the process. Projects require review, work has important follow up and quality control, work that is completed requires review. All of it very relevant and important.

Premise work

Site work, on-premise work for clients and customers, internal work has a different impact, travel time, waiting time, new item discovery (since your here), also requires additional steps in the workflow process. In that new items could easily be applied to the existing case or a new case needs to be created and booked into the system. A decision that can be acted upon right away with the Imageion™ system.

Review

Managers and administrators use reports to add scrutiny to the process, for the good of the customer or client, for the good of the business.

Reports allow managers to do view the overall work from various perspectives, resource by day, by case, by project, and drill-down into the detailed, cases, notes, the work results and outputs. All of it in an effort to get to the reality and legitimacy of the cost and revenue picture to be presented in the final billing.

We allowed for an important adjustment process that could +/- through the addition method which would reflect accordingly in the billing package, or subsequent billing packages depending on when the process was taking place. We also allowed for billing runs to be backed out in cases where it was important to get those changes in now rather than later.

Material Items

Additional documents supporting the work or discovered during the work add support to it and Image++ allows you to incorporate them into the final picture. If necessary.

Integration of our Art of Commerce™ system for Product Supply Chain oriented companies and shIP2.com for Transportation and Logistics can enhance the workflow with additional line item and Image++ integration through imaging and capture activities.

Governance

Imageion™ can governs the workflow process as the inception part of the workflow and can equally perform well when governed by another business system or workflow item.

In the case of claims or audit what would be inception for those departments is simply part of the workflow for the overall enterprise.

First impressions

Imageion™ provided an improvement over our own billing process as we integrated into our own workflow. The first impressions we received were, "The level of detail is amazing", "it's a solution looking for a problem", "how secure is that?" and "am I getting billed for this".

All very good and we think we are headed in the right direction.
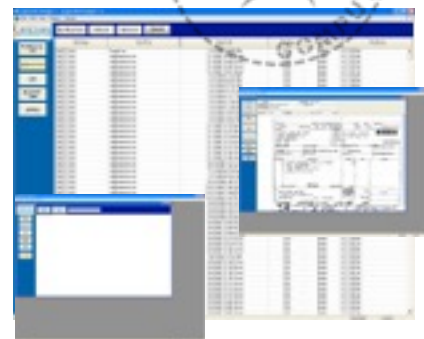
IMAGE++/RDOC SERVER
Inbound document images and media via an e-mail/or fax or other communications method queen and injected into the workflow.

Image++ Management
Provides a desktop Image++ management capability in addition to the web interface for injection of all media types and classes.

DASHBOARD
Business analysis and review with linkage to document workflow and images from a high level rule based and filter capable view to a drill down transaction and source document presentation.

The**Symbols**

Symbology through the use of standards and barcodes enables the automation of flows and information capture when done properly and with a well thought out scheme.

The case report represents the real-time status of the case, and can be utilized in several levels of detail and data format.

We designed and developed all of our forms to use barcodes to enable you to easily integrate them into your workflow and the data capture points of your business. All forms and reports also use a standard and open method for an ease of enhancement.

For transportation and logistics we offer the shIP2.com web and workflow system in support of the important workflow and document management and presentation aspects of that concern.

You can work the rule and work the exceptions or automated the rule and work the exceptions and we prefer the later. So when we put the final touches down on shIP2 we wanted to streamline the document flow by not only creating the important transaction barcode on documents but include the document type and a company designation.

CCB-324870-9, CCP-324870-9 using a short company code and standard check digit transaction code. Using SSC-18 would provide for long encoding which could also be used, in either case the purpose is to distinguish a code that is a) belonging to the company and b) the document type for automated image to carriage transaction association. Bill of Lading and Proof of delivery in the above two examples.

(00) 1 0012345 324873001 9

(00)	Application Identifier always 00 for SSC-18
1	Package type 0, case or carton, 1, pallet, 2, larger than pallet, 3, undefined container, 4, internally defines, 5-9 future
0012345	Manufacturer/Company ID
3218730	Unique Transaction Number
00	Piece Count

Capturing information such as signature and relevant performance and cost information can be accomplished though predictive base line data along with before and after decision boxes to derive delivery date, time, wait time, and other relative information with signature area for a streamlined workflow that overlaps with source documents such as BOL, POD, Dock Control and other workflow documents in use at your enterprise.

