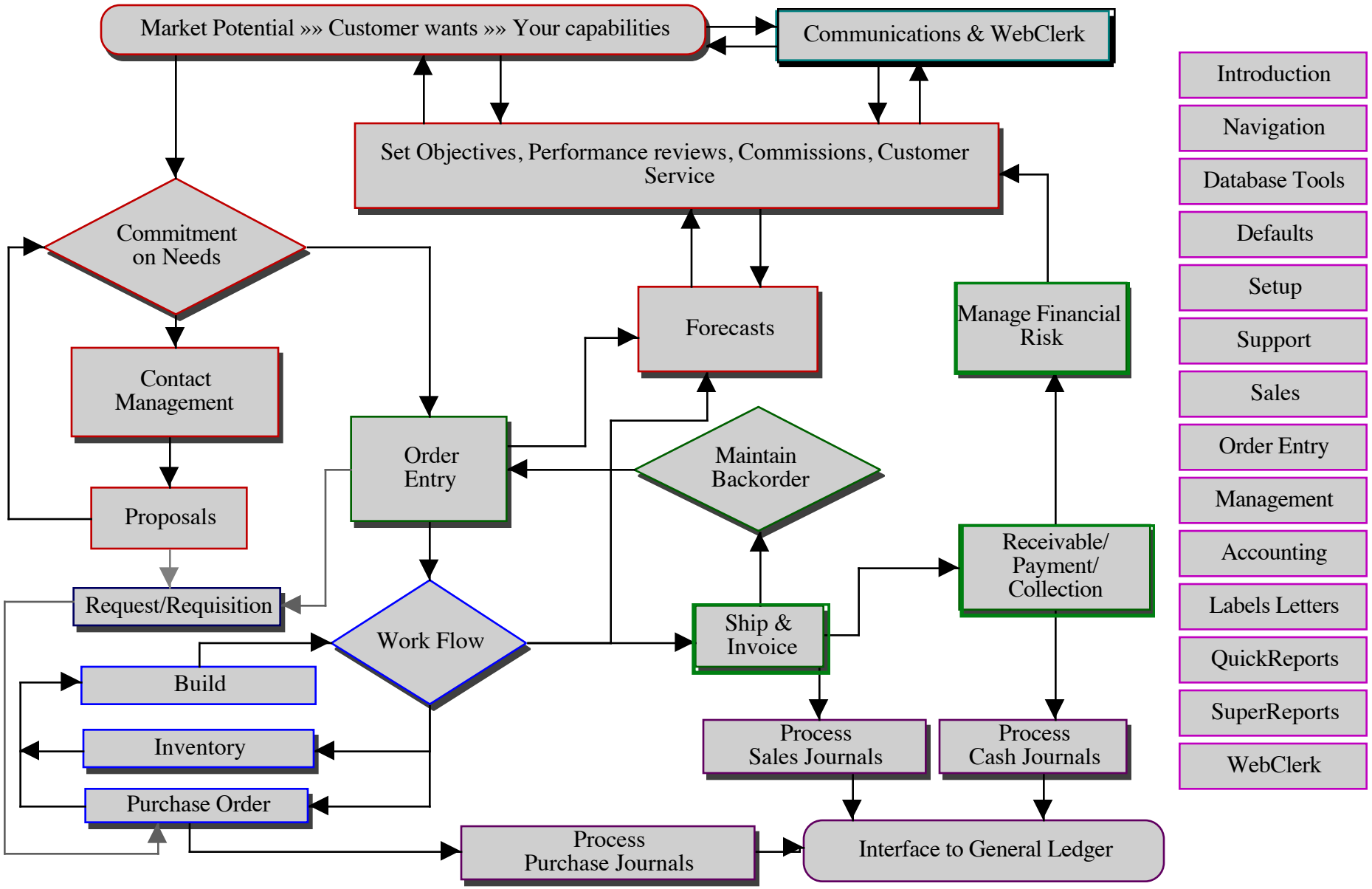
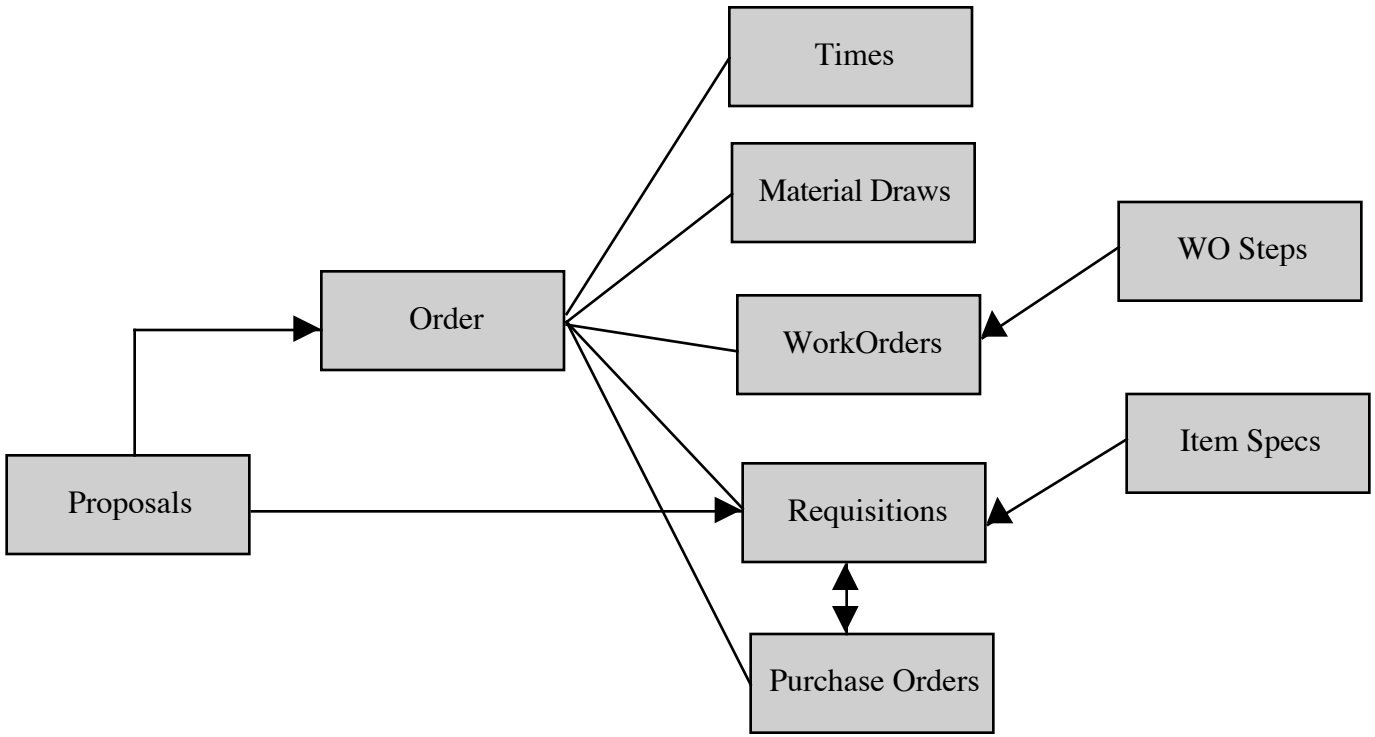
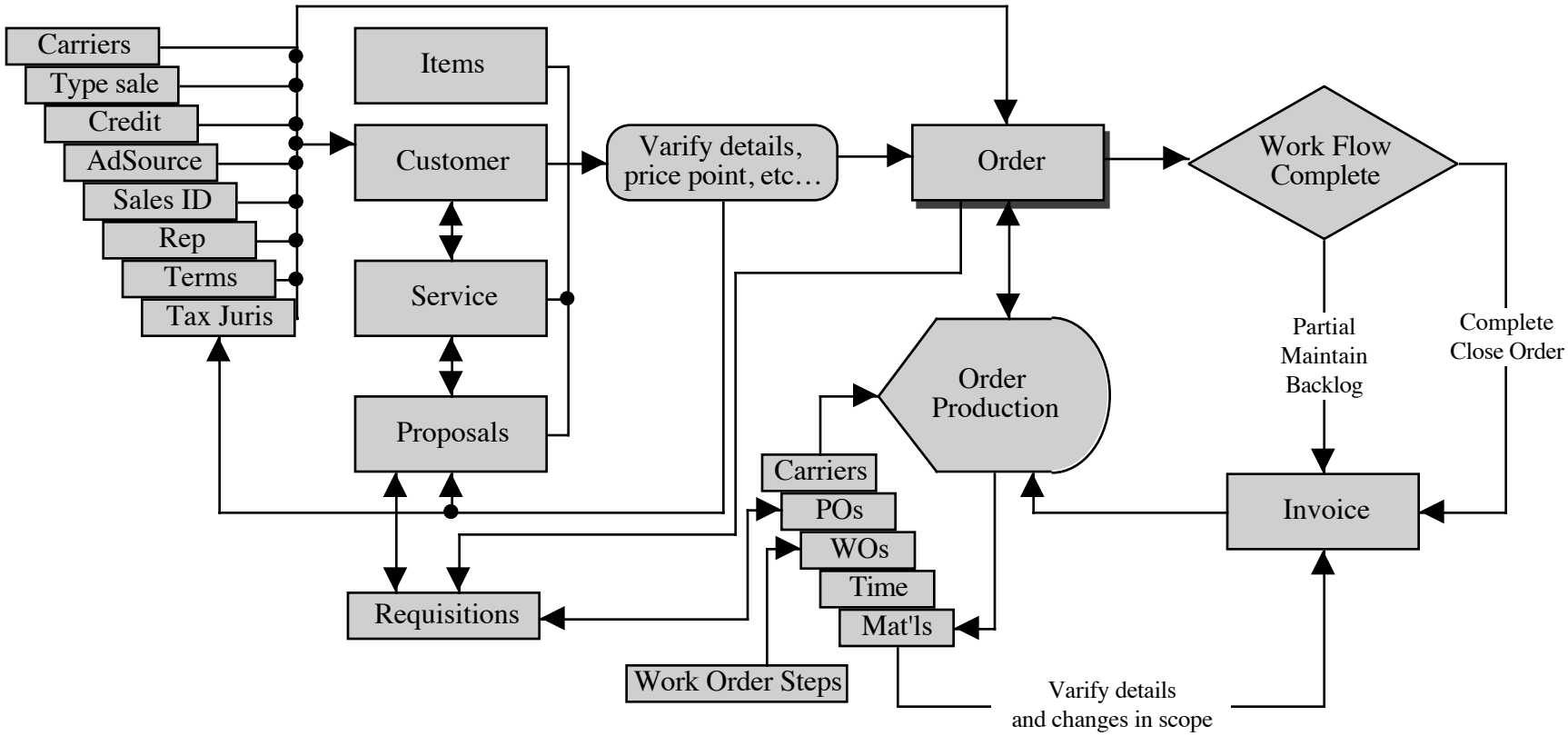
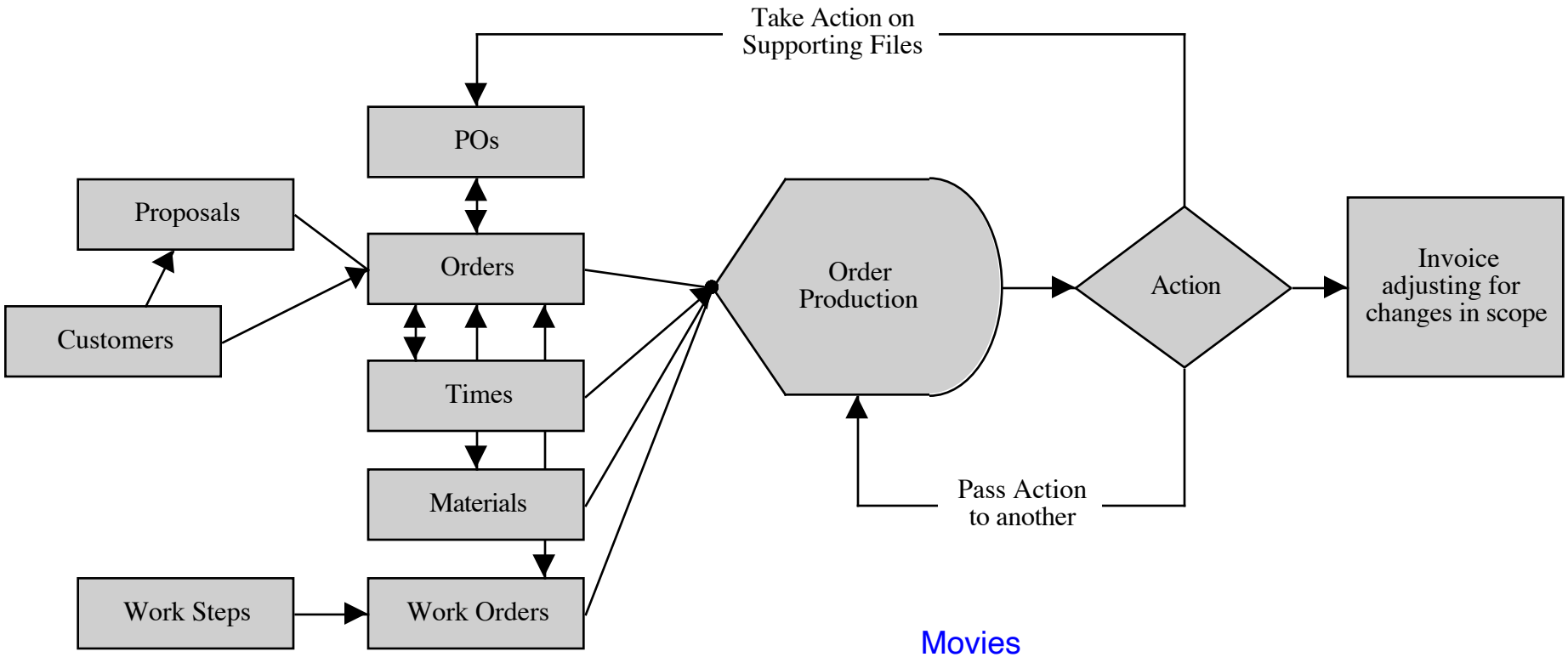
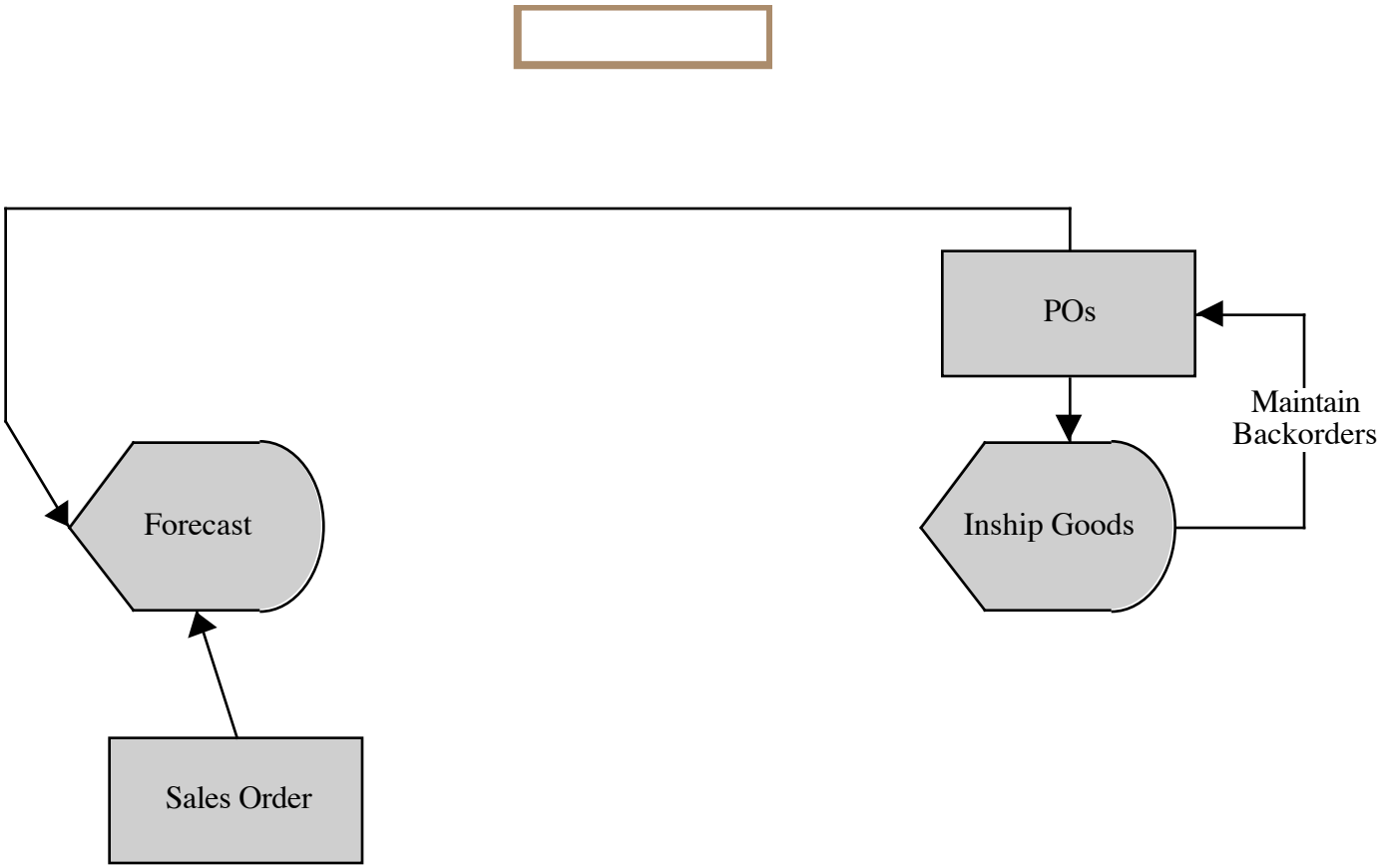

Market Potential »» Customer wants »» Your capabilities
Communications & WebClerk
Set Objectives, Performance reviews, Commissions, Customer Service
Commitment on Needs
Contact Management
Proposals
Request/Requisition
Build
Inventory
Purchase Order
Order Entry
Work Flow
Forecasts
Maintain Backorder
Ship & Invoice
Manage Financial Risk
Receivable/ Payment/ Collection
Process Sales Journals
Process Cash Journals
Process Purchase Journals
Interface to General Ledger
Introduction
Navigation
Database Tools
Defaults
Setup
Support
Sales
Order Entry
Management
Accounting
Labels Letters
QuickReports
SuperReports
WebClerk

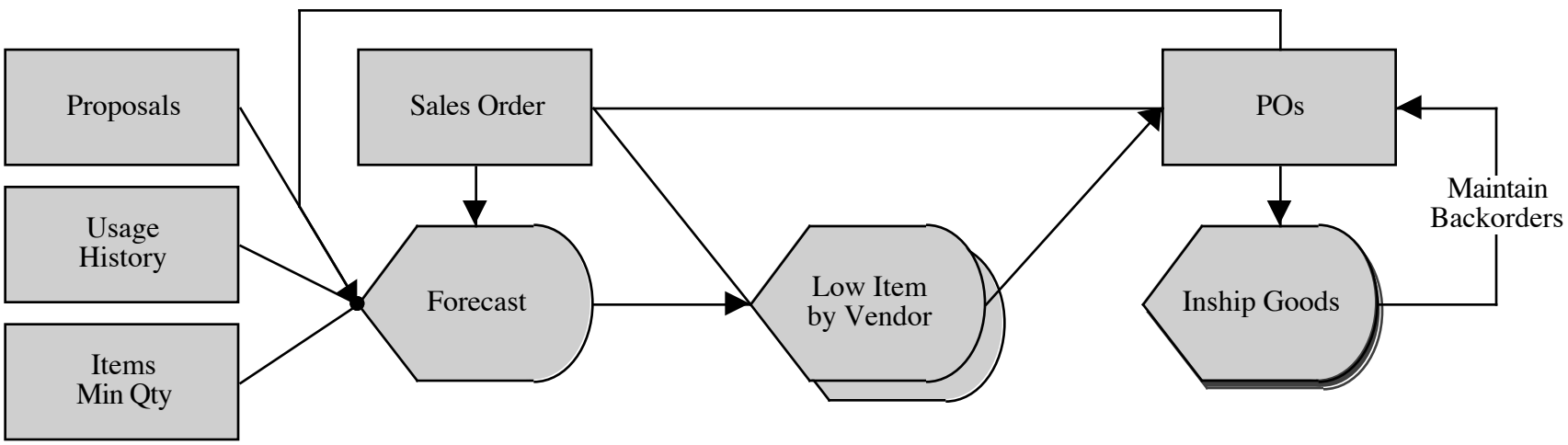

Times
Material Draws
WO Steps
Order
WorkOrders
Item Specs
Proposals
Requisitions
Purchase Orders

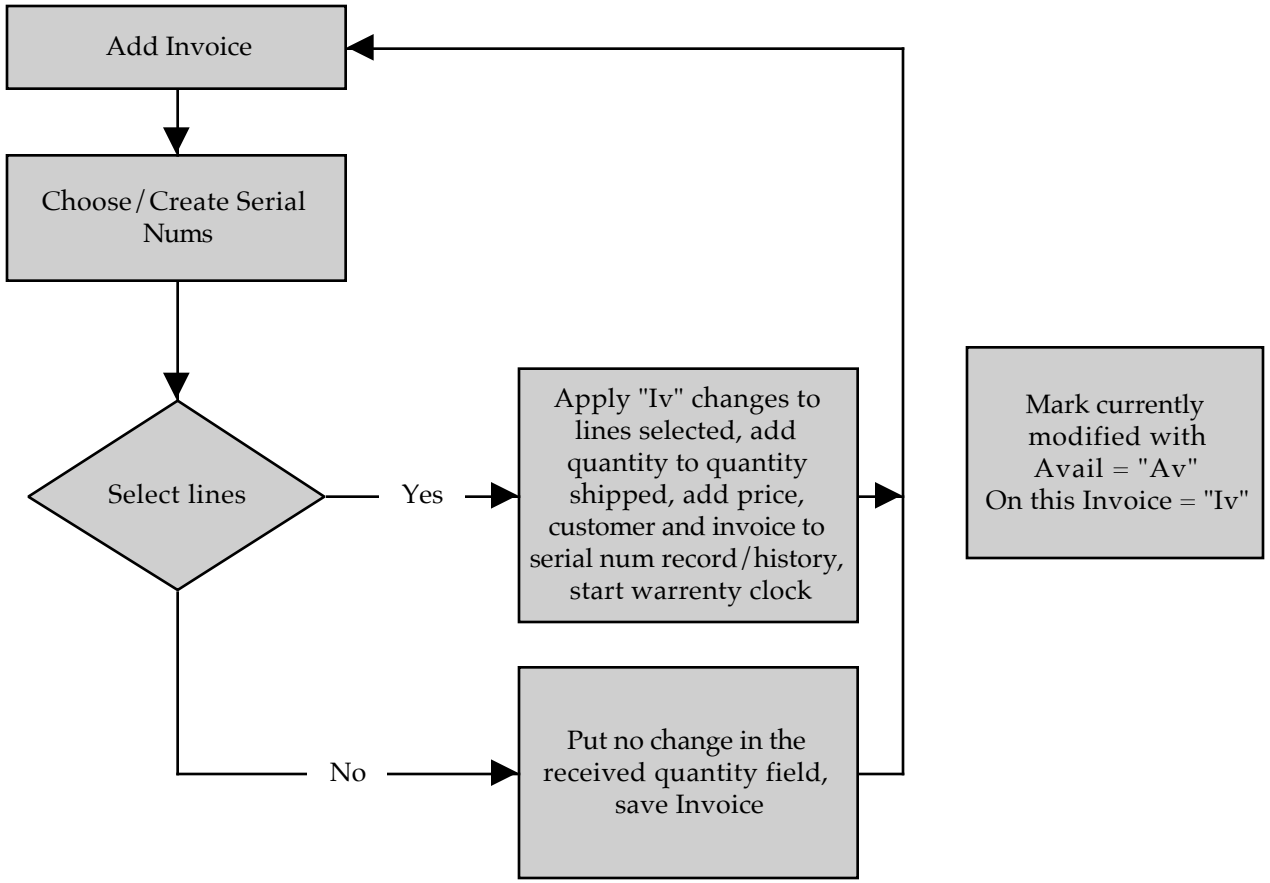

Carriers
Type sale
Credit
AdSource
Sales ID
Rep
Terms
Tax Juris
Items
Customer
Service
Proposals
Varify details, price point, etc…
Order
Work Flow Complete
Partial Maintain Backlog
Complete Close Order
Order Production
Carriers
POs
WOs
Time
Mat'ls
Invoice
Requisitions
Work Order Steps
Varify details and changes in scope

