

# REMOTE NET

## RemoteNet Business to Business E-commerce

Your Hassle-Free Customer Service and Order Management System

In today's Internet economy, a carefully executed web presence is now as critical to your company's future as your corporate computer system. The Internet provides an efficient and cost effective method to connect you to your customers, vendors and manufacturers. Key information is readily available for your customers to access when *they* want to, allowing *you* to conduct business 24/7.



### The RemoteNet Solution

RemoteNet from The Systems House, Inc., is a proven, ready-to-use e-commerce solution that provides your customers and sales force with the ability to place orders, check order, backorder and billing status, as well as view (and download) purchasing history, when its convenient for them.

With RemoteNet, you now have the ability to provide fast, convenient cus-

tomers service with a virtual, global sales staff that never sleeps. Customers are able to view and place orders at *their* convenience -- and without the need for your customer service department to be on duty.

RemoteNet also allows you to guide your client's order size. Giving customers the information to analyze past product purchases and suggesting larger order quantities, will translate into more efficient order sizes and greater profit margins.

### Security

RemoteNet comes with extensive security at every level. Password protected logons control site access. Users can only access the parts of the site enabled to their unique user ID. Permissions are managed by a customer administrator from an easy to use customer administration page. Some of the capabilities the administrator controls include: shipping location restrictions, allow ordering of approved products only (custom product lists); set the limits for order approval at different levels and determine which inquiries are available to each user.

If the user is identified as a salesman, they may view all of the information pertaining to *their* customers.

### Ordering

Ordering through RemoteNet provides all the capabilities of a fully functional Enterprise system. To add products to an order, customers can browse product catalogs, order products from pre-defined customer order lists or perform product searches by product class,

## REMOTENET AT A GLANCE

### Benefits:

- Conduct business 24/7
- Allow your customers to place orders at their convenience
- Reduce customer service costs
- Reduce order errors
- Provide customers with valuable information to improve their efficiency

### Features:

- Secure Individual Customer Logon Codes
- Provide salesman access to customer information
- Restrict shipments to Ship-to's on file
- Compute Average Monthly Usage to guide customer ordering
- Browse Product Catalogs
- Product Search
- Custom Product Order Lists
- Process Credit Card Transactions
- Provide customers with product usage on a monthly basis
- On-line Pricing Information

### Inquiry Capabilities:

- Advanced user control capabilities-- each inquiry can be turned on or off
- Summary Order Status
- Detail Order Status
- Backorder Information
- Shipment Status
- UPS Tracking Information
- Purchasing History Inquiry with Average Monthly Usage, Current Price and Six Month Purchase History.
- Ability to download order guides (templates) into Excel or HTML formats
- Accounts Receivable Inquiry
- Stock Status Inquiry
- Technical Product Information
- Product Images

Customer #		Sold To		Ship To					
UMC	UNIVERSITY MEDICAL CENTER ACCOUNTS PAYABLE/TRAVEL 400 BROADWAY AVE	UNIVERSITY OF IOWA FAMILY PRACTICE 01290K POMERANTZ							
Salesrep		NEW YORK CITY, NY 10016-1460	IOWA CITY, IA 52242-1460						
SY FERTIG U.S.A.									
Web Order#	Order Date	Req. Date	Req. No.	Cust PO	Ordered By	Terms			
	03/17/05	03/17/05		4000074780		NET 30			
Order#	Invoice#	Invoice Date	Ship Date	Ship Method					
133151-001	508003	03/17/05	03/17/05	UPS					
Special Instructions:									
<input type="text"/>									
<b>Release detail for your order:</b>									
Line No.	Product No.	Product Description	Ord Qty	UM	Ship Qty	BkOrd Qty	InPick Qty	Price	Ext. Price
1	97017	WRIST BRACE CTS LARGE AMBIDEXTEROUS	2	EA	2	0		\$8.570	\$1.714
2	97015	WRIST BRACE CTS MEDIUM AMBIDEXTEROUS	3	EA	3	0		\$8.570	\$2.571
3	97013	WRIST BRACE CTS SMALL AMBIDEXTEROUS	4	EA	1	3		\$8.570	\$0.857
<b>TOTALS</b>								Freight:	\$0.00
								Tax:	\$0.00

Remote Net's Product Information Inquiry can show product images as well as technical Product specifications and average monthly usage per customer.



The Systems House, Inc.

Software Solutions for Distributors

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vendor or product description. Custom product order lists can be customer or industry specific. Average monthly usage is displayed to guide the customer in their ordering. Product substitution is also provided.

### **Inquiries**

RemoteNet offers an extensive array of information for customer use and analysis. The Customer Purchasing History displays all products purchased in the past 6 months, computing average monthly purchases as well as current pricing information.

Customers can view the status of all orders in process, in summary or detail. Order detail includes shipment status, backorders for that order, as well as a link to the shipper's (eg. UPS) tracking information. The backorder inquiry lets the customer quickly review all backordered items. The Product (Item) Inquiry displays stock status information, special pricing and substitute information as well as expected due in stock dates. Lastly, this inquiry provides access to extensive product information including product images and usage by month.

*For a complete list of RemoteNet's Inquiries see sidebar.*

### **Stand Alone or Fully Integrated**

RemoteNet can be installed as a standalone system or as a completely integrated unit of your MDS system. RemoteNet can be interfaced to your current MIS system, or it can function as an adjunct to a complete MDS installation. With either approach, TSH offers the option of hosting your website at our offices, or on your equipment at your facility.

When installed as an integrated module of your MDS system, all information is live and online. Inventory and pricing are up to the second. Orders can be processed as soon as completed by the customer, or put on hold for manual review. Backorders with available inventory can be shipped together with the order just entered to save on shipping costs.

### **RemoteNet Customization**

Part of the service we offer is the integration of RemoteNet into your existing website. In addition, we can customize the look and feel of RemoteNet to match your corporate image. We are also available to accommodate custom requirements you may have for your web-based solution.

### **RemoteNet- A superior solution**

TSH's commitment to customer driven design has resulted in RemoteNet being substantially more user friendly and productivity driven than any of its competitors. Our 25+ years of experience in the distribution industry can clearly be seen in the unique benefits of RemoteNet e-commerce. Every aspect of RemoteNet is targeted to improving the flow and efficiency of your distribution business. Once you witness RemoteNet in action you will agree it is the best solution for your company.

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*To arrange for a guided tour of RemoteNet, please call TSH at 1-800-MDS-5556 or logon to <http://www.tshinc.com/solutions/mdscompanion/rn.html>*

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For more information on RemoteNet and Master Distribution System from The Systems House, Inc., contact TSH at 1-800-MDS-5556, or email [sales@tshinc.com](mailto:sales@tshinc.com)

Published by:

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