

Randr, Inc.
Second Derivative Use Cases

Updated 2/6/05

2D - SMB eBusiness Use Case Overview

Customer Request Cycle

Customer Requests including Retail and Wholesales Orders, Quotes, Requests for Service, Credits and Returns, Rental Orders and Quotes.

Fullfillment Cycle

Fullfullment of Customer Requests including Product acquisition (through manufacturing, off shore production, purchasing), Supply Chain Management including inventory and warehouse management, bar code, serial numbers, lots, bins, Warranty, Truck Inventory, receiving, put away, picking, packing, shipping, kiting. Project Management and tracking. Vendor managed inventory.

Customer Acquisition Cycle

Customer Acquisition including Prospect management, Sales Support, campaign support. Affiliates, Channels, WWW.

Customer Service Cycle

Customer Service including installation and service orders, work orders and maintenance, Dispatch and scheduling.

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Product Development Cycle

Product development including new product development, enhancements and extensions to existing products, Market research.

Administration and Security Cycle

Administration and Security including set up options, misc. set up and configuratoin options, menus, security, performance.

Pervasive Information Cycle

Information cycle including access to who, what, where, historical information, trends, dashboards. Business and department metrics and measurements.

Financial Cycle

Financials including AR, AP, GL, Commission, Freight Reconciliation, Tax, Job Costing.

Portal

Planned

Available

In Process

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2D - eBusiness Customer Request Cycle

Order Portal

Internet Customer Orders

Ordering over the web with credit card verification and billing if required. Customer order status tracking over the web with drill down to UPS status. Automatic email notification.

Internal Customer Orders (Web Enabled)

Customer orders.

Quotes (Web Enabled)

Customer quotes. Ability to turn quote into order.

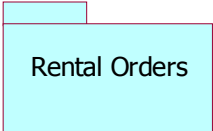
Credits and Returns

Creation of credits from invoices. Control over financial, inventory, and commission adjustments due to credits and returns.

Configurator

Configurations and options

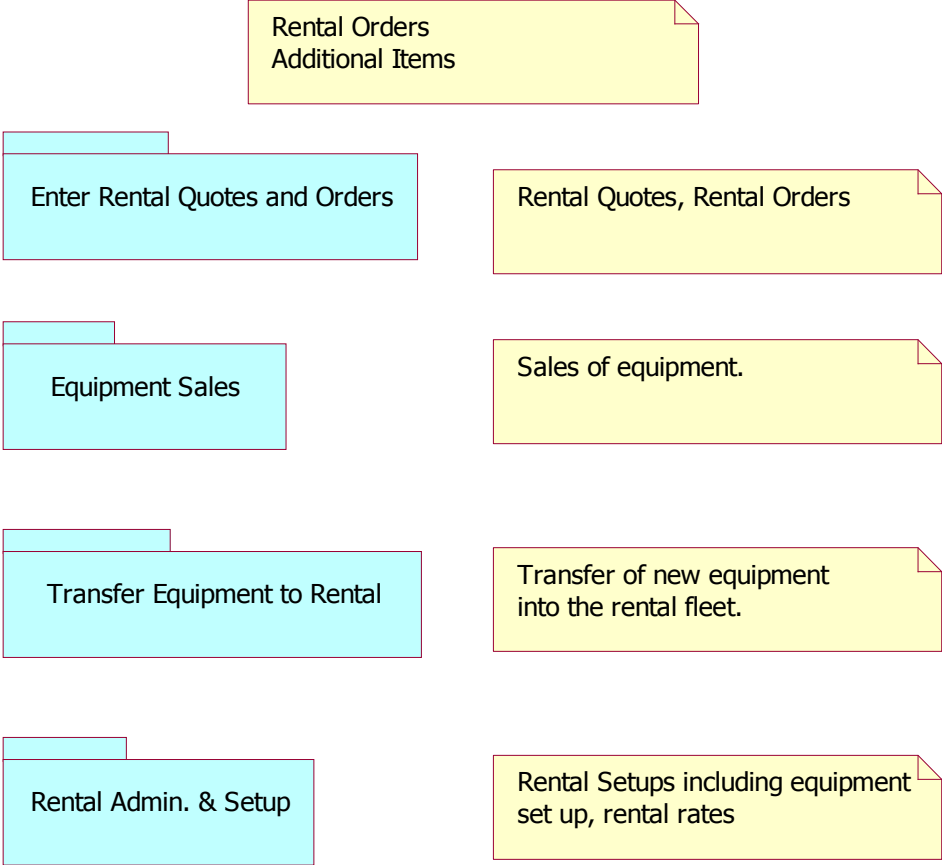
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Rental orders including Quote, Serialized and Bulk equipment rentals, Sales of Equipment, Transfers of equipment into Rental fleet.



