StoreReceiving

Chain Store Receiving and Inventory Logistics

The Store Receiving System represents the integration of logistics inventory management and distribution with chain store receiving in a paper free environment.

Integrating merchandising receiving, distribution, shipment container labeling, basic stock replenishment, picking, contents tracking, merchandise handling into a single system.

A single system that tracks the contents of each shipment container and its location with a simple barcoded license plate label.

The shipment container (carton) is tracked through the facilities of the organization, third party locations and interfaced with the transport carrier systems through the use of a standard MH10 label.

Specifically implemented for Dylex/ Biway operations where we implemented the system that managed the logistics and transport of a 1.2b retail value flow across 330+ locations.

Third party workflow interactions including the operations of J.D. Smith and Sons, National Logistics Services (NLS), Maritime-Ontario Freight Lines (M-O), Mowat Express, United Parcel Service (UPS) and Purolator. Operating at the 22k to 33k cases per week at standard and peak rates over a 10+ year engagement finishing 100% paper free.

With logistics operations segmented by geography and soft/hard lines product class, located in Toronto and Montreal and twice a week scheduled store delivery the the Store Receiving system was tasked with the status of in-transit inventory and the processing of the physical in-store receiving results.

Our logistics solutions had already been in place since 1991 which included, cross dock operations of softlines distribution, repack and pick to store operations for soft lines loose load or expedited carton shipment, and hard lines distribution to palletized storage for heavy goods. Originally a manifest generation solution with outbound scanning confirmation and further maturing to an automated conveyor with overhead scanning and diversion control for scheduled shipments.

The CapeTown System was interfaced with the Biway Island Pacific AS/400 system in receipt of inventory allocation/distributions driven by warehouse designations and routing predefinition. Originally driven through logical printer capture between AS/400 and PC technology and also maturing to remote shared folder token file passthrough.

Unique shipment container codes being in pre-existence the MH10 format would drive the process through the carrier's systems and delivery activities and provide resultant EDI 210and 214 data (shipment notification and acknowledgement, invoice data).

Information is communicated to the store level processing where it is interfaced with carrier scanned information for a shipment container level confirmation of receipt. Detailed receiving and adjustments at the store level are supported for contents verification and additions of missing items in the communication. This provided a two staged receiving audit whereby delivery notification from the carrier was married against receipt information returning from the store receiving operation. In addition, the predicted receiving was already in existence at the logistics operations level.

Store Receiving provided the predicted path of the goods and the actual verification of the physical process from each of these perspectives. Resultant in-transit and receiving information then passed back to AS/400 Island Pacific for a full supply chain inventory update.

The Order

Warehouse operations supported include, cross dock labeling and tracking, pick-and-pack order picking, pick-to-store, wave picking, pick-face replenishment and palletized inventory storage and management. Shipment operations and manifest/bill of lading production are supported in a manual and automated scanned environment. With conveyor based overhead scanning to trailer loading diversion, through an integrated carrier/trailer scheduling application that schedules chain store deliver loading in a chronological fashion for advanced planning.

LOGISTICS CARRIER SUPPORT

Carrier Supportive interfaces included, United Parcel Service (UPS), Purolator, National Logistics Services (DYLEX) Toronto and Montreal, J.D. Smith and Sons, Mowat Express, Maritime-Ontario (M-O), Manitoulin Transport.

INTEGRATION PARTNERS

Dylex IT, Biway IT, NLS IT, REF Retail Systems, Island Pacific Merchandise Management, Robertson Electric, RS Materials Handling, Symbol Technologies, Teklogix, Monarch Marking, Weber Marking.

PAPERLESS OPERATIONS

The Store Receiving System provided the paperless environment that would allow for shipments to be tracked from the receipt at the dock, the application of license plate bar code label, staging for delivery and/or storage, conveyance, scan for outbound delivery via overhead or manual hand scanning and outbound lane diversion to an awaiting pre-scheduled trailer.

This was accomplished with binary search capabilities across a large store based inventory combined with a store scan for outbound shipment and scheduling application that would allow for a planned loading and shipment operation and communication of pending in-transit receipts to the store based systems.

Integration of the license plate with carrier based systems proved for an effective means of providing the carrier with the necessary information for billing and routing compliance within their internal systems and reflection of EDI and manual billings for payables processing.

With both manual and overhead omnidirectional scanning on an automated conveyance and diversion control materials handling platform, the system achieves sub-second query and update performance for lookup and routing processing of shipment containers/cartons. Manual scanning support provides exception and non-route support as well as close-out and loading start processing.

