WEB Applications

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WEB applications allow you to broaden your market place, provide customer services 24X7 each day of the year and allow your employees to work from anywhere at any time of day.

With the high cost of energy, allowing employees to become remote workers will assist in recruiting and retaining employees without large salary increases to offset the increases in transportation. Additionally, remote applications will allow traveling employees to remain in contact with office data and by using "smart telephones", such as the iPhone by Apple, Blackberry or Palm Treo, employees can retrieve information as well as update information through a cellular telephone.

WEB applications can operate completely independent of your in-house computer system or they can be integrated with your in-house computer system. Using a custom WEB site allows you to present information to your customers and employees in the format you prefer and not in a format designed by other people. Also by using a custom WEB site you can retain the same storefront for your customers and employees even when the in-house computer system is changed either to another vendor or by a version upgrade. As you know consistency helps you keep customers and reduce training cost.

Remember the WEB is a World-Wide WEB. VGI currently offers applications screen translations in English, French, German, Italian and Spanish. If your company operates in more than a one country, a multilingual site will make your company accessible to many more people than will a single language site.

Security through WEB applications is as secure as someone setting in your office. WEB applications installed by VGI are secured by a custom developed role-based login system. Role based allows you to define what functions a user, subsequent to logging into the system, can perform. Password requirements for the WEB application have minimum restrictions; the minimum restrictions can be modified to meet your particular need. A custom security system affords improved security due to there being no predefined template for "breaking the code" and obtaining unauthorized access to information. Additionally, if you need additional security, especially when accepting credit-card information, a secure-socket link can be added to your application.

WEB applications can be a simple retail consumer-product section with a shopping basket or an industry-specific application serving customers and employees. Additionally WEB applications need not be limited to merely processing and reviewing data. Office documents and files may also be accessed through WEB applications.

WEB applications allow you to keep your doors open twenty four hours per day, seven days per week each day of the year. You are able to significantly increase service to

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customers with no significant increase in budget. Regardless of your budget VGI most likely has a plan to fit your budget.

The sample WEB application available for review from our WEB site is a customer-service and order entry system developed for the steel tubing industry.

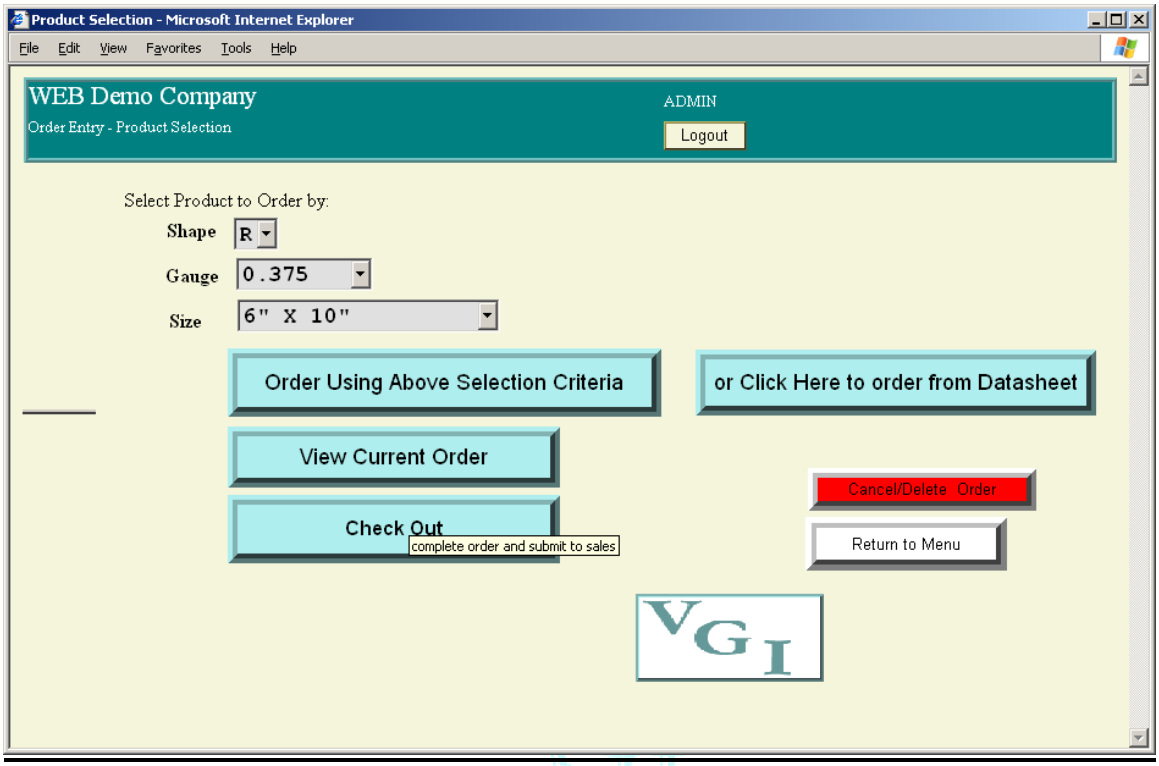
When viewing the sample please keep in mind that this is industry specific to meet the needs of a steel tubing sales office. An industry specific customer-service application may look much different for organization. Also customer applications are designed to the requirement of VGI's customer. The sample you will view was designed using the preferences and specifications of an individual company.

