

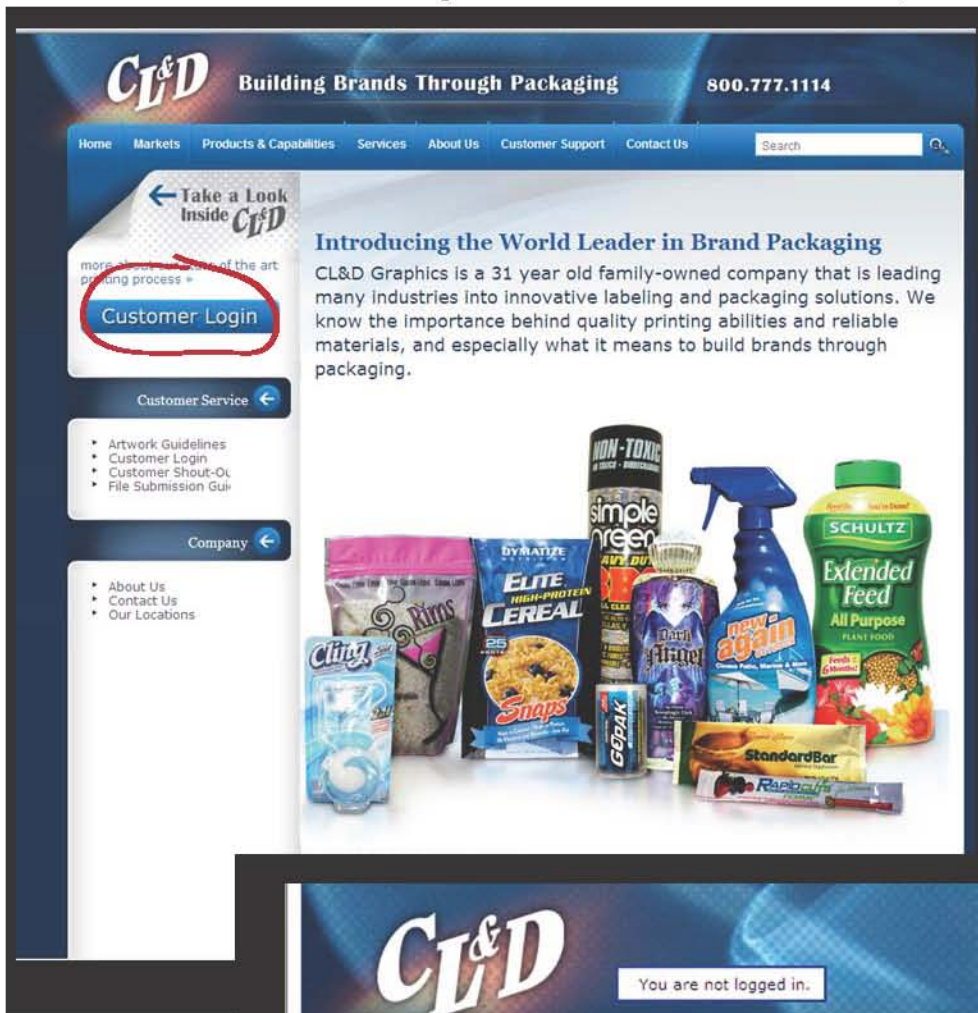
## CUSTOMER EXTRANET GUIDE

CL&D Graphics hosts a specialized Customer Extranet that is able to keep its clients up to date and informed on all projects coming in and out of our system. With this web database, our customers are able to view and keep track of:

ARTWORK \* INVOICES \* ORDER & SHIPPING PROGRESS \* CUSTOMER SERVICE UPDATES \* SUMMARY OF ORDERS

The extranet also allows our customers to easily upload new files, request quotes and new product information, edit company account information, and communicate directly with their customer service representative.