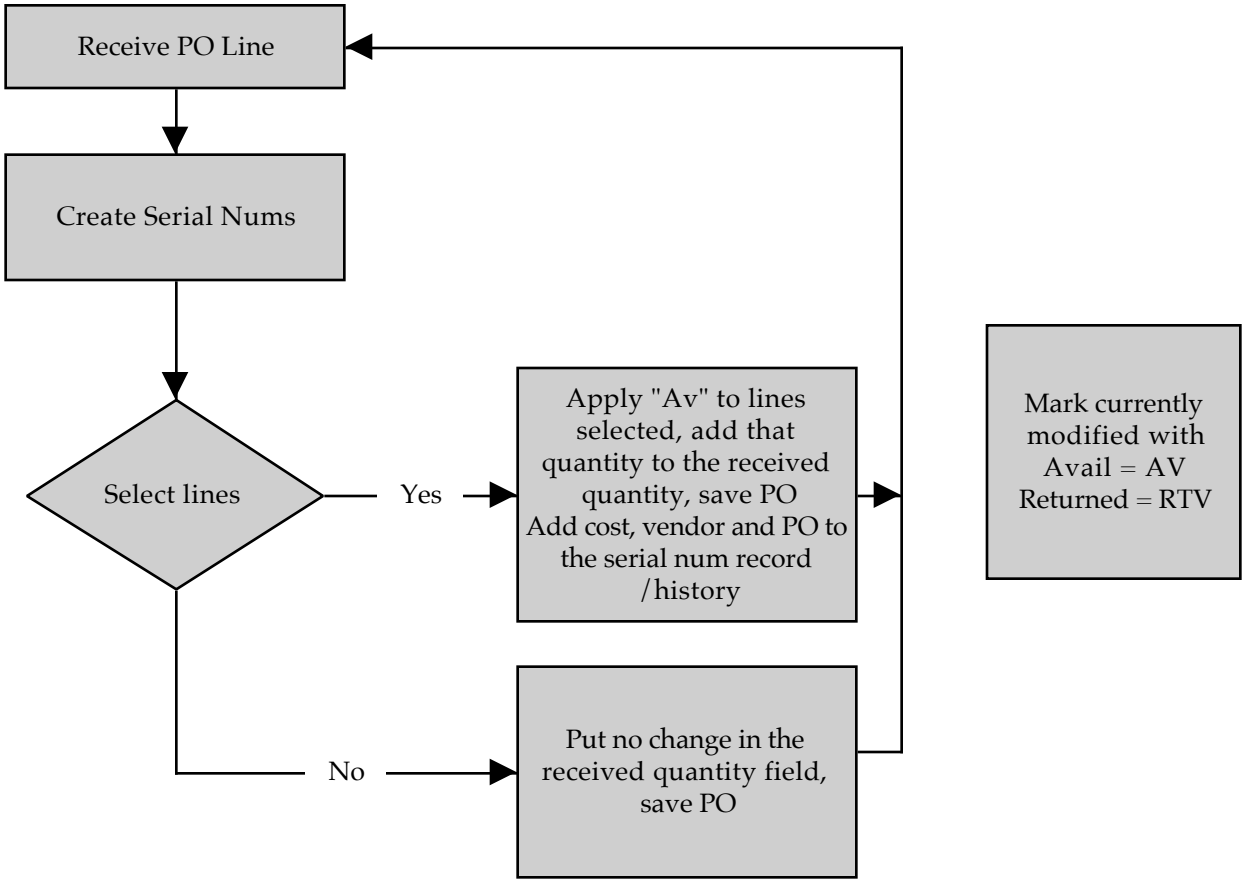

Take Action on
Supporting Files
POs
Proposals
Orders
Customers
Times
Materials
Work Steps
Work Orders
Order
Production
Action
Invoice
adjusting for
changes in scope
Pass Action
to another

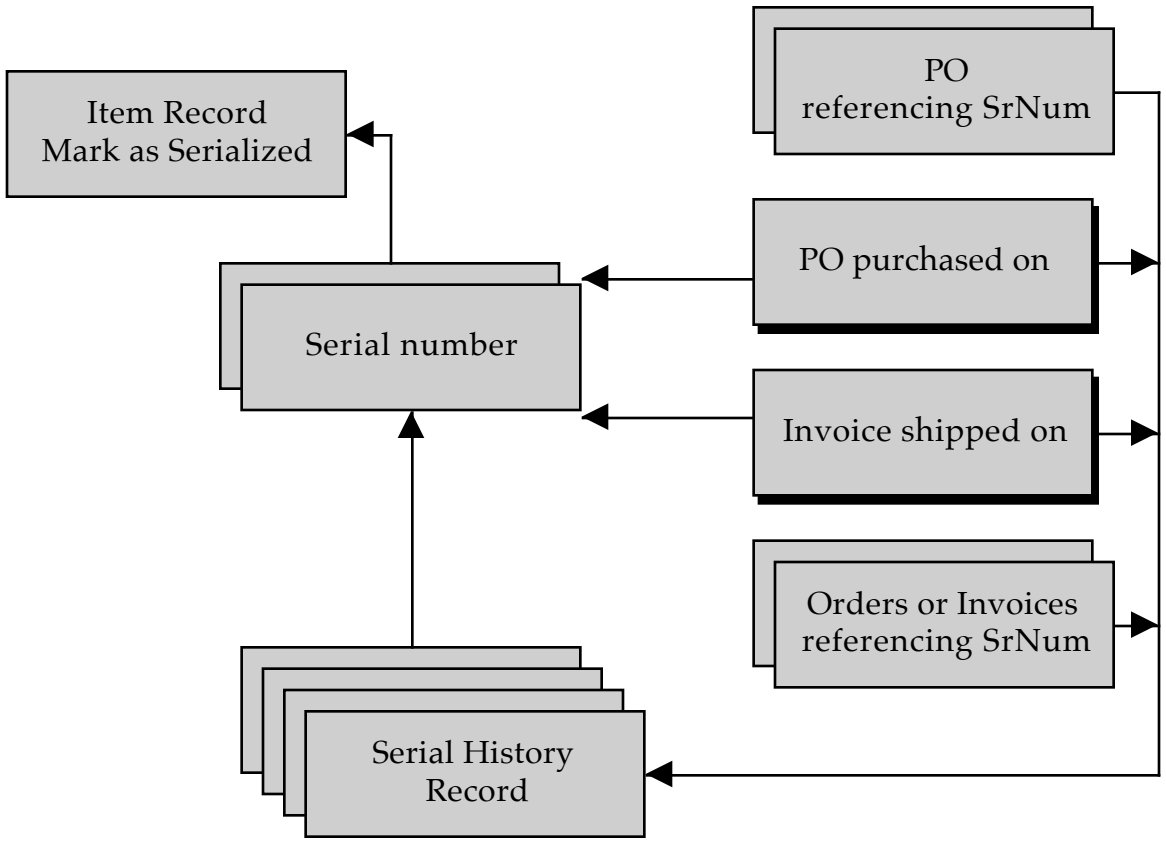
Movies

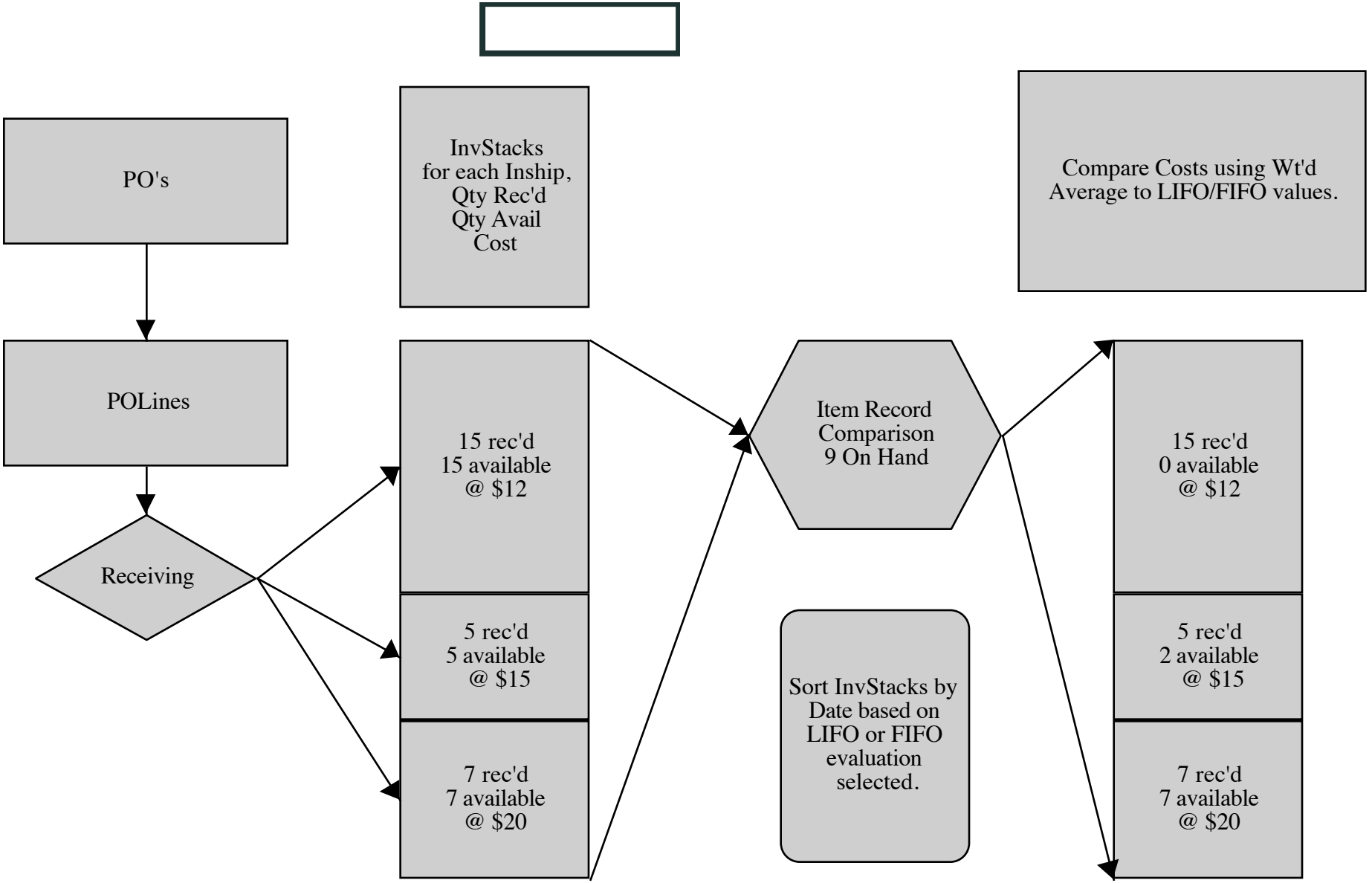

POs
Maintain
Backorders
Forecast
Inship Goods
Sales Order

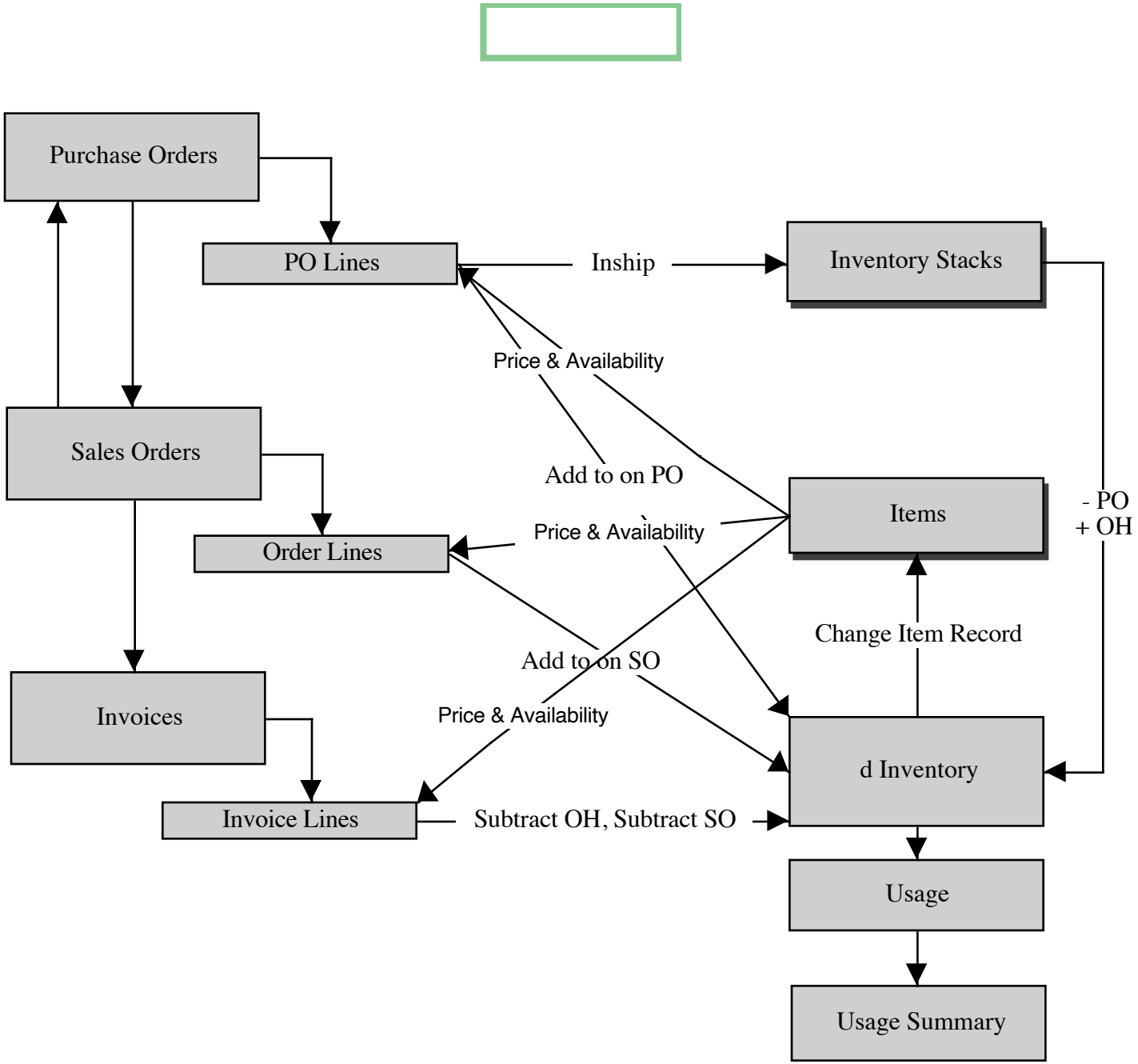

Proposals
Usage History
Items Min Qty
Sales Order
Forecast
Low Item by Vendor
POs
Inship Goods
Maintain Backorders

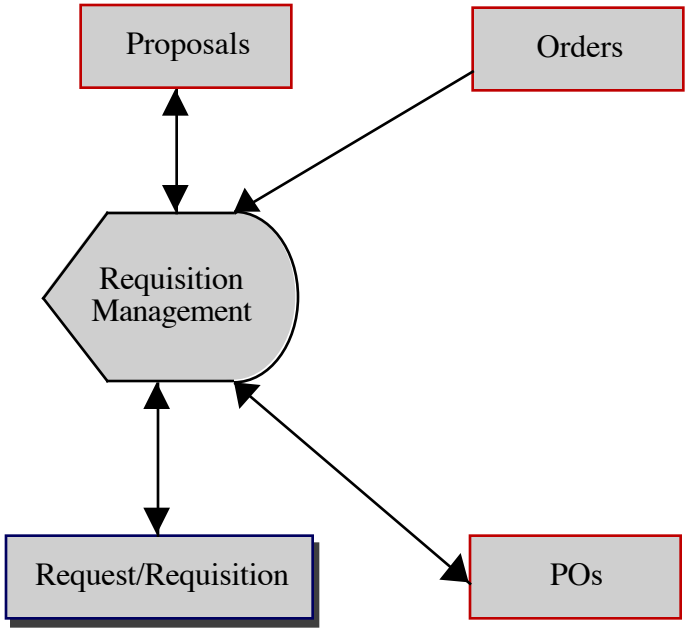

Add Invoice
Choose/Create Serial Nums
Select lines
Yes
No
Apply "Iv" changes to lines selected, add quantity to quantity shipped, add price, customer and invoice to serial num record/history, start warrenty clock
Put no change in the received quantity field, save Invoice
Mark currently modified with Avail = "Av" On this Invoice = "Iv"

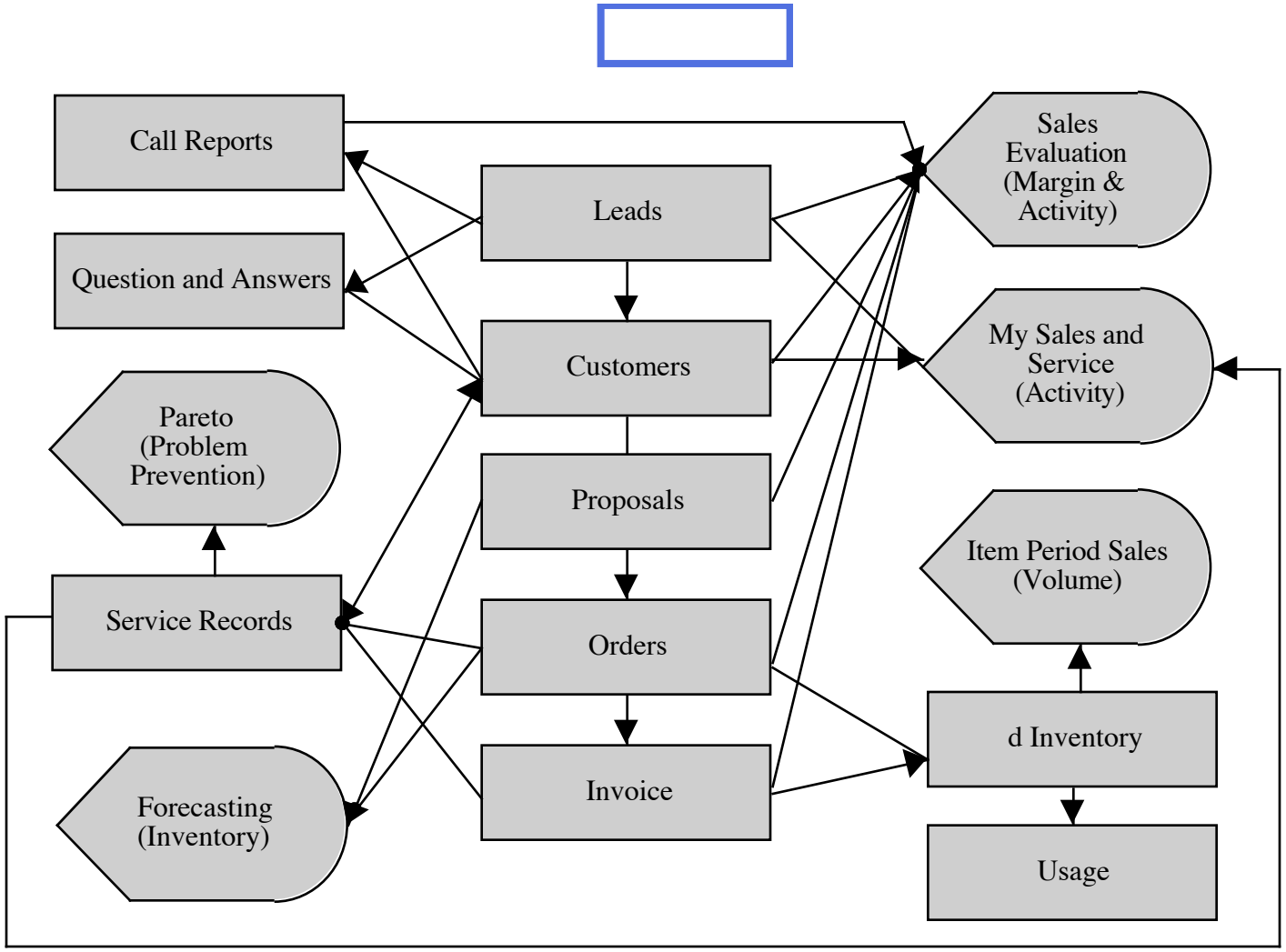

Receive PO Line
Create Serial Nums
Select lines
Yes
Apply "Av" to lines selected, add that quantity to the received quantity, save PO
Add cost, vendor and PO to the serial num record /history
No
Put no change in the received quantity field, save PO
Mark currently modified with Avail = AV
Returned = RTV

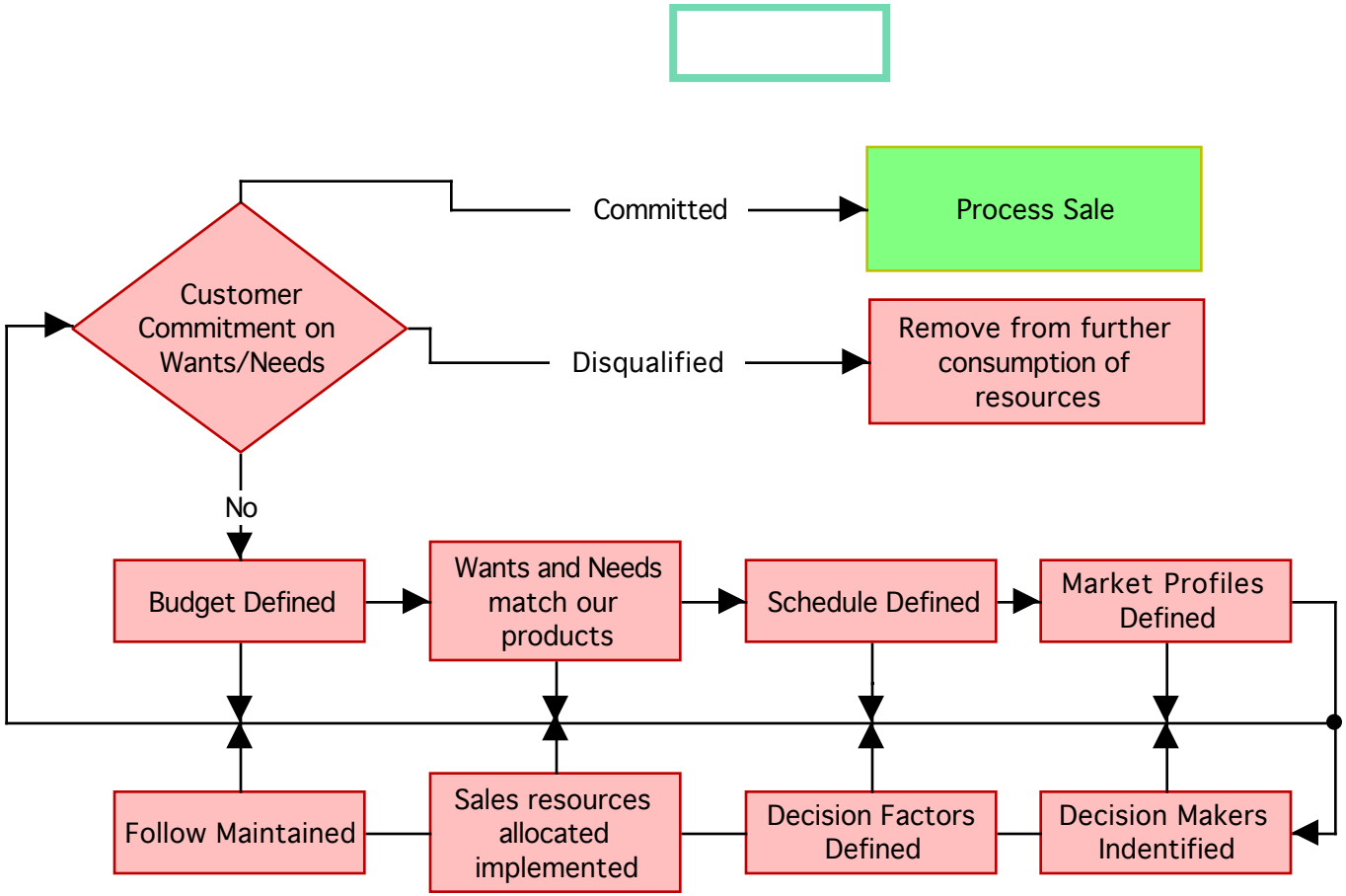

Item Record
Mark as Serialized
PO
referencing SrNum
PO purchased on
Serial number
Invoice shipped on
Orders or Invoices
referencing SrNum
Serial History
Record

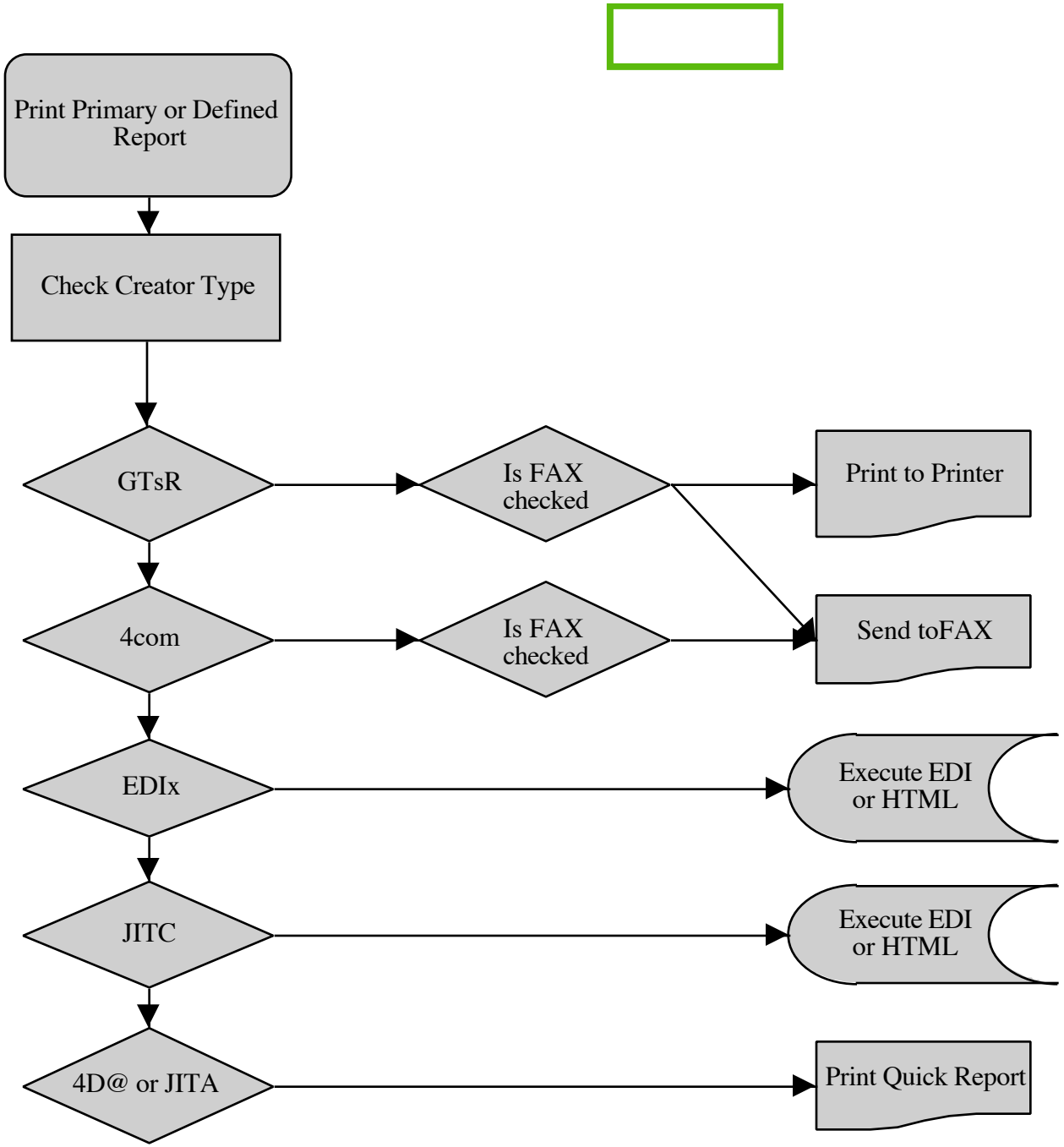

PO's
POLines
Receiving
InvStacks
for each Inship,
Qty Rec'd
Qty Avail
Cost
15 rec'd
15 available
@ $12
5 rec'd
5 available
@ $15
7 rec'd
7 available
@ $20
Item Record
Comparison
9 On Hand
Sort InvStacks by
Date based on
LIFO or FIFO
evaluation
selected.
Compare Costs using Wt'd
Average to LIFO/FIFO values.
15 rec'd
0 available
@ $12
5 rec'd
2 available
@ $15
7 rec'd
7 available
@ $20

