t-commerce
User’s Guide
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# Table of Contents

*Enhance your operations with T-commerce* ................................................................. 1

A Note about Security … ....................................................................................................... 1

The Site at a Glance ............................................................................................................... 2

**Using T-commerce for Orders** ...................................................................................... 3

 logging into the T-commerce site .................................................................................... 3

New User Registration Form ............................................................................................ 4

T-commerce Initial Display ................................................................................................. 6

Creating a New Order Using the Part Finder ...................................................................... 7

  *Searching by Item Number* .......................................................................................... 7
  *Searching by Description* ............................................................................................. 8
  *Creating an Order* ......................................................................................................... 8
  *Using Quick Entry* ......................................................................................................... 9

Viewing the Order Queue .................................................................................................. 12

  *Select Ship To* ............................................................................................................... 13
  *Change Header Markings* ............................................................................................. 15
  *Change Line Detail* ...................................................................................................... 17
  *Delete Line* .................................................................................................................. 18
  *Delete Queue* ............................................................................................................... 18
  *Print the Quote* ............................................................................................................. 18
  *Check Prices Button* .................................................................................................... 19
  *Place Order* .................................................................................................................. 20

Viewing an Order Using the Order Finder ......................................................................... 23

  *Searching by Your PO Number* ................................................................................ 23
  *Searching by Order Number* ...................................................................................... 24
  *Searching by TCOM Number* ..................................................................................... 25
  *Viewing Order Detail* .................................................................................................. 26

Viewing Orders Using the Open Orders Tab ..................................................................... 27

  *Viewing Order Detail* .................................................................................................. 28

Viewing Orders with No Open Lines .................................................................................. 29

Expediting Orders .............................................................................................................. 30

Expediting Items ............................................................................................................... 32
**t-commerce**

*Enhance your operations with t-commerce*

The TRIBUTE t-commerce system allows you access to a vendor’s 24-hour online web page services, all in real time. The following documentation will guide you through the following processes available within t-commerce:

- Check product availability
- Place real-time orders
- View specific discount pricing for your company
- Check current order status
- View your order queue
- Expedite open orders, or specific lines within open orders
- Easily reorder previously purchased material
- View shipment tracking information
- View and reprint invoices
- See your account summary

**A note about security...**

The t-commerce system allows your vendor to set security options for their customers. The vendor can set up codes that indicate what areas of the site a particular user can access, and what information will display. For this reason, you may not be able to access all the areas covered in this documentation. For more information on your security settings, contact your vendor.
The Site at a Glance

- View driving directions to the vendor
- Send e-mail
- View open orders
- View links
- View invoiced orders
- View A/P and ship to information
- View an order in process

Add an item to an order by searching for the item or description, or check item availability and pricing

An order in progress

Quickly add an exact item number to an order

Choose a different ship to

Enter a PO and other markings

Change line detail

Order totals do not include freight, handling or taxes.

- Delete the entire order
- Place the order as it stands
- Print the order in progress (quote)
Using t-commerce for Orders

*t-commerce* is a powerful tool for order entry and maintenance. You will use your vendor’s *t-commerce* site primarily to enter and submit orders. You can also view item availability and pricing, open orders, invoiced orders, and your account summary. You can expedite orders or lines, and view links to other related web sites.

Logging Into the t-commerce Site

When you arrive at your vendor’s *t-commerce* site, you will see a screen similar to this one:

If you have previously used *t-commerce*, you will need to enter your Login and Password in order to enter the site. Once you enter the site, your Order Queue displays. (Refer to *t-commerce* Initial Display.)

If you have never used *t-commerce* and do not have a Login or a Password, you first need to click the New User Registration Form link. Here you can fill out your company information and submit it via the vendor’s web server. One of your vendor’s representatives will then contact you to set up a *t-commerce* account.
New User Registration Form

Please submit the following form and a representative will respond as soon as possible.

(* Denotes required fields)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>Your desired login, up to 15 characters long, which you will use to gain access to the t-commerce system.</td>
</tr>
<tr>
<td>Password</td>
<td>Your desired password, up to 15 characters long, to be used in conjunction with the Login to gain access to the t-commerce system.</td>
</tr>
<tr>
<td>Confirm</td>
<td>A field for reentry of your password, to confirm that the password was entered correctly.</td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Company</td>
<td></td>
</tr>
<tr>
<td>Address 1</td>
<td></td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Zip Code</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>D&amp;B Number</td>
<td></td>
</tr>
<tr>
<td>Tax Exempt ID Number</td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
</tr>
</tbody>
</table>

You are required to fill out the fields in red with the asterisk (*). The other fields are optional.

**Login**: Your desired login, up to 15 characters long, which you will use to gain access to the t-commerce system.

**Password**: Your desired password, up to 15 characters long, to be used in conjunction with the Login to gain access to the t-commerce system.

**Confirm**: A field for reentry of your password, to confirm that the password was entered correctly.
NOTE

Your Password cannot be the same as your Login, Name, or Company.

If entry in the Password and Confirm fields does not match, a warning will display.

You will need to reenter your password and confirmation.