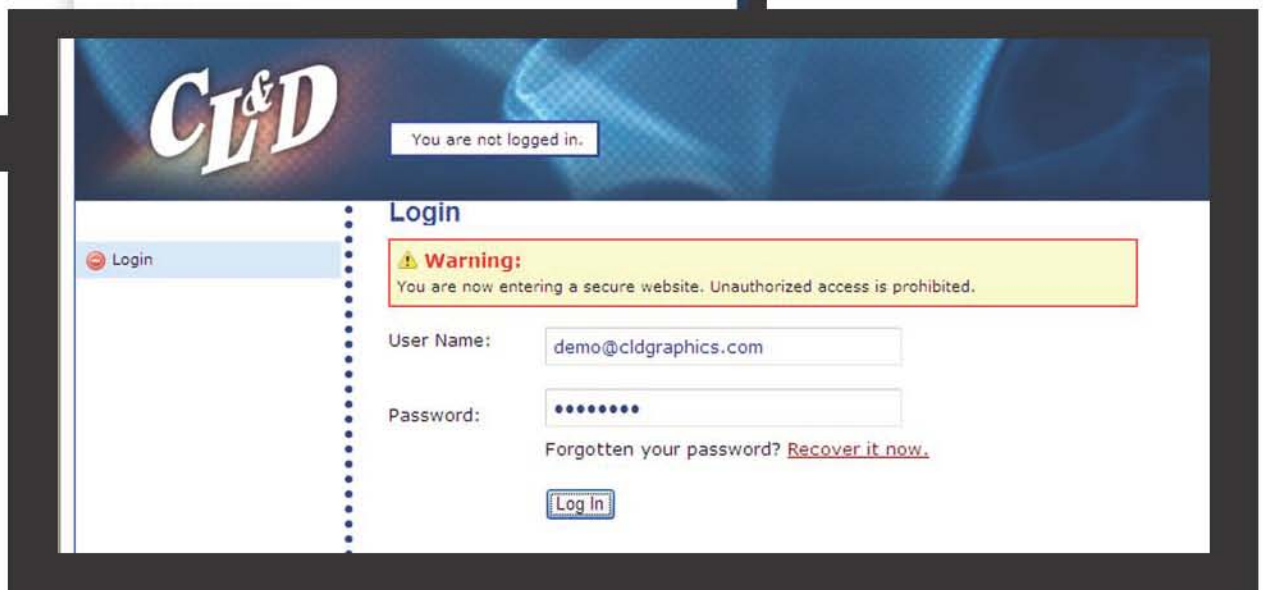
### Follow along to demo our CL&D Graphics Customer Extranet



1. Log on to [www.cldgraphics.com](http://www.cldgraphics.com) and click on CUSTOMER LOGIN (circled in RED)

2. The LOGIN page (shown below) will prompt you for a USERNAME and PASSWORD. You will receive this individualized information when a new account has been set up. For demo purposes, please use the following:

Username: [demo@cldgraphics.com](mailto:demo@cldgraphics.com)  
 Password: demopass



**CL&D Homepage**

Welcome to the CL&D customer extranet. You may use this extranet to view open orders, invoice information and artwork that we have on file. You may also submit a new order, request a quote on a new job, send updated artwork to us or contact us if you have questions. Thank you for your business!

Invoices	Balance Due	P.O.#	
120+ Days Past Due (0)	\$0.00	283138	<a href="#">View Details</a>
91-120 Days Past Due (0)	\$0.00	283137	<a href="#">View Details</a>
61-90 Days Past Due (0)	\$0.00	283136	<a href="#">View Details</a>
31-60 Days Past Due (1)	\$1,920.47	283135	<a href="#">View Details</a>
1-30 Days Past Due (1)	\$217.35	283133	<a href="#">View Details</a>
Current (3)	\$20,251.11	283132	<a href="#">View Details</a>
Credits (0)	\$0.00	283131	<a href="#">View Details</a>
<a href="#">View All Invoices (5)</a>	\$22,388.93	282915	<a href="#">View Details</a>
		282914	<a href="#">View Details</a>
		282913	<a href="#">View Details</a>
		<a href="#">View All Orders</a>	

Item#/File	Approval Date	Description	PDF
	Not Approved	CL&D Test Label 1	<a href="#">View PDF</a>
	Not Approved	CL&D Test Label 2	<a href="#">View PDF</a>

3. The extranet homepage will open much like the above diagram. Our customers will have the ability to navigate through ORDERING INFORMATION, INVOICES, ART FILES, UPLOAD ART, CONTACT US, and EDIT PROFILE. The homepage will give a quick glance at all of this information.