The sample site includes:

- English and Spanish translations of the applications screens
- Order Entry processing
- Open Order status review
- Order History (previously shipped orders)
- Material Test Reports

For demo purposes, the security system has been disabled. Also for demo purposes, all users viewing the demo are assumed to be an employee of the same customer; this allows you to view orders, invoiced orders and material test reports for the demo customer.

Order Entry



Order Entry is displayed for New Order or Continue Existing order selections. The initial screen affords the viewer multiple options for processing orders.

Order Using Above Selection Criteria

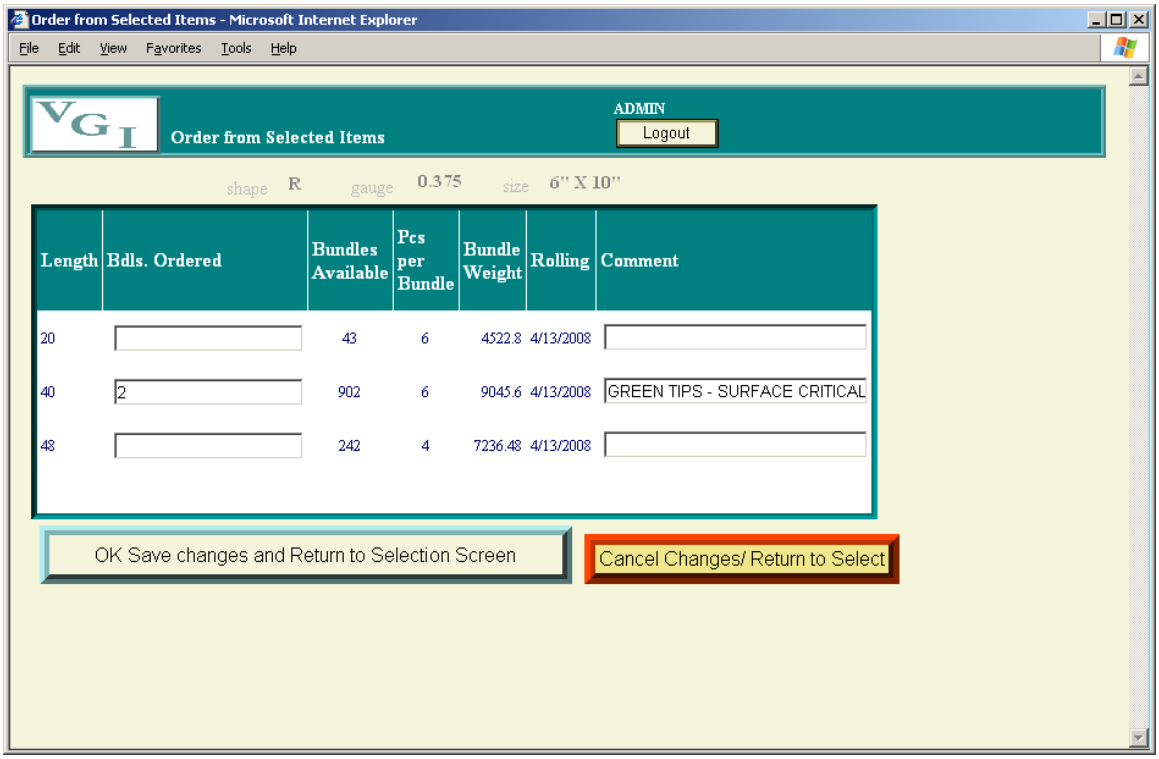
In the Steel Tubing industry, the industry from which these examples were taken, product is ordered by a *Shape* (pipe, Square or Rectangle), *Gauge* (thickness of the metal) and *Size* (the physical measurements of the product). In the screens from which this example was taken, the available entries for each selection field are taken from those that are available in the customer's product catalogue based on the selection criteria entered at that point. That is, initially when selecting a shape all possible shapes in the company catalog are listed. After selecting shape, the possible gauges from which the viewer may select is limited to those gauges in the catalog for the shape selected by the viewer. Next, the *Size* from which the viewer is allowed to select is based on the available sizes in the catalog for the *Shape* and *Gauge* selected by the viewer in previous fields.

After the user has completed entry of the selection criteria screen and clicks the *Order Using Above Selection Criteria* button a screen is presented to the viewer for order placement. Only products corresponding to the viewer's selection criteria are displayed.

This type entry screen is useful if your organization offers similar items within categories.