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Rental Admin. & Setup

Serialized Equipment

Setup and maintain serialized equipment including acquisition information, type of equipment, make, model, serial#, etc.

Bulk/Non serialized Equipment

Setup and maintain non serialized equipment including descriptions, quantity.

Rental Categories and Rates

Setup and maintain rental categories and rental rates including minimum, hourly, daily, weekly, monthly by branch or company.

Rental Periods

Define rental periods.
Set defaults.

Customer Overrides

Define customer rate overrides.
Define customer billing period overrides.

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Fullfillment Cycle

Supply Chain Management (SCM)
Portal

Purchase Orders

Creation of purchase orders. PO status update and entry of shipping information. Partial and full receiving with vendor performance tracking. Purchasing Parts and Equipment. Rerent POs.

Receiving and Putaway

Bar code scanning of purchase order receipts. Automated or manual put away. Generation of bar code labels if necessary for cartons and pallets.

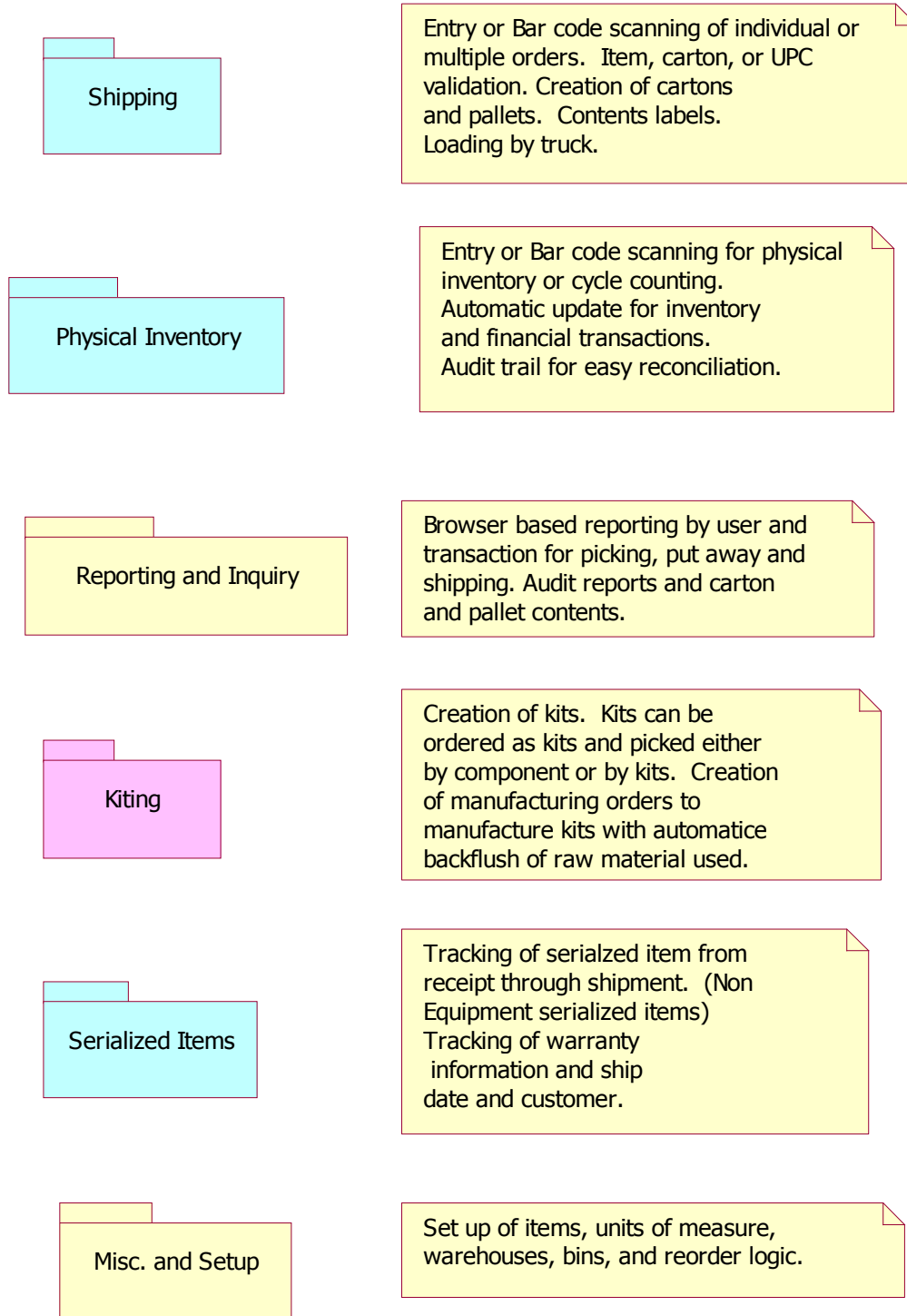
Inventory Management

Bar code scanning for inventory movements and transfer. Inventory adjustments. Inventory reorder logic.