For the Product Supply Chain enterprise we offer the Art of Commerce™ system.

The basic ability to associate product with the ticketing barcode requirement exists at the base item definition level with UPC/EAN/ISBN and other standard code definition and production capabilities at normal locations in the definition and workflow areas of the system.

We developed the system to allow you to define and modify your ticketing and container labeling within the system.

We integrated the EDI ticketing requirements of your customers as well, so that when you process their orders you can pass through the important information that came in with their order.

And**Logical**

- A cooperation based online presence in support of your business offering

- Information distribution, storage and retrieval

- Workflow scheduling, tracking and status reporting from operational areas

- A solid system for billing

- Create an environment that would provide the essentials of a paperless environment for any organization.

- Automate the day to day business workflow operations, transactions and relevant document and media.

- Provide for the data consumption requirements of customers, business partners and internal resources.

- Acquire and process digital documents and media from an unlimited number of locations and sources into a single automated and intelligent library. *Gallery.*

- Provide for the foundation of a high level rule based executive interface with drill down capabilities into the detail transactions and documentation. *Dashboard.*

- Automate the process of becoming a customer or business partner through online registration that puts them in front of the right people in your enterprise.

- Enable a common search capability that finds the information you need quickly and easily.

- Solid tracking capability that encompasses resource function, class and time period coverage for external customer billing and internal costing.

User Profiles
Control the presentation of elements and user options at the user level with My Profile.

Outcomes

BENEFITS

Improve your cash flow with an automated and recordable workflow
Create a professional, organized, open access environment
Organize your documents and digital media with a highly accessible database and powerful global search capability
Access your business or organization from anywhere
Convert daily business into actionable items and future referral items
Create a paper free paper trail
Customers, resources and third parties can contribute to the business process
Control and track the progress of your business commitments and relationships with electronic mail, facsimile, documents and other media connections
Make due diligence and governance a consistent and ongoing experience
Establish and maintain a focused goal and objective oriented environment
Convert resource and management experiences into added value
Establish a research and development chronology
Provide exemplary customer service and vendor relations
Find and acquire information and materials you need when you need it
Move freely between business channels, projects, conversations and activities
Effect and communicate change in a fast paced environment with a contributive methodology
Promote a forward momentum through web and workflow for your growing workgroup that allows you to implement immediate needs that your present day to day system does not accommodate
Integrate your operational systems to provide a centralized portal for your business or professional organization

FEATURES

Web and Workflow Management	Post and Forward Notation
Business Relationship Management	Division, Department and Project Architecture
Customer Relationship Management	Relationship Contact Management
Resource, Time and Project Management	Web Content Management
Document and Media Management Library	Customer Self Management
Automated document and media image injection from remote and local sources	Standardized Document Turnaround
Communications Logging and Tracking	Web and Desktop enabled
Standardized Outbound Communications	Client/Server Centralized Database
Chronological Reporting and Billing	Real Time Operational Transaction Interface
Electronic Billing and Support	Dynamic Real Time Reporting and Delivery

Of**Mice** and**Persons**

The application architecture provides for service and digital delivery, digital media and information library development, presentation, procurement, fulfillment and work flow combined to form a simple step by step process in a high demand and transaction based environment that permits the use of the system for enterprises with a single or many locations.

The database is client/server architecture developed in a Microsoft SQL Server environment and is also adaptable to other database platforms such as Oracle. The desktop and web applications are founded upon the is Microsoft Windows .NET development environment with compatibility across the spectrum of web browser applications.

Reports and Forms are provided in both a web and desktop delivery architecture. Additional report and form objects can be developed and integrated into the system as required. The Remote Agent provides the ability to house additional report and form items for integration with the system and delivery to the most demanding and far reaching organizational environments using the internet and encrypted XML technologies.

The operating environment requires a server based architecture that can house a database and internet information server service or a multiple server based architecture that segments the database from the web application server(s). The system supports a component object model interface that allows for server banks and multiple location service and server architectures.