Order Entry (cont'd from previous page)

The **order detail** screen is then presented to the viewer.



The items presented on the detail screen, when placing orders based on Product Selection, are limited to those items matching the selection information entered by the viewer on the previous screen (selection criteria).

To place an order for an item the viewer enters the desired quantity to be ordered in the "*Bdls. Ordered*" column of the desired item. (Remember this is a steel tubing example, the quantity order column will display the unit in which your industry prefers to place orders or optionally the screen can be adapted to allow the viewer to place orders in their desired unit and have the actual order converted your companies preferred unit of measure). After placing a number of units to be ordered for the item, the viewer can enter special instructions are general comments for the item by clicking the *Comment* field of the ordered item and entering the comment in the space provided.

When the information on the screen is completed the viewer can place the items on the order by clicking the *OK Save changes and Return to Selection Screen* button or cancel the current screen changes by clicking the *Cancel Changes Return to Select* button.

Or click Here to Order from Datasheet

Shape	Gauge	Size	Wt/Ft	20 Ft. Bndl Wght	20 Ft. Bndl Avail.	20 Ft. Bndls Ord.	24 Ft. Bndl Wght	24 Ft. Bndl Avail	24 Ft. Bndl Ord.	40 Ft. Bndl Wght	40 Ft. Bndl Avail	40 Ft. Bndl Ord.
R	0.188	4" X 6"	11.97	1436.4	96		1723.68	1		2872.8	0	
R	0.25	4" X 12"	25.82	4131.2	2	3	4957.44	62		6196.8	432	
R	0.25	4" X 6"	15.62	1874.4	6		2249.28	7		3748.8	11	
R	0.25	4" X 8"	19.02	4564.8	2		5477.76	4		6086.4	6	
R	0.375	4" X 12"	37.69	4522.8	12		5427.36	2		6030.4	221	
R	0.375	4" X 8"	27.48	6595.2	23		7914.24	5		6595.2	2	
S	0.12	4" X 4"	6.46	1550.4			1860.48			3100.8		
S	0.188	4" X 4"	9.42	2260.8	122		2712.96	42		4521.6	421	
S	0.188	5" X 5"	11.97	2154.6	64		2585.52	0		4309.2	168	
S	0.188	6" X 6"	14.53	2615.4	55		3138.48	8		5230.8	10	
S	0.188	8" X 8"	19.63	3533.4	42		4240.08	20		4711.2	432	

Some buyers prefer to place orders from a screen that displays all cataloged items on a single continues sheet (often referred to as a datasheet). For people preferring to place orders in this manner the "*or click here to order from datasheet*" option is provided.

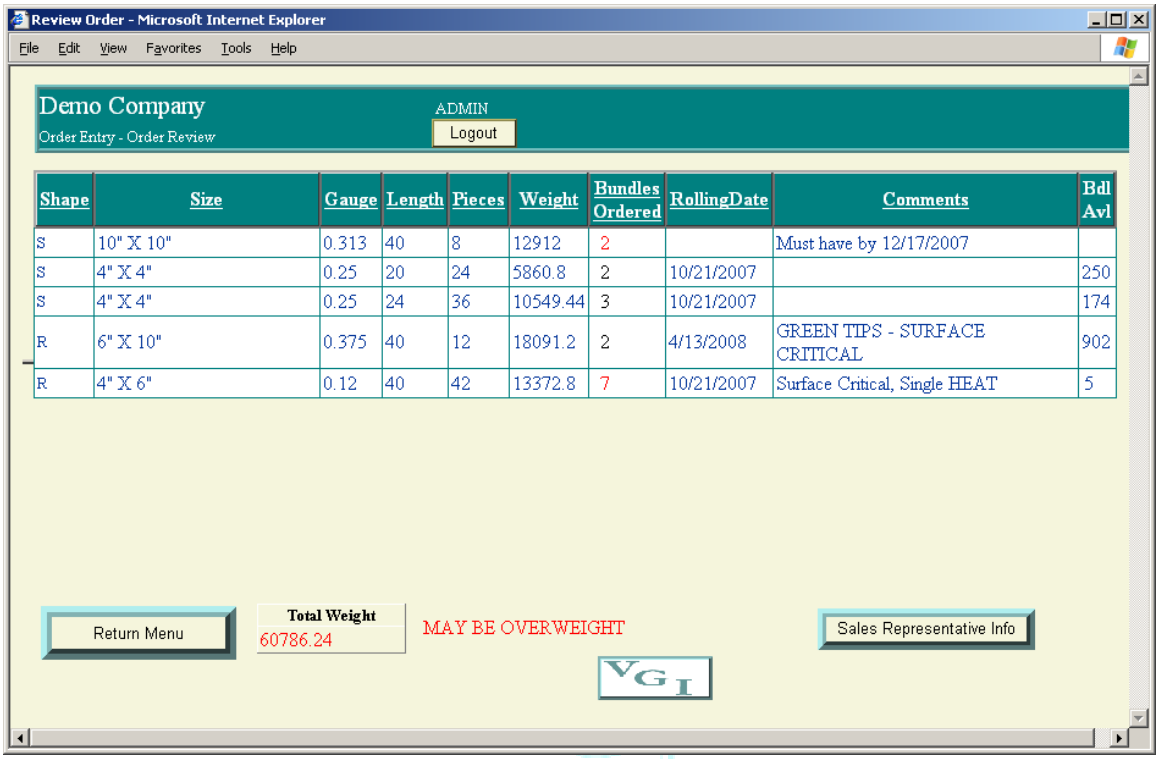
For the steel tubing industry a single product (as defined by shape, gauge and size) may be stocked and sold in several lengths. For this industry, to reduce the number of lines presented to the viewer, similar products varying only by length are displayed on a single line of the WEB page.