Name: The name of the individual from your company who will be using this logon, up to 25 characters long.

Company: Your company name, up to 25 characters long.

Address 1: The first line of your company's address, up to 25 characters long.

Address 2: The second line of your company's address, up to 25 characters long. (Entry in this field is optional.)

City: Your company's city, up to 15 characters long.

State: Your company's 2-character state abbreviation.

Zip Code: Your company's zip code, up to 10 characters long. (Entry can be made in the format XXXXX or XXXXX-XXXX.)

Phone: Your 12-character telephone number, in the format XXX-XXX-XXXX.

Fax: Your 12-character fax number, in the format XXX-XXX-XXXX.

Our Customer Number for you: Your company's identification number in your vendor's computer system, exactly 5 characters long. (Entry in this field is optional.)

D&B Number: Your company's Dun & Bradstreet D-U-N-S number, up to 25 characters long. (Entry in this field is optional.)

Tax Exempt ID Number: Your company's tax exempt ID number, up to 25 characters long. (Entry in this field is optional.)

Email Address: Your email address, up to 50 characters long.

NOTE

Your email address must meet the following criteria:

- Must contain at least 5 characters (for example, “x@y.z”) but no more than 50 characters
- Must contain exactly one “@” symbol which cannot be the last character
- Must contain at least one “.” (period) which cannot be the last character
- Cannot contain embedded blanks
Comments: A field in which you can add any additional data or comments to be sent to your vendor.

After entry is made in the necessary fields, click Submit. The entered information will be sent via e-mail to your vendor.

After the e-mail has been sent, the screen will display:

“Your request has been submitted. Thank you for your interest in t-commerce. A representative will contact you as soon as possible.”

**t-commerce Initial Display**

After you have successfully logged on to the t-commerce site, you will have access to various tabs with order options (depending on the level of security that has been set up by your vendor). The Part Finder and Order Finder dialog boxes will display on the left side of the screen. If you have an open order in process, it will display as well (refer to Viewing the Order Queue, below).

Your customer name, company name, and the current date will display at the top of the screen.

Your vendor’s logo will display in the top left corner. Clicking on this logo will take you back to the vendor’s home page.

If the vendor allows advertising on their t-commerce site, a banner ad will display under the Order Finder dialog box. This ad will periodically change. Clicking on the ad will take you to the advertiser’s web site.

If you have the Quick Entry option turned ON, you will see a Quick Entry box at the top of the screen, below the tab area. For more information on using Quick Entry, refer to Using Quick Entry, below.
If you are set up as an “internal salesperson” for the t-commerce vendor, you will not see the “Contact Us” tab. Instead, the “Change Acct” Tab will appear in its place, which lets you enter orders for multiple accounts. Refer to Changing Customer Accounts for more information.

From the t-commerce initial display, you can create a new order using the Part Finder or Quick Entry, view and edit orders, view your account summary, send e-mail to your vendor, and access links to other web sites.

Creating a New Order Using the Part Finder

The Part Finder dialog box allows you to place an order by searching for the part you want. The item number or item description can be used for the search.

**NOTE**

You must have order entry privileges (set up by your vendor) to create orders. For users without order entry privileges, search results will be returned without the “add item” option.

Searching by Item Number

You can enter a partial or complete item number to use for the search, then click the GO button. All matching records will then be displayed on the screen. If you are set up for the Customer Part Search option, the t-commerce system will first check for your customer part number cross-references, and display matching customer part numbers first in the list, followed by your vendor’s part numbers.

Refer to Creating an Order, below.
Searching by Description

You can enter a partial or complete description to use for the search, then click the GO button. All matching records will then be displayed on the screen.

<table>
<thead>
<tr>
<th>Number</th>
<th>Item Number</th>
<th>Description</th>
<th>Available</th>
<th>Central Whse</th>
<th>Qty to Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PUMP-334-RDLY-C22-NMKE-BS</td>
<td>2000HP PUMP</td>
<td>0</td>
<td>WHSE</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>04015 PUMP</td>
<td>3168 PUMP</td>
<td>0</td>
<td>WHSE</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>VOLF11-10-HU0H-K</td>
<td>60 GPM PUMPMTR</td>
<td>28</td>
<td>WHSE</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>H5VTCS-9005-207-MA-A-22-8</td>
<td>60GPM PUMP</td>
<td>0</td>
<td>WHSE</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>4N103504F01MFR0991-R</td>
<td>62 GPM PUMP</td>
<td>11</td>
<td>WHSE</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>PM2-7001-D1UV-RDLY-V-525BP-0S</td>
<td>940HP PUMP</td>
<td>0</td>
<td>WHSE</td>
<td>1</td>
</tr>
</tbody>
</table>

Description search

Refer to Creating an Order, below.

Creating an Order

After using the Part Finder to find an item, any matching items display, along with the following information:

**Number**: An index number assigned to each line displayed on the screen.

**Item Number**: The 28-character inventory part number. If the item is displayed as a hyperlink (blue, underlined text), you can click on the linked item for additional information or to go to the manufacturer’s web site.