Token based transaction processing allows for a tight integration with your day to day transaction based systems. The application architecture supports large numbers of real time transactions in a self sustained and self corrective environment that promotes free systems use on either the online or business transaction system side.

Adding transaction based support for customers, customer service representatives, business partners and vendors is easily accomplished through web portal expansion and integration with the existing architecture for web content management, billing, electronic billing delivery, automated mail and XML communications and document imaging support.

The Dashboard application provides an executive and management view of the business at a high level performance perspective, with the ability to drill down to the specifics of line and period items into the day to day operational and transaction support information and supportive documents and media images in Image++.

Image++ Management
Provides a desktop Image++ management capability in addition to the web interface for injection of all media types and classes.

INTERFACES

Imageion ™ Web Interface
Imageion ™ Desktop
Imageion ™ Image++/Remote Document Server
Imageion ™ Image++ Client Desktop and Assignment
Imageion ™ Electronic Billing Interface
Imageion ™ Remote Agent
Imageion ™ Web Management Interface
Imageion ™ Token Based Transaction Processor
Imageion ™ Mail and XML Server
Imageion ™ Dashboard Business Analysis

CUSTOMER/THIRD PARTY/ RESOURCE WEB INTERFACE

Web portal for customers, resources and third party user access to the Imageion (TM) system.

WEB INTERFACE CASE DISPLAY

Web access to case editing and display functions, Image++, customer and resource notes, report production, communications and resource time allotments.
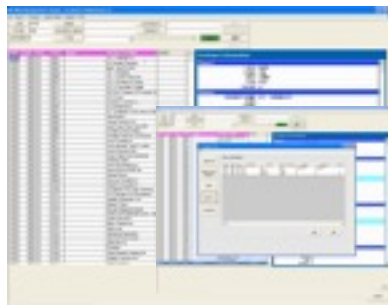
DASHBOARD

Business analysis and periodic review with linkage to document workflow and images from a high level functional rule based and user customizable interface.
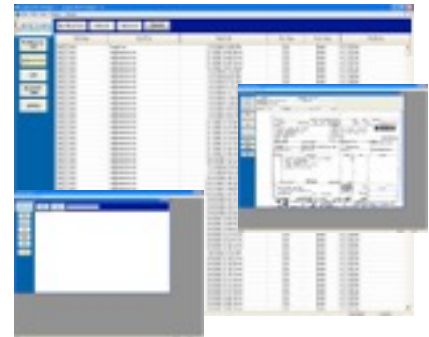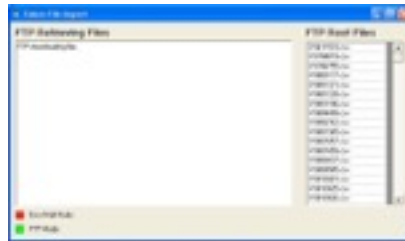
CASE E-MAIL INTERFACE

Web electronic mail interface for inbound and outbound communications with ability to track attachments in/out and resend capabilities.

WEBMANAGEMENT

Define and manage web content such as news, events, positions, etc.

IMAGE++/RDOC SERVER

Inbound document images and media via an e-mail and/or fax or other communications method, queued and injected into the workflow.

USER PROFILE

Control the presentation and options at the user level with My Profile.

INBOUND COMMUNICATIONS GALLERY

Inbound communications gallery for case assignment and workflow booking creating a communication to work translation and automation if required or desirable.

E-COMMERCE CUSTOMER MANAGEMENT

Allow your customer accounts a window into the business and their business forms in a paperless environment.
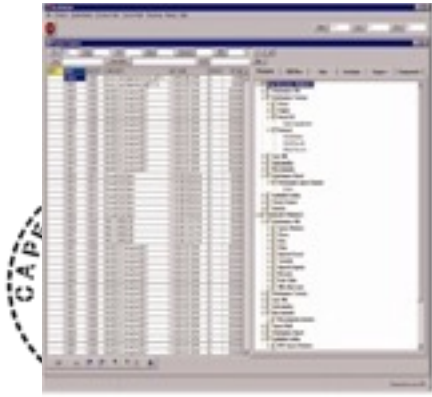
DESKTOP SYSTEM

Provides a desktop access method to the case management and Image++ functions of the system in addition to the web user interface.