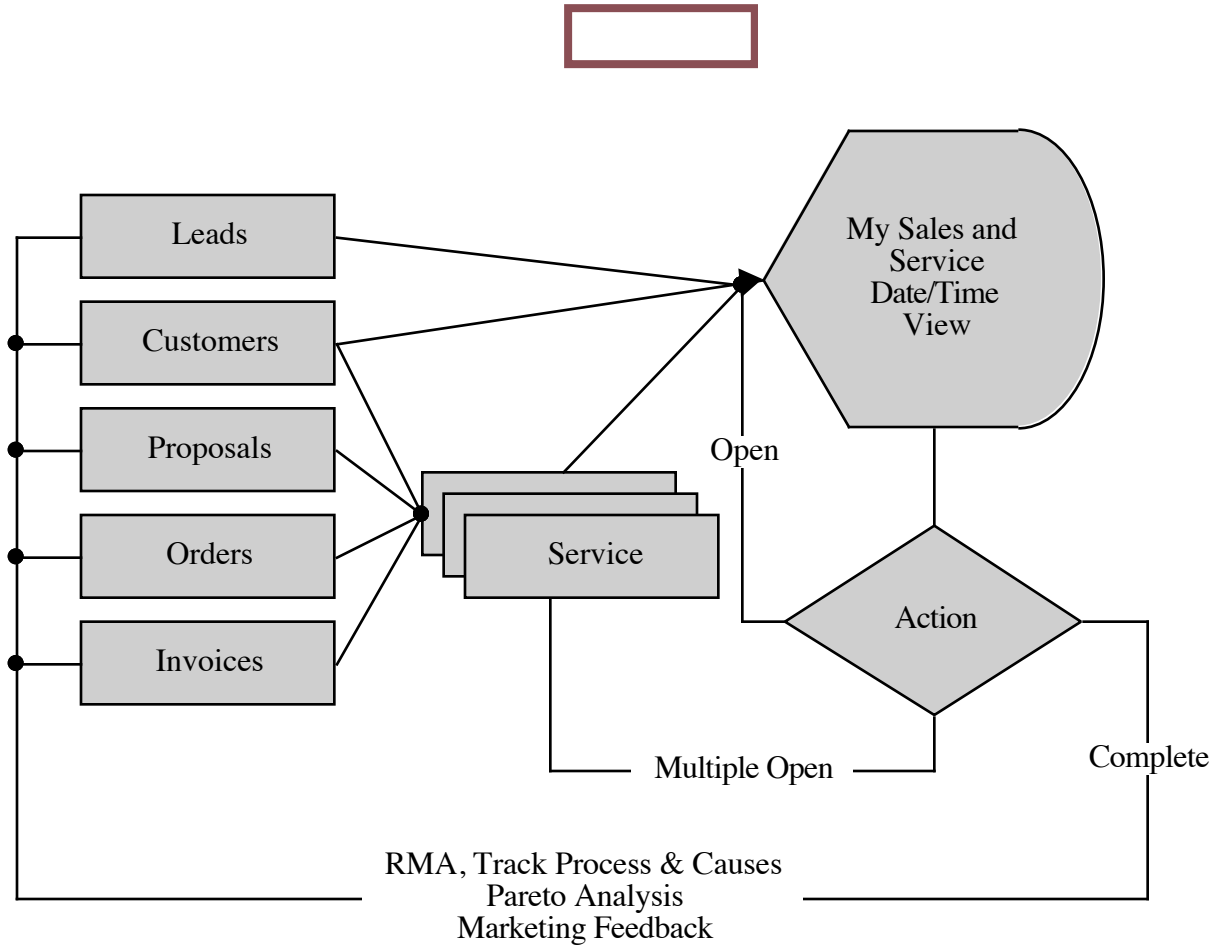

Purchase Orders
PO Lines
Inship
Inventory Stacks
Price & Availability
Sales Orders
Add to on PO
Items
- PO
+ OH
Order Lines
Price & Availability
Change Item Record
Add to on SO
Invoices
Price & Availability
d Inventory
Invoice Lines
Subtract OH, Subtract SO
Usage
Usage Summary

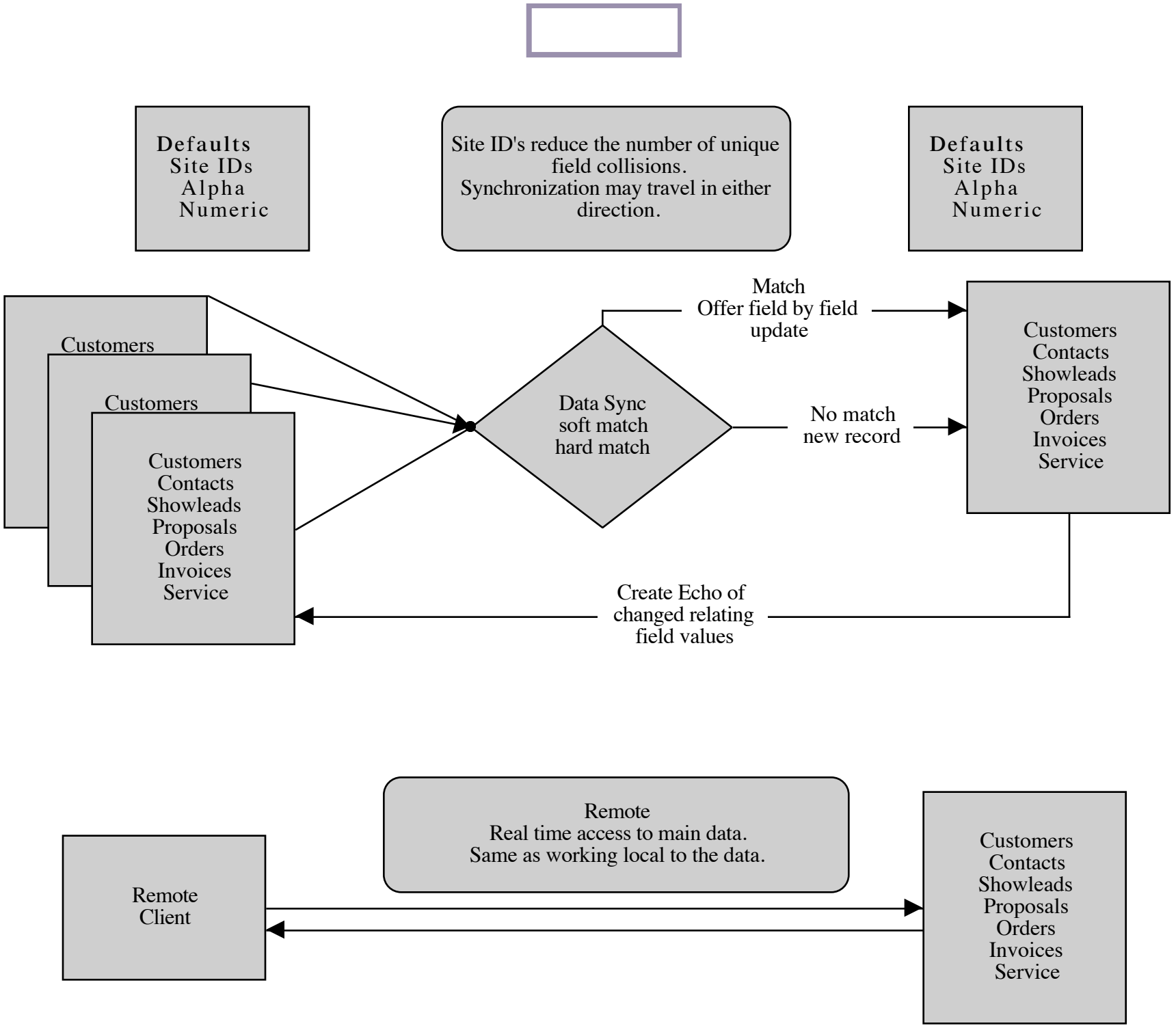

Proposals
Orders
Requisition Management
Request/Requisition
POs

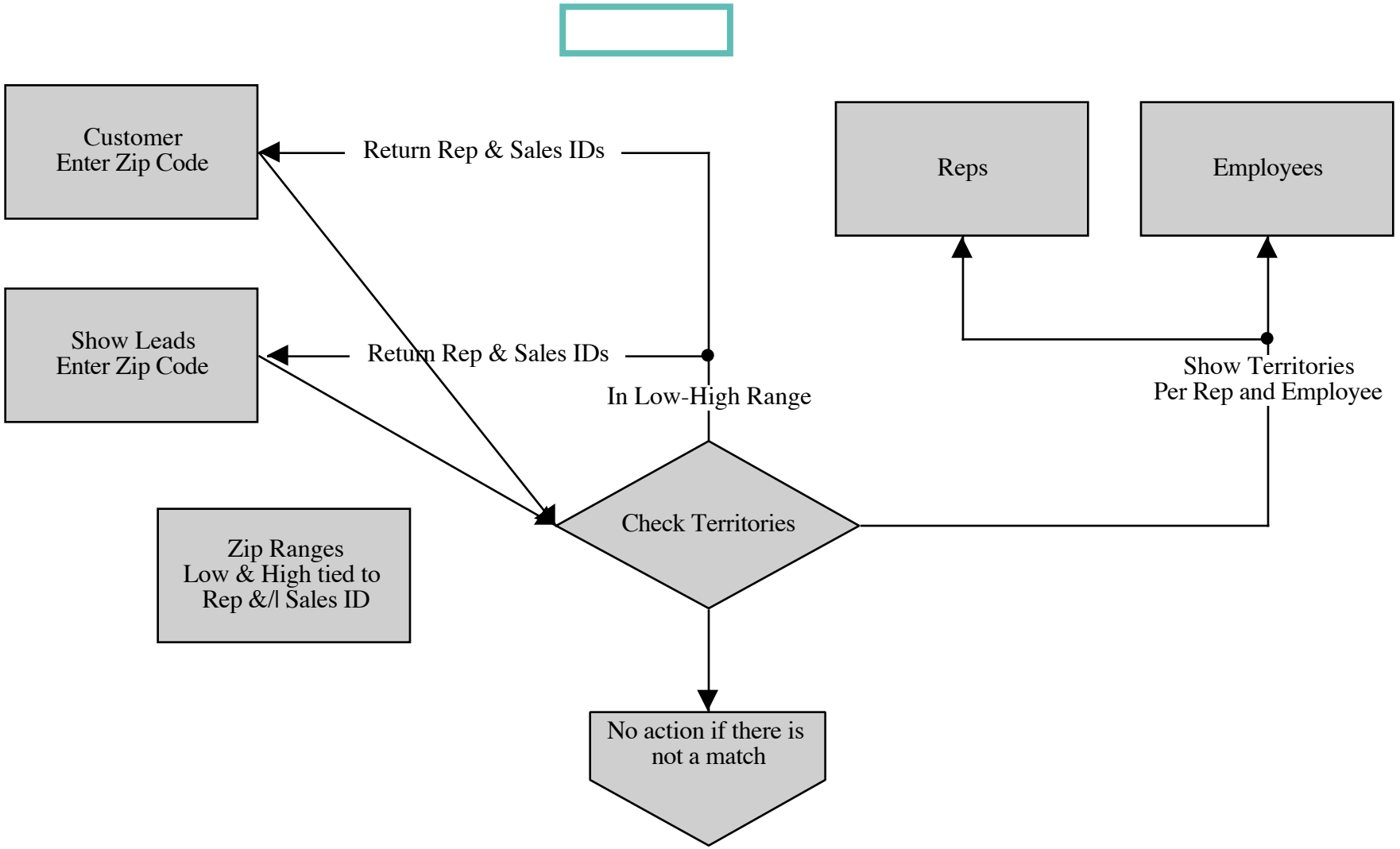

Call Reports
Question and Answers
Pareto (Problem Prevention)
Service Records
Forecasting (Inventory)
Leads
Customers
Proposals
Orders
Invoice
Sales Evaluation (Margin & Activity)
My Sales and Service (Activity)
Item Period Sales (Volume)
d Inventory
Usage

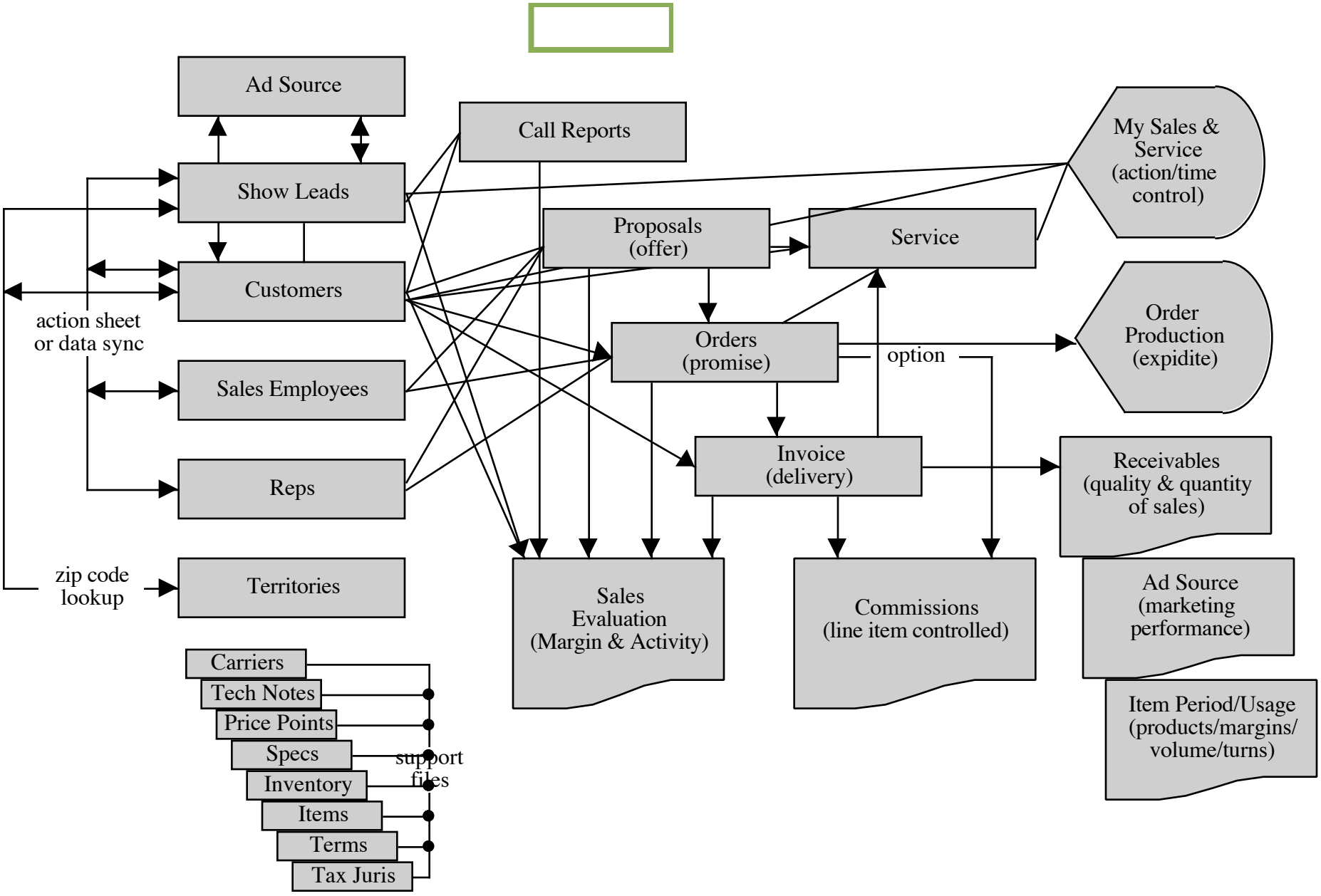

Committed
Process Sale
Customer Commitment on Wants/Needs
Disqualified
Remove from further consumption of resources
No
Budget Defined
Wants and Needs match our products
Schedule Defined
Market Profiles Defined
Follow Maintained
Sales resources allocated implemented
Decision Factors Defined
Decision Makers Indentified

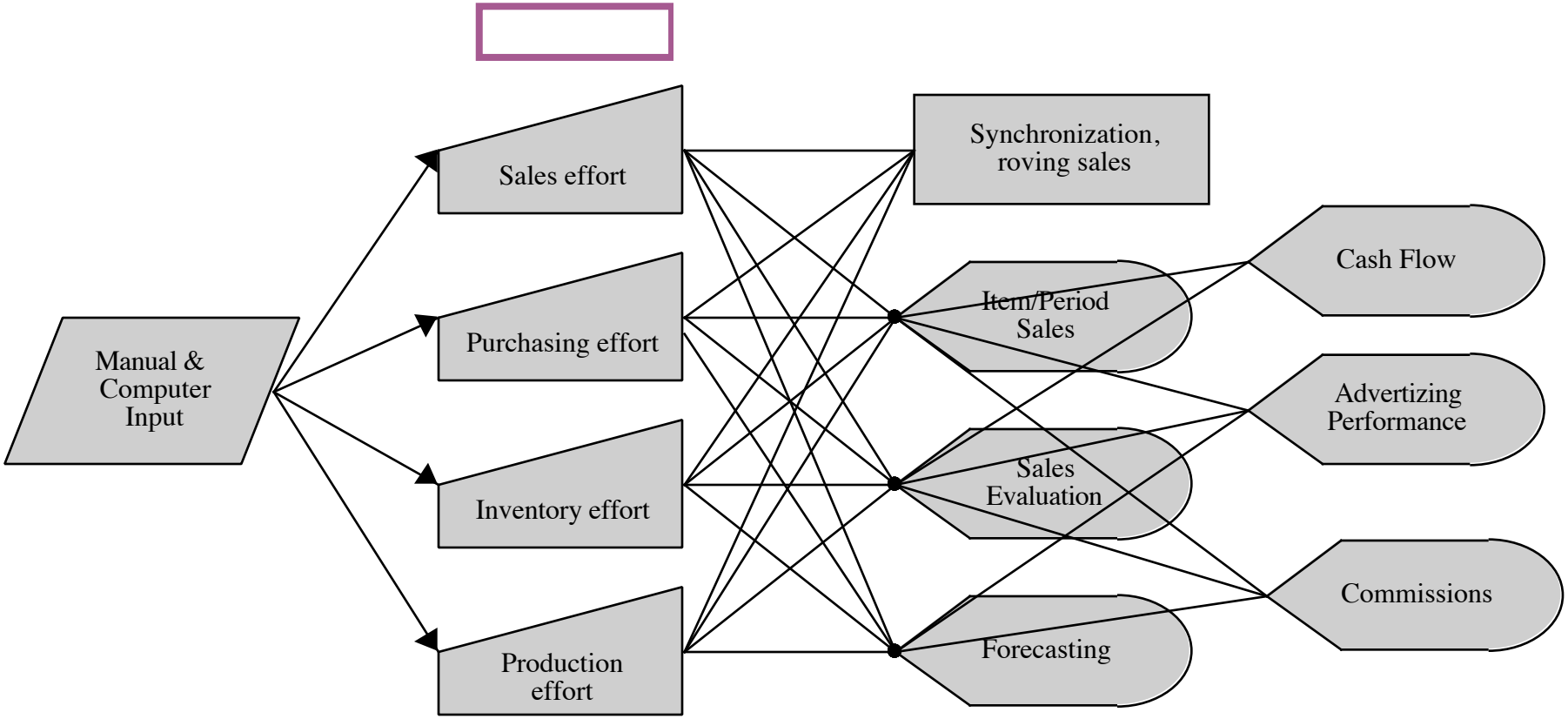

Print Primary or Defined Report
Check Creator Type
GTsR
Is FAX checked
Print to Printer
4com
Is FAX checked
Send toFAX
EDIx
Execute EDI or HTML
JITC
Execute EDI or HTML
4D@ or JITA
Print Quick Report

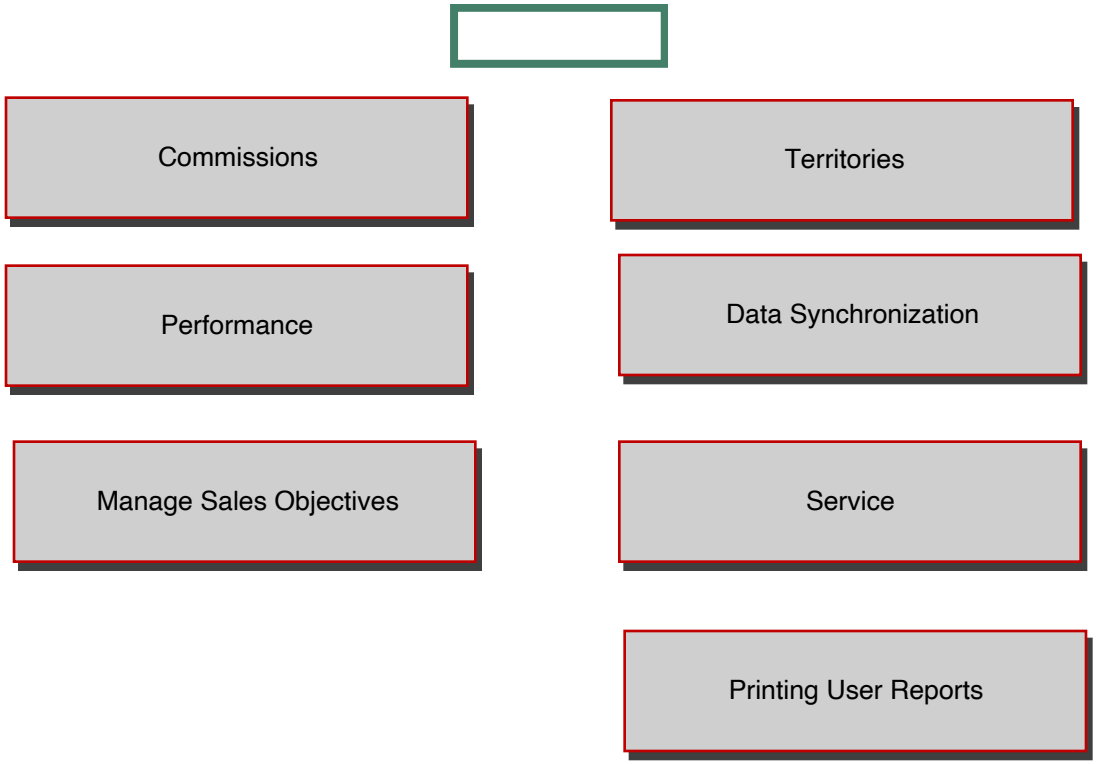

Leads
Customers
Proposals
Orders
Invoices
Service
My Sales and Service Date/Time View
Open
Action
Multiple Open
Complete
RMA, Track Process & Causes
Pareto Analysis
Marketing Feedback