**Description**: A description of the item, up to 15 characters long.

**Available**: The inventory quantity currently available from stock. If you have any specially-reserved inventory on file, that quantity will display also, separate from the overall available quantity.

**Central Whse**: Your vendor may display this button to allow you to check item availability in remote or alternative locations.

**Qty to Order**: A field for entry of the desired quantity to order.
Once you have located the item that you want to order, you can create an order by entering the quantity to be ordered in the Qty to Order field and clicking the ADD button.

If your vendor sells the item in a certain package quantity (such as multiples of 12), a message will display to inform you.

Click OK to increase your order quantity to the standard package quantity, or click Cancel to keep your original entered quantity.

To add additional lines to an order, repeat the process of finding a part and entering a quantity.

The Order Queue will display each time an item is added via the Part Finder. Refer to Viewing the Order Queue, below.

### Using Quick Entry

You can activate the “Quick Entry” option in order to quickly add an item to an order. This option is helpful if you know the EXACT item number and do not need to use one of the Search options to find the item.

To activate the Quick Entry option, click the Quick Entry button (the OFF button) in the Part Finder box.

The Quick Entry box will then display at the top of the screen, below the tab area.
Type the exact item number in the “Part Number” field. Press TAB or click on the “Quantity” field, and then type the quantity you want to order in the “Quantity” field. Press ENTER or click the ENTER button to view matching results. If you are set up for the Customer Part Search option, the t-commerce system will first check for your customer part number cross-references, and display matching customer part numbers first in the list, followed by your vendor’s part numbers.

After using Quick Entry to retrieve an item, any matching items display, along with the following information:

**Item Number:** The 28-character inventory part number. If the item is displayed as a hyperlink (blue, underlined text), you can click on the linked item for additional information or to go to the manufacturer’s web site.

**Description:** A description of the item, up to 15 characters long.

**Available:** The inventory quantity currently available from stock.

**Central Whse:** Your vendor may display this button to allow you to check item availability in remote or alternative locations.

**Qty to Order:** A field for entry of the quantity you want to order.
Click the ENTER button (to the right of an item record) to add the item to your order queue, or press the ENTER key on your keyboard to select the first item displayed. Refer to Viewing the Order Queue, below.

If your vendor sells the item in a certain package quantity (such as multiples of 12), a message will display to inform you.

![Microsoft Internet Explorer dialog box showing a message about the standard package quantity.]

Click OK to increase your order quantity to the standard package quantity, or click Cancel to keep your original entered quantity.

You may also leave a blank Quantity on the Quick Entry frame if you want to check availability of the item. After the search results display, you can then enter the quantity you want to order.

If you enter an invalid part number using Quick Entry, the screen will display the message: “Item Number xxxxx NOT Found.”

![T-Commerce user interface showing a message about an invalid item number.]

Quick Entry - Invalid item number
Viewing the Order Queue

The Order Queue contains an order in process that has not yet been placed. There are three situations in which the Order Queue screen displays:

1. When you first log on to the t-commerce site and you have an unfinished order in process from a previous logon session
2. When you select a part to order by using the Part Finder or Quick Entry
3. When you click on the View Order Queue tab

Several options are available from this screen. You can select a different ship-to address, change/add header markings, change line detail information, delete a single line, delete the entire order, print the order in its current "quote" status, or place the order. You may also see an extra button labeled Check Prices. These options are detailed below.

**NOTE**

The PLACE ORDER button will only appear if you are set up for order updating privileges by your vendor.
Select Ship To

You can click the Select Ship To button to select an alternate ship to address, or enter a new ship to address (if you are set up by your vendor to allow entry of free-form ship to's).

Select Ship To option - current address

The first address listed on the screen is the current ship to. If you want to use this address, click the Use Current button to return to the Order Queue screen.
Select Ship To option - primary address

Scrolling down, the next address listed is your primary billing address, as set up for you by your vendor. Click the Select button to select this ship to address, or click the Cancel button to return to the Order Queue screen.

Select Ship To option - alternate addresses

Scrolling down further, any alternate addresses are listed in numerical order. Click the Select button to select this alternate ship to address, or click the Cancel button to return to the Order Queue screen.
Select Ship To option - free form address

At the bottom of the screen, you can enter a free form ship to address (if you are set up for this option by your vendor). Enter the appropriate information in the required fields and click the Select New Address button, or click the Cancel button to return to the Order Queue screen.

Change Header Markings

You can click the Change Header Markings button to enter a P.O. number, enter other markings for the order, select a Ship Via method, and/or indicate the payment method to be used.
Change Header Markings

**PO Number**: Your P.O. number to be used for the order, up to 25 characters long. You must enter a P.O. number for the order. If you do not enter it here, the system will prompt for it prior to placing the order.

**Markings**: An additional marking code to be used on the order, up to 25 characters long. Entry in this field is optional.

**Ship Via**: A list of your valid freight carriers / Ship Via methods. You can select a different Ship Via method from the drop-down list if desired.

**Use Existing Credit Card**: A Yes/No field indicating whether you want the order to be charged to an existing credit card number. (You cannot enter the card number anywhere in the t-commerce site; this must be a card number that is already in your vendor’s records.) You may not see this field, depending on your vendor’s setup.