IMAGE++ MANAGEMENT

Provides a desktop Image++ management capability in addition to the web interface for injection of all media types and classes.
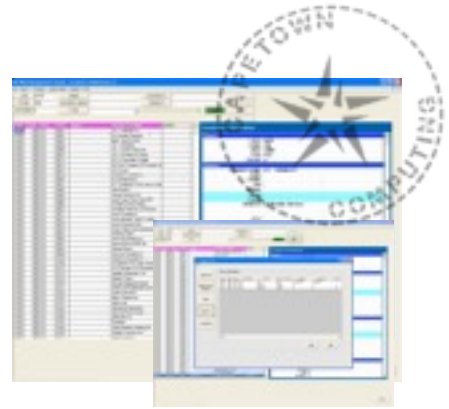
REMOTE AGENT PROCESS AND PRINT

Automated Print Job Design and Production in a local and remote environment providing print job processing and network access to physical printing devices that would not be available otherwise.

MAILSEND

Automated mail and XML communications program module

TOKENIMPORT

Inbound transactions from operational day to day systems/Art of Commerce ™

CASE REPORTING

Case reporting is done in real time and encapsulates all information at the point in time that it is produced, online or on the desktop. Case Reports are used as the foundation of the billing package.

BILLING PACKAGE PRODUCTION

Billing package production with summary by period, by day, by case, case reports all bundled together to support project and time reporting and electronic billing in a customizable format.

The billing package provides daily, project and event based views of the workflow.

PRODUCT EXPLORER AND MERCHANDISE MANAGEMENT
Define your product in a structure that matches your business, your strategy and your hierarchy

IMAGE++ MANAGEMENT, IMAGE, RTF DOCUMENTS AND STREAMING OBJECTS
Expand the information for your product by adding digital media to your product development and presentation via the web or the desktop.

SALES ORDER
An integrated order entry and management environment for telesales, remote sales, web sales and EDI order management and entry.

PURCHASE/TRANSFER ORDER
Control the inventory requirements and movement of your inventory in multiple location stores and structure.
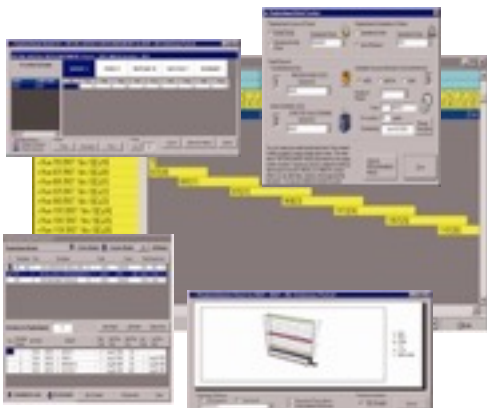
E-COMMERCE STORE & BUSINESS PRODUCT PUBLISHING
Deliver your products and Image++ media to the web customer, customer sign on accounts, yours sales representatives and your business resources
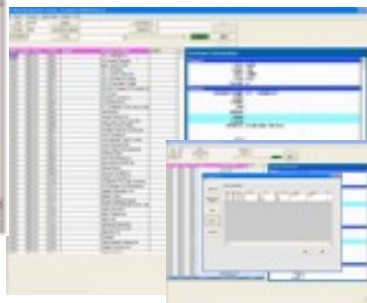
E-COMMERCE CUSTOMER MANAGEMENT
Allow your customer accounts a window into your business and their business forms in a paperless environment.

INVENTORY AND CHAIN AUTOMATED REPLENISHMENT
Automate your inventory replenishment and planning using min and max, demand and seasonal/period fluctuations.

WEBMANAGEMENT
Define and manage web content such as news, events, positions, etc.

CE RETAIL INTERFACE
A Retail Store Check out interface to the Art of Commerce System.

**OPERATIONAL CENTER MANAGEMENT
RECEIVING AND FULLFILLMENT**
Inventory Warehouse and Store management in
an unlimited number of locations with Receiving
and Put-a-way functions, Inventory allotment,
Picking, Packing and Shipping. Both in paper
based and wireless environments.

**INVENTORY COUNTING PAPER FREE
PAPER BASED**
Paper based and Wireless Inventory counting,
inventory adjustment and valuation automation.