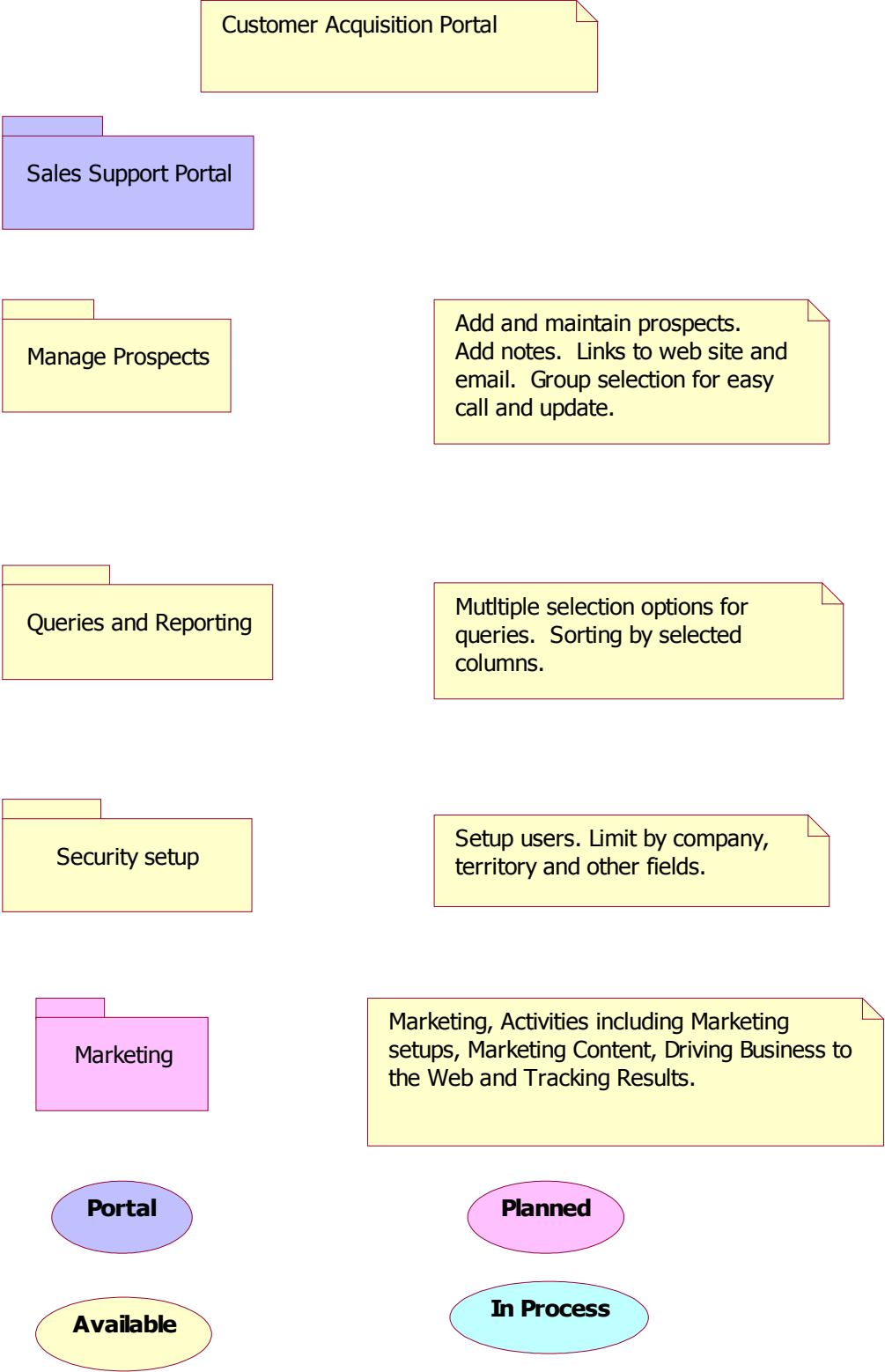
Picking

Bar code scanning for individual or consolidated pick. Ability to pick from multiple warehouses. Consignment warehouses.

