

Customer Account On-line

Signed invoice images available to your customers
Over the Internet

Software Description

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20B Stiles Pond Rd., P.O. Box 462
West Boyford, Ma. 01885
Telephone: (978) 352-5500
Fax: (978) 352-7848
email: info@acordex.com
web site: acordex.com

Customer Account On-line

Give your customers Internet access to their delivery information with “Customer Account On-line.” Your customers get a simple summary list of their recent invoices and get to view document images. “Customer Account On-line” will:

- reduce your customer support costs since customers don’t have to call your staff to ask for copies of signed invoices (Proof of Deliveries).
- improve your customer relations because customers can get documents whenever they want them, regardless of the time of day
- reduce mailing costs as customers view signed invoices on the Internet rather than request printed copies with their statements
- provide an added-value service to your customers since they no longer have to file and store invoice copies. You manage their archive for them!

Overview

“Customer Account On-line” works with the Acordex Safekeep imaging system, OpenWeb server and Data Archive. The same image archive that is used internally is accessed through security checks by “Customer Account On-line” software. No image duplication translating or other extraneous tasks performed. It is very fast, limited only by the speed of the Internet connection, and can scale up to handle thousands of users or more.

The only additional task for your staff is to create user accounts and passwords for your customers that want to use “Customer Account On-line”.

Customer's view

Login

To sustain security, preventing one customer from seeing another customer's documents, the user is first prompted to login. If he has an account, he just clicks the Login button.



This uses the browser's standard name and password challenge. The user fills in his account name and password.



Invoice list

Once logged-in, the customer is automatically presented with a list of his 25 most recent invoices. At the end of the list, there are links that the user can click to see older invoices. A year or two of documents is on-line.

Customer Account On-line

Invoices for deliveries to account 10013

Invoice Date	Invoice #	Destination	Special/Pre-bill	Amount (\$)	Status
12/13/2001	484161	2	P	n/a	n/a
12/12/2001	483704	8	P	n/a	n/a
12/11/2001	483237	3	P	n/a	n/a
12/11/2001	483240	1	P	n/a	n/a
12/11/2001	483246	4	P	n/a	n/a
12/11/2001	483247	7	P	n/a	n/a
12/11/2001	483250	5	P	n/a	n/a
12/6/2001	481930	2	P	n/a	n/a
12/5/2001	481472	8	P	n/a	n/a
12/4/2001	481018	3	P	n/a	n/a
12/4/2001	481021	1	P	n/a	n/a
12/4/2001	481026	4	P	n/a	n/a
12/4/2001	481027	7	P	n/a	n/a
12/4/2001	481032	5	P	n/a	n/a
11/29/2001	479694	2	P	n/a	n/a
11/28/2001	479242	8	P	n/a	n/a

Account Status

The table on the left lists recent invoices for deliveries to your account. If your account includes deliveries to several locations, the "Destination" column identifies which location is covered by each invoice.

Order Changes

You can change or place orders for future deliveries by filling out an on-line form. This form will be processed by our staff on our next business day.

Add or delete items for your uniform delivery orders.

Make changes to all other textile delivery orders.

Go back to the previous page you were using.

Signed Invoices

Signed invoice (Proof of Delivery) documents are also available. To view a Signed Invoice, click on the "Invoice #".

Invoice images


By simply clicking an invoice number, the customer can view the image of the signed document. He does not need to load any software or install any plug-in. He just clicks.

Netscape: Acordex Image Viewer

Page: 1 100 % Scanned: 3/7/01 12:27 PM Version 2.97

DUNKIN DONUTS-BURLINGTON
182 CAMBRIDGE STREET
BURLINGTON MA 01803

BEST LINEN SERVICES 557-354-2100
1150 GRAND AVE MILLFORD MA 12779



PURCHASE ORDER NUMBER		INVOICE DATE				
MON-77-M-0125 16170-0		03-05-01				
INVOICE NO.		INVOICE DATE				
01/08/01		390595				
TO PER MONTH BUT NOT IN EXCESS OF LAWFUL MAXIMUM SERVICE CHARGE SHALL BE MADE TO ANY PAST DUE AMOUNTS						
000		041				
ITEM NO.	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT	RECEIVING	REDUCTION
1	APRON BIB WHITE	45	19	1217		
2	BAG RACK	1				
3	LAUNDRY BAG	2	1	28		
4	LOGOMAT 3X10 BLACK	2	1	662		
5	MAT 4X6 DARK GRANITE	1	1	414		
6	MAT 3X5 DARK GRANITE	1	1	276		
7	MAT 3X10 DARK GRANITE	1	1	662		
8	ENVIRONMENTAL CHARGE		1	158		
9	TEMP. FUEL SURCH			58		
				3475		
				3475		

Thank You! DESCRIPTION UNIT PRICE TOTAL

781-272-96010 781-272-96010 3475

RECEIVED BY CUSTOMER RESPONSIBLE FOR LOST AND DAMAGED MERCHANDISE 3475 3475 COD

INVOICE

We Recycle

Page 1 of 1 Done.

Order Forms

The screenshot shows a web form titled "Uniform Rental Change Form". At the top, there is a dark header with the title in white. Below the header, the form contains three input fields: "Account Number:" followed by a text box, "What type of change:" followed by a dropdown menu with "Add" selected, and "Effective Date:" followed by a text box. Below these fields is a large text area with the instruction "Please enter the details here:". At the bottom of the form, there are two buttons: "Cancel" and "Send Form".

Your customer can fill out forms to send you changes to their orders after hours. Your customer can prepare for their upcoming week in the evening, while you process their requests during your normal business day.

Compatibility

Your customer can use any browser compatible with Netscape or Internet Explorer on Windows, Macintosh or UNIX, including Linux.

Call for More Information

You can reach us by telephone at (978) 352-5500, by email at info@acordex.com, by fax at (978) 352-7848. Also please visit our web site at <http://acordex.com>
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