The viewer places an order for a product/length by entering the desired number of bundles (selling units) in the bundles order column for the length they wish to order. If the viewer is changing an existing order line, the quantity originally order is displayed in the appropriate column and may be changed or removed from the order.

When the viewer has placed orders for the products they wish, the viewer must scroll to the bottom of the page and click the "OK Save Changes to the Order" button to record the information entered on the order.

It should be noted that the viewer can place order through the Datasheet and Select Product selection. However, due to space limitations, the viewer must go the Select Product screen to enter comments for a specific line on the order.

Review Order



Review Order displays the detail order information entered thus far. The viewer can review the order at any time during the process by clicking the Review Order button. You will note that Bundles Ordered for some items on the exhibit are displayed in red, those items displayed in red do not have sufficient quantity currently available to satisfy the quantity ordered. The operator should then look at the next production date for the item (displayed in the "rolling date" column for the steel tubing industry) to determine when the product will become available.

In this example one item ordered which is not currently available also does not have scheduled production date. In this circumstance the viewer may wish to contact their sales representative to determine when the product will become available. The view can obtain contact information (telephone and email address) for the sales representative by clicking the "Sales *Representative Info*" button. If your organization communicates through Instant Messenger, the sales representative IM connect can my placed on the information screen; this allows the viewer to immediately connect the sales representative through an Instant Messenger component.

The total weight of the order is displayed on the screen. If the total weight of the order exceeds a defined threshold for your organization the weight is displayed in RED and a warning message is displayed stating the order may be overweight. If the order is under a minimum threshold weight, the weight is displayed in GREEN and a message is

displayed stating the order is Under Weight. Your organization might require a warning for cubic feet instead of total weight or some other order limitation warning. Whatever your requirement, the WEB application can be adapted to meet your specific need.

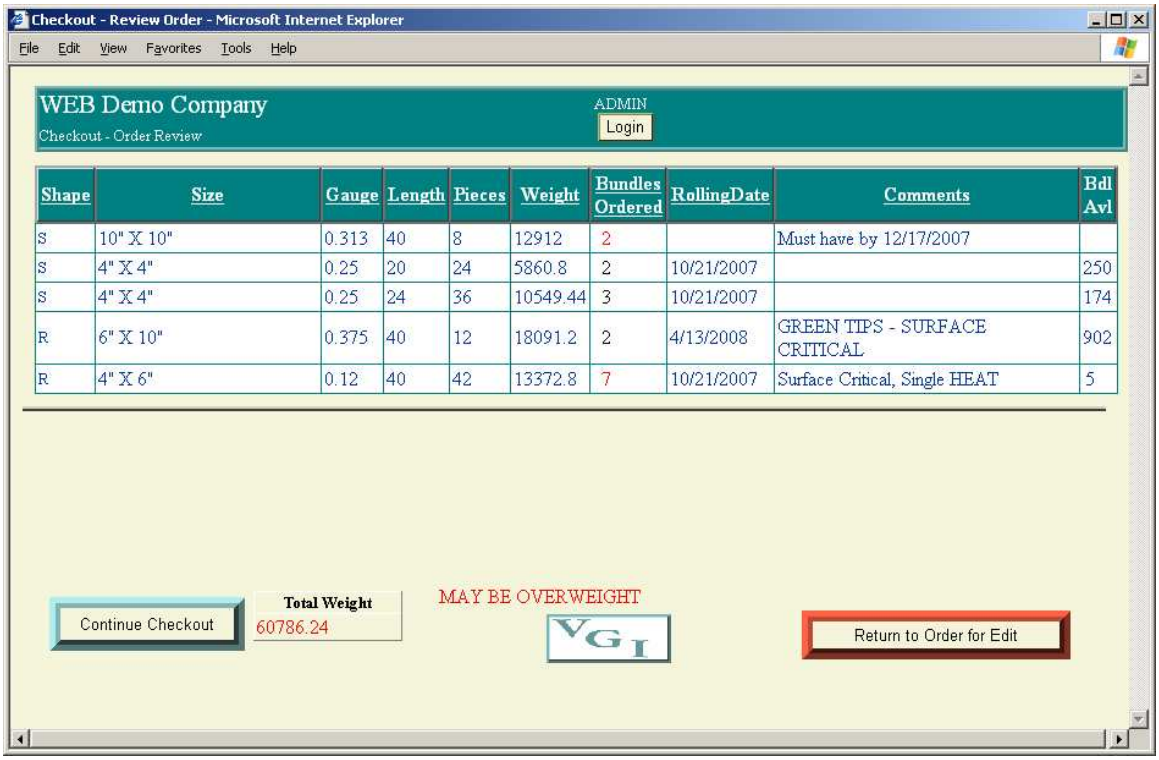
In this example the product is often shipped by common carrier with a preferred shipment being the maximum load limit for a truck. The format of this display is to encourage additional product be order or to warn the viewer that a problem may be encountered in shipping the order being placed.