Electronic Manifesting to destination stores provides predetermination of carrier/shipment receipts en-route and in-transit inventory flows to head office merchandise systems for all inventory movement via carrier from all operational centres and to all stores irrespective of geographical disbursement.

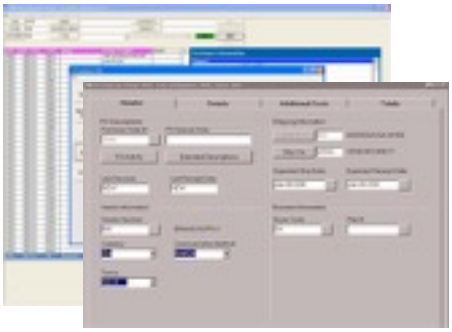
Update processing at the store level is achieved through operator and carrier delivery personnel scanning operations and interface to store receiving in-store processor providing a single scan environment for both the carrier and the store receiving point.

Paper is completely removed from the supply chain which includes items such as deliver manifest, carrier bill of lading, proof of delivery, receiving document and carrier invoice, replaced with license plate label status updates and location information within the system including in-transit movement, receipt and staging/storage operations.

The Store Receiving and Logistics System represents the elimination of manual scanning requirements for outbound processing and delivery manifest and bill of lading report for both carriers and the receiving point, allowing for enhanced handling capabilities and shipment splitting with the removal of batch manifesting where each shipment container is an independent shipment, using the license plate bar code as its common identifier across disparate systems.

The Store Receiving and Logistics System was developed with C++ in a Relational Database SQL environment in support of head office large data base and large SKU base requirements. Remote centre support is provided with a mixture of X-Base, Fox-Pro, Clipper and Windows X-Base supportive applications that operate as independent solutions which where then integrated into the overall Store Receiving and Logistics support system in order to capture carrier cost and logistics automated loading efficiencies while also providing a paper free environment for store based carrier delivery and receipt operations.

Conveyor Driven Scanning and Diversion
Overhead omni-directional scanner scans the carton labels to update the loading status of the shipment container, derive its appropriate lane diversion based on the loading schedule ensuring outbound accuracy of shipments.



Store Receiving Operations Interface
Store Receiving Communications Transmissions and Receiving Processor which integrates logistics facility operations, store receiving information, carrier delivery and head office in-transit status in a single operator console application.

Of Operations

LOGISTICS RECEIVING
SOFT LINES CROSS DOCK

The Receiving System provides for shipment container license plate labels with a bar code for unique store and shipment handling, tracking, outbound scanning and destination delivery and receiving scanning. Cartons and containers from other logistics operations such as pick-and-pack and pick-to-store operations are integrated with a like license plate label that allows for tracking of multiple SKU (Stock Keeping Unit) items within one container for less than case lot item replenishments which may or may not span multiple cases in an order picking scenario.

Shipment containers are stored in a staging configuration for delivery to stores and/or destination end-points as per a predetermined schedule in the system that controls the conveyance and outbound scanning of cartons into an awaiting trailer at a given lane loading point at the end of the conveyance workflow.

Outbound information is passed along to carriers, the chain store merchandising system and the receiving points via communications file relaying in-transit and delivery information for cartons and their license plate bar code information allowing for an up to date inventory picture and receipt expectation at the delivery point.

HARD LINES

Hard Lines Inventories are managed somewhat differently with worksheet processing of distribution inventories for carton pallet collection and stacking where inventories are higher in weight criteria and loose staging is not possible. The flow of this operation results in similar exception management with pallet label license plate, multiple contents on a multiple case and item basis. Typical of a pick to store operation where product is moved across a bank of store staging locations for later store delivery runs.

Using the same interface as the Soft Lines or cross-dock operations and with the same paperless environment with a palletized format rather than a per case license plate. Typical of lower cost and higher weight and handling criteria and also for the purposes of removing items that can cause more expensive damage to other lines. An example would be glass bottled product that should not be intermixed with ex pensive linens and thus flow through a separate and distant logistics channel.

A distribution worksheet or portable computing device is used to move the product to its staging area in the quantities as pre-determined by the inventory item distribution.

AUTOMATED LABEL APPLICATION

Although not implemented, typical production oriented environments employ the use of an automated print and physical application of standard labels relieving the labour from the process. Some providers are Weber Marking, Monarch Marking and TEC.