After entry is completed, click the Update button to make the changes to the order, or click the Cancel button to return to the Order Queue screen without making changes.
Change Line Detail

You can click the Chg Line button to change the order quantity, change the required date, customer part number, and/or add a comment to the order line.

<table>
<thead>
<tr>
<th>Part Finder</th>
<th>Item Finder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Number</td>
<td>Quick Entry</td>
</tr>
<tr>
<td>Description</td>
<td>OFF</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Order Finder</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Number</td>
</tr>
<tr>
<td>Order Number</td>
</tr>
<tr>
<td>TCOM Number</td>
</tr>
</tbody>
</table>

Changing line information

**Line No:** The sales order line number.

**Item:** The 28-character inventory part number.

**Quantity:** The quantity of the item to be ordered. You can change the quantity by deleting the entered quantity and typing a new quantity. Or, you can delete this line entirely by changing the quantity to 0 (zero).

If your vendor sells the item in a certain package quantity (such as multiples of 12), a message will display to inform you. Click OK to increase your order quantity to the standard package quantity, or click Cancel to keep your original entered quantity.

**Required Date:** Your desired receipt date for material ordered, in the format mmddyy.

The required date defaults initially to 3 days future to today’s date. However, if you change the required date on a line, then add a new line, the new line will default to the newly-changed required date. For example, if today’s date is 07/01/05, the system-defaulted required date will be 07/04/05. If you manually change this date on Line 1 of your order to 07/10/05, then add line 2, the default required date for Line 2 will be 07/10/05.

**Comment:** A comment, up to 44 characters long, relating to this line on the order. You can enter only one comment line per order line. A comment entered here will be printed on the order acknowledgement, packing list, and invoice.

**Customer Part:** Your 28-character customer part number to be used for cross-referencing to your vendor’s item number (if you are set up for this option). If your vendor already has your part number on record, or if you have already typed in this number on the order, you will not be able to change this field.

After entry is completed, click the Update button to make the changes to the order, or click the Cancel button to return to the Order Queue screen without making changes.
Delete Line

You can click the DEL button to delete a line on an order. A confirmation dialog box will display:

Deleting a line

Click the OK button to delete the line, or click the Cancel button to return to the Order Queue screen without deleting the line.

Delete Queue

You can click the DELETE QUEUE button to delete this order from the order queue. A confirmation dialog box will display:

Click the OK button to delete the entire order, or click the Cancel button to return to the Order Queue screen without deleting the order.

Print the Quote

You can click the PRINTABLE QUOTE button to open a new window containing just the sales order in process in the order queue (a “quote”). You can then print a copy of the quote using your Internet browser.
Check Prices Button

You may occasionally see a button at the bottom of your Order Queue labeled CHECK PRICES. Depending on the speed of your Internet connection and your vendor’s computer system, there may be times when your items do not immediately return a price. The line will display “Call for Pricing” in the Your Price field, and a total price of zero. You can click the Check Prices button to try a second time to price the items. If the line still returns the “Call for Pricing” message, you must contact your vendor for pricing on this line.

Order Queue screen - displaying the Check Prices button
Place Order

After making any necessary changes to the order, you can click the PLACE ORDER button to place the order through the t-commerce site.

**NOTE**

The PLACE ORDER button will only appear if you are set up for order updating privileges by your vendor.

If you have not yet entered a purchase order number, the following screen will appear:

From this screen, you can also change the markings, carrier, and credit card option on the order. You can then click the Place Order button to place the order, or click the Back to Queue button to return to the Order Queue screen without making any changes to the order.
If you selected Yes at the Use Existing Credit Card field, depending on your vendor’s setup, a list of credit cards you currently have on file with your vendor may display.

Click the Select button next to the card you want to use. You may also click the Back to Queue button if you want to return to your order, without charging it to a credit card.

If you have entered a purchase order number and payment method for the order, the order will be placed through the system, and the entire order will display on the screen:
If you selected a specific credit card for payment, an additional message will display at the top of the screen, stating: “This order has been setup to be billed to XXXXX XXXXX’s credit card ending in YYYY when shipped.”

You can click the Printable Form button to open a new window containing just the sales order. You can then print a copy of the sales order using your Internet browser.

You can also click the Start New Queue button to start creating a new order.
Viewing an Order Using the Order Finder

The Order Finder dialog box allows you to search for an order and display its information on the screen. The PO number, order number, or TCOM number can be used for the search.

Searching by Your PO Number

You can enter a partial or complete PO number to use for the search, then click the GO button. If a record is found that starts with the characters you entered, it will be displayed on the screen.

From this list, you can view the details for an individual order by clicking the Order# button. Refer to Viewing Order Detail, below.

You can track a certain shipment by clicking the Track button (if it is displayed). Refer to Viewing Invoice Tracking Information for more information.

You can also expedite specific orders from this screen using the Expedite column. Refer to Expediting Orders for more information.
Searching by Order Number

You can enter a partial or complete vendor order number to use for the search, then click the GO button. If a record is found that starts with the characters you entered, it will be displayed on the screen.