As with other screens in the WEB Application section, the information displayed may be sequenced by a column by pointing to the column and clicking on the column's heading description area. This will allow the viewer to order the display in the most convenient manner to solve a problem (such are removing weight from an overweight order)

Check Out

When the order is complete and the viewer is ready to place the order the *Check Out* button is clicked.

This process first presents the viewer with an order review screen (the same format/information displayed by clicking Order Review). This is to insure the viewer has looked at the order in it's entirety before placing the order with your organization. (Refer to Review Order for a more detailed description of the review screen).

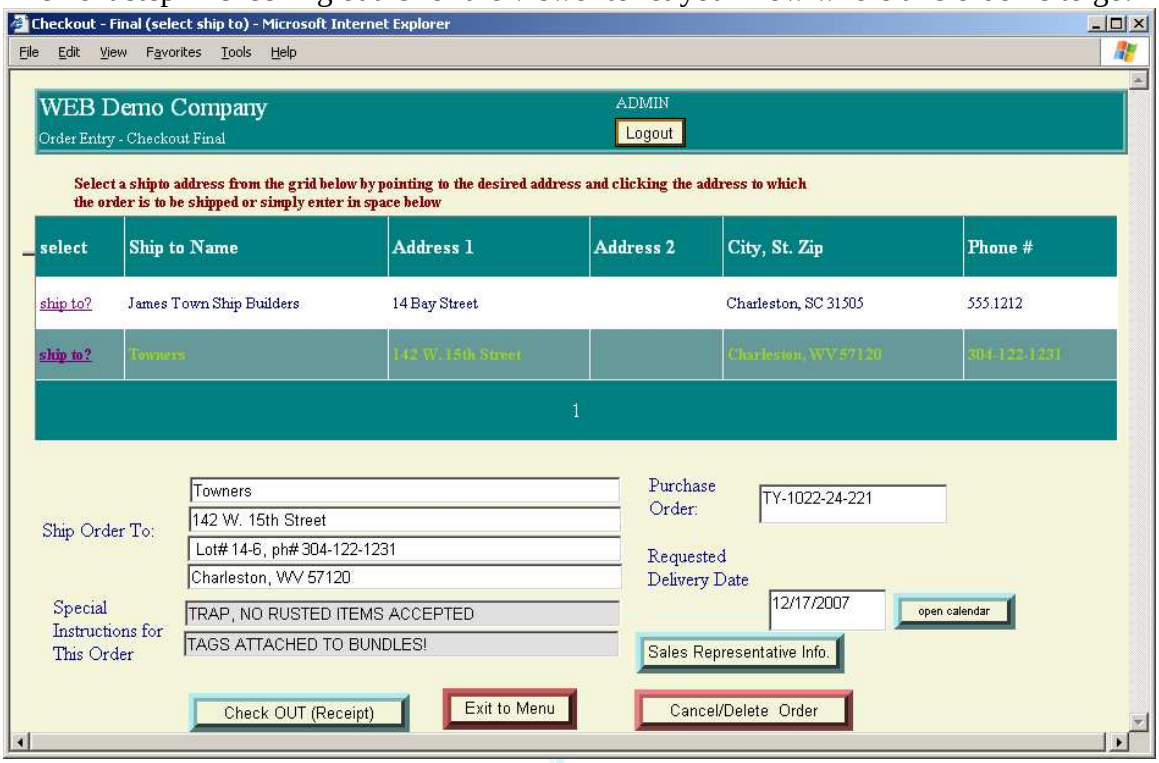


If the viewer is satisfied with the result of the Checkout Review screen, the *Continue Check* button is clicked. The checkout process can be terminated at this time by clicking the *Return to Order for Edit* button; this action stops the checkout process and allows the viewer to make changes to the order prior to checkout.

WEB Applications

Check Out

The next step in checking out is for the viewer to let you know where this order is to go.



The viewer can select a predefined "Ship to" for their account by click the *Select* column on the line of the desired location or they can click on the *Ship Order To* section of the screen and manually enter an address.