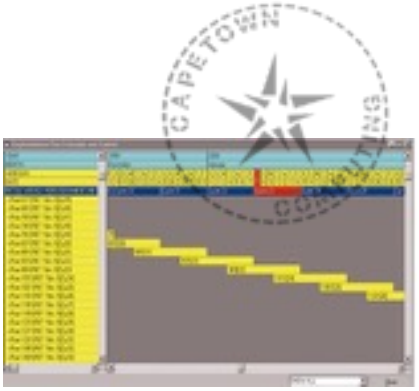
PICK AND PACK - REPACK

Product workflows such as replenishment of basics, where product is replenished to the store on a more frequent basis based on the sales process in an effort to replenish high demand items in lower quantities quickly by mixing them with other such items to form whole containers of mixed items with a single license plate. These items are generally delivered on a more frequent and consistent basis, are picked from a pick face of SKU slotted locations and have palletized backup stock for replenishment into the pick face that is triggered by store requirements.

Pick face assignment and item capacitance dictate the replenishment of the pick face up to its filling point and include the store order requirement in a wave based workflow process that includes the entire store requirement as well as the reduction of item movements for the purposes or replenishing the pick face. The pick face is predetermined and SKU specific.

Cartons are produced in quantity with mixed item contents destined for a store and labeled in concert with closing of cases for store staging operations where they are mixed with other stages shipment containers.

The process is based upon waves, order wave, replenishment wave and picking waves across and into the pick face from palletized back up stock.



Shipment Routing Schedule
Whereby chain stores delivery is scheduled at pre-determined times and cartons are verified as they move along the conveyor to the overhead scanner and diverted to the shipping lane with the expectant trailer or kicked out at the end of the process.

LABEL PRODUCTION
TEC B472 Label printer producing MH10 carton shipment container label in standard format.

AUTOMATED LABEL APPLICATION
Weber, Monarch and TEC automated label printing and applicators, carton, pallet.

Of Workflow

PICK TO STORE

Items in this workflow are moved across a bank of store positions in item batches for placement in store positions which are later closed with a container close operation which seals the contents with a license plate bar code label for the shipping container.

With the inverse of the Pick and Pack operation where an awaiting store container is filled with specific product, here the product is moved across store awaiting containers and then containers are closed based upon content capacity or timing of shipment scheduling which dictates close of the container.

ORDER PICKING

In an order picking scenario, product is depleted from high bay racking or picking face for the purposes of customer and consumer order fulfillment rather than a distribution network with a fixed number of like endpoints with varying inventory replenishment requirements. High Bay or High Density Pallet Racking and Item Pick Faces are used to support order picking completion and workflow cleanliness operations in a warehouse environment which supports both requirements.

A Locator, Counter-Stock Locator and High Bay/Density Pallet based management system support operations of these unique environment where product can be stored in Pick Face arrangements, High Bay Palletized Racking or in Mixed SKU/Product arrangements for the purposes of fulfilling chain based or customer/consumer based receiving, storage and picking operations.

SHIPMENT OPERATIONS
SCHEDULED SHIPMENTS

Regardless of logistics workflow, shipping containers flow through the outbound dock via carrier and destination store scheduling. Via omnidirectional license plate scanning or pallet label scanning, inventory is consolidated by destination, destination route and carrier in wave operation. The information is batched for communication to the third parties and destinations involved.

MANIFESTING

Manifests and Packing Slips are printable should they be required. With a unique license plate label for each shipment the paper is removed from the overall process and replaced with electronic information that is sent to the destinations, carriers and in most cases collected by the carrier company's system in much the same way.

BILL OF LADING

In cases where a bill of lading is required, the system can product it with weight and cube information for carrier rating and load management. This scenario being more typical of palletized LTL (Less that Trailer/Truck Load) freight, the carrier may still require the paper, since many utilize third party or independent drivers.

COMMUNICATIONS
OPERATIONAL TRANSACTIONS

Operational Centres report to the central system through data files which represent the activities performed such as order receiving, status updates, shipment operations and completing picking operations. The license plate data and contents information is provided to the central system for consolidation processing, central inventory status update and batching of communications to the carriers and destination stores or end-points.

IN-TRANSIT INVENTORY

Information is sent to the enterprise merchandising system for the purposes of updating in transit and delivery/receiving operations, thereby updating the in-transit inventory financial picture for the distribution chain based operations. This includes information from operational centres and receiving destinations into a system to system synchronization flow.

TRANSPORT CARRIER EDI

Information from carrier EDI 214, delivery status is collected for status update to the inventory to be used in conjunction with store based receiving and adjustment transactions in a two pronged delivery update approach for status updates.