Order Number search

From this list, you can view the details for an individual order by clicking the Order# button. Refer to Viewing Order Detail, below.

You can track a certain shipment by clicking the Track button (if it is displayed). Refer to Viewing Invoice Tracking Information for more information.

You can also expedite specific orders from this screen using the Expedite column. Refer to Expediting Orders for more information.
Searching by TCOM Number

You can enter a partial or complete TCOM number to use for the search, then click the GO button. If a record is found that starts with the characters you entered, it will be displayed on the screen.

TCOM Number search

From this list, you can view the details for an individual order by clicking the Order# button. Refer to Viewing Order Detail, below.

You can track a certain shipment by clicking the Track button (if it is displayed). Refer to Viewing Invoice Tracking Information for more information.

You can also expedite specific orders from this screen using the Expedite column. Refer to Expediting Orders for more information.
Viewing Order Detail

Click the Order# button for an order to display detail information about it.

The Order Detail screen displays the information you entered when you placed the t-commerce order, along with some additional fields. The Shipped column displays the quantity of the item that has been shipped. The Last Ship column displays the date on which the most recent shipment of the line occurred. The Est Ship field displays the estimated ship date for this order (if this option has been activated by your vendor).

If you want to expedite certain items on the order, you can select them by clicking the appropriate box(es) in the Expedite column, then clicking the Expedite Items button at the bottom of the screen. This will send an email message to your vendor requesting that those items be expedited. Refer to Expediting Items, below.

You can also click the Printable Open Order button to open a new window containing just the order. You can then print a copy of the order using your Internet browser.

You can click the Shipment Track button to display freight tracking information for this order, if available. Refer to Viewing Order Tracking Information, below.
Viewing Orders Using the Open Orders Tab

The Open Orders Tab allows you to view open orders which have not yet been invoiced.

You can sort the grid using the drop-down fields in the top row. You can sort by the following information in either ascending or descending order:

- Sales order number
- TCOM order number
- Order date
- Purchase order number

Click the Apply New Sort button to re-sort the grid according to the new parameters.

From this list, you can view the details for an individual order by clicking the Order# button. Refer to Viewing Order Detail, below.

You can track a certain shipment by clicking the Track button (if it is displayed). Refer to Viewing Invoice Tracking Information for more information.

You can also expedite specific orders from this screen using the Expedite column. Refer to Expediting Orders for more information.
### Viewing Order Detail

Click the Order# button for an order to display detail information about it.

<table>
<thead>
<tr>
<th>Part Finder</th>
<th>Order Finder</th>
<th>Open Order Detail for 102862 (TCOM Number 60021)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User: Jane Doe</td>
<td>Company: CONCORD INC</td>
<td></td>
</tr>
<tr>
<td>Date: Wednesday, 06/06/2001</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order#</td>
<td>PO Number</td>
<td>PO Number</td>
</tr>
<tr>
<td>60021</td>
<td>001</td>
<td>102862</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer: CO001</td>
<td>Ship Alt: DO</td>
<td></td>
</tr>
<tr>
<td>Bill To: CONCORD INC, 2800 N. 1ST AVENUE, FARGO, ND 58102</td>
<td>Ship to: CONCORD INC, 557 HOMEWOOD AVENUE, BILLINGS, MT 59105</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ordered: 06/06/2001</td>
<td>PO Number: TIM</td>
<td></td>
</tr>
<tr>
<td>Ship Via:</td>
<td>Entered By: MME DOE</td>
<td></td>
</tr>
<tr>
<td>Markings:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Line#</td>
<td>Item/Description</td>
<td>Your Price</td>
</tr>
<tr>
<td>10</td>
<td>DA020001 RING 1620/20</td>
<td>$6625</td>
</tr>
<tr>
<td>Customer Part</td>
<td>Est Ship</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Open Total:</td>
<td>$34,500.00</td>
</tr>
</tbody>
</table>

Order totals do not include freight, handling or taxes.

The Order Detail screen displays the information you entered when you placed the t-commerce order, along with some additional fields. The Shipped column displays the quantity of the item that has been shipped. The Last Ship column displays the date on which the most recent shipment of the line occurred. The Est Ship field displays the estimated ship date for this order (if this option has been activated by your vendor).

If you want to expedite certain items on the order, you can select them by clicking the appropriate box(es) in the Expedite column, then clicking the Expedite Items button at the bottom of the screen. This will send an email message to your vendor requesting that those items be expedited. Refer to **Expediting Items**, below.

You can click the Printable Open Order button to open a new window containing just the order. You can then print a copy of the order using your Internet browser.

You can click the Shipment Track button to display freight tracking information for this order, if available. Refer to **Viewing Order Tracking Information**, below.
Viewing Orders with No Open Lines

If you view detail for an order, but the order has no open lines remaining, the following screen will display:

Order header information will display, along with the message “There are no open lines left on this order.”

Click the Invoice Inquiry button to view invoice information for the transaction. Refer to Viewing Invoice Detail, below.
Expediting Orders

When you view open orders (either on the Open Orders tab, or by using the Order Finder), you have the ability to expedite specific orders. Select the orders you want to expedite by clicking the appropriate check box(es) in the Expedite column, then click the Expedite Selected Orders button at the bottom of the screen.