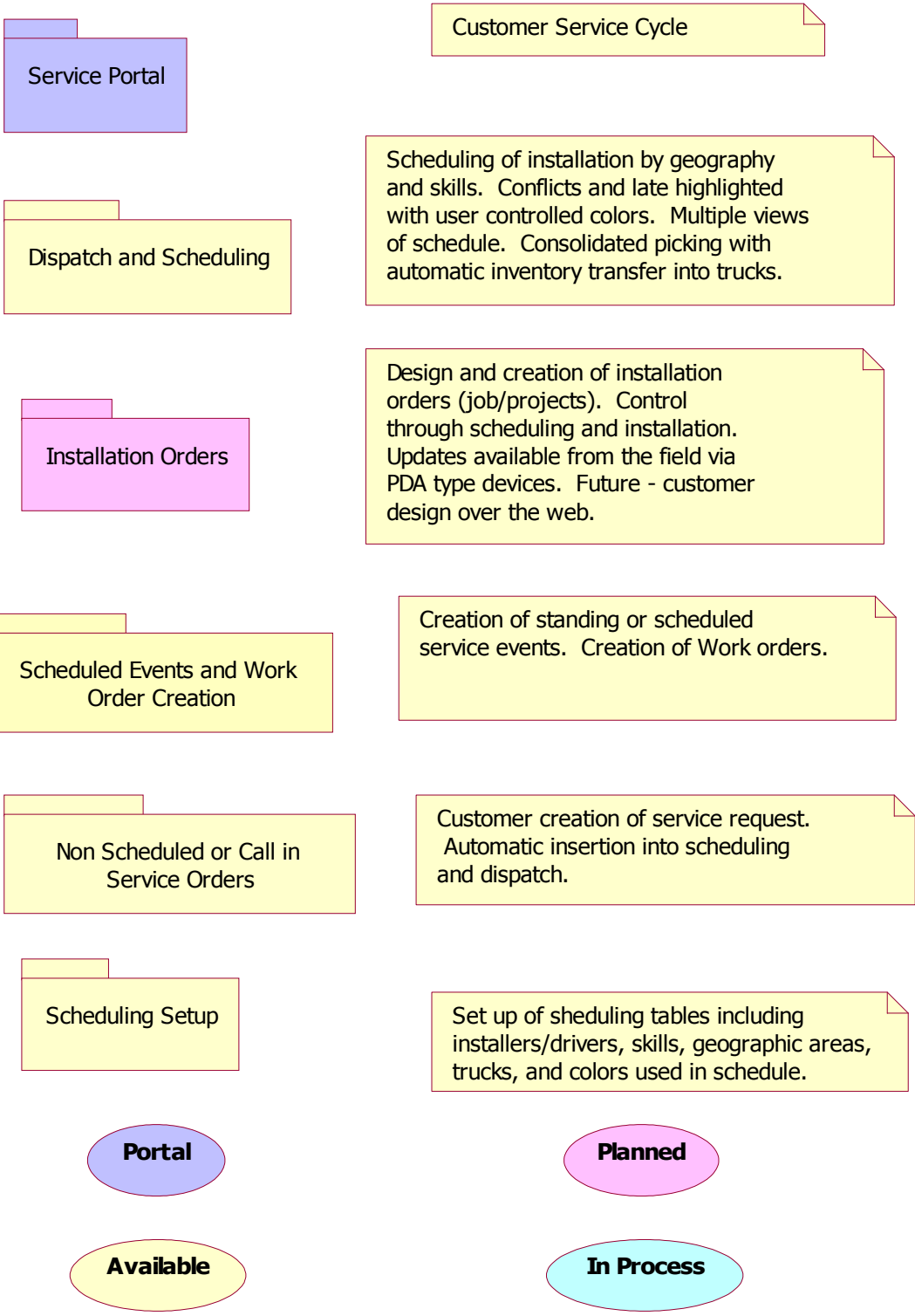
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2D - eBusiness Administration and Security Cycle