STORE COMMUNICATIONS

Store receiving operations include the stores acknowledgement of received containers via license plate scanning of pallets, cartons by the carrier or store receiving staff. Adjustments to shipment contents can be made at store level and are communicated to the central Store Receiving system along with status updates for shipment license plates. This is accomplished by in-store processing software that allows for view of incoming receipts from carriers at known predetermined times and and overall view of what inventory is forthcoming. The activity is then communicated to the head office system for Store Receiving update and communication to Merchandising and Operational Systems.

PICK AND PACK - REPACK
Loose items are collected to a container for the destination store or items are distributed into the awaiting store location.

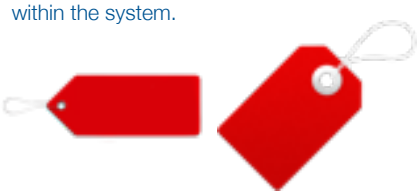
HIGH BAY RACKING
Palletized items stored and staged for various purposes, pick face replenishment, case picking, or destination store staging for scheduled wrap and deliver operations of stacked pallet goods.

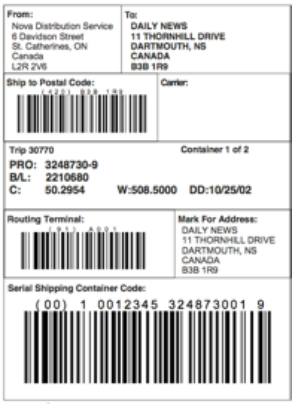
The Symbols

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 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.

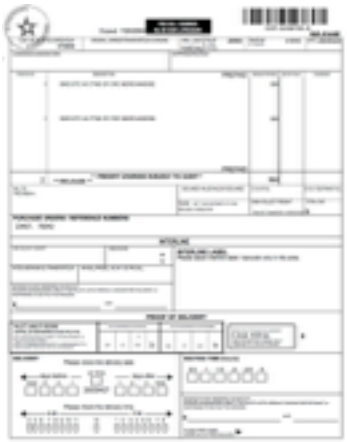
We developed the system to allow you to define and modify your ticketing and container labeling within the system.





(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

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.



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.

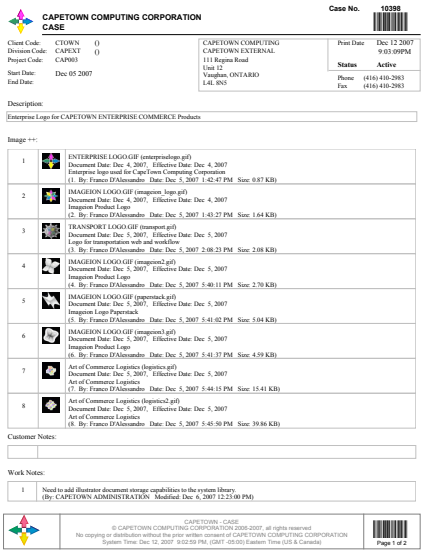
When done in a logical and workflow oriented fashion your outbound documents can be as easily injected back into your business with a document imaging and management solution such as our WorkFlow.Plus web and workflow system or shIP2.com for transportation and logistics or any third party imaging system.

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

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.

Our WorkFlow.Plus system creates service flows using case numbers, we called them that 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.

Art of Commerce™ forms, Sales Order, Transfer Order, Purchase Order, Pick Sheet, Packing Slip, Bill of Lading, Invoice, all utilize a barcode in this fashion to promote the workflow of your business the way you want it to work.

AndLogical

AUDIT PROCESSING

RECEIVING INTERFACE

Using store receiving and transport carrier shipment status update provides to two levels of inventory status acknowledgement which are separate workflow processes.

CARRIER BILLING INTERFACE

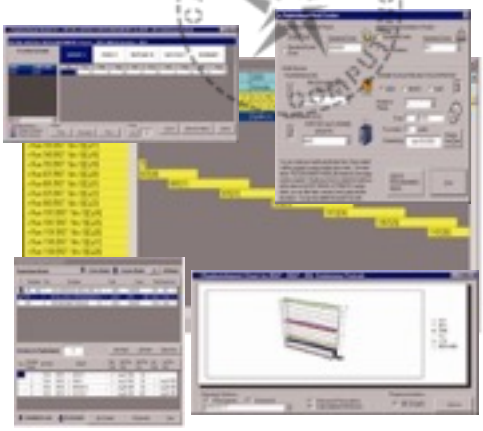
Carrier interfaces for billing predetermination against incoming carrier invoice transactions provides a clear picture of transportation and logistics handling costs where large variances can be tracked down to more specific detailed criteria for expediting billing adjustments and payment.