4. On the left hand side of the page will be an additional area for viewing orders, invoices, and art files. This area will also remind the customer of which representative is managing their account and how to contact them. In this example, ADMINISTRATOR would be the representative of this Demo Account.

**View Orders by P.O.**

Enter P.O./Part#

P.O.#	Jobs	
282906	1	<a href="#">View Details</a>
282907	1	<a href="#">View Details</a>
282908	1	<a href="#">View Details</a>
282911	1	<a href="#">View Details</a>
282912	1	<a href="#">View Details</a>
282913	1	<a href="#">View Details</a>
282914	1	<a href="#">View Details</a>
282915	1	<a href="#">View Details</a>
283131	1	<a href="#">View Details</a>
283132	1	<a href="#">View Details</a>
283133	1	<a href="#">View Details</a>
283135	1	<a href="#">View Details</a>
283136	1	<a href="#">View Details</a>
283137	1	<a href="#">View Details</a>
283138	1	<a href="#">View Details</a>

5. The diagram on the left will show the page under the ORDERING INFORMATION tab. This page will show detailed data on all orders that have come through our system. Customers can click on VIEW DETAILS to see more information.

6. At any time, customers are also able to click on CONTACT US for any questions regarding their account.

7. The ORDER REVISED OR EXISTING LABELS and QUOTE A NEW JOB buttons are also available at convenience to the client. One would simply fill out what is needed and the representative would immediately contact the person to begin or change the project.

8. The INVOICES tab page is show below. This page shows the financial status of all customer account projects. Each invoice can be viewed by clicking on the CM# (under Invoice/CM# column). All dates in RED are past due payables.

Invoice/CM#	PO#	Date	Status	Name	Balance Due	Total
21424	280606	12/11/2010	Due: 1/10/2011	Acme Packaging	\$1,920.47	\$1,920.47
21423	175568	01/21/2011	Due: 2/20/2011	Acme Packaging	\$217.35	\$217.35
21421	173142	02/25/2011	Due: 3/27/2011	Acme Packaging	\$2,371.19	\$2,371.19
21422	175225	03/02/2011	Due: 4/1/2011	Acme Packaging	\$2,037.29	\$2,037.29
21421	959880	03/06/2011	Due: 4/5/2011	Acme Packaging	\$15,842.63	\$15,842.63
<b>Total Balance Due:</b>					<b>\$22,388.93</b>	

9. The diagram to the right shows a detail page of Invoice/CM# 21424. Customers will also be able to choose to see all past dues at this time if they are available

Quantity	Description	Billing Status	Price	Unit	Amount
136,300	Acme Sparkling Citrus Juice		14.0900	1000	\$1,920.47
<b>Job Total:</b>					<b>\$1,920.47</b>
<b>Total Invoice:</b>					<b>\$1,920.47</b>

10. The ART FILES tab (shown below) gives our customers the opportunity to see how all graphics and art files are transferred over and to view the printing plate progress as well as pdf files. CL&D keeps all artwork files separate and organized so our clients can easily keep track of printing progress and upcoming deadlines.

Item#/File	Approval Date	Description	PDF
7	Not Approved	CL&D Test Label 7	<a href="#">View PDF</a>
6	Not Approved	CL&D Test Label 6	<a href="#">View PDF</a>
5	Not Approved	CL&D Test Label 5	<a href="#">View PDF</a>
4	Not Approved	CL&D Test Label 4	<a href="#">View PDF</a>
3			