General instruction for the order can be entered in the *Special Instructions* boxes. A purchase order can be entered and a requested delivery date can be entered or selected from a pop-up calendar by clicking the ope*n calendar* button. Also, the viewer can pull may view contact information for their sales representative by clicking the *Sales Representative Info* button.

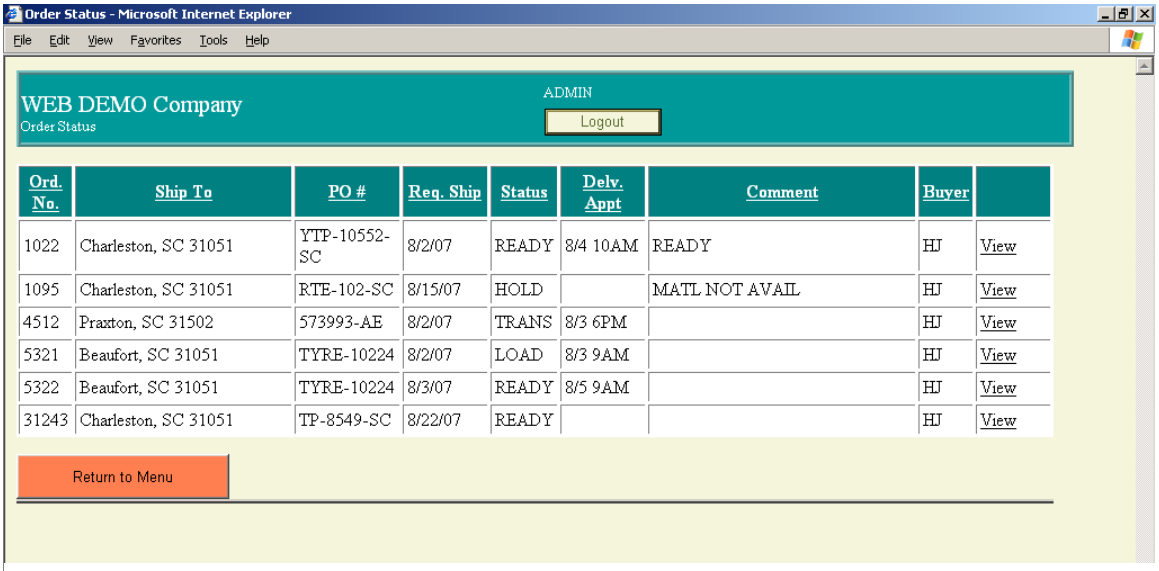
When the viewer is satisfied with the information on the screen the *Check Out (Receipt)* button is clicked.

A copy of the order confirmation is sent to the person placing the order as well as other persons your company has designated to receive a copy of the order conformation placed by the person placing the order.

WEB applications order entry can enter the order into your organization's system as an active order, an order awaiting approval by your organization or a copy of the order confirmation may be routed to your data-entry personnel for entry into your system. The means of actually placing the order into you company's computer system is your decision.

Order Status

The status of open orders can be viewed through the Order Status selection.



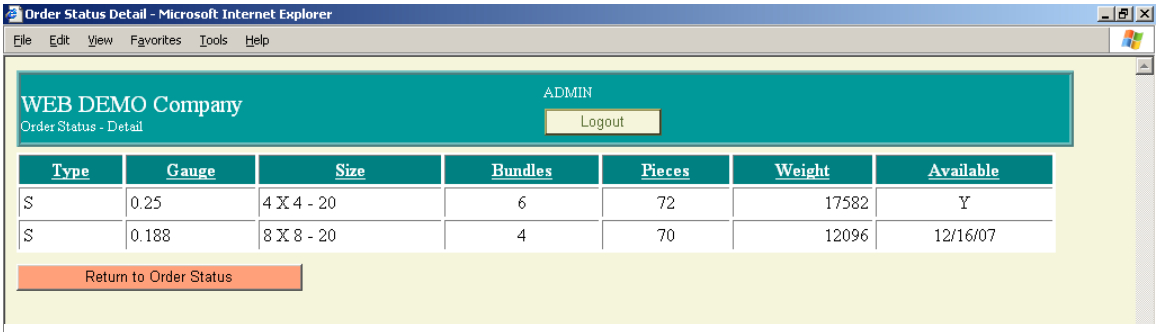
Ord. No.	Ship To	PO #	Req. Ship	Status	Delv. Appt	Comment	Buyer	
1022	Charleston, SC 31051	YTP-10552-SC	8/2/07	READY	8/4 10AM	READY	HJ	View
1095	Charleston, SC 31051	RTE-102-SC	8/15/07	HOLD		MATL NOT AVAIL	HJ	View
4512	Praxton, SC 31502	573993-AE	8/2/07	TRANS	8/3 6PM		HJ	View
5321	Beaufort, SC 31051	TYRE-10224	8/2/07	LOAD	8/3 9AM		HJ	View
5322	Beaufort, SC 31051	TYRE-10224	8/3/07	READY	8/5 9AM		HJ	View
31243	Charleston, SC 31051	TP-8549-SC	8/22/07	READY			HJ	View

The order status screen list all open orders for the viewers company. The viewer can change the order of the display by clicking the column heading of the column by which the viewer wants to see the display sequenced. Clicking the same column a second time will reverse the order of information and display orders in descending sequence of the column.