Name: Your individual user’s name, up to 50 characters long. Entry in this field defaults from your vendor’s records. Entry in this field is required.

Company: Your company name, up to 35 characters long. Entry in this field defaults from your vendor’s records.

Phone: Your 12-character telephone number, in the format: XXX-XXX-XXXX. Entry in this field defaults from your vendor’s records. Entry in this field is required.

Fax: A field for entry of your 12-character fax number, in the format: XXX-XXX-XXXX. Entry in this field defaults from your vendor’s records.

Email: Your email address, up to 50 characters long. Entry in this field defaults from your vendor’s records. Entry in this field is required. If you do not want to enter an email address, you can enter “N/A” in this field.
**NOTE**

Your email address must meet the following criteria:

- Must contain at least 5 characters (for example, “x@y.z”) but no more than 50 characters
- Must contain exactly one “@” symbol which cannot be the last character
- Must contain at least one “.” (period) which cannot be the last character
- Cannot contain embedded blanks

**Additional Comments**: A message will default in this area, listing the orders you selected for expediting. You enter any additional comments in this area as well.

When all entries are correct, click the Submit Request button to send the message to your vendor. A copy of the email message will be sent to you as well (if you filled in the Email field).

You can also click the Back to Open Orders link at the top of the screen to view all open orders for your company, without making an expedite request.
Expediting Items

When you view detail on an open order (by clicking the Open Orders tab or by using the Order Finder), you have the opportunity to expedite individual items on the order, or the entire order. Select the items you want to expedite by clicking the appropriate box(es) in the Expedite column, then clicking the Expedite Items button at the bottom of the screen. (If you want to expedite the entire order, do not select any lines - simply click the Expedite Items button.)

Name: Your individual user’s name, up to 50 characters long. Entry in this field defaults from your vendor’s records. Entry in this field is required.

Company: Your company name, up to 35 characters long. Entry in this field defaults from your vendor’s records.

Phone: Your 12-character telephone number, in the format: XXX-XXX-XXXX. Entry in this field defaults from your vendor’s records. Entry in this field is required.

Fax: A field for entry of your 12-character fax number, in the format: XXX-XXX-XXXX. Entry in this field defaults from your vendor’s records.
**Email:** Your email address, up to 50 characters long. Entry in this field defaults from your vendor’s records. Entry in this field is required. If you do not want to enter an email address, you can enter “N/A” in this field.

**NOTE**

Your email address must meet the following criteria:

- Must contain at least 5 characters (for example, “x@y.z”) but no more than 50 characters
- Must contain exactly one “@” symbol which cannot be the last character
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**Additional Comments:** A message will default in this area, listing the items you selected for expediting. You enter any additional comments in this area as well.

When all entries are correct, click the Submit Request button to send the message to your vendor. A copy of the email message will be sent to you as well (if you filled in the Email field).

You can also click the Back to Open Orders link at the top of the screen to view all open orders for your company, without making an expedite request.

**Viewing Order Tracking Information**

When you view orders (by clicking the Open Orders tab or by using the Order Finder), you can click the Track button for an order to display its freight tracking information, if available.

**Shipment Detail for 102837**

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Carrier</th>
<th>Ship Method</th>
<th>Weight</th>
<th>Dated</th>
<th>Tracking No</th>
</tr>
</thead>
<tbody>
<tr>
<td>102837-001-DI</td>
<td>UPS</td>
<td>NEXT DAY AIR</td>
<td>11.00</td>
<td>09/16/00</td>
<td>792616060160</td>
</tr>
</tbody>
</table>

All releases of the order will display. The screen will list the vendor transaction number (order number), the freight carrier and shipment method chosen for this shipment, the weight, the date shipped, and the tracking number assigned to the shipment.

If the shipment was voided, the word “Void” will display to the right of the tracking number.

If the tracking number is displayed as a hyperlink (that is, if it is displayed in a different color and underlined), you can click on it to travel to the freight carrier’s website and view the carrier’s tracking detail on the order. (Your vendor can choose whether to enable this function or not.)
Viewing Invoiced Orders

The Invoiced Orders Tab allows you to view orders which have been invoiced. You can select invoices for viewing by date or by header records.

Invoice Finder by Date

You can use the drop-down lists to enter a date range for viewing invoiced orders. After you click the GO button, any orders with an invoice date contained within the date range will be displayed.
You can sort the grid using the drop-down fields in the top row. You can sort by the following information in either ascending or descending order:

- Invoice number
- Invoiced date
- Shipped date
- TCOM order number
- Purchase order number

Click the Apply New Sort button to re-sort the grid according to the new parameters.

**Invoice Finder by Header Record**

You can enter a partial or complete PO number, TCOM number, or invoice number to use for the search, then click the GO button. If records are found that start with the characters you entered, they will be displayed on the screen.
Viewing Invoice Detail

Click the Order Number button for an invoice to display detail about it.

You can click the Printable Invoice button to open a new window containing just the invoice. You can then print a copy of the invoice using your Internet browser.