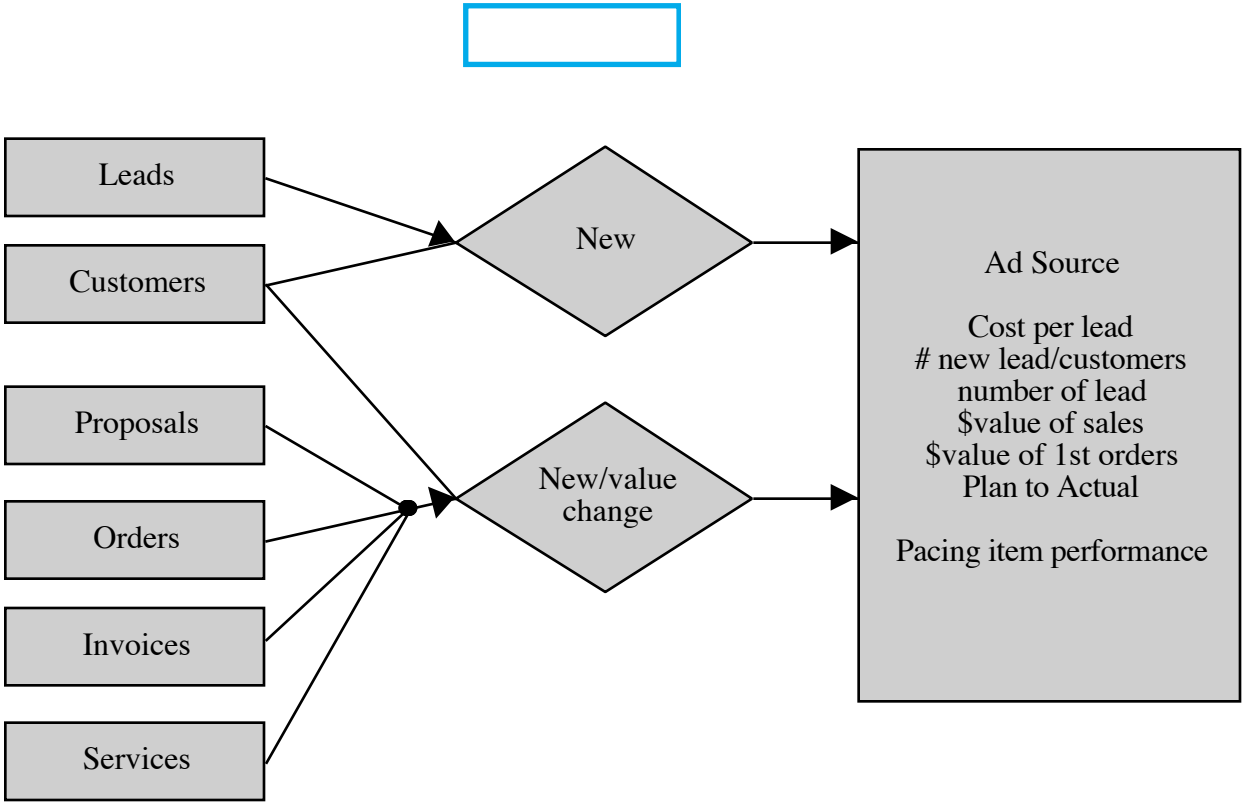

Defaults
Site IDs
Alpha
Numeric
Site ID's reduce the number of unique field collisions.
Synchronization may travel in either direction.
Defaults
Site IDs
Alpha
Numeric
Customers
Customers
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service
Data Sync
soft match
hard match
Match
Offer field by field update
No match
new record
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service
Create Echo of changed relating field values
Remote
Real time access to main data.
Same as working local to the data.
Remote
Client
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service

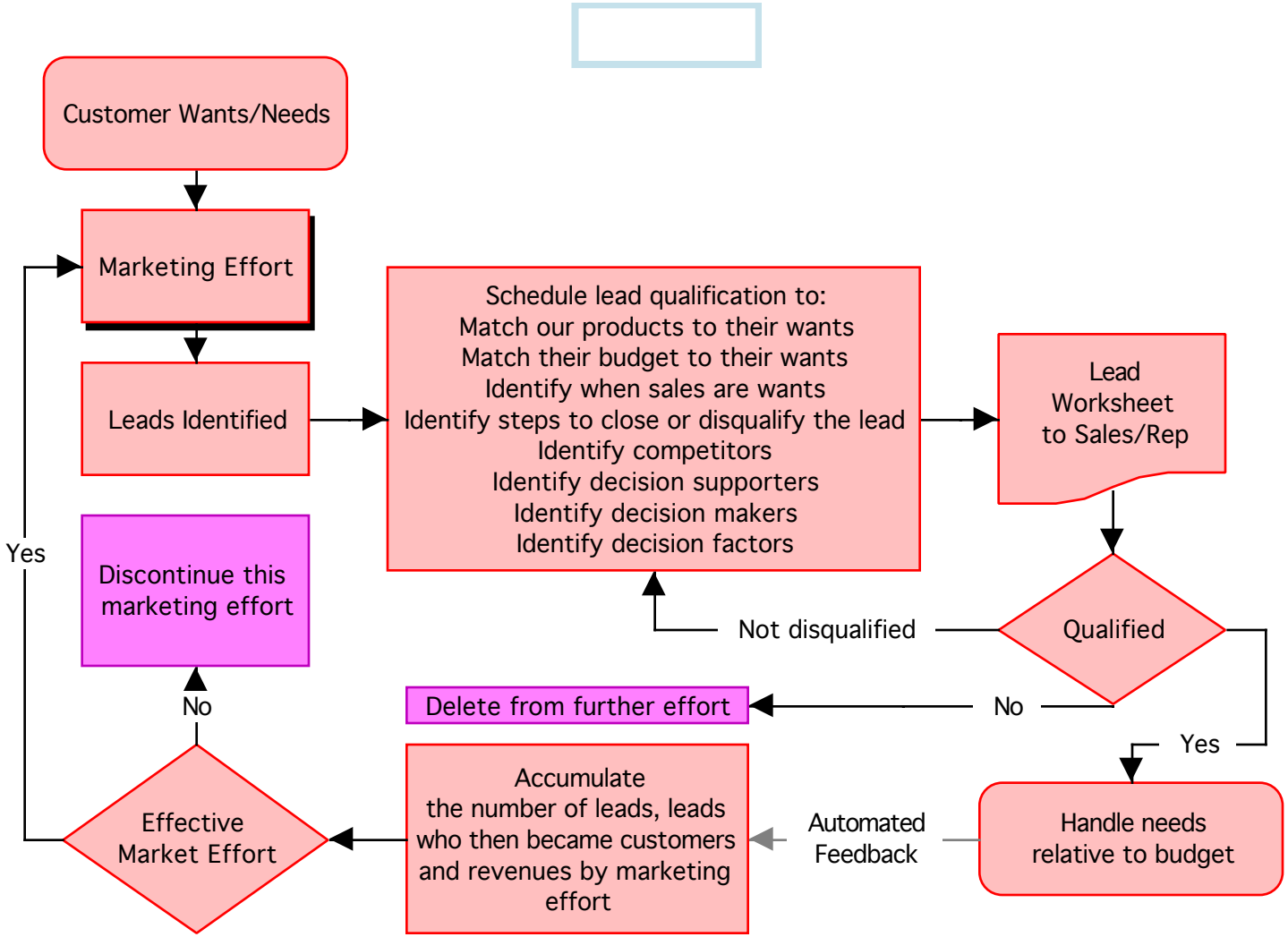

Customer
Enter Zip Code
Return Rep & Sales IDs
Reps
Employees
Show Leads
Enter Zip Code
Return Rep & Sales IDs
In Low-High Range
Show Territories
Per Rep and Employee
Zip Ranges
Low & High tied to
Rep &/l Sales ID
Check Territories
No action if there is
not a match

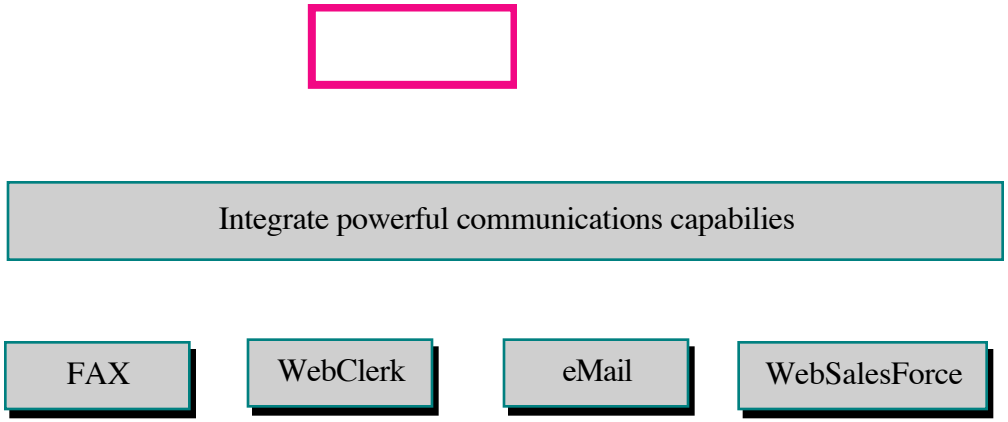

Ad Source
Call Reports
My Sales & Service (action/time control)
Show Leads
Proposals (offer)
Service
Customers
Order Production (expidite)
action sheet or data sync
Orders (promise)
option
Sales Employees
Invoice (delivery)
Receivables (quality & quantity of sales)
Reps
zip code lookup
Territories
Sales Evaluation (Margin & Activity)
Commissions (line item controlled)
Ad Source (marketing performance)
Item Period/Usage (products/margins/ volume/turns)
Carriers
Tech Notes
Price Points
Specs
Inventory
Items
Terms
Tax Juris
support files

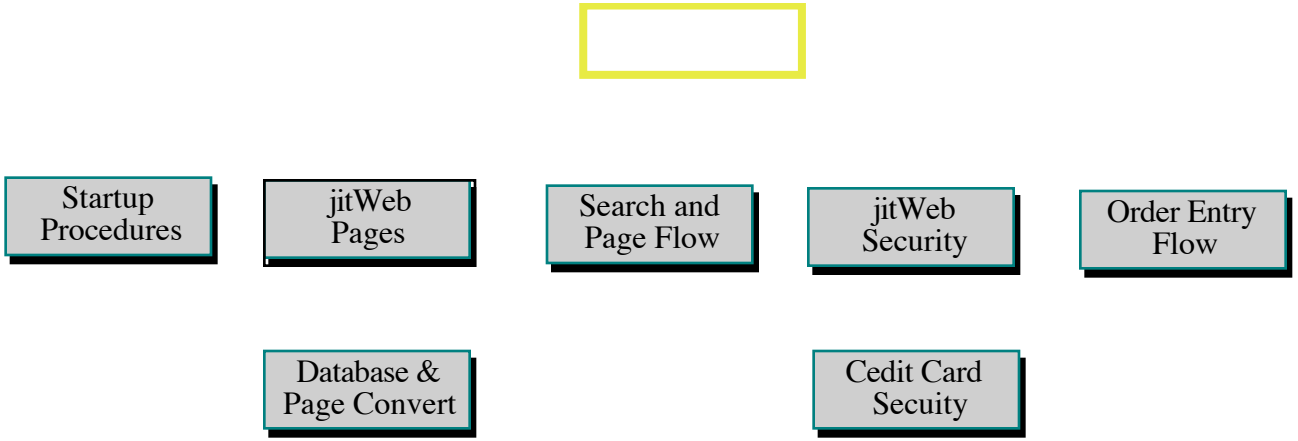

Manual &
Computer
Input
Sales effort
Purchasing effort
Inventory effort
Production
effort
Synchronization,
roving sales
Item/Period
Sales
Sales
Evaluation
Forecasting
Cash Flow
Advertizing
Performance
Commissions

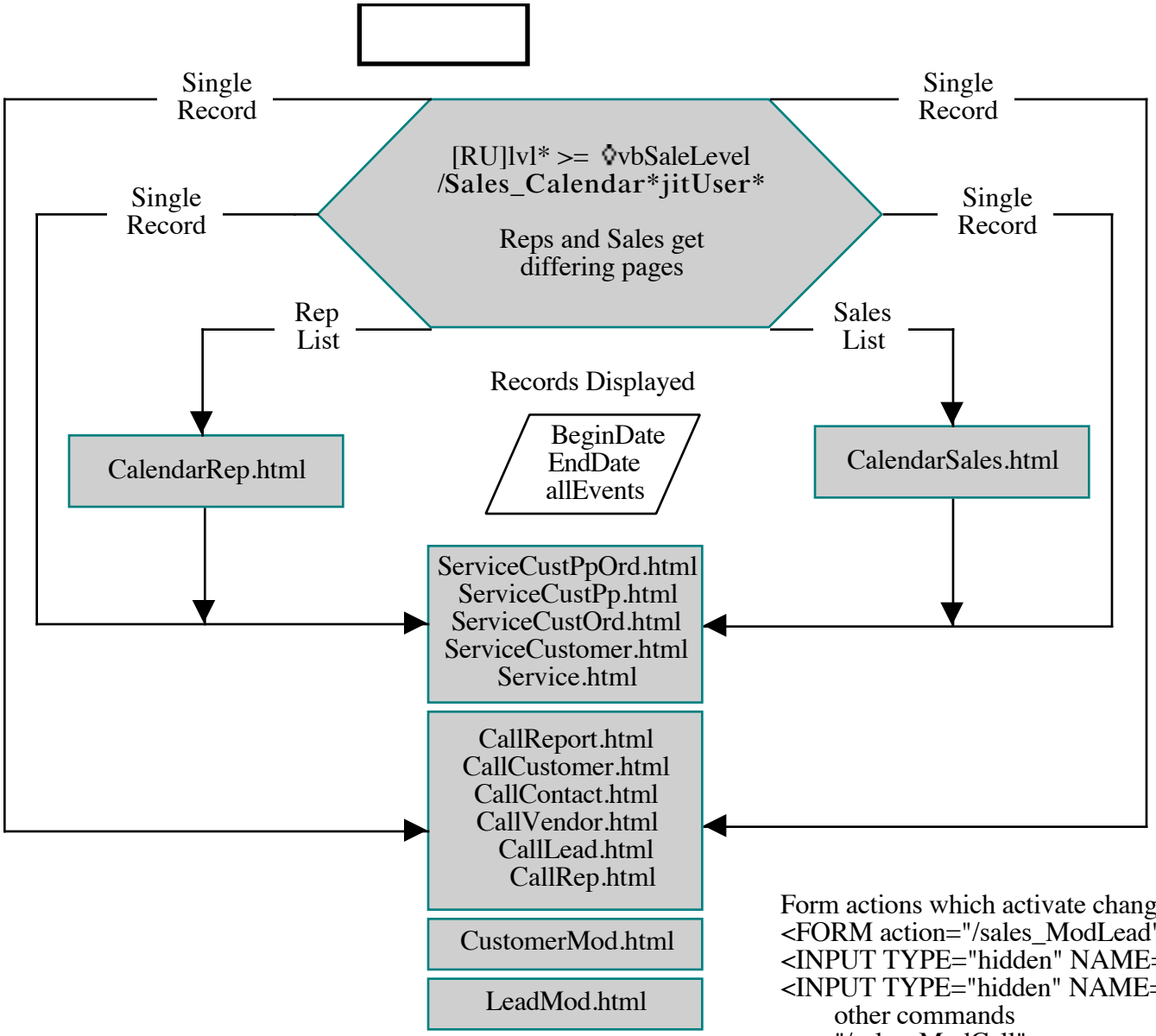

Commissions
Territories
Performance
Data Synchronization
Manage Sales Objectives
Service
Printing User Reports


Leads
Customers
Proposals
Orders
Invoices
Services
New
New/value change
Ad Source
Cost per lead
# new lead/customers
number of lead
$value of sales
$value of 1st orders
Plan to Actual
Pacing item performance


Customer Wants/Needs
Marketing Effort
Leads Identified
Schedule lead qualification to:
Match our products to their wants
Match their budget to their wants
Identify when sales are wants
Identify steps to close or disqualify the lead
Identify competitors
Identify decision supporters
Identify decision makers
Identify decision factors
Lead
Worksheet
to Sales/Rep
Qualified
Not disqualified
No
Delete from further effort
Yes
Handle needs
relative to budget
Automated
Feedback
Accumulate
the number of leads, leads
who then became customers
and revenues by marketing
effort
Effective
Market Effort
No
Discontinue this
marketing effort
Yes


Integrate powerful communications capabilies
FAX
WebClerk
eMail
WebSalesForce

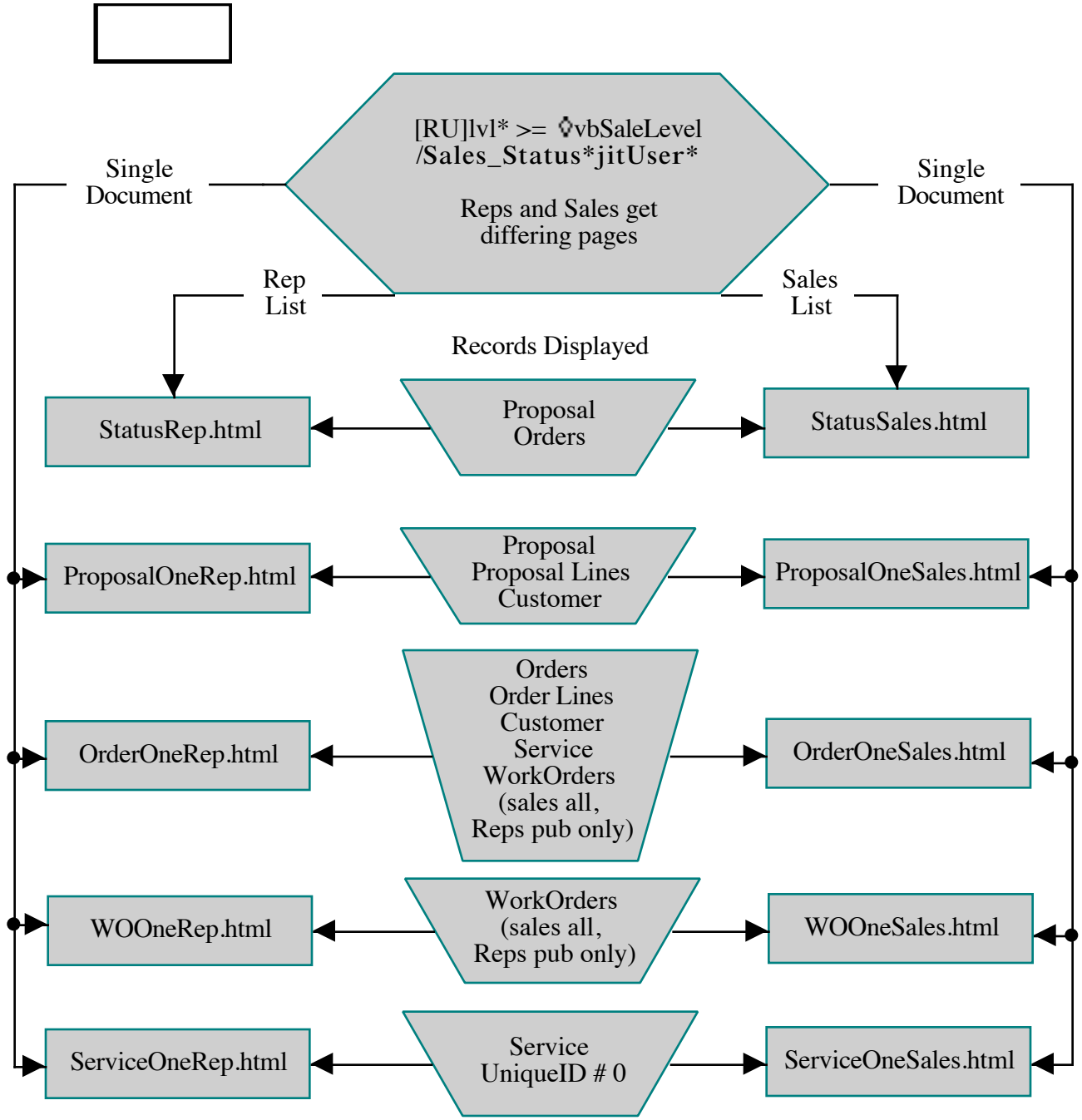

Startup Procedures
jitWeb Pages
Search and Page Flow
jitWeb Security
Order Entry Flow
Database & Page Convert
Cedit Card Secuity



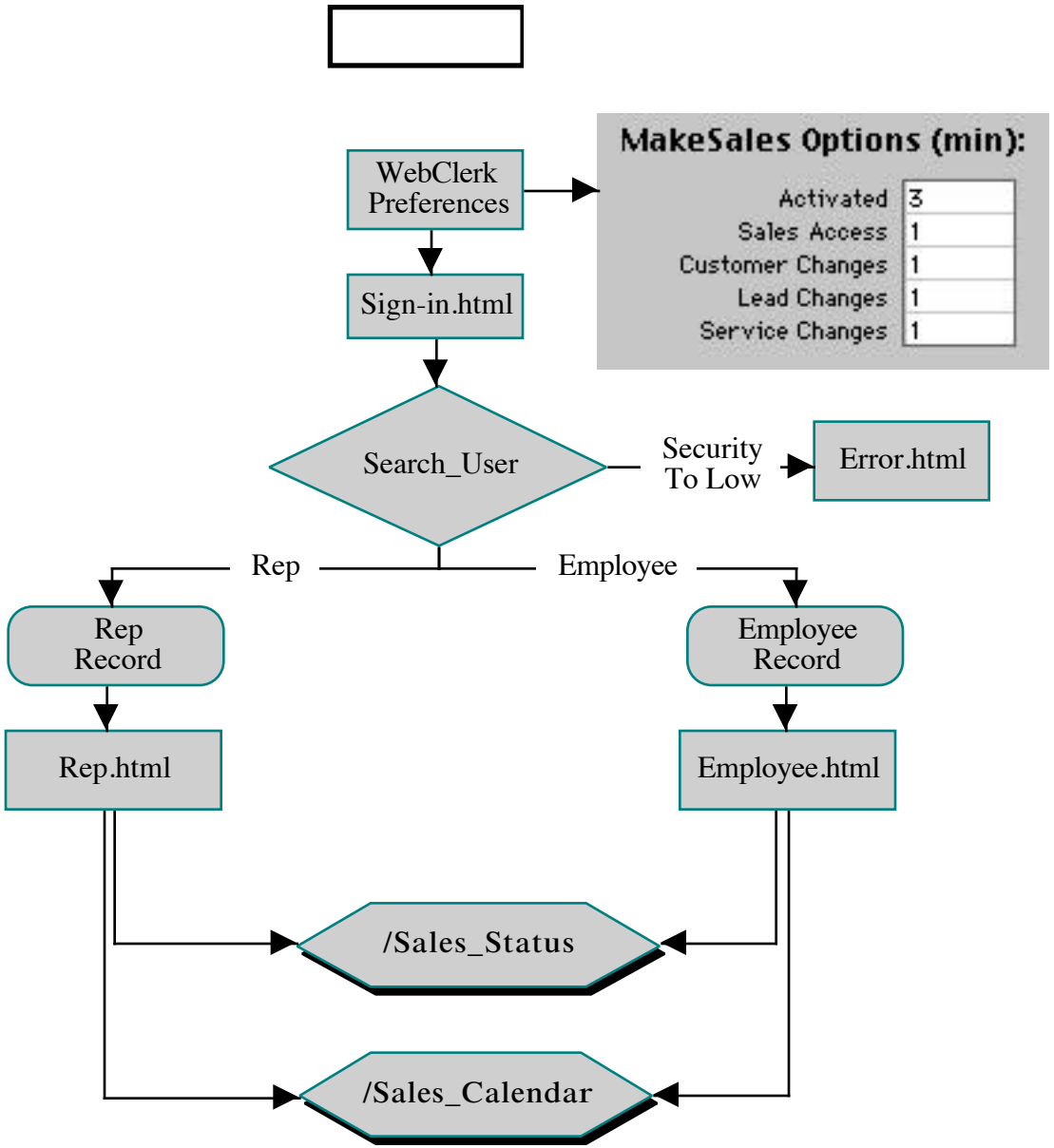

"/Sales_Calendar, without specifying the dates gives the past two days and next 5 days Service, WorkOrders and Call Reports

Form actions which activate changes from these pages

```
<FORM action="/sales_ModLead" method="Get">
<INPUT TYPE="hidden" NAME="RecNum" VALUE="!jit=48;32!">
<INPUT TYPE="hidden" NAME="jitUser" VALUE="!jit=0;vlEventID!">
        other commands
        "/sales_ModCall"
        "/sales_ModService
        "/sales_ModCustomer"
the rest of the html page
<INPUT TYPE="submit" NAME="name" VALUE="Submit">
</FORM>
```