ADJUSTMENT PROCESSING

Inventory adjustment processing provides for immediate communication of variances for fast determination of issues for purchasing and vendor relationships.

Outcomes

- Integrate the day to day and web delivery system merchandising activities into a single streaming management effort.
- Organize your product development document and digital media into a centralized and accessible database with a powerful global search capability.
- Integrate trade, distribution, web and mail order, telephone sales, and EDI into a single system.
- Create an automated inventory replenishment environment with presentation stock, basic demand, seasonal forecasting and actual sales values that drive the availability of your product where you sell it. Automated Replenishment from Vendor or Logistics Facility.
- Integrate the industry standard product and delivery documentation and presentation requirements into the workflow of the system. Ticket & Bar Code Labeling, EDI Compliance.
- Connect your customers and third parties to the business with a web enabled access capability and self managed portal that is available in a business to business and consumer model. Internet E-Commerce.
- Create a streamlined operational centre workflow by flowing sales channel, customer and supply activities into a single or multiple location warehouse/distribution centre environment housed in a single system.
- Create a paper free environment with web enabled devices in your inventory presence locations and a customer/consumer access web site.



Replenishment Models
Automate vendor and store replenishments of inventory with automated replenishment models and forecasting.

Purchase/Transfer Order
Movement and procurement of goods orders. keyed, EDI or generated by replenishment runs.

EDI
Electronic Data Interchange transaction are integrated into the system flow.

OfMice

The application architecture provides for a service and digital delivery media and information library development, presentation, procurement, fulfillment and work flow that has been put together 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 and other relational database platforms.

The desktop application is Microsoft Windows in a Visual Basic and .NET development environment. The web applications are also .NET and function across a the full spectrum of 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 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 server(s).

andPersons

The system supports a component object model interface that allows for server banks and multiple location service and server architectures.

The financial environment presently supports a batch driven collection and export process that provides Accounts Receivable, Accounts Payable and General Ledger transactions in a batch. The environment has been implemented in an ACCPAC Accounting interface and can be easily geared to other accounting applications using this process.

The EDI interface is presently supported with an Inovis™ EDI mapping and communications interface, selected for price point, flexibility and user base, it provides a suitable platform for the more than one EDI trading partner environment. EDI mapping for other platforms can also be supported with additional development efforts.

Industry standard bar code generation is built in to the system with support for present and future technologies through a simple embedded format code interface designed into the system. The system has been designed with Zebra, TEC and Monarch printing platform technologies with multiple format support at the product, customer and customer/shipment carrier levels in an automated workflow environment.

Web Orders and Product Presentation
Replenishment run view based upon schedule that is periodic and accommodates the inventory status of the enterprise, sales experience and forecasted model or models within the system.

INTERFACES

- Art of Commerce ™ Business Desktop
- Art of Commerce ™ Business to Business Web Portal
- Art of Commerce ™ Business to Consumer Web Portal
- Art of Commerce ™ Web Management Desktop
- Art of Commerce ™ Hand Held Device Web Interface
- Art of Commerce ™ Operational Center Desktop
- Art of Commerce ™ EDI Mapping and Communications Interface
- Art of Commerce ™ Replenishment Model Desktop
- Art of Commerce ™ Remote Agent
- Art of Commerce ™ Retail Register Desktop
- Art of Commerce ™ In-Store Business Desktop
- Art of Commerce ™ Chain Based Store Receiving
- WorkFlow.Plus Web and Workflow Interface
- Ship2.com Transportation & Logistics Web and Workflow Interface (Shipment Track and Trace)

ArtofCommerce™

Simply add what it is you are selling.

The Art of Commerce™ system is designed for enterprises in the product development and distribution industry that integrates the merchandise development and presentation, sales channel integration, logistics and fulfillment operations and retail specific requirements into a web and desktop enabled system that delivers value to the enterprises resources, customers and business relationships.

Art of Commerce™ paints your merchandising challenge simple.