To view detail information for a displayed order the *View* column of the order to be reviewed is clicked.

Order Status – Detail

Detail line merchandise of an open order is displayed when the viewer clicks the *View* column of an open order.



As with other screens, the sequence of this screen can be altered by clicking the column heading of a column and sequencing can be reversed by again clicking the same column heading.

The order status detail screen expands to display the number of lines contained on the displayed order.

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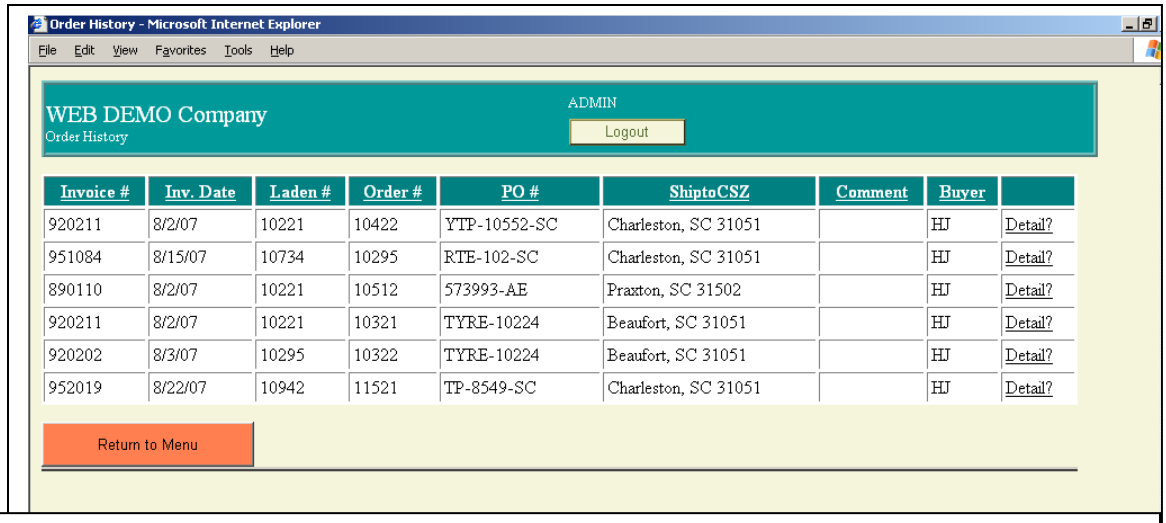
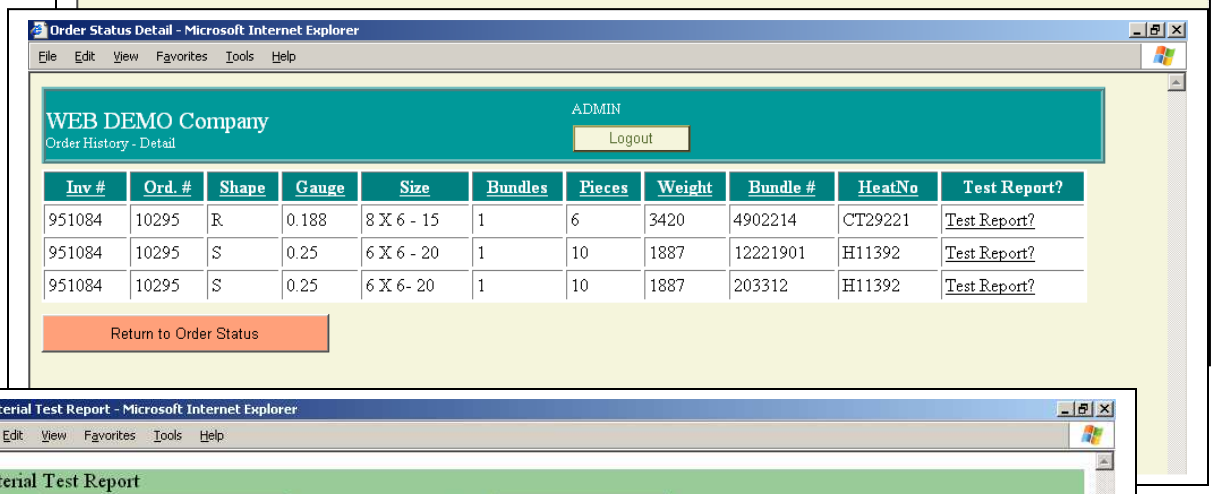
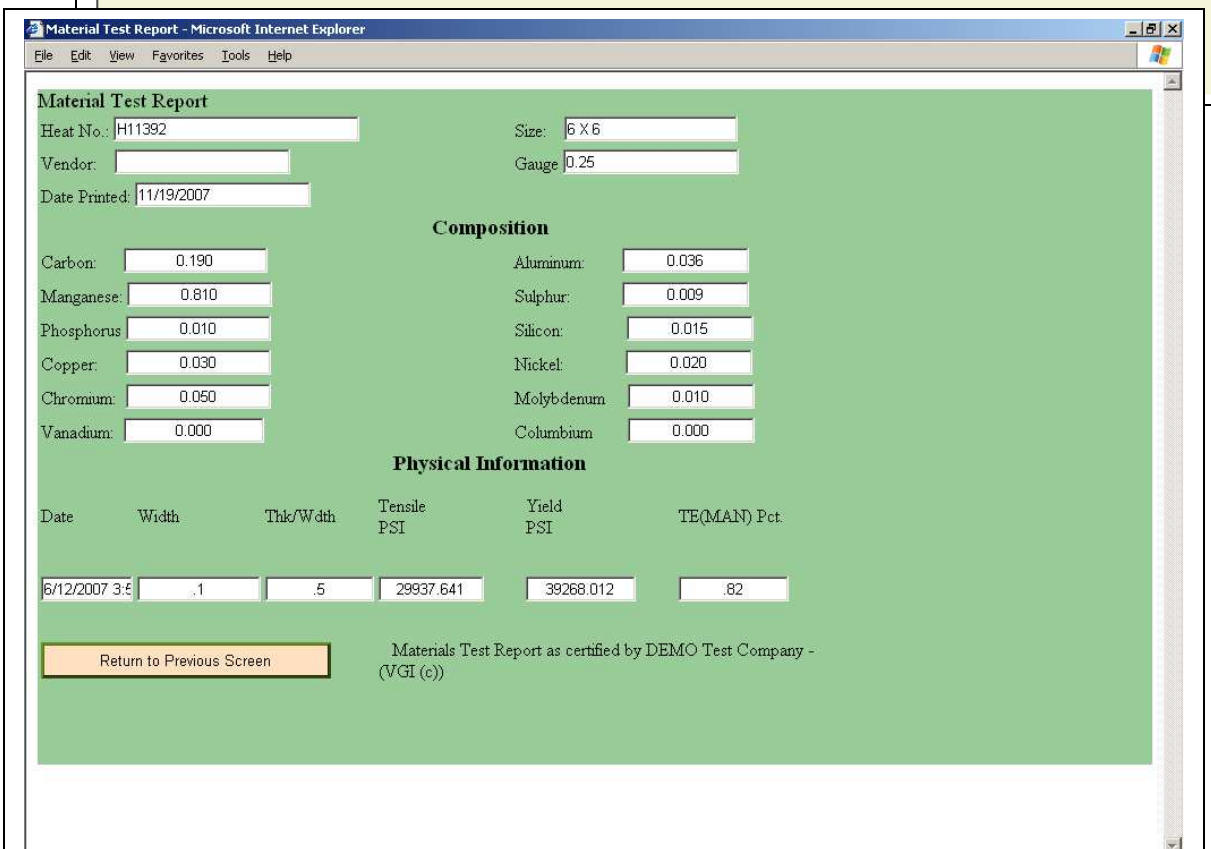
Order History