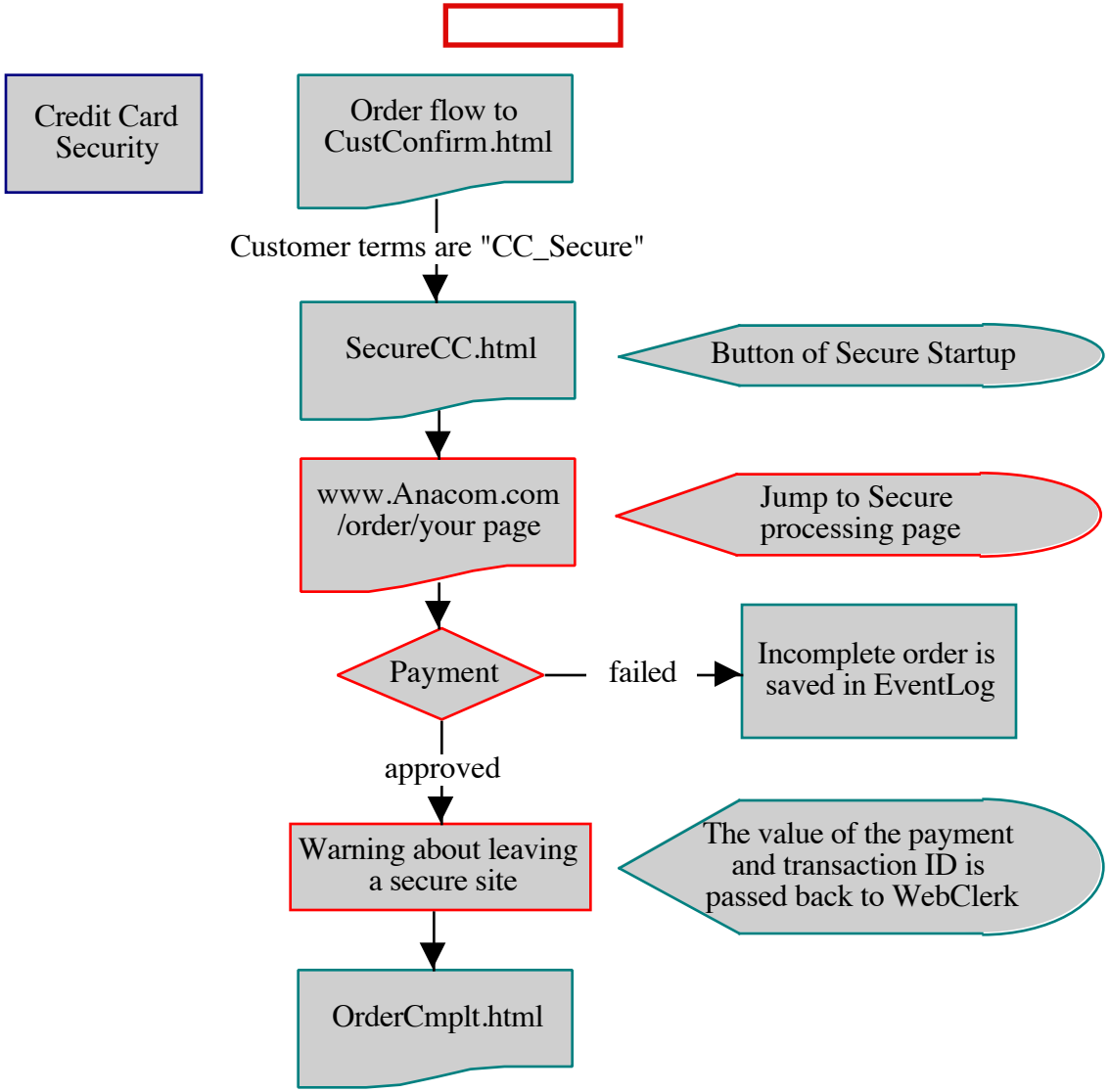

<A HREF="/Sales_Status?orderNum=!jit=3;2!*jitUser=!jit=0;vlEventID!*">!jit=3;2!</A>
or
<A HREF="/Sales_Status?proposalNum=!jit=42;5!*jitUser=!jit=0;vlEventID!*">!jit=42;5!</A>
or
<A HREF="/Sales_Status?woNum=!jit=66;29!*jitUser=!jit=0;vlEventID!*">!jit=66;29!</A>

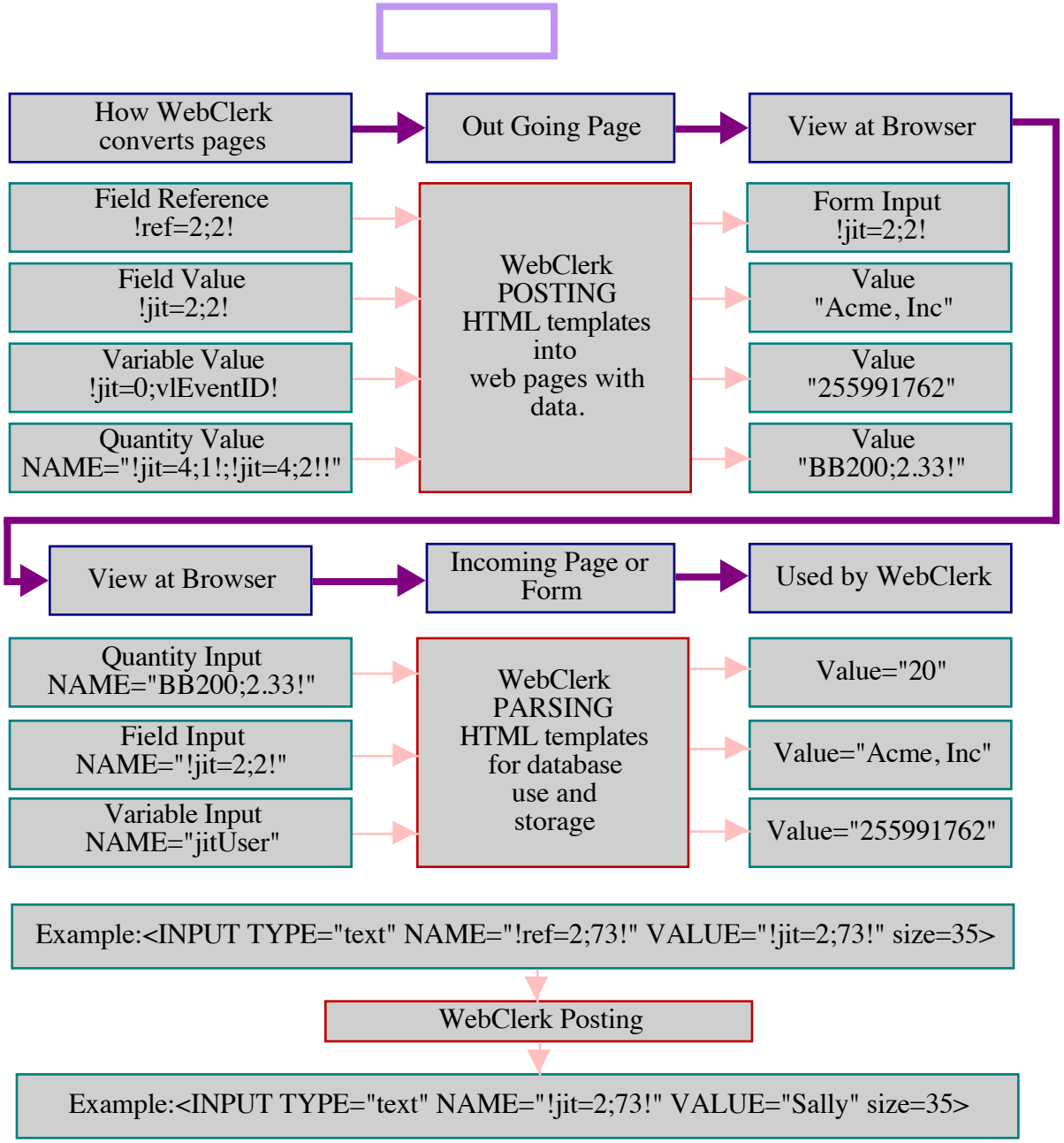


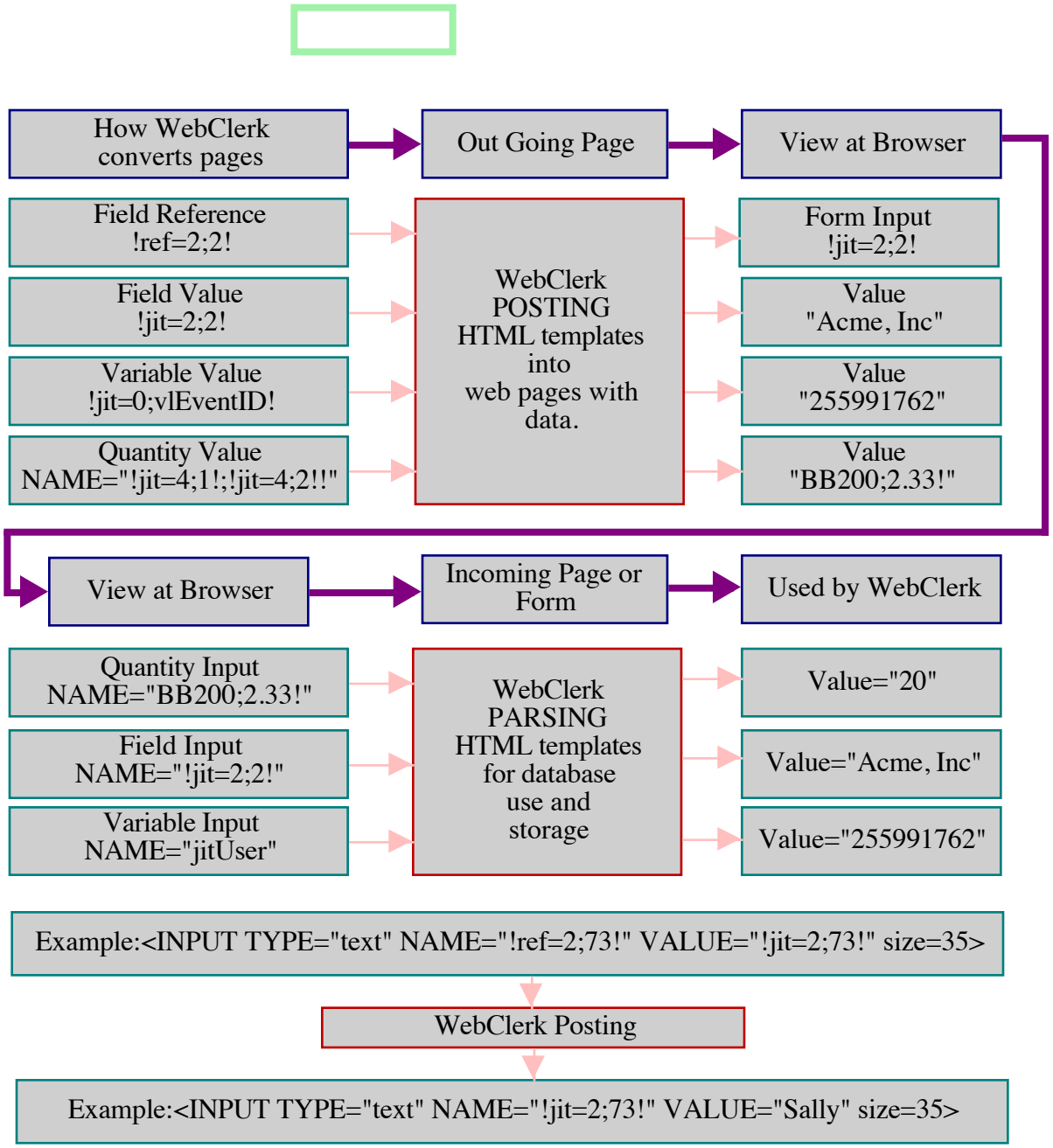

Example URL's

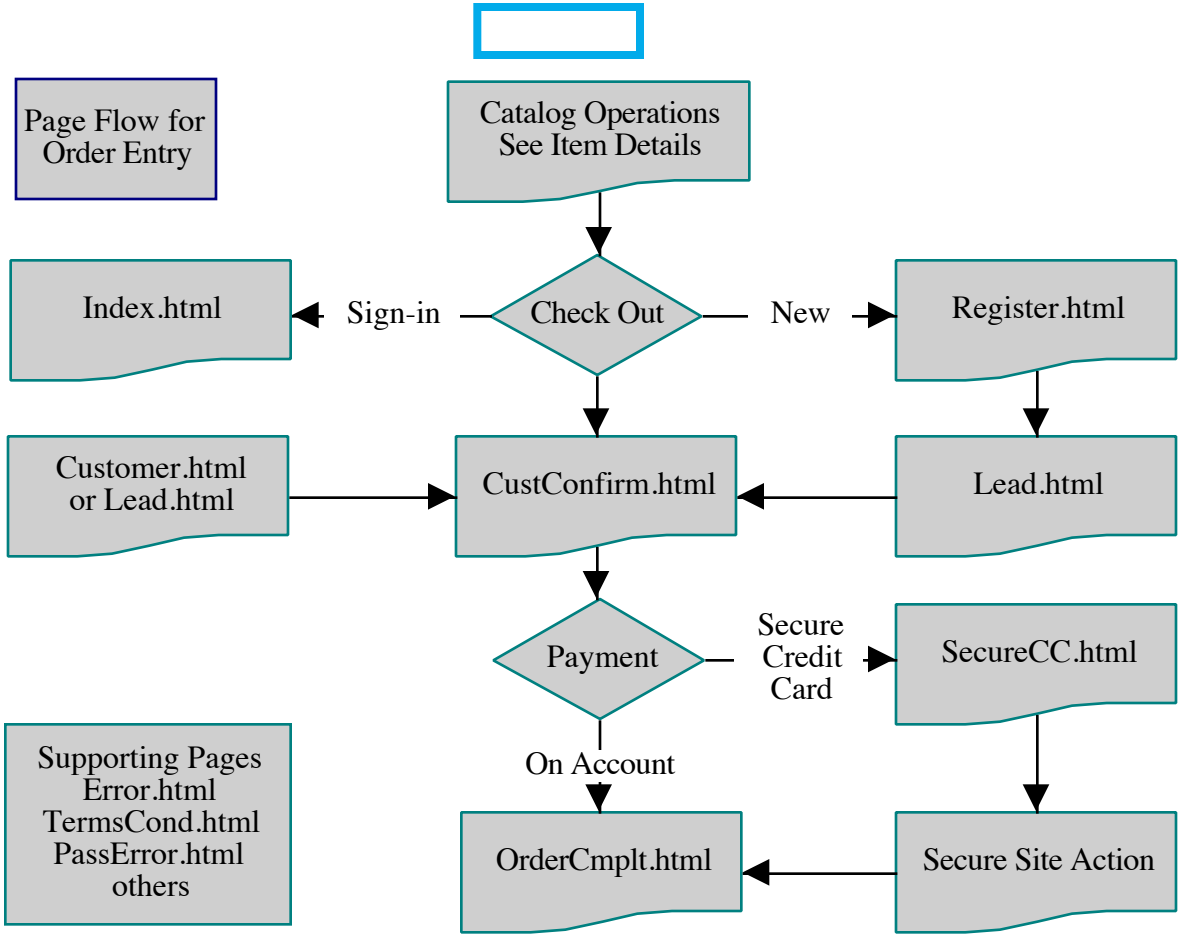
<A HREF="/Sales_Status*jitUser=!jit=0;vlEventID!*" TARGET="Main_Frame">Sales Status</A>
or call an html page for option control

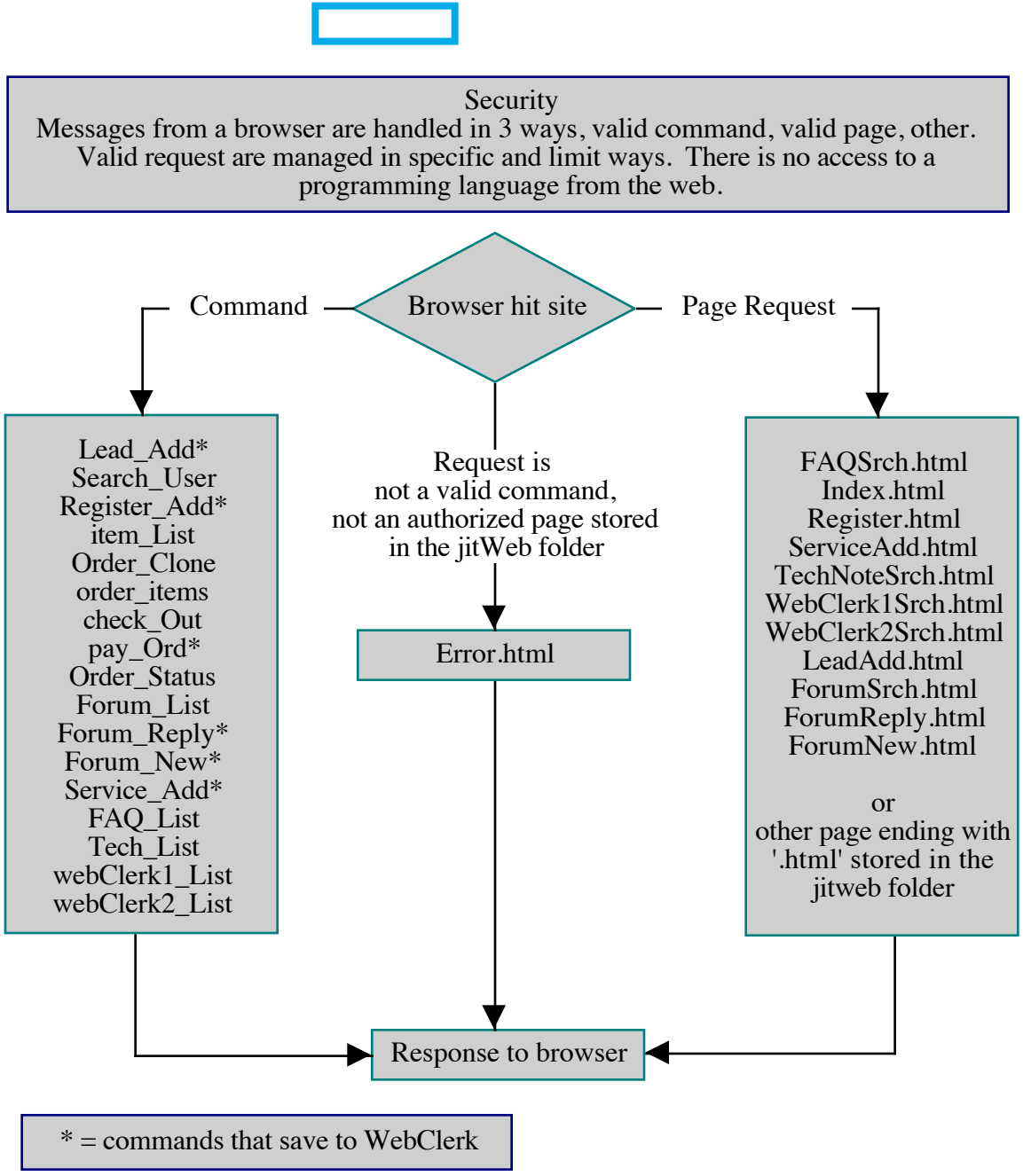
<A HREF="/Sales_Calendar*jitUser=!jit=0;vlEventID!*" TARGET="Main_Frame">Sales Calendar</A>or
call an html page for option control

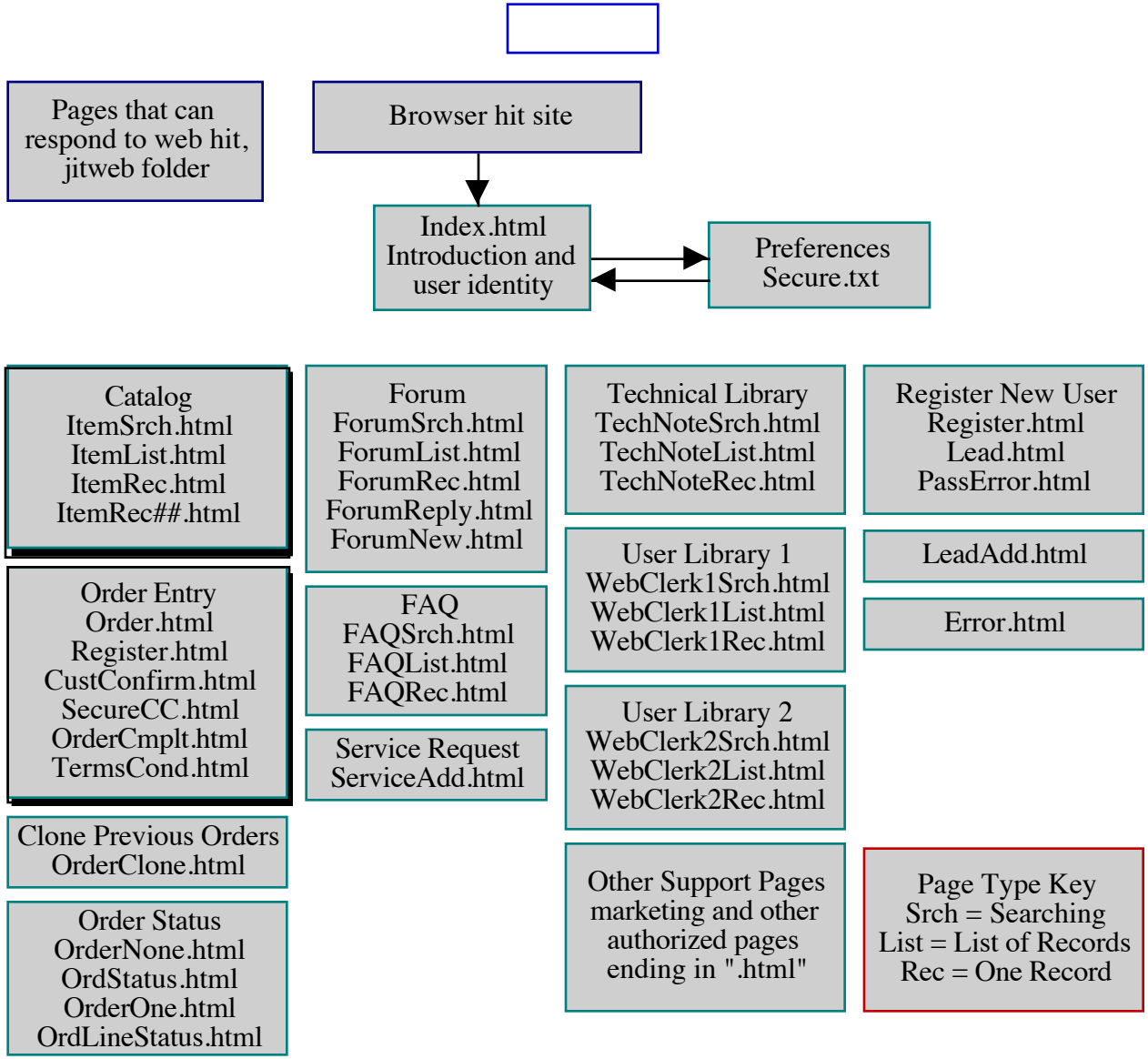

Credit Card Security
Order flow to CustConfirm.html
Customer terms are "CC_Secure"
SecureCC.html
Button of Secure Startup
www.Anacom.com /order/your page
Jump to Secure processing page
Payment
failed
Incomplete order is saved in EventLog
approved
Warning about leaving a secure site
The value of the payment and transaction ID is passed back to WebClerk
OrderCmplt.html

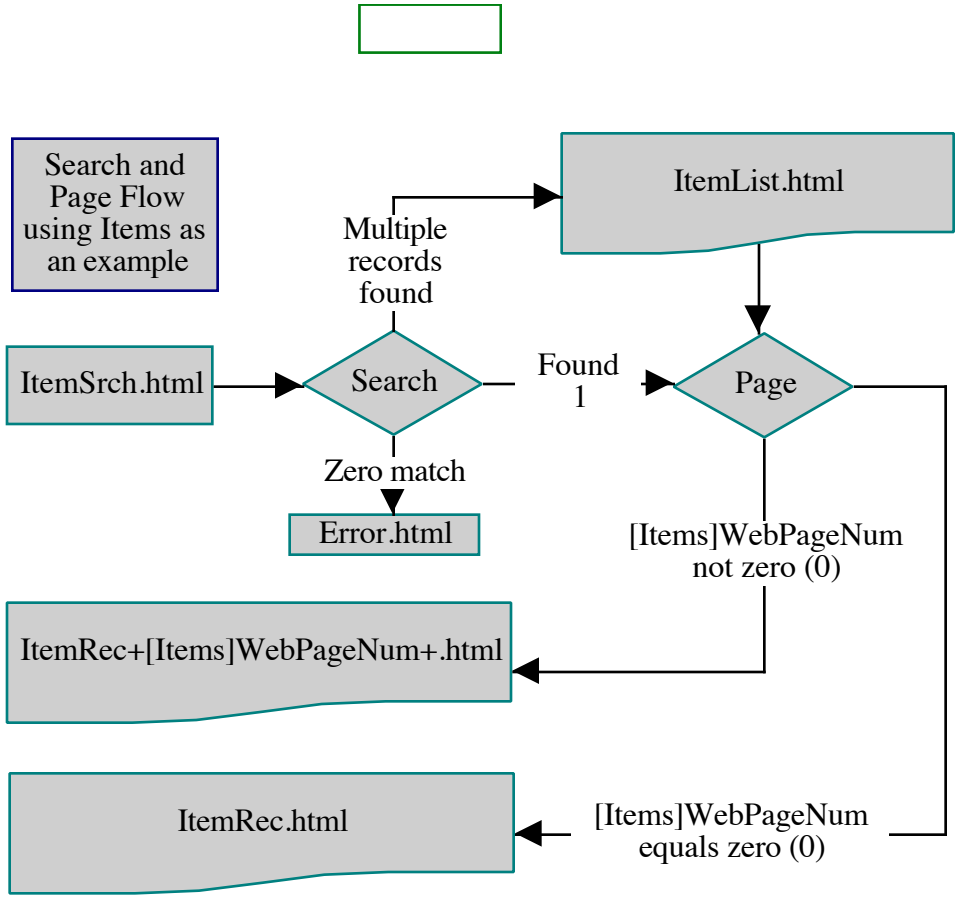

How WebClerk converts pages
Out Going Page
View at Browser
Field Reference !ref=2;2!
Field Value !jit=2;2!
Variable Value !jit=0;vlEventID!
Quantity Value NAME="!jit=4;1!;!jit=4;2!!"
WebClerk POSTING HTML templates into web pages with data.
Form Input !jit=2;2!
Value "Acme, Inc"
Value "255991762"
Value "BB200;2.33!"
View at Browser
Incoming Page or Form
Used by WebClerk
Quantity Input NAME="BB200;2.33!"
Field Input NAME="!jit=2;2!"
Variable Input NAME="jitUser"
WebClerk PARSING HTML templates for database use and storage
Value="20"
Value="Acme, Inc"
Value="255991762"
Example:<INPUT TYPE="text" NAME="!ref=2;73!" VALUE="!jit=2;73!" size=35>
WebClerk Posting
Example:<INPUT TYPE="text" NAME="!jit=2;73!" VALUE="Sally" size=35>