Administration Portal

Tables Setups

Set up of files and tables for all portals, such as customers, products, company, etc.

Options and constants

Other setup options and tables that impact the way the portals process information.

Appearance Related Options

Options that impact the overall appearance of the site.

User and Security Setup

User setup and maintenance. Overall site security and user security options.

Menu and Menu Security SetUp

Menu setup. Authorizing users to menu options.

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2D - eBusiness Pervasive Information Cycle

Information Portal

Customer Request Cycle (IP)

Open Orders (backlog), orders books today, month to date and year to date (bookings). Sorting by column and date range selection. Detail drill down. Rental Information, On Rent, Earned Not billed, Equipment Utilization.

Fulfillment Cycle (IP)

Open POs, past due, current and future. Sorting by column. Detail drill down. Inventory availability. Drill down to detail PO and SO. Time phased availability. Sort by column. Selection by warehouse and item category. Inventory transaction audit trail.

Customer Acquisition Cycle (IP)

Inquiries over prospect data base. Calling statistics. Customer Acquisition statistics.

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Customer Service Cycle (IP)

Customer service information including work order history and information, dispatch and scheduling information, performance statistics.

Product Development Cycle (IP)

Product Development information such as product status, junit tests, tracking against plan.

Admin and Security (IP)

Administration and Security information such as last sign on, number of sign ons. Authorize users. Limit access by company, customer, territory.

Financial Inquiries and Reports

Financial Statements. Inventory turns. Year to year and month to month comparison. Open accounts receivables. Payment detail. Sorting by column. Detail drill down. Open accounts payables. Sorting by column. Detail drill down. Job Costing summary by Job. Estimate versus actual. Drill down to detail.

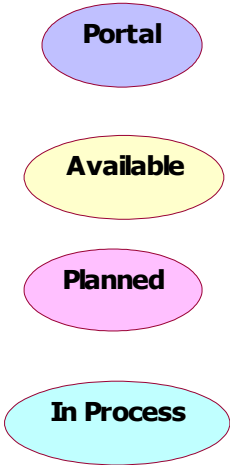
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History Information and Trends
(IP)

3 Year History by customer, item, item category, salesman/territory, vendor purchases. Drill down to monthly detail with charting and trending. Year to year comparison. Other trends and historical information.

Portal Specific Information (IP)

Custom Queries and reports from Information Portal that are portal specific and may be including in the specific portal menu.



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Financial Portal	
Accounts Receivable	Receive full and partial payments. Create debit and credit memos. Handle returned checks.
Accounts Payable	Enter vendor invoices. Credit and debit invoices. Pay vendors. Check reconciliation.
General Ledger	Journal Entries. Financial Statements. Trial balance and account analysis. Every transaction closes the books.
Freight Reconciliation	Reconcile freight invoices with freight billings.
Job Costing	Create and update jobs. Apply labor and parts. Inquire by job.
Commission Reconciliation	Reconcile commissions due, customer paid invoices and commission payments.

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Sales Tax

Setup sales tax codes and rates.
Sales tax reporting.

Multi Currency

Define currencies. Maintain conversion rates. Track currency gain or loss by transaction.

Interface from Other Portals

Financial interface from other portals.

Financial Set Ups

Portal

Available

Planned

In Process