

SPACEWORKS®

— Driving Billions In B2B Revenue Today™

SPACEWORKS
OrderManager®  v 6.2



The Heart of True B2B e-Commerce

- ▶ **SpaceWorks OrderManager** automates all of the mission-critical activities for Global 2000 companies involved in selling on the Web. It makes 24x7, real-time Web-based order submission, tracking and management possible. OrderManager also serves as the launchpad for our robust suite of optional e-Commerce applications in the SpaceWorks Web BusinessManager Suite.

SpaceWorks' proven B2B expertise is exemplified by OrderManager, the first complete Web-based B2B sales channel solution. OrderManager continues to provide unrivaled out-of-the-box functionality and the fastest real-time back-end integration.

- ▶ **Rapid Deployment – In As Few As 60 Days**

Through your OrderManager Web sales channel, your business users can submit orders, check inventory availability, track orders, verify account status, search your product catalog, and more. OrderManager delivers an automated B2B selling solution in a fraction of the time it would take to build an in-house solution or customize a tool set. Because SpaceWorks can deploy your solution quickly - in as few as 60 days - you can begin enjoying the rewards of automated, online B2B selling right away, including:

- Increased B2B revenues
- Greater cross-sell and up-sell opportunities
- Automated fulfillment, even with multiple orders to multiple warehouse
- Reduced transaction costs
- Automated account, inventory and order status tracking
- Complete integration with back-end systems
- Ability to connect to procurement systems and public marketplaces or initiate private marketplaces

- ▶ **Built For B2B Web Commerce**

OrderManager is a proven solution that's available today and already hard at work driving billions in B2B revenue for Global 2000 companies like GE Aircraft Engines, GE Industrial, Maytag, BFGoodrich, and others. It integrates seamlessly with multiple, disparate back-end ERP or legacy systems to provide a robust 24x7 self-service B2B Web sales channel. You can implement its comprehensive features as is, or tailor them to meet a unique business operation.

With OrderManager as the transactional core of your e-Commerce channel, you can add the other optional applications in the Web Business Manager Suite - in any sequence and at any time. You'll benefit from a B2B selling solution that delivers the best software roadmap for both your near and long-term needs, as well as the lowest total cost of ownership, further increasing the return on your SpaceWorks investment.

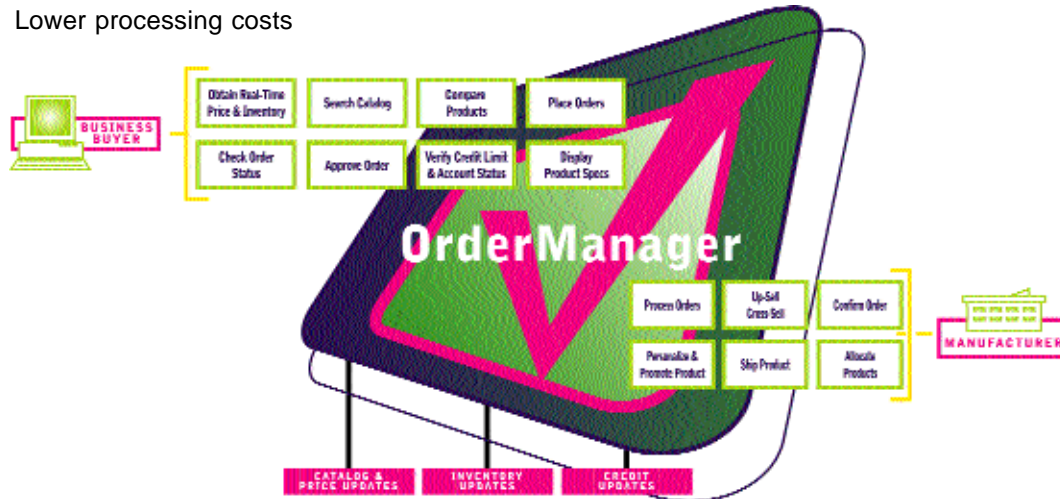
OrderManager allows you to expand and adapt your e-Business channels to suit your company's individual needs and quickly take full advantage of new opportunities. You can implement any option alone, in any combination, or all of them simultaneously with a single OrderManager installation:

- **Direct Sales:** Build an automated Web-based sales channel that makes it easier for your business customers to buy from you.
- **Public e-Marketplaces:** Connect your B2B site to different marketplaces that serve your industry
- **Procurement Networks:** Connect to buy-side networks (e.g., Commerce One)
- **Private Supplier-Driven Marketplaces:** Enable a private marketplace comprising the best-in-class suppliers among your complementary vendor partners

Expand Your Bottom Line, Strengthen Business Customer Satisfaction

SpaceWorks OrderManager is a turnkey solution that delivers an industrial-strength, self-service B2B channel, from inventory availability and approval routing to order management, fulfillment and tracking. It forms a completely integrated system that allows you to:

- Increase sales revenues
- Improve order-taking accuracy
- Speed fulfillment
- Reduce returns
- Lower processing costs
- Extend the life of your back-end systems
- Connect to e-Marketplaces & procurement networks



► A Complete, Out-Of-The-Box Solution

SpaceWorks OrderManager brings all the pieces together, right out of the box, for an effective sales system that generates revenues fast. Its automated features include:

- Order Submission: Submits orders directly to your back-end for immediate, real-time processing and allocation.
- Line Item Independence: Enables independent billing, fulfillment and shipping of line items in the same order, including multiple vendor products.
- Customer-Specific Catalogs: Presents account-specific product and pricing information.
- New** Catalog Internationalization: Displays catalogs in multiple languages, including double-byte (e.g., Chinese, Japanese), and currencies. Buyers can select the language in which they would like to receive e-mails from you.
- Product Searching: Allows access to fully searchable, multi-media catalogs across suppliers.
- Inventory Availability: Provides real-time inventory information and ATP/CTP calculations for future inventory availability queries.
- New** Services Ordering: Enables purchase of product-related services, such as installation.
- Order Approval Routing: Routes orders for electronic approval prior to submission.
- Order Confirmation: Delivers immediate order acknowledgement and detailed confirmation data.
- Order Fulfillment: Provides real-time product allocation and service provisioning; offers multiple shipping and delivery options; performs shipping and tax calculations.
- Order Tracking: Shows order and shipping status and provides links to carrier systems.
- Account Status: Provides an up-to-date summary of customer sales and accounts payable information.
- Customer Enrollment: Registers customers using secure authentication procedures.
- Returns: Automates return processing, including authorizations, calculations, shipping, etc.
- New** Customer Surveys: Enables Web-based customer surveys to be created in different languages. Survey profiles and reports based on aggregated data can also be generated.

Plus: Customizable user interfaces, data exporting to spreadsheet tools, online quote management, and more.

► **Technical Publication Integration**

An optional feature is available that allows you to integrate OrderManager with Enigma's online technical publication management solution, CommerceSight. Your schematic illustrations are graphically enabled, allowing users to order a part simply by clicking on it. Powerful search capabilities make it easy to navigate quickly through thousands of pages of text, graphics and parts lists. Best of all, you can provide your users with 24x7 access to the complex information they need in a format that's simple for you to manage and maintain.

► **Real-Time, Wireless Access**

OrderManager also offers a convenient wireless access option. With it, your users get real-time, 24x7 access to specific types of order management functions (e.g., checking inventory availability, tracking order status, and more) directly from a handheld wireless device, such as the Palm III, Palm V and Palm VII. All information is fully integrated with your back-end systems.

Adding OrderManager's wireless access option to your B2B site is an excellent way to optimize both your's and your trading partners' workforce resources. It enables users - many of whom may already be using handheld devices in their work - to perform critical business tasks from nearly any location, helping them to be more effective and responsive while away from the office.

► **Offline Access For Field Reps**

OrderManager's offline access option extends the functionality of your B2B Web-based sales site to your sales reps' laptops, empowering them to perform a wide range of ordering tasks even when they're unable to connect to the Internet. It delivers the in-the-field flexibility that your sales reps need to perform a number of OrderManager functions when they are on client calls or traveling.

Your field reps can make catalog searches, query past orders, display product information, compile an order, and more right from their laptop. The next time they connect to the Web all their information is automatically updated and new orders uploaded. Because OrderManager's server database is updated with current information from

your back-end system, there is a consistent flow of up-to-date, synchronized information between each offline OrderManager install and your back-end.

► **Seamless, Real-Time Integration**

OrderManager integrates seamlessly to your back-end systems, including multiple and disparate ERP and legacy systems (e.g., SAP, Baan, PeopleSoft). All third-party EAI tools are supported. This helps preserve the technology investment in your existing systems. It also eliminates the need to re-enter data into multiple systems, which reduces the time and costs associated with order entry errors.

Using the best in J2EE interoperability and open standards-based technology, OrderManager helps you compete effectively in the 24x7 world of B2B e-Commerce. You can easily incorporate multiple sales channels by linking your B2B site to e-Marketplaces, private trading exchanges, buyer procurement systems (including the Commerce One procurement network), and other trading partner systems.

► **Start Realizing Greater B2B Revenues, Call 1.800.5.SPACE.5 Today**

Right now, SpaceWorks OrderManager is driving billions in B2B revenue for Global 2000 clients. With it, you can get out-of-the-box, on the Web and into a new, revenue-generating sales channel, fast. To find out how, call us today at **1.800.5.SPACE.5** or visit us on the Web at **www.spaceworks.com**.