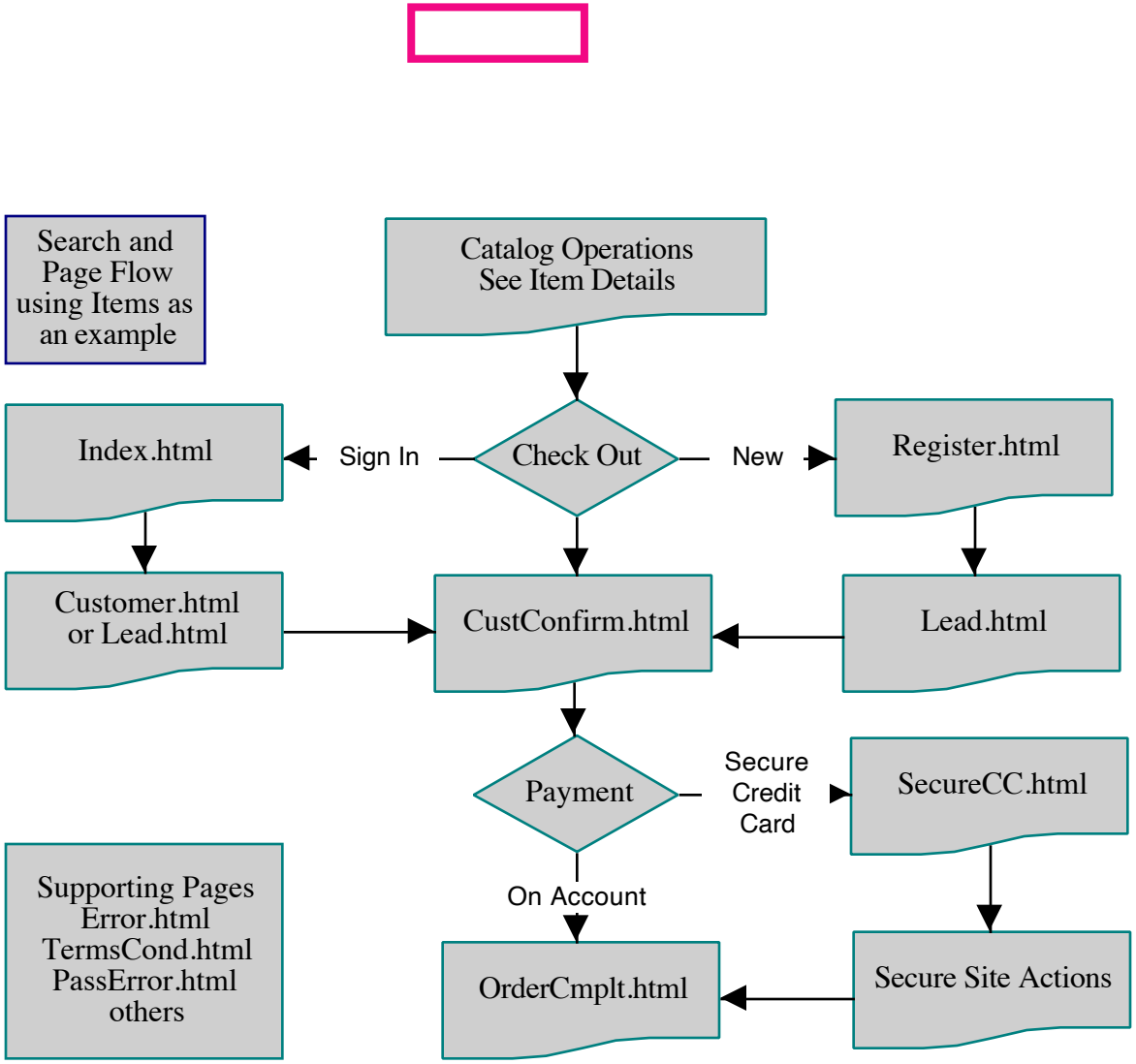

How WebClerk converts pages
Out Going Page
View at Browser
Field Reference !ref=2;2!
Field Value !jit=2;2!
Variable Value !jit=0;vlEventID!
Quantity Value NAME="!jit=4;1!;!jit=4;2!!"
WebClerk POSTING HTML templates into web pages with data.
Form Input !jit=2;2!
Value "Acme, Inc"
Value "255991762"
Value "BB200;2.33!"
View at Browser
Incoming Page or Form
Used by WebClerk
Quantity Input NAME="BB200;2.33!"
Field Input NAME="!jit=2;2!"
Variable Input NAME="jitUser"
WebClerk PARSING HTML templates for database use and storage
Value="20"
Value="Acme, Inc"
Value="255991762"
Example:<INPUT TYPE="text" NAME="!ref=2;73!" VALUE="!jit=2;73!" size=35>
WebClerk Posting
Example:<INPUT TYPE="text" NAME="!jit=2;73!" VALUE="Sally" size=35>


Page Flow for Order Entry
Catalog Operations See Item Details
Index.html
Sign-in
Check Out
New
Register.html
Customer.html or Lead.html
CustConfirm.html
Lead.html
Payment
Secure Credit Card
SecureCC.html
Supporting Pages Error.html TermsCond.html PassError.html others
On Account
OrderCmplt.html
Secure Site Action

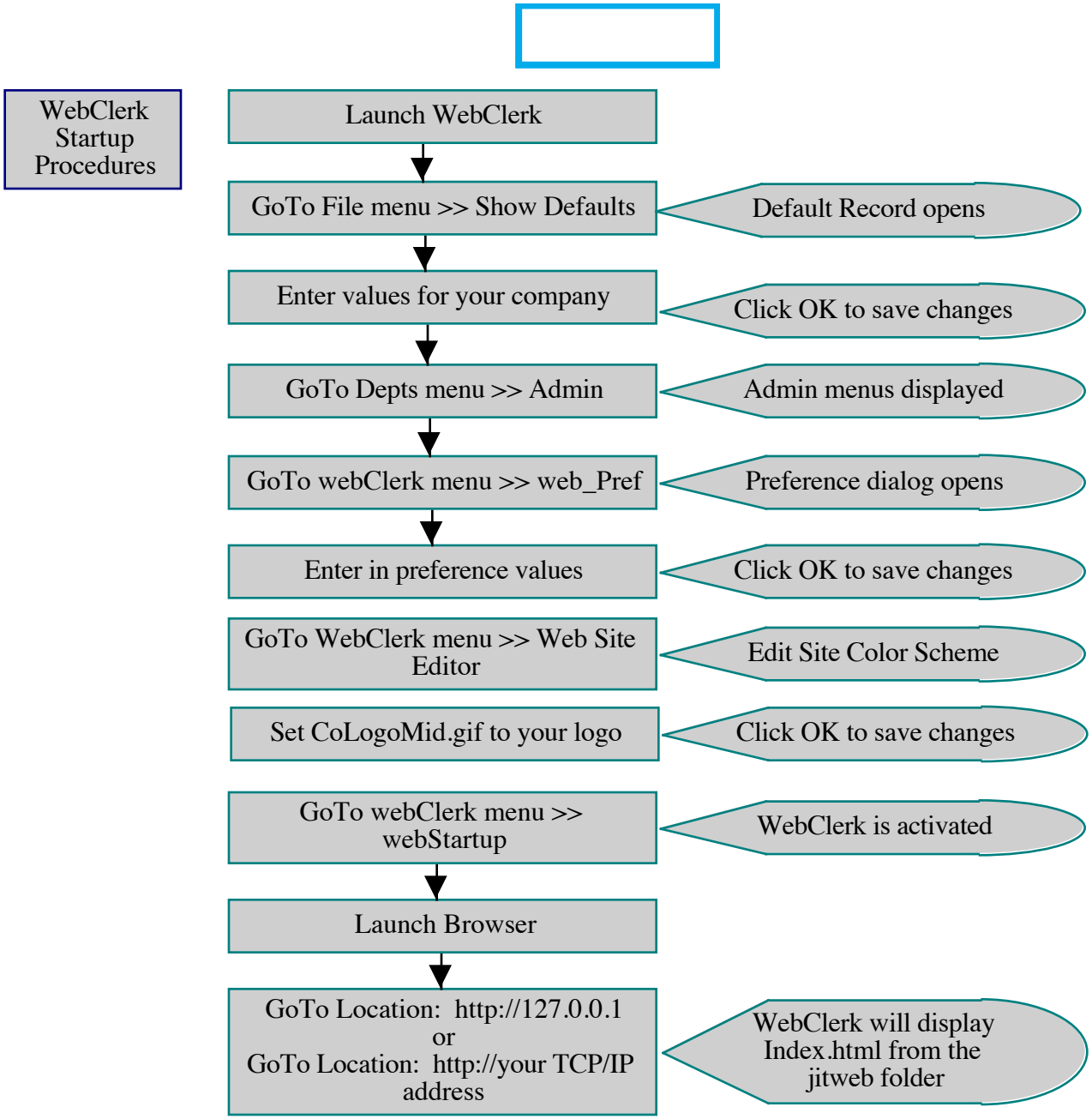

Security
Messages from a browser are handled in 3 ways, valid command, valid page, other. Valid request are managed in specific and limit ways. There is no access to a programming language from the web.
Browser hit site
Command
Page Request
Lead_Add*
Search_User
Register_Add*
item_List
Order_Clone
order_items
check_Out
pay_Ord*
Order_Status
Forum_List
Forum_Reply*
Forum_New*
Service_Add*
FAQ_List
Tech_List
webClerk1_List
webClerk2_List
Request is not a valid command, not an authorized page stored in the jitWeb folder
Error.html
FAQSrch.html
Index.html
Register.html
ServiceAdd.html
TechNoteSrch.html
WebClerk1Srch.html
WebClerk2Srch.html
LeadAdd.html
ForumSrch.html
ForumReply.html
ForumNew.html
or
other page ending with '.html' stored in the jitweb folder
Response to browser
* = commands that save to WebClerk

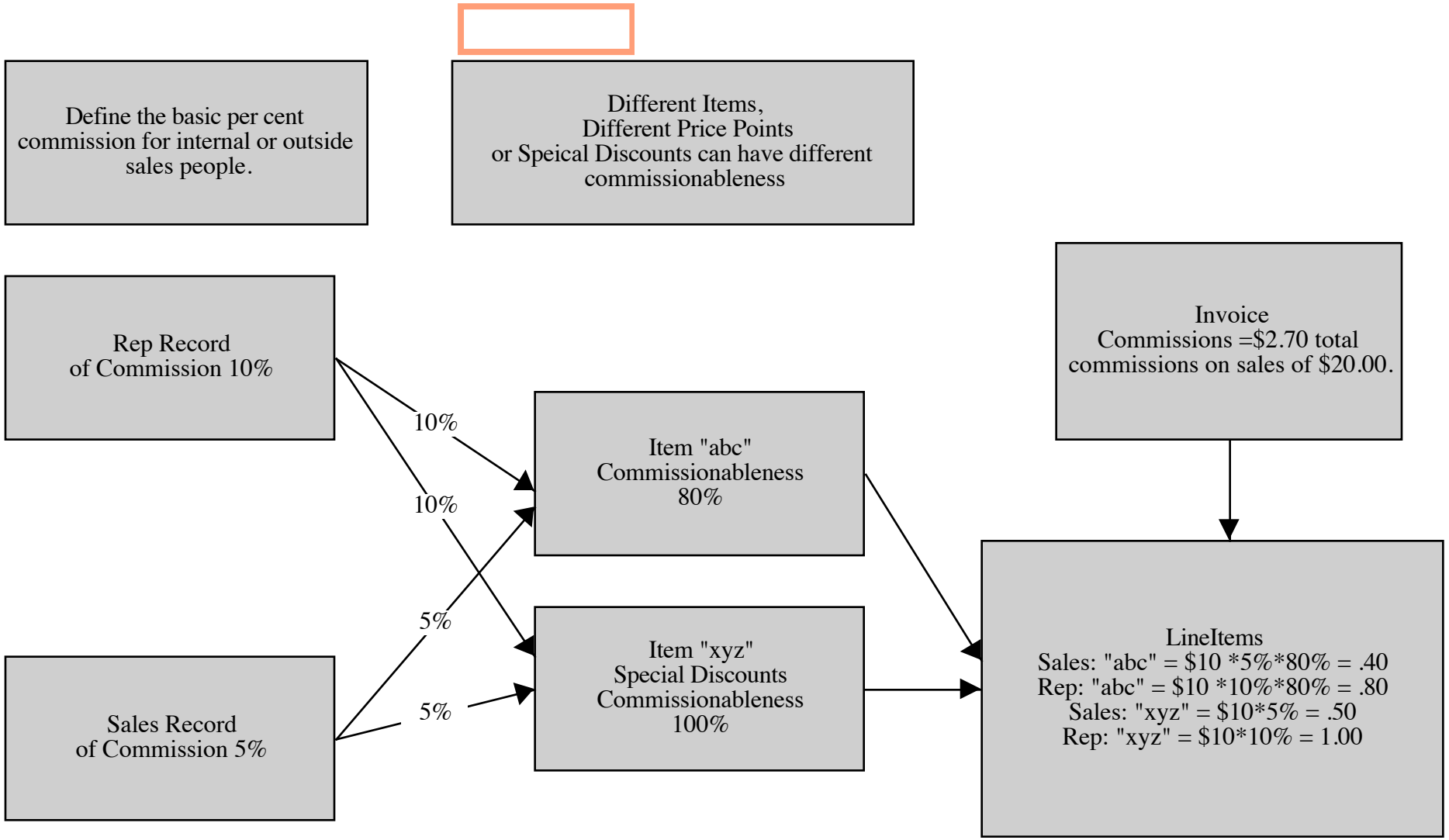

Pages that can respond to web hit, jitweb folder
Browser hit site
Index.html
Introduction and user identity
Preferences
Secure.txt
Catalog
ItemSrch.html
ItemList.html
ItemRec.html
ItemRec##.html
Order Entry
Order.html
Register.html
CustConfirm.html
SecureCC.html
OrderCmplt.html
TermsCond.html
Clone Previous Orders
OrderClone.html
Order Status
OrderNone.html
OrdStatus.html
OrderOne.html
OrdLineStatus.html
Forum
ForumSrch.html
ForumList.html
ForumRec.html
ForumReply.html
ForumNew.html
FAQ
FAQSrch.html
FAQList.html
FAQRec.html
Service Request
ServiceAdd.html
Technical Library
TechNoteSrch.html
TechNoteList.html
TechNoteRec.html
User Library 1
WebClerk1Srch.html
WebClerk1List.html
WebClerk1Rec.html
User Library 2
WebClerk2Srch.html
WebClerk2List.html
WebClerk2Rec.html
Other Support Pages
marketing and other
authorized pages
ending in ".html"
Register New User
Register.html
Lead.html
PassError.html
LeadAdd.html
Error.html
Page Type Key
Srch = Searching
List = List of Records
Rec = One Record

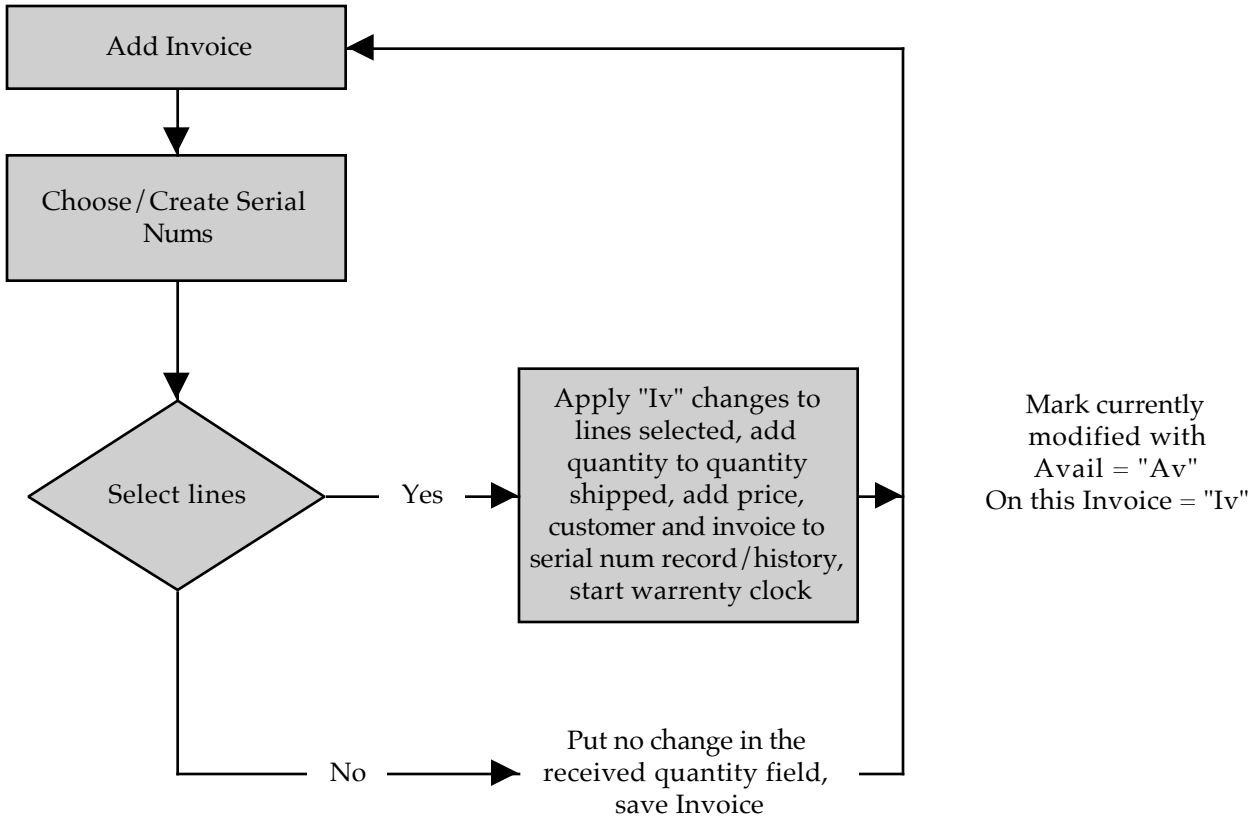

Search and Page Flow using Items as an example
ItemList.html
Multiple records found
ItemSrch.html
Search
Found 1
Page
Zero match
Error.html
[Items]WebPageNum not zero (0)
ItemRec+[Items]WebPageNum+.html
ItemRec.html
[Items]WebPageNum equals zero (0)

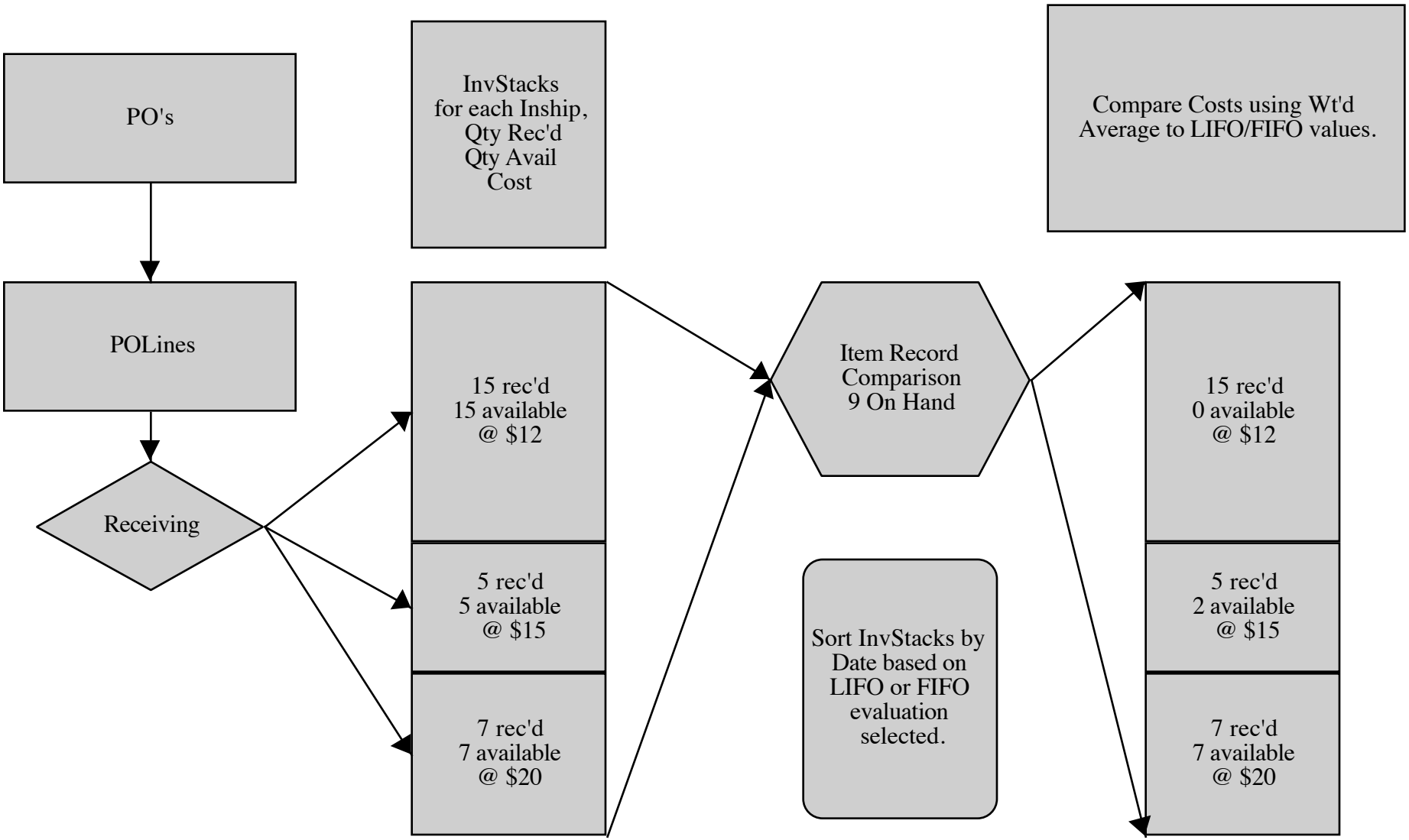

Search and Page Flow using Items as an example
Catalog Operations See Item Details
Index.html
Sign In
Check Out
New
Register.html
Customer.html or Lead.html
CustConfirm.html
Lead.html
Payment
Secure Credit Card
SecureCC.html
Supporting Pages Error.html TermsCond.html PassError.html others
On Account
OrderCmplt.html
Secure Site Actions