You can click the Shipment Track button to display freight tracking information for this invoice, if available. Refer to Viewing Invoice Tracking Information, below.

You can click the Copy Items To Queue button if you want to take the items and quantities ordered on this invoice and copy them into your current order queue. Refer to Copying Items to Order Queue, below.
Viewing Invoice Tracking Information

When you view invoices (by clicking the Invoiced Orders tab or by using the Invoice Finder), you can click the Track button for an invoice to display its freight tracking information, if available.

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Carrier</th>
<th>Ship Method</th>
<th>Weight</th>
<th>Dated</th>
<th>Tracking No</th>
</tr>
</thead>
<tbody>
<tr>
<td>102837-001-DI</td>
<td>UPS</td>
<td>NEXT DAY AIR</td>
<td>11.00</td>
<td>09/16/00</td>
<td>79261660160</td>
</tr>
</tbody>
</table>

The screen will display the vendor transaction number (invoice number), the shipment method chosen for this shipment, the weight, the date shipped, and the tracking number assigned to the shipment.

If the shipment was voided, the word “Void” will display to the right of the tracking number.

If the tracking number is displayed as a hyperlink (that is, if it is displayed in a different color and underlined), you can click on it to travel to the freight carrier’s website and view the carrier’s tracking detail on the order. (Your vendor can choose whether to enable this function or not.)

Copying Items to Order Queue

When viewing invoice detail, you can use the Copy Items To Queue option to copy the items and quantities contained on an invoice into your order queue. This gives you a quick way to reorder items without the need to enter a new order line by line “from scratch”. For example, if an invoice from last month contained 20 lines of items, and this month you want to reorder 18 of the 20 lines, you can use the Copy option to copy all 20 lines into your order queue, and then delete the 2 unwanted lines.

After clicking the Copy Items To Queue button, the following screen appears:
Click the Accept button to copy the displayed item numbers, customer part numbers, and quantities into your order queue (your order queue will then display).

- If no lines exist in your current queue, a new queue will be created using the Ship-To information from the invoice.
- If you have a current order queue, the copied lines will be appended to the end of the queue, leaving the previous lines and Ship-To unchanged.
- After the information is copied, you can then change the quantity on a line or delete lines as needed.
- The pricing procedure will be reapplied to each line when it is copied.
- Bill of materials component lines and comment lines will not be included in the display, and cannot be copied.

Click the Back To Invoice button to return to the Invoice Detail display without adding any items to your order queue.
Viewing Account Summary

This area allows you to view your account summary and ship to information. You can use the View Summary button to see the individual invoices that make up an aging total. You can use the Print Statement button to print a statement. If your vendor accepts online credit card payments, you can use the Pay Invoices by Credit Card button to pay an invoice by credit card.

Account Master Record Fields

Your company name and address displays at the upper left corner of the table.

Accounts Payable: The total amount due on your invoices for this vendor.

Backlog: The total amount of items on open sales orders at this vendor.

Phone: Your 12-character telephone number, in the format: XXX-XXX-XXXX. Entry in this field defaults from your vendor’s records.
Credit Limit: Your credit limit as set by your vendor.

Accounts Payable Balance: The total amount due on your invoices for this vendor.

Current, 1-30 Days, 31-60 Days, 61-90 Days, 91+ Days: These fields display the dollar amount of your accounts payable balance that falls within each of five different aging periods (Current, 1-30, 31-60, 61-90, and 91+).

Ship To Addresses Fields

Each of your company’s ship-to addresses will display on the left side of the box.

Phone: The 12-character telephone number for this ship-to address, in the format: XXX-XXX-XXXX.

Fax: The 12-character fax number for this ship-to address, in the format: XXX-XXX-XXXX.

Ship Via: The primary carrier for this ship-to address.

Print a Statement

You can click the Print Statement button to open a new window containing just a Statement of Account. You can then print a copy of the statement using your Internet browser.

View Summary of Invoices for an Aging Period

For each aging period that contains a dollar value, you can click the View Summary button to see the individual invoices that make up the total.

Click the Back to Account Summary button to return to the Account Summary display.

Click the Reference Number button for a specific invoice to view that invoice in detail. (Some reference numbers will not have a button available. For example, “On account” payments and other transactions that do not correspond directly to an invoice will not be available as a button.) Refer to Viewing Invoice Detail, above. Be aware that the invoice detail will display the entire invoice total, not just the Amount Due that is displayed in the Summary screen.
Pay an Invoice Using a Credit Card

If your vendor accepts online credit card payments, you will see a Pay Invoices by Credit Card button on the Account Summary screen. Click this button to pay an invoice by credit card. (You must already have at least one credit card number on file with your vendor.)

You will see a list of the credit cards your vendor has on file. Click the Select button to the right of the credit card you want to use for payment.

You will see a list of open invoices. Select the invoices you want to pay by clicking the appropriate check box(es) in the far right column, then click the Accept button at the bottom of the screen.