BENEFITS

- Integrate the day to day and web delivery system merchandising activities into a single streaming management effort
- Organize your product development document and digital media into a centralized and accessible database with a powerful global search capability called Image++ and its connected to your the merchandise and inventory management
- Integrate trade, distribution, telephone sales, web and mail order, and EDI sales processes into a single system
- Create an automated inventory replenishment environment with demand and seasonal forecasting and actual sales values to drive the availability of your product where you sell it
- Integrate the industry standard product and delivery documentation and presentation requirements into the workflow of the system
- Connect your customers and third parties to the business with a web enabled access capability and self management portal that is available in a business to business and a business to consumer model
- Create a streamlined operational center workflow by flowing sales channel, customer and supply activities into a single or multiple location warehouse/distribution center environment in one system
- Create a paper free environment with web enabled devices in your inventory presence locations and a customer access web site
- Create an automated and predictive delivery and transportation model for your business and service level objectives.
- Provide an operational center interface for facility and inventory centric resources and a customer and business interface for sales, business and customer centric resources
- Integrate any size chain or multiple chains into a cohesive merchandising and multiple tiered inventory management and replenishment system
- Automate the receiving at the store level with data streams from your head office, distribution center, third party providers and vendors and transportation providers for a well rounded receiving and tack and trace environment
- Add the store level interface for an all around system solution or integrate your existing store level solution into the Art of Commerce ™ system
- Integrate any number of facilities into a cohesive management system with an operational center interface
- Create rule based and inventory based movement and storage management flows that are customer and facility centric
- Create a single system for all your business requirements and add value to the business

FEATURES

- Web and Desktop Merchandising
- Robust Product Search and Organization
- Document and Image Product Library
- Basic and Complex Component Inventories
- Multiple Channel Sales Integration
- Distribution and Standard Order Entry
- Distribution and Standard Purchase and Supply
- Distribution and Standard Transfers Supply
- Cycle and Full Inventory Counts (Online/Paper)
- Automated Inventory Replenishment
- Manage a single or many businesses
- Warehouse and Distribution Center Management
- Enterprise Wide Inventory Movement
- Paperless and Wireless Operations
- Dynamic Real Time Reporting and Delivery
- Financial A/R, A/P and G/L integration
- Customer Self Management and Access
- Web Content Management
- Industry Standard Signage and Label Formatting, Design and Production
- Client/Server Centralized Database

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

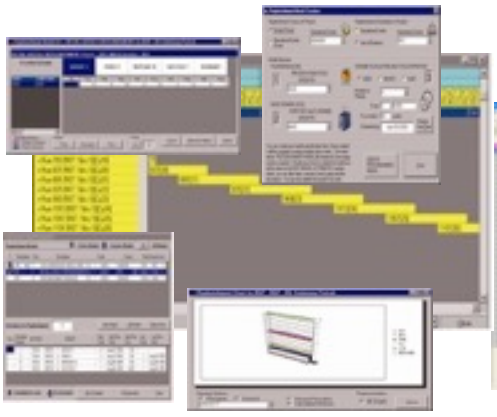
Control the inventory requirements and movement of your inventory in multiple location stores and structure.

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

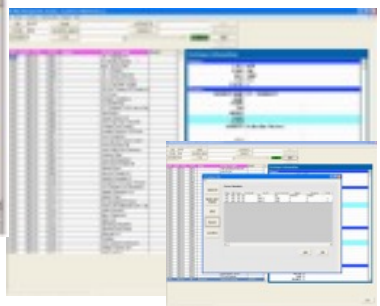
E-COMMERCE CUSTOMER MANAGEMENT

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 FULFILLMENT

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

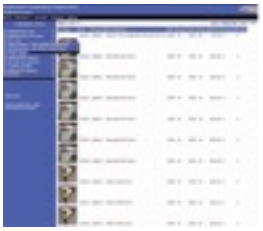
Paper based and Wireless Inventory counting, inventory adjustment and valuation automation.

WIRELESS OPERATIONAL CENTER PICKING AND RECEIVING

Wireless Receiving, Inventory Count and Picking operations via a hand held web enabled interface.

WIRELESS STORE FUNCTIONS

Inventory quantity and location inquiry via a hand held interface.

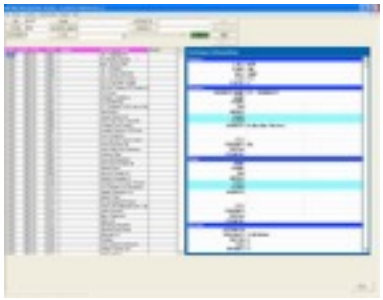


REPORTING AND FORMS

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

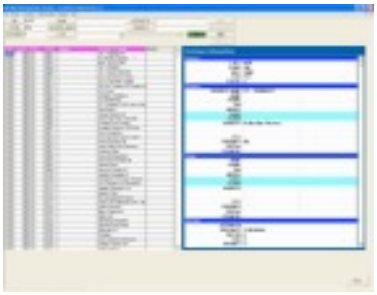
E-COMMERCE FORMS

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 Warehouse 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 otherwise.