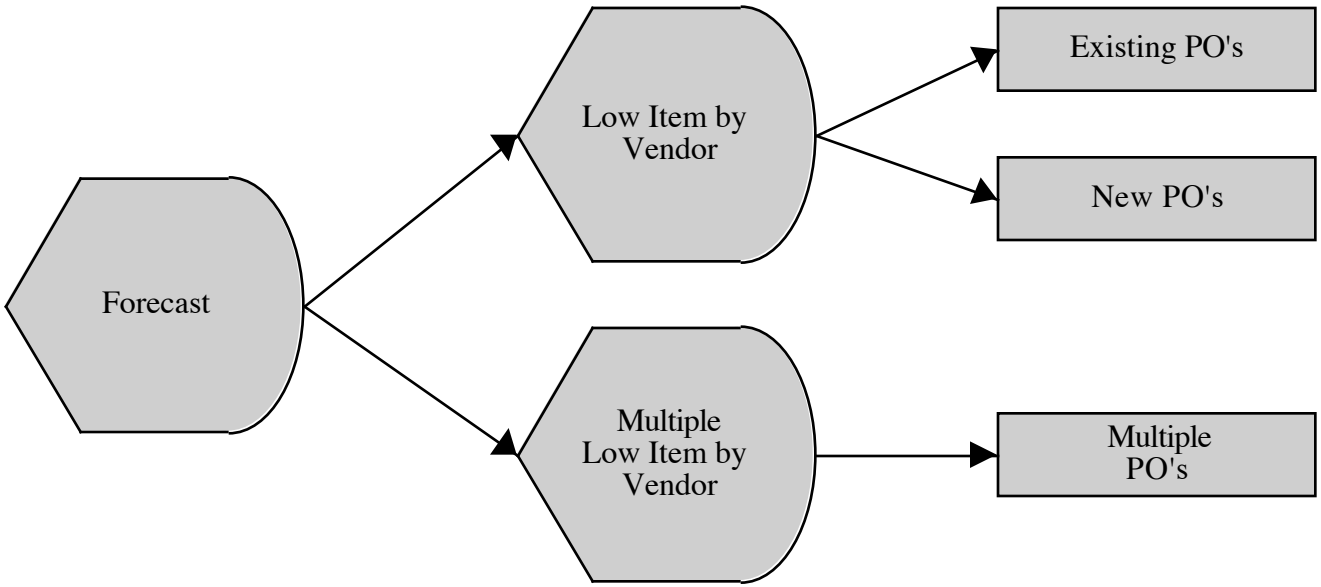
WebClerk Startup Procedures

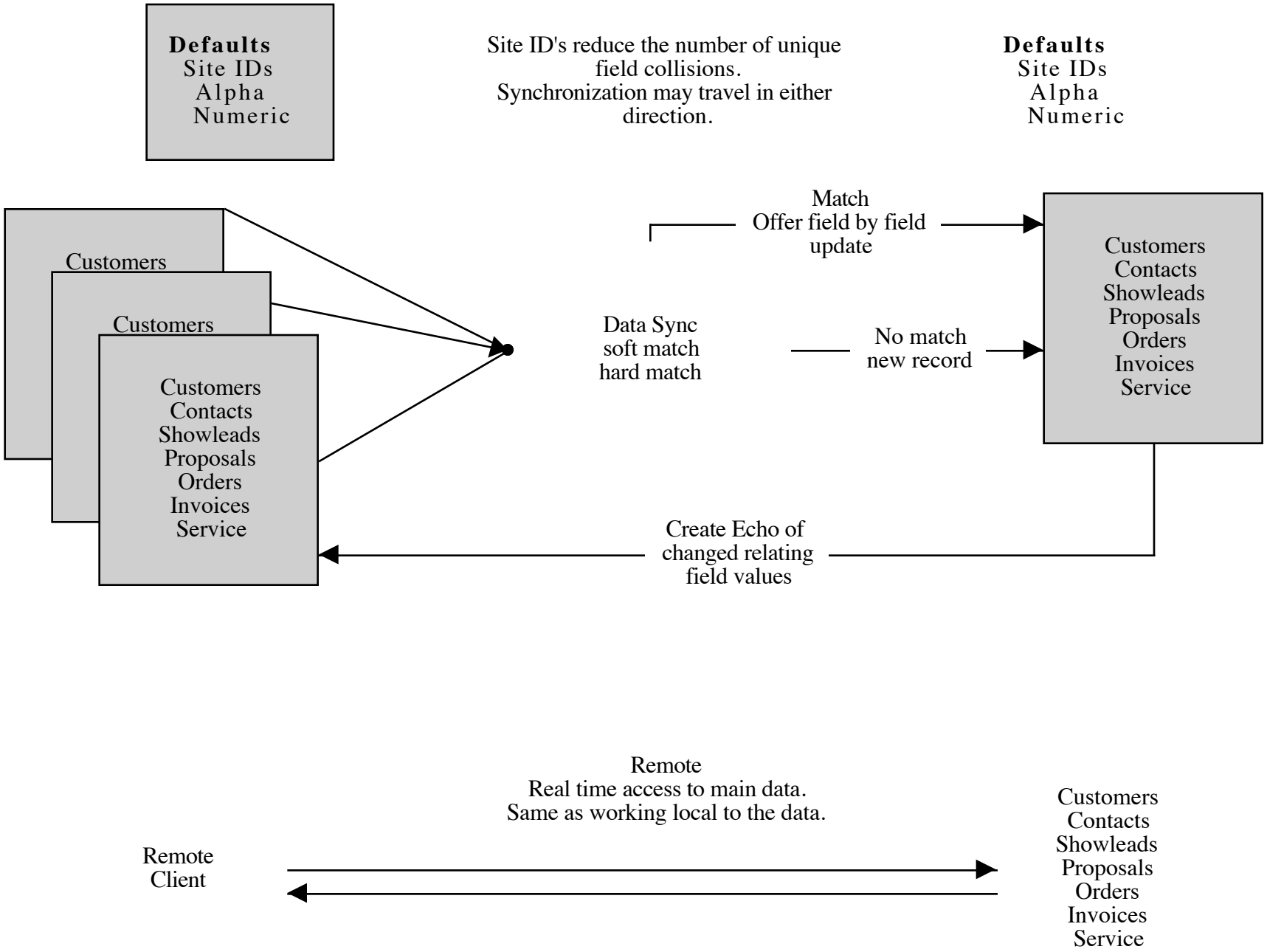


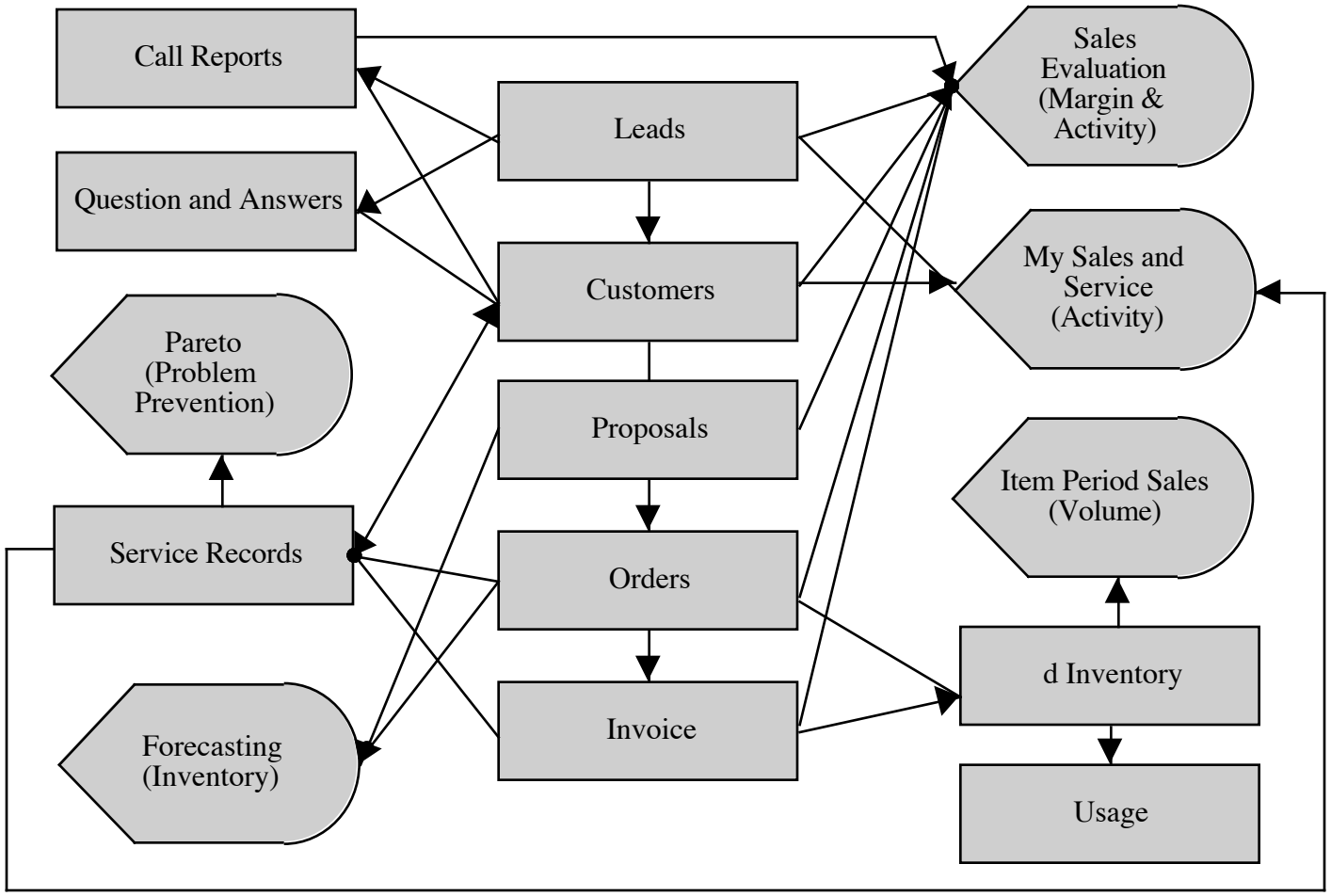

Define the basic per cent commission for internal or outside sales people.
Different Items,
Different Price Points
or Speical Discounts can have different commissionableness
Rep Record
of Commission 10%
Sales Record
of Commission 5%
10%
10%
5%
5%
Item "abc"
Commissionableness
80%
Item "xyz"
Special Discounts
Commissionableness
100%
Invoice
Commissions =$2.70 total commissions on sales of $20.00.
LineItems
Sales: "abc" = $10 *5%*80% = .40
Rep: "abc" = $10 *10%*80% = .80
Sales: "xyz" = $10*5% = .50
Rep: "xyz" = $10*10% = 1.00

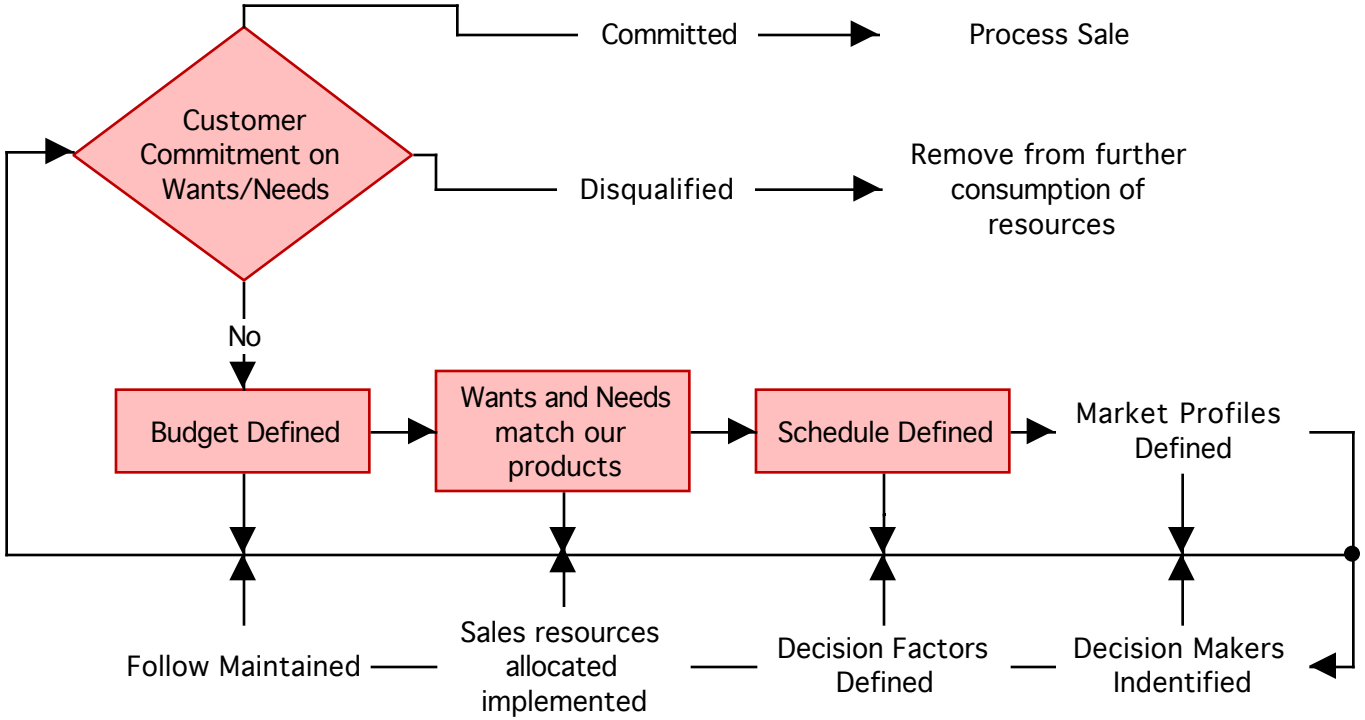

Add Invoice
Choose/Create Serial Nums
Select lines
Yes
Apply "Iv" changes to lines selected, add quantity to quantity shipped, add price, customer and invoice to serial num record/history, start warrenty clock
Mark currently modified with Avail = "Av" On this Invoice = "Iv"
No
Put no change in the received quantity field, save Invoice

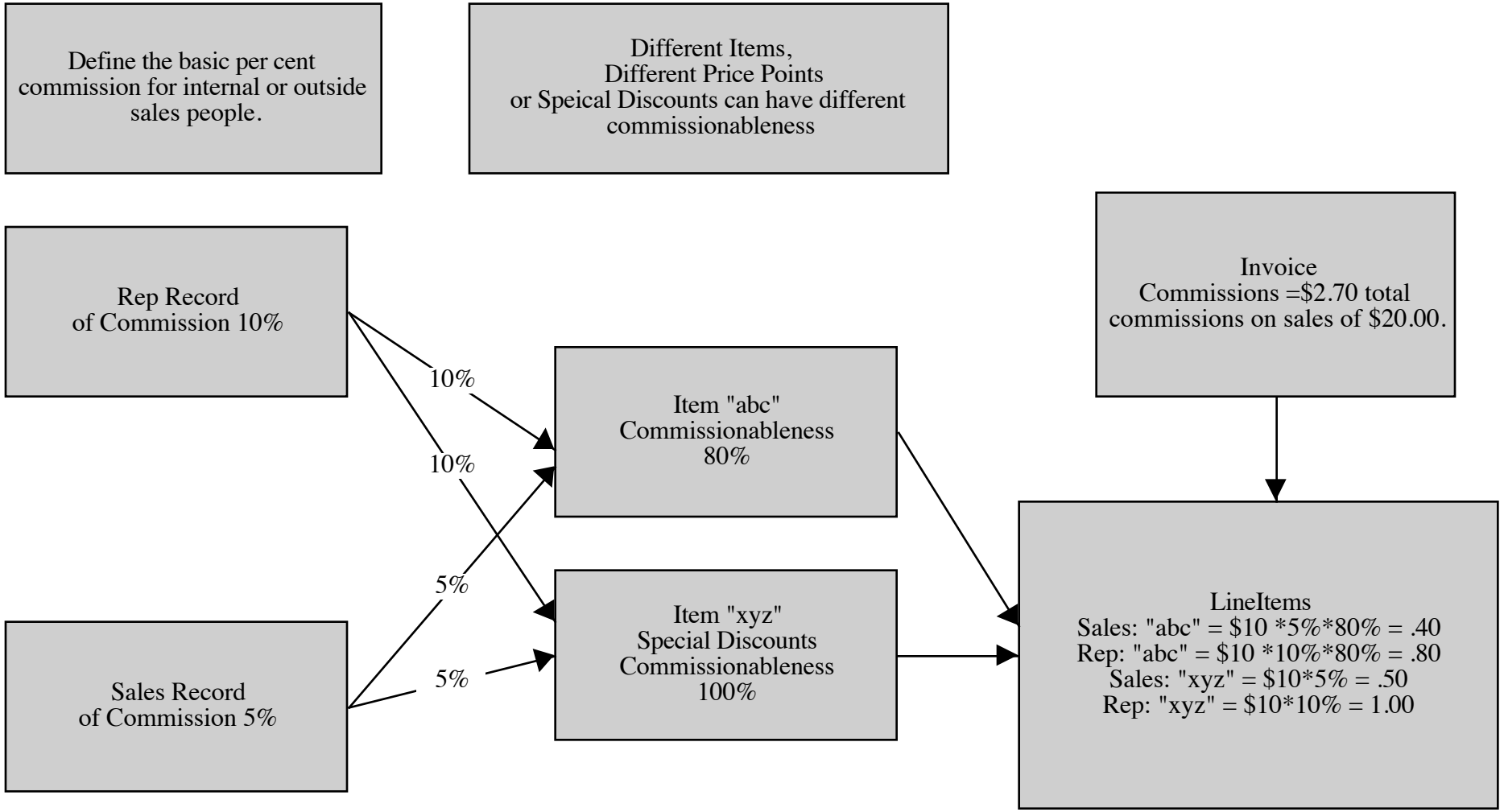

PO's
POLines
Receiving
InvStacks
for each Inship,
Qty Rec'd
Qty Avail
Cost
15 rec'd
15 available
@ $12
5 rec'd
5 available
@ $15
7 rec'd
7 available
@ $20
Item Record
Comparison
9 On Hand
Sort InvStacks by
Date based on
LIFO or FIFO
evaluation
selected.
Compare Costs using Wt'd
Average to LIFO/FIFO values.
15 rec'd
0 available
@ $12
5 rec'd
2 available
@ $15
7 rec'd
7 available
@ $20


Forecast
Low Item by Vendor
Multiple Low Item by Vendor
Existing PO's
New PO's
Multiple PO's


Defaults
Site IDs
Alpha
Numeric
Site ID's reduce the number of unique field collisions.
Synchronization may travel in either direction.
Defaults
Site IDs
Alpha
Numeric
Customers
Customers
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service
Match
Offer field by field update
Data Sync
soft match
hard match
No match
new record
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service
Create Echo of changed relating field values
Remote
Real time access to main data.
Same as working local to the data.
Remote Client
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service


Call Reports
Question and Answers
Pareto (Problem Prevention)
Service Records
Forecasting (Inventory)
Leads
Customers
Proposals
Orders
Invoice
Sales Evaluation (Margin & Activity)
My Sales and Service (Activity)
Item Period Sales (Volume)
d Inventory
Usage


Committed
Process Sale
Customer Commitment on Wants/Needs
Disqualified
Remove from further consumption of resources
No
Budget Defined
Wants and Needs match our products
Schedule Defined
Market Profiles Defined
Follow Maintained
Sales resources allocated implemented
Decision Factors Defined
Decision Makers Indentified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10%
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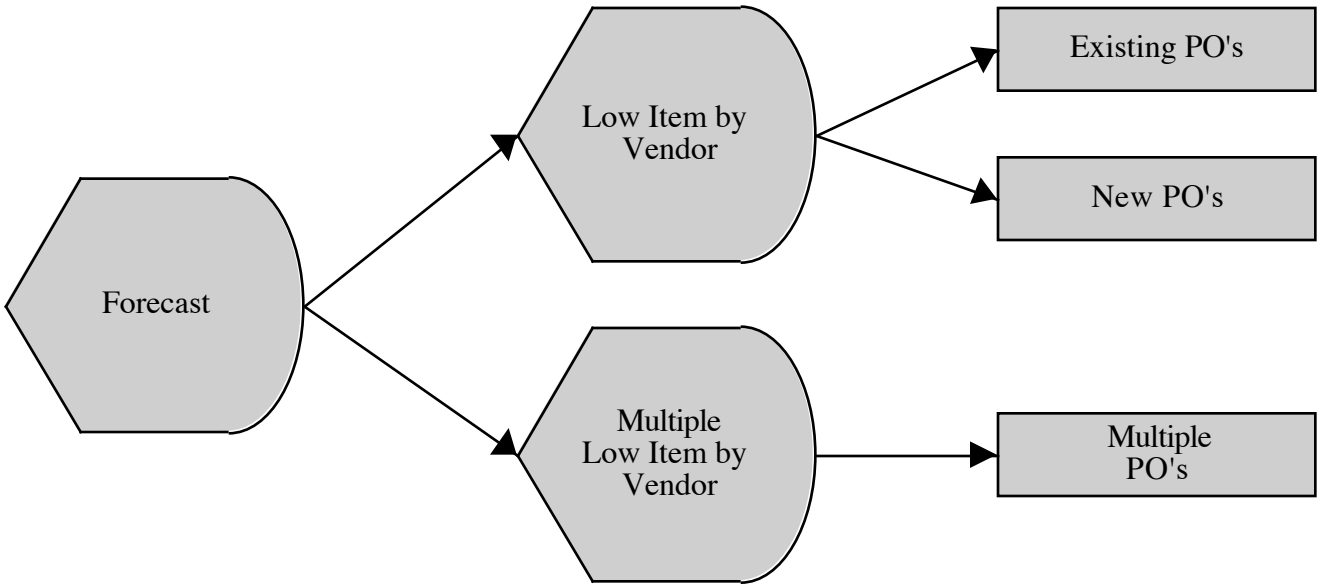
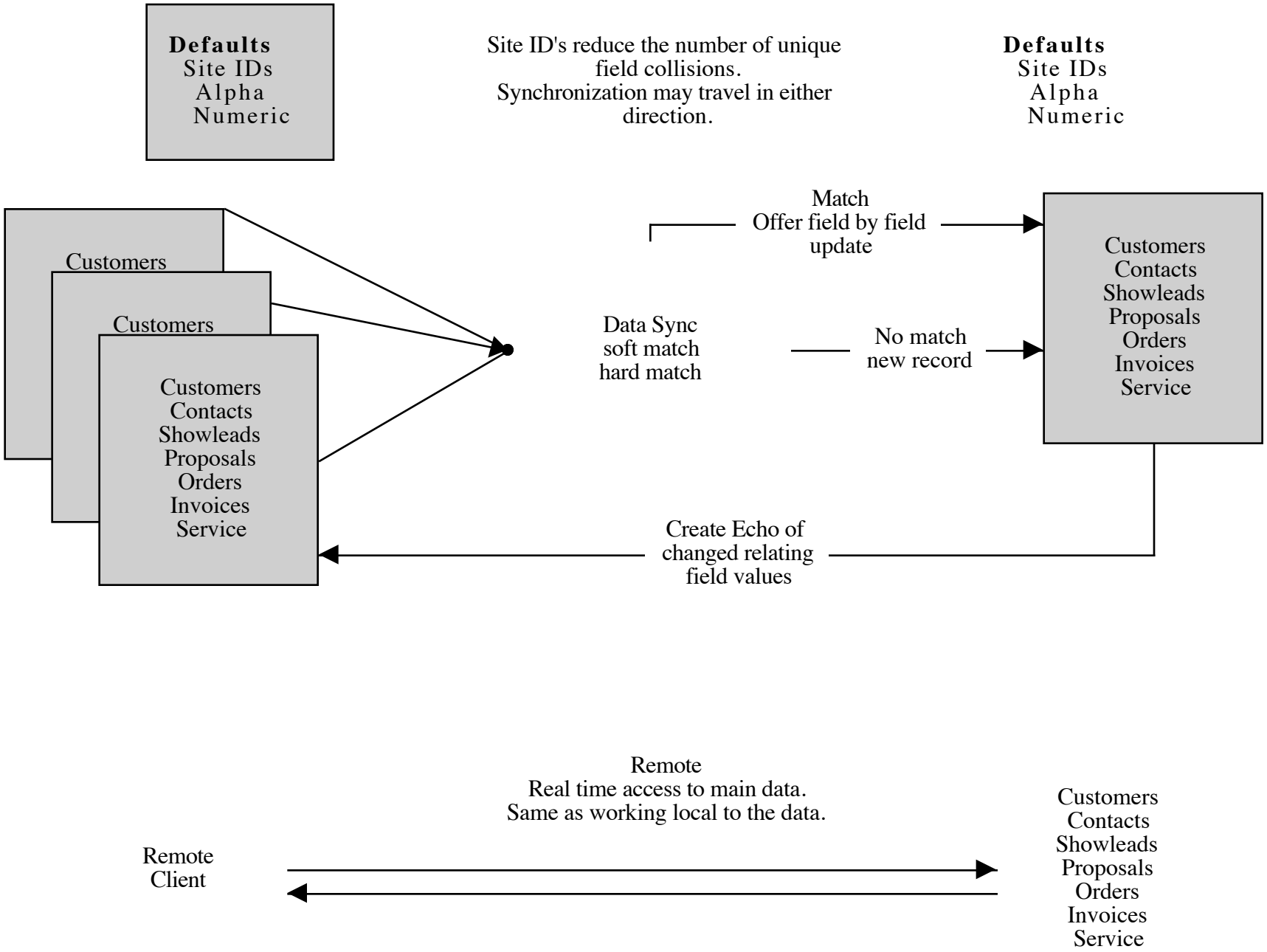