Order history provides the viewer with a list of previously shipped orders.







Order History (continued from previous page)

Order history allows the viewed to drill down through the shipped order. Order history has the same viewer sequencing abilities as other screens in the sample WEB application and also has dynamic screens that expand as needed to present information to the viewer.

Clicking the *Detail* column of an order on the order history screen will display the merchandise for the order shipment. (In this example, individual bundles are listed so the same product line appears more than once when multiple bundles of the product are shipped.

Clicking the *Test Report* column of a line will display the material test report associated with the bundle defined on the line.

Rolling Schedule

The rolling schedule is a production plan for the company.

Material Test Reports

The material test reports menu selection presents the same information as when it is accessed from the order history screen. The only difference is that you must supply heat number (material identification number) for the product.

WEB Applications

Thank you for taking time to review the WEB applications brochure and if you have not yet done so please take a few minutes to view the actual WEB application.

Remember this is an industry-specific WEB application for the steel tubing industry. Much of the verbiage and format of this particular application is specific to the steel industry and perhaps your industry may require more or less customer services information. But, that is what makes a custom industry specific WEB application a benefit to your company and gives you advantage over your competitor. With a custom application you are in charge of how it works and how it looks.

You don't need to have a complicated or expensive back-office or in-house computer system to take advantage of the benefit WEB applications can bring your organization. So, contact VGI and we see how we can help your organization become a 24X7x365 operation with a plan that fits your budge.

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