CUSTOMER WEB INTERFACE

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

CUSTOMER SERVICE REPRESENTATIVE WEB INTERFACE

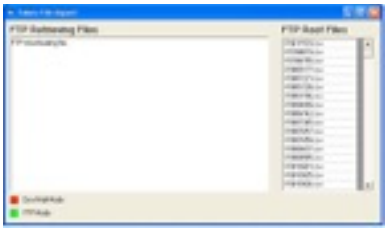
Web portal for customer service representatives in support of transactions, support documents and operational information cohesion.

BUSINESS/ALLIANCE PARTNER WEB INTERFACE

Web portal for third party company access to transactions relevant to their service responsibilities and freight consolidations inbound.

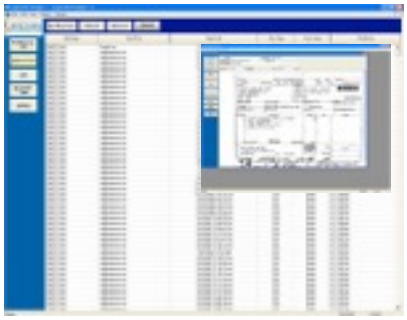
CONSIGNEE/SHIPPER WEB INTERFACE

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

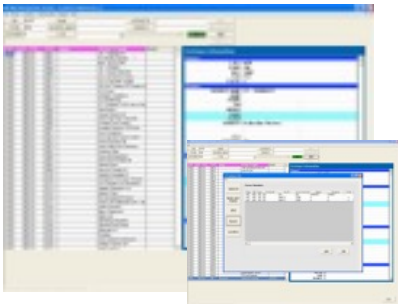


IMAGE++/RDOC SERVER

Inbound document images via e-mail and fax, queued and injected into the workflow.

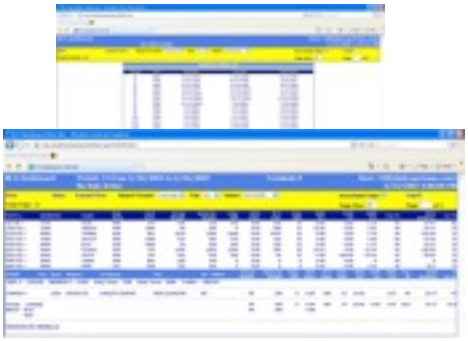
MAILSEND

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.

CUSTOMER/THIRD PARTY/ RESOURCE WEB INTERFACE

Web portal for customers, resources and third party user access to the WorkFlow.Plus system.

WEB INTERFACE CASE DISPLAY

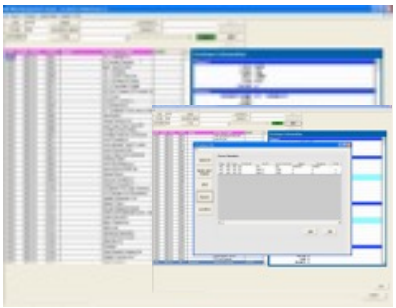
Web access to case editing and display functions, Image++, customer and resource notes, report production, communications and resource time allotments.

DASHBOARD

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

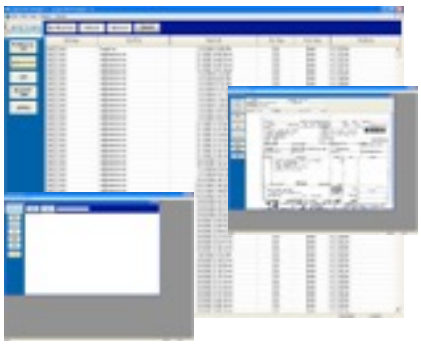
CASE E-MAIL INTERFACE

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

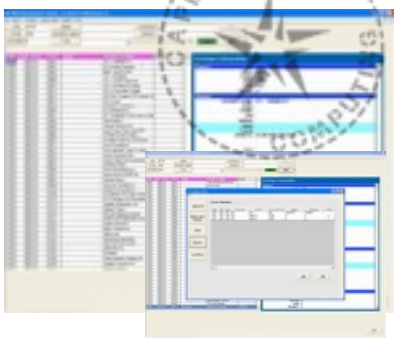
Allow your customer accounts a window into the business and their business forms in a paperless environment.