After you click Accept, you will see a “Processing …” message. Do not close the screen or log out of t-commerce until the message disappears and you return to the Account Summary screen.
Changing Customer Accounts

If you are set up as an “internal salesperson” for the t-commerce vendor, you will see the “Change Acct” tab displayed at the left of your screen. This allows you to enter t-commerce orders for multiple customer accounts.

**Customer Number:** The customer’s 5-character identification number within TRIBUTE.

**Default ShipTo No:** A 2-digit field for entry of the default shipping location for this user.

**Expedite Email:** The email address for the customer, up to 150 characters long, to be used when an order is expedited. When you expedite an order on behalf of your customer, this is the customer address that you want the t-commerce system to send the expedite message to. This field can contain a single email address, or multiple email addresses separated by a comma (for example: “JaneDoe@yourcompany.com, JohnDoe@yourcompany.com”).

**Order Acknowledgement Email:** The email address for the customer, up to 150 characters long, to be used when an order is acknowledged. When you place an order on behalf of your customer, this is the customer address that you want the t-commerce system to send the acknowledgement message to. This field can contain a single email address, or multiple email addresses separated by a comma (for example: “JaneDoe@yourcompany.com, JohnDoe@yourcompany.com”).
Email addresses must meet the following criteria:

- Must contain at least 5 characters (for example, “x@y.z”) but no more than 150 characters
- Must contain exactly one “@” symbol which cannot be the last character
- Must contain at least one “.” (period) which cannot be the last character
- Cannot contain embedded blanks

Click the Accept button to change to the entered customer’s account. Your entire t-commerce screen will redisplay with the new customer’s information. A blank order queue will display.

NOTE
If you have any lines in the order queue for your current customer, THEY WILL BE DELETED when you change to a new customer. Be sure to update any order in the current queue before you switch to another customer.

NOTE

The following fields are validated against TRIBUTE® when you click the Accept button:

* Customer Number

* Default Ship To No. (not a required field)

If one or both of these entries is not valid in TRIBUTE®, a message will appear, to notify you that you must change your entry. Click on the “Change Acct” tab again to reenter these fields.

Click the Cancel button to return to the order queue for the current customer.
Contact Us Tab

From this area, you can create and send an e-mail message to your vendor.
Name: Your individual user’s name, up to 50 characters long. Entry in this field defaults from your vendor’s records. Entry in this field is required.

Company: Your company name, up to 35 characters long. Entry in this field defaults from your vendor’s records.

Phone: Your 12-character telephone number, in the format: XXX-XXX-XXXX. Entry in this field defaults from your vendor’s records. Entry in this field is required.

Fax: A field for entry of your 12-character fax number, in the format: XXX-XXX-XXXX. Entry in this field defaults from your vendor’s records.

Email: Your email address, up to 50 characters long. Entry in this field defaults from your vendor’s records. Entry in this field is required. If you do not want to enter an email address, you can enter “N/A” in this field.

**NOTE**

Email addresses must meet the following criteria:
- Must contain at least 5 characters (for example, “x@y.z”) but no more than 50 characters
- Must contain exactly one “@” symbol which cannot be the last character
- Must contain at least one “.” (period) which cannot be the last character
- Cannot contain embedded blanks

Message: An area for you to enter your message.

When all entries are correct, click the Send Message button to send the message to your vendor.

If your vendor has additional contacts listed at the bottom of the screen, you can click on a name to send a message directly to that person. A new message will open up in your default email program.
Links Tab

From this area you can view and follow links to related web sites.

Clicking one of the links will open that web site in a new window of your web browser.

The Links Tab is only displayed if the vendor has chosen to add links to the site.

Viewing Driving Directions to Your Vendor

At the top left corner of the t-commerce website, you will see an icon with a globe and the words “Map It”.

If you click on this icon, driving directions from your address to your vendor’s address will be generated using MapQuest.com (based on your address information as stored in your vendor’s computer). This map will open in a new window in your web browser.
If MapQuest.com cannot find your address, you will be taken to MapQuest’s input screen, where you can correct your address information.

**NOTE**

If you are set up as an “internal salesperson” for the e-commerce vendor, you will receive driving directions from your vendor branch to the address of the customer you are currently accessing.
Appendix A
Sample email acknowledgement

Thank you Jane Doe.
Your order has been received by the T-Commerce e-commerce site.
Your t-commerce order number is 1161, please retain this for your records.

The order will ship to:
CONCORD INC.
2800 N. 7TH AVENUE
FARGO ND 58102
Via: UPS RED
PO Number: VERBAL JIM
Markings:

For the following:

<table>
<thead>
<tr>
<th>Line</th>
<th>Item</th>
<th>Qty</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ASP-46</td>
<td>4.0</td>
<td>3.6000</td>
<td>14.4000</td>
</tr>
</tbody>
</table>

Total order: $ 14.4000

Order totals do not include freight, handling or tax.

Appendix B
Sample email expedite request

Expedite request sent via web site form:

NAME: Jane Doe
COMPANY: Concord Inc.
PHONE: 800-874-2883
FAX:
EMAIL: janedoe@concord.com

MESSAGE: On Sales Order 102696 :
Please expedite line 10 for F400S
Please expedite line 30 for 9155916