**WIRELESS OPERATIONAL CENTER
PICKING AND RECEIVING**
Wireless Receiving, Inventory Count and Picking
operations via a hand held web enabled inter-
face.

WIRELESS STORE FUNCTIONS
Inventory quantity and location inquiry via a hand
held interface.

REPORTING AND FORMS
Customizable reporting of business reports and
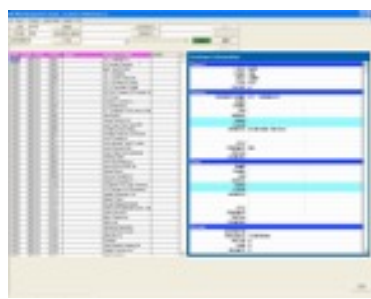forms via Crystal Reports designed reports.

E-COMMERCE FORMS
Production of forms via the web for customer and
representative delivery in multiple output formats,
PDF, TIFF, etc.

EDI/INBOUND
EDI Order processing and crosscheck integrated
into the sales order environment

EDI/OUTBOUND
EDI Advanced Ship Notice Management for order
fulfillment and integration with the Inventory Ware-
house Picking and Packing environment.

**REMOTE AGENT
PROCESS AND PRINT**
Automated Print Job Design and Production in a
local and remote environment providing print job
processing and network access to physical
printing devices that would not be available oth-
erwise.

CUSTOMER WEB INTERFACE
Web portal for customer account access to transactions and supportive document images.

CUSTOMER SERVICE REPRESENTATIVE WEB INTERFACE
Web portal for customer service representatives in support of transactions, support documents and operational information cohesion.


BUSINESS/ALLIANCE PARTNER WEB INTERFACE
Web portal for third party company access to transactions relevant to their service responsibilities and freight consolidations inbound.
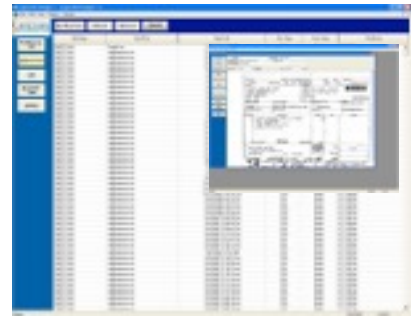

CONSIGNEE/SHIPPER WEB INTERFACE
Web portal for arms length operational relationships with a focus on non-account based service destinations and information on freight and freight consolidation inbound.
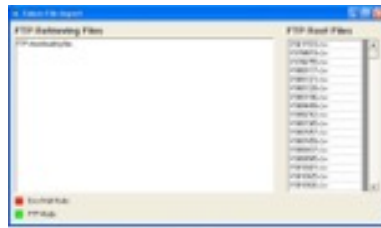
TOKENIMPORT
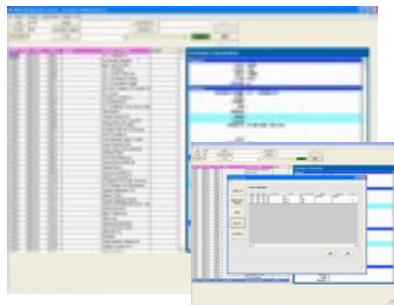Inbound transactions from operational day to day system

IMAGE++/RDOC SERVER
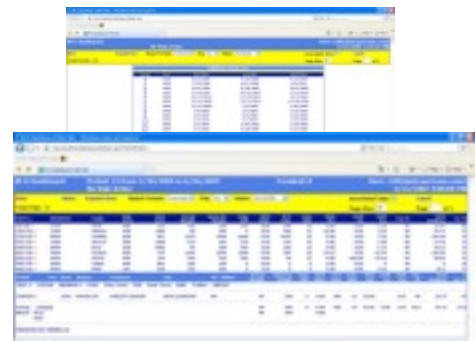Inbound document images via e-mail and fax, queued and injected into the workflow.

MAILSEND
Automated mail and XML communications program module

WEBMANAGEMENT
Define and manage web content such as news, events, positions, etc.

DASHBOARD
Business analysis and periodic review with linkage to document workflow and images from a high level functional rule based interface.