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

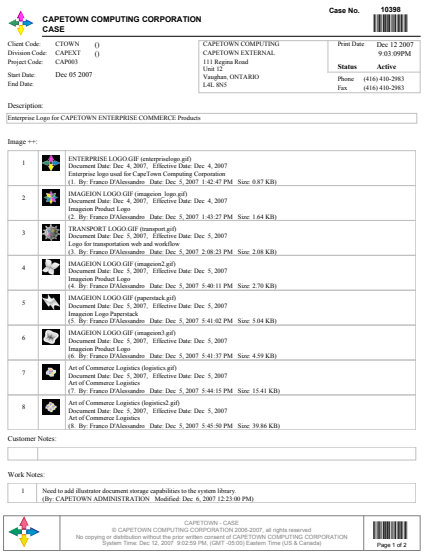
Automated Print Job Design and Production in a local and remote environment providing print job processing and network access to physical printing devices that would not be available otherwise.

MAILSEND

Automated mail and XML communications program module

TOKENIMPORT

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



CAPETOWN COMPUTING CORPORATION
CASE

Case No. 10398

Client Code: CTOWN ()
Division Code: CAPEXT ()
Project Code: CAP003

Start Date: Dec 05 2007
End Date:

CAPETOWN COMPUTING
CAPETOWN EXTERNAL
111 Regina Road
Unit 12
Vaughan, ONTARIO
L4L 8N5

Print Date Dec 12 2007 9:03:09PM
Status Active
Phone (416) 410-2983
Fax (416) 410-2983

Description:
Enterprise Logos for CAPETOWN ENTERPRISE COMMERCE Products

Image ++:

1	ENTERPRISE LOGO.GIF (enterpriselogo.gif) Document Date: Dec 4, 2007, Effective Date: Dec 4, 2007 Enterprise logo used for CapeTown Computing Corporation (1. By: Franco D'Alessandro Date: Dec 5, 2007 1:42:47 PM Size: 0.87 KB)
2	IMAGEION LOGO.GIF (imageion_logo.gif) Document Date: Dec 4, 2007, Effective Date: Dec 4, 2007 Imageion Product Logo (2. By: Franco D'Alessandro Date: Dec 5, 2007 1:43:27 PM Size: 1.64 KB)
3	TRANSPORT LOGO.GIF (transport.gif) Document Date: Dec 5, 2007, Effective Date: Dec 5, 2007 Logo for transportation web and workflow (3. By: Franco D'Alessandro Date: Dec 5, 2007 2:08:23 PM Size: 2.08 KB)
4	IMAGEION LOGO.GIF (imageion2.gif) Document Date: Dec 5, 2007, Effective Date: Dec 5, 2007 Imageion Product Logo (4. By: Franco D'Alessandro Date: Dec 5, 2007 5:40:11 PM Size: 2.70 KB)
5	IMAGEION LOGO.GIF (paperstack.gif) Document Date: Dec 5, 2007, Effective Date: Dec 5, 2007 Imageion Logo-Paperstack (5. By: Franco D'Alessandro Date: Dec 5, 2007 5:41:02 PM Size: 5.04 KB)
6	IMAGEION LOGO.GIF (imageion3.gif) Document Date: Dec 5, 2007, Effective Date: Dec 5, 2007 Imageion Product Logo (6. By: Franco D'Alessandro Date: Dec 5, 2007 5:41:37 PM Size: 4.59 KB)
7	Art of Commerce Logistics (logistics.gif) Document Date: Dec 5, 2007, Effective Date: Dec 5, 2007 Art of Commerce Logistics (7. By: Franco D'Alessandro Date: Dec 5, 2007 5:44:15 PM Size: 15.41 KB)
8	Art of Commerce Logistics (logistics2.gif) Document Date: Dec 5, 2007, Effective Date: Dec 5, 2007 Art of Commerce Logistics (8. By: Franco D'Alessandro Date: Dec 5, 2007 5:45:50 PM Size: 39.86 KB)

Customer Notes:

Work Notes:

1	Need to add illustrator document storage capabilities to the system library (By: CAPETOWN ADMINISTRATION Modified: Dec 6, 2007 12:23:00 PM)

CAPETOWN - CASE

System Time: Dec 12, 2007 9:02:59 PM, (GMT -05:00) Eastern Time (US & Canada)
Page 1 of 2

CAPETOWN COMPUTING CORPORATION
12 - 111 REGINA ROAD
VAUGHAN, ONTARIO
L4L 8N5

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

www.capetown.ca

Software
for your enterprise

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 environments that cross borders and span the globe. Our software architecture can produce the electronic portrait of your enterprise for the world to see.

- Enterprise Work Flow
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- EDI
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- Retail, Trade, Mail Order Sales
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- Image++ Digital Imaging
- Financials
- XML

CapeTown Computing Corporation
111 - 12 Regina Road
Vaughan, Ontario L4L 8N5
Canada

(416) 410-BYTE [2983] * 1-888-CAPETOWN [227-3869]

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.