



# eCUSTOMER INQUIRY

## eCUSTOMER INQUIRY

*Instant, online account access for your customers*

Provide an instant response to your customer's account information inquiries with TRAVERSE eCustomer Inquiry. Because your customers have this self-service capability, you have less operating expense for your company and fewer calls to your customer service department. Integrating eCustomer Inquiry into your TRAVERSE system gives your business a vast competitive advantage; real time information is at your fingertips.

- Full integration with TRAVERSE applications
- Saves time for both you and your customer
- Improves your customer service
- Cuts overhead costs by reducing the need for costly internal administrative resources to answer phones and respond to customer inquiries
- Gives your customers, partners and suppliers access to TRAVERSE data via the Internet
- Flexible reporting - ease of access to data
- Accessible via a web browser - from any location

Credit		Period	Purchases	Invoices	Fin. Charges	Payments
Credit Limit	100,000,000.00	1/1 - 1/31	.00	0	.00	1,500.00
Terms	0% Disc, Net 30	2/1 - 2/28	.00	0	.00	.00
<b>Sales</b>		3/1 - 3/31	13,185.48	5	.00	2,716.79
Last Invoice Number	WEEB-00000087	4/1 - 4/30	36,203.89	16	.00	26,100.00
Last Sale Date	04/29/2002	5/1 - 5/31	.00	0	.00	.00
<b>Balances</b>		6/1 - 6/30	.00	0	.00	.00
Current Due	11,029.53	7/1 - 7/31	.00	0	.00	.00
New Finance Charge	.00	8/1 - 8/31	.00	0	.00	.00
Unpaid Finance Charge	.00	9/1 - 9/30	.00	0	.00	.00
Balance 31-60	16,841.89	10/1 - 10/31	.00	0	.00	.00
Balance 61-90	.00	11/1 - 11/30	.00	0	.00	.00
Balance 91-120	.00	12/1 - 12/31	.00	0	.00	.00
Balance 121+	.00	<b>Totals</b>	<b>49,389.37</b>	<b>21</b>	<b>.00</b>	<b>30,316.79</b>
Unapplied Credit	5,578.57					
Total Due	22,292.85					

*The Account Information screen displays the general information, account balance, and detail history for each customer.*



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## Functions

- Account Information
- Statement Information
- Invoice History
- Payment History
- Reprint Invoice
- Online Help

## Key Features

- Secured access to data
- Conduct wild card searches
- Drilldown capabilities
- Real time information can be accessed around the clock for quick response

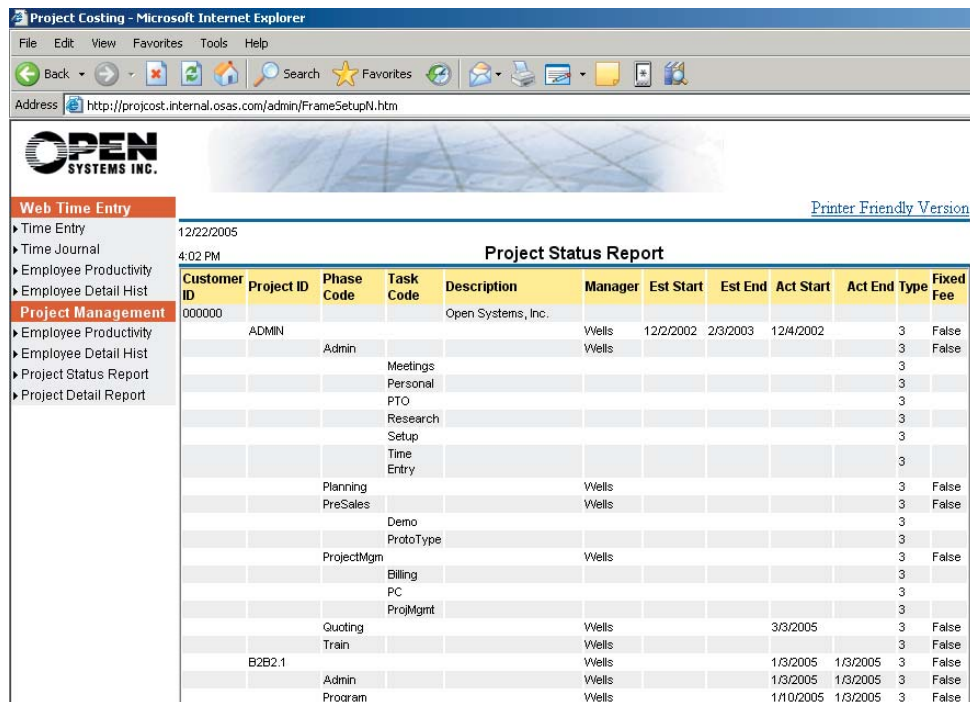
## Architecture Highlights

Multi-tiered architecture utilizing:

- Microsoft Windows 2000 Server
- Microsoft SQL Server
- Microsoft IIS
- Encrypted security where appropriate
- Flexible database structure
- Multi browser support
- Multilingual
- Scalable architecture
- Customizable

## Installation Options

- Hosted in a data center
- Single database - support is fully integrated to TRAVERSE accounting applications
- Purchase or lease finance options
- Multi-database support for added security between Internet and back office systems



The screenshot shows a web browser window titled "Project Costing - Microsoft Internet Explorer" with the address "http://projcost.internal.osas.com/admin/FrameSetupN.htm". The page displays the "OPEN SYSTEMS INC." logo and a "Project Status Report" table. The table has columns for Customer ID, Project ID, Phase Code, Task Code, Description, Manager, Est Start, Est End, Act Start, Act End, Type, and Fixed Fee. The report lists various tasks and their associated dates and fees.

Customer ID	Project ID	Phase Code	Task Code	Description	Manager	Est Start	Est End	Act Start	Act End	Type	Fixed Fee
000000				Open Systems, Inc.							
	ADMIN				Wells	12/2/2002	2/3/2003	12/4/2002		3	False
		Admin			Wells					3	False
			Meetings							3	
			Personal							3	
			PTO							3	
			Research							3	
			Setup							3	
			Time Entry							3	
		Planning			Wells					3	False
		PreSales			Wells					3	False
			Demo							3	
			ProtoType							3	
		ProjectMgm			Wells					3	False
			Billing							3	
			PC							3	
			ProjMgmt							3	
		Quoting			Wells			3/3/2005		3	False
		Train			Wells					3	False
	B2B2.1				Wells			1/3/2005	1/3/2005	3	False
		Admin			Wells			1/3/2005	1/3/2005	3	False
		Program			Wells			1/10/2005	1/3/2005	3	False