Forecast
Low Item by Vendor
Multiple Low Item by Vendor
Existing PO's
New PO's
Multiple PO's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Site IDs
Alpha
Numeric
Customers
Customers
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service
Match
Offer field by field update
Data Sync
soft match
hard match
No match
new record
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service
Create Echo of changed relating field values
Remote
Real time access to main data.
Same as working local to the data.
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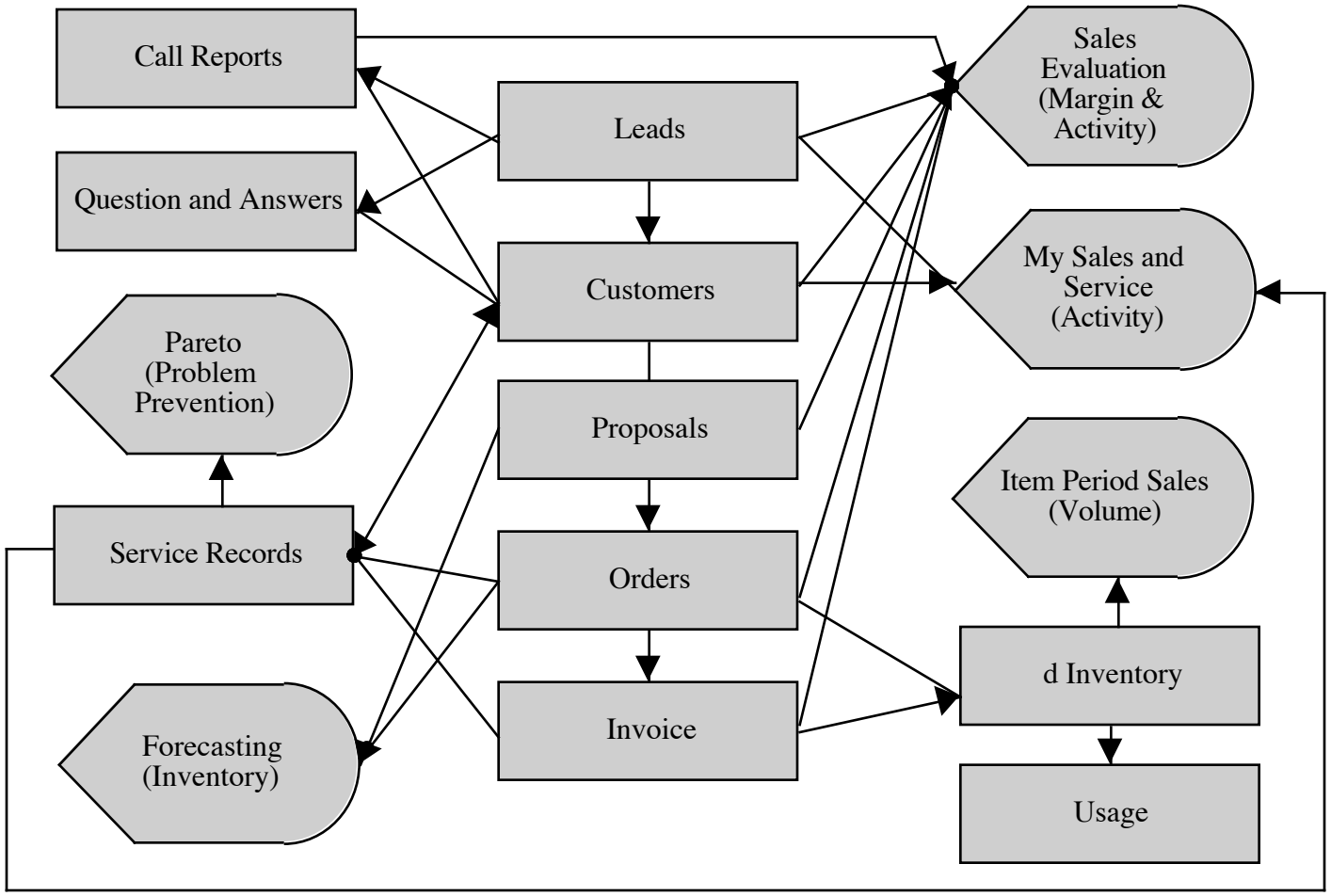
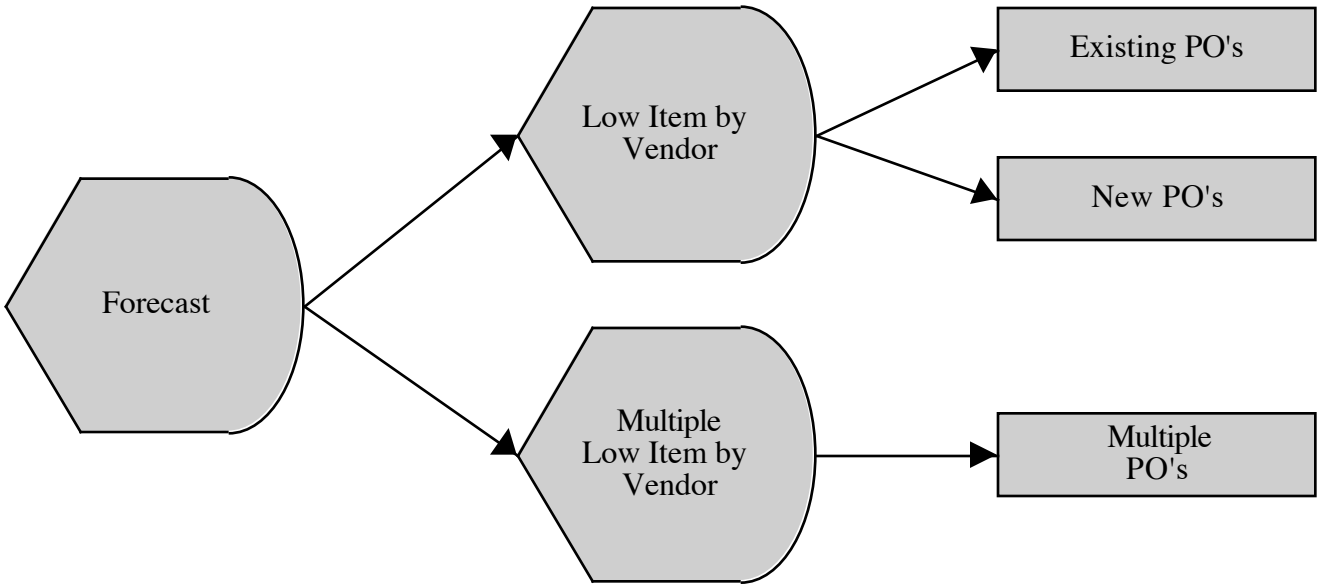
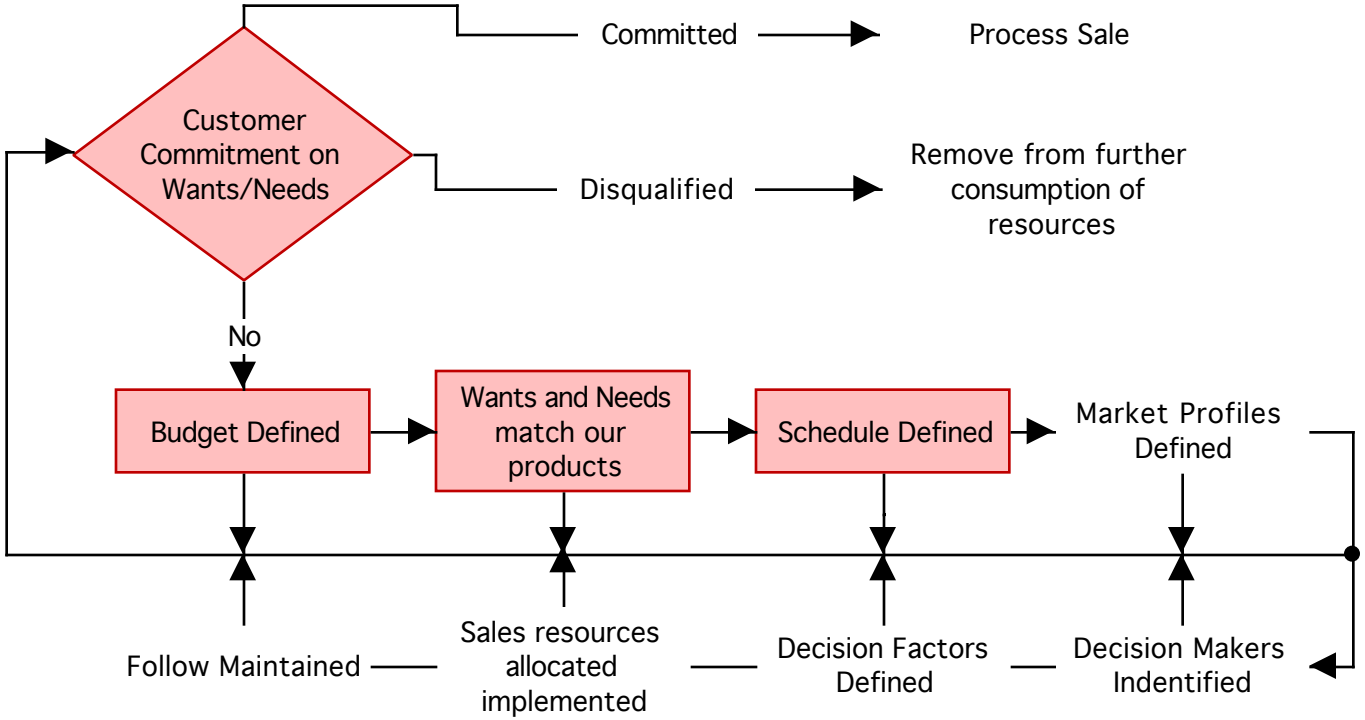
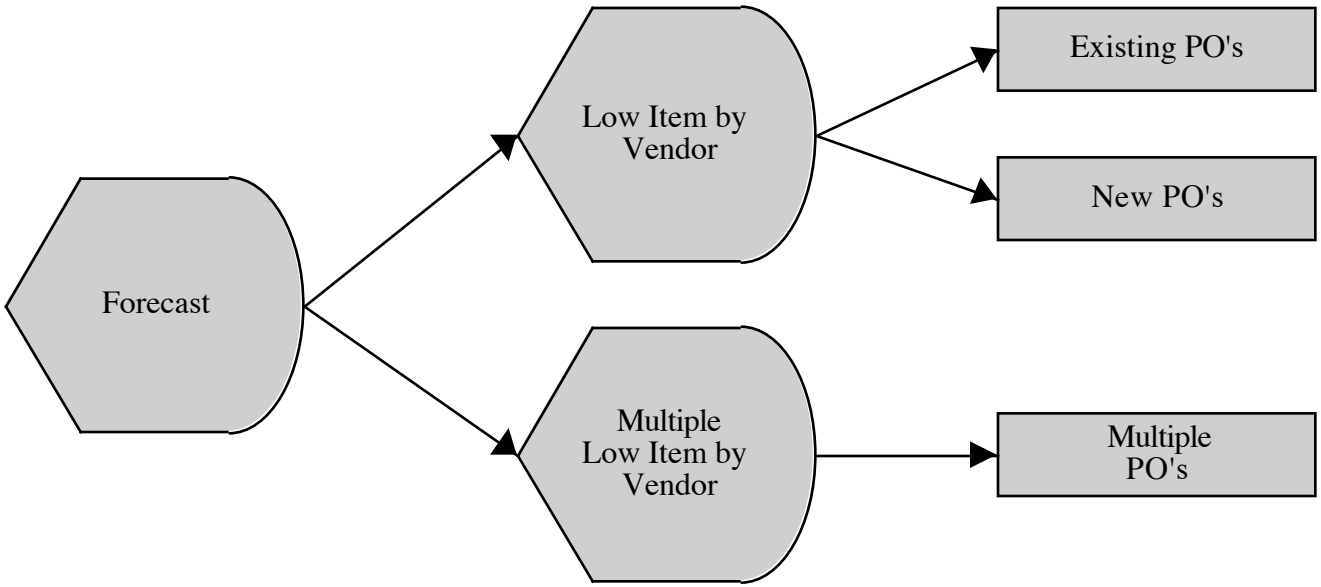
Customers
Contacts
Showleads
Proposals
Orders
Invoices
Service


Call Reports
Question and Answers
Pareto (Problem Prevention)
Service Records
Forecasting (Inventory)
Leads
Customers
Proposals
Orders
Invoice
Sales Evaluation (Margin & Activity)
My Sales and Service (Activity)
Item Period Sales (Volume)
d Inventory
Usage


Forecast
Low Item by Vendor
Multiple Low Item by Vendor
Existing PO's
New PO's
Multiple PO's

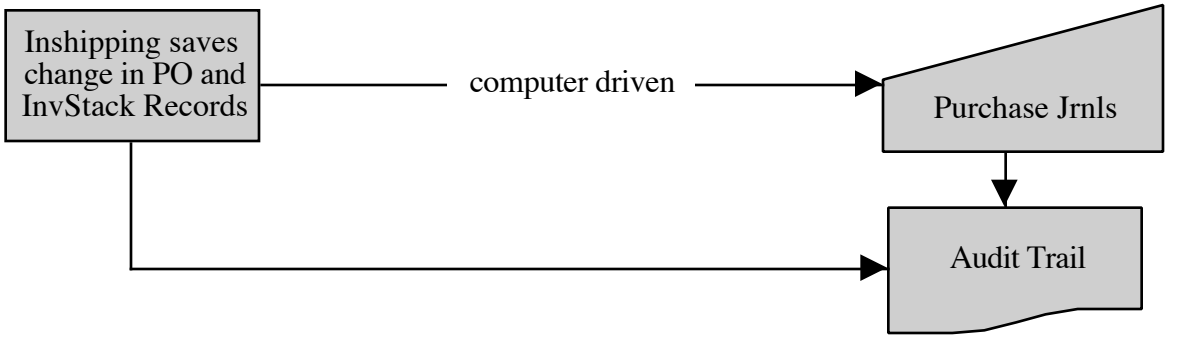

Committed
Process Sale
Customer Commitment on Wants/Needs
Disqualified
Remove from further consumption of resources
No
Budget Defined
Wants and Needs match our products
Schedule Defined
Market Profiles Defined
Follow Maintained
Sales resources allocated implemented
Decision Factors Defined
Decision Makers Indentified


Forecast
Low Item by Vendor
Multiple Low Item by Vendor
Existing PO's
New PO's
Multiple PO's

## Automated A/P Entry

Direct Interface to Accounts Payable
Low effort to manage inputs

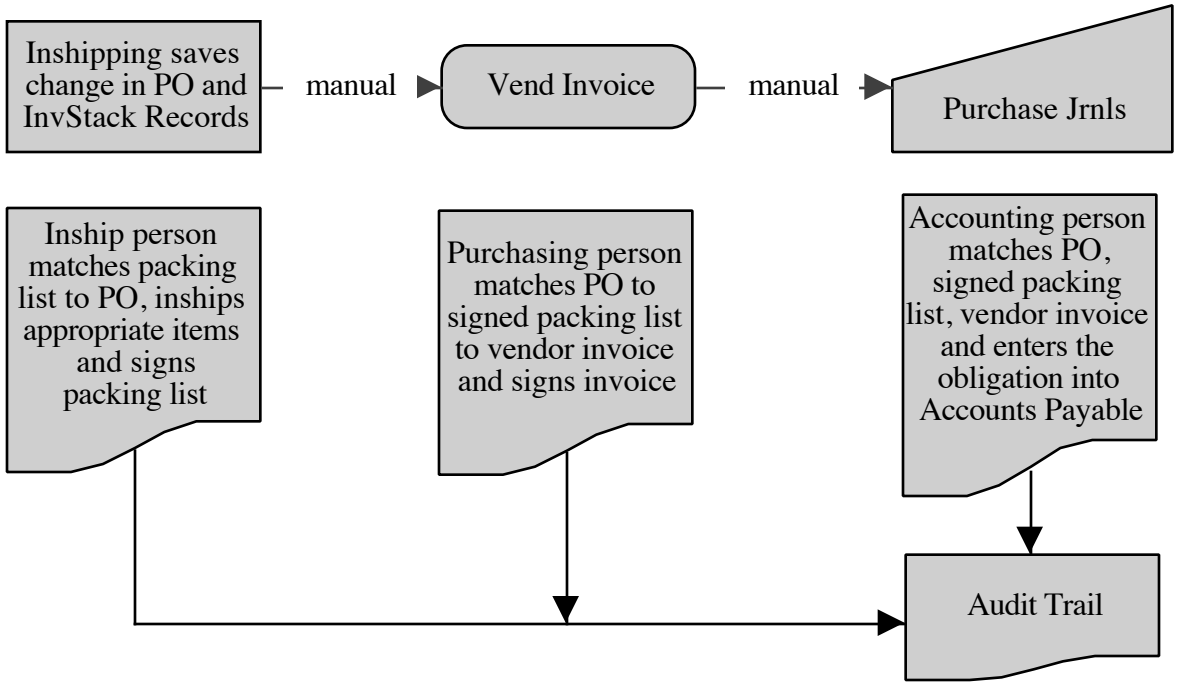
Benefit - Completely automated
Liability - manual review required

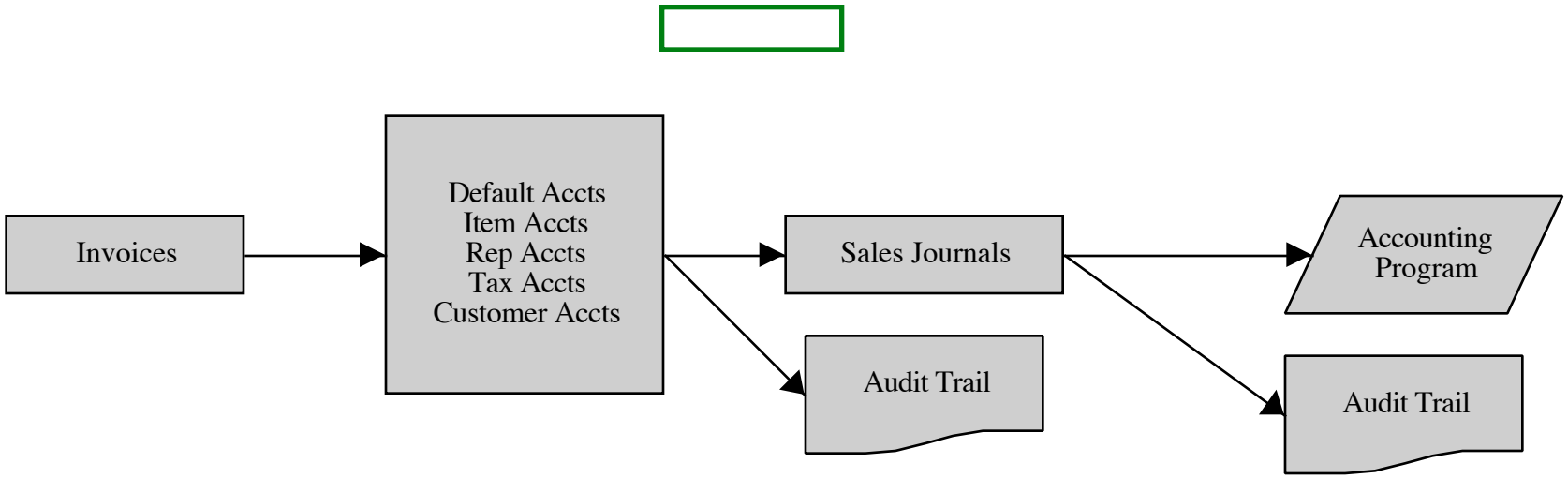


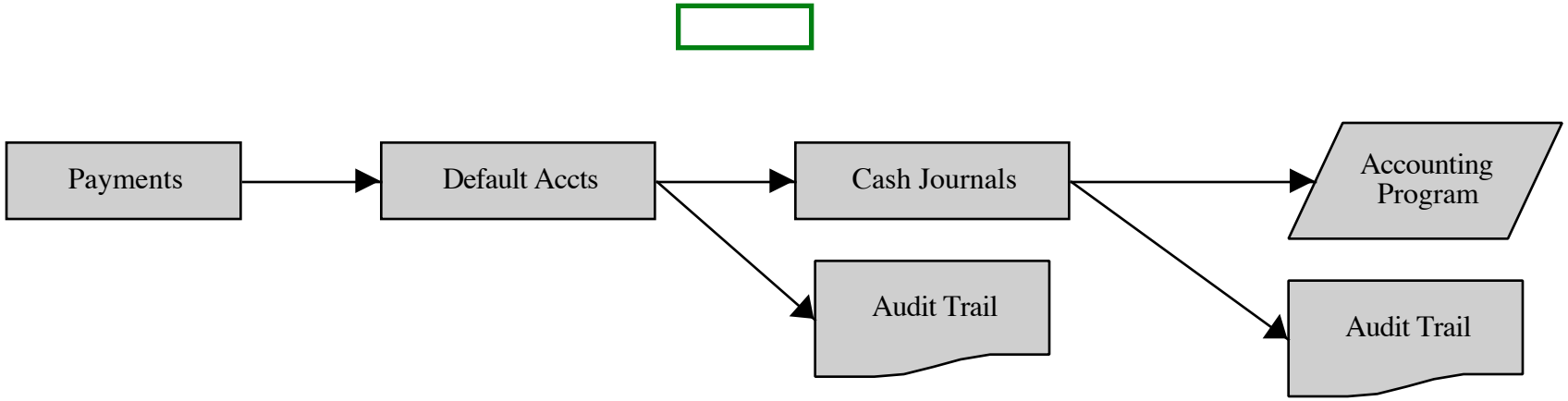

## Manual A/P Entry

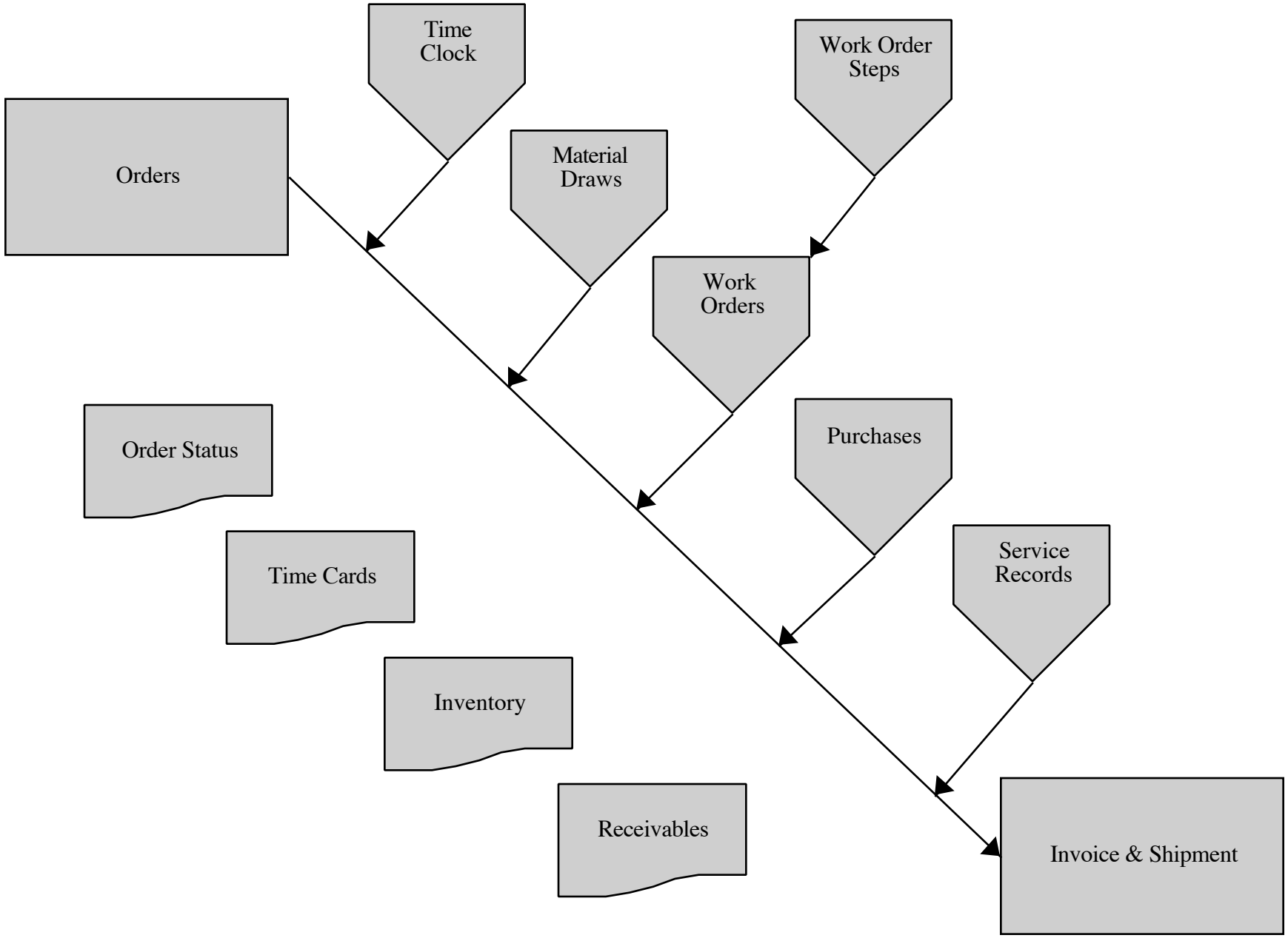
Interface to Accounting based on a Clearing Account with
Manual Entry to Accounts Payable

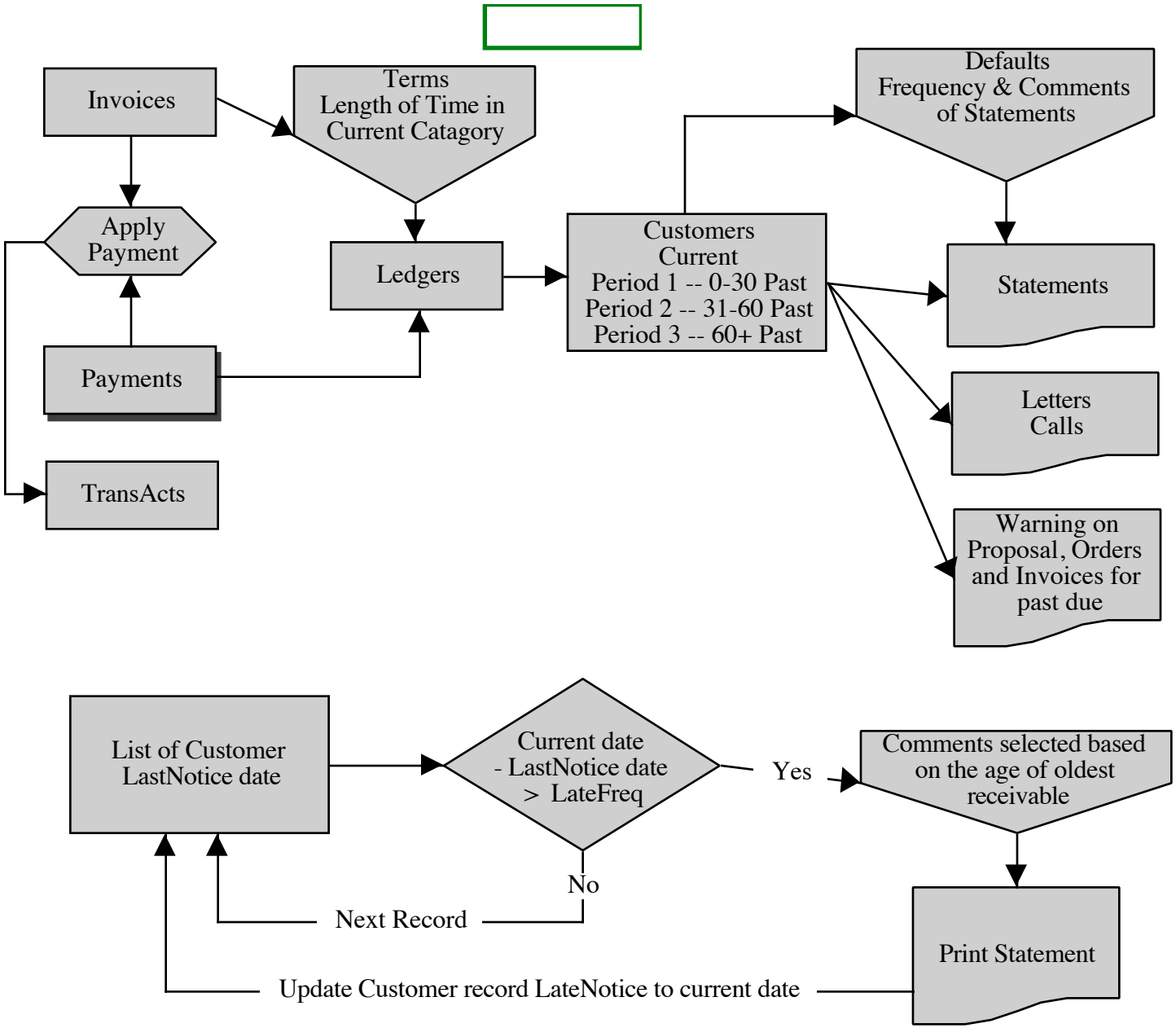
Benefit - Mulitple people review each transaction
Liability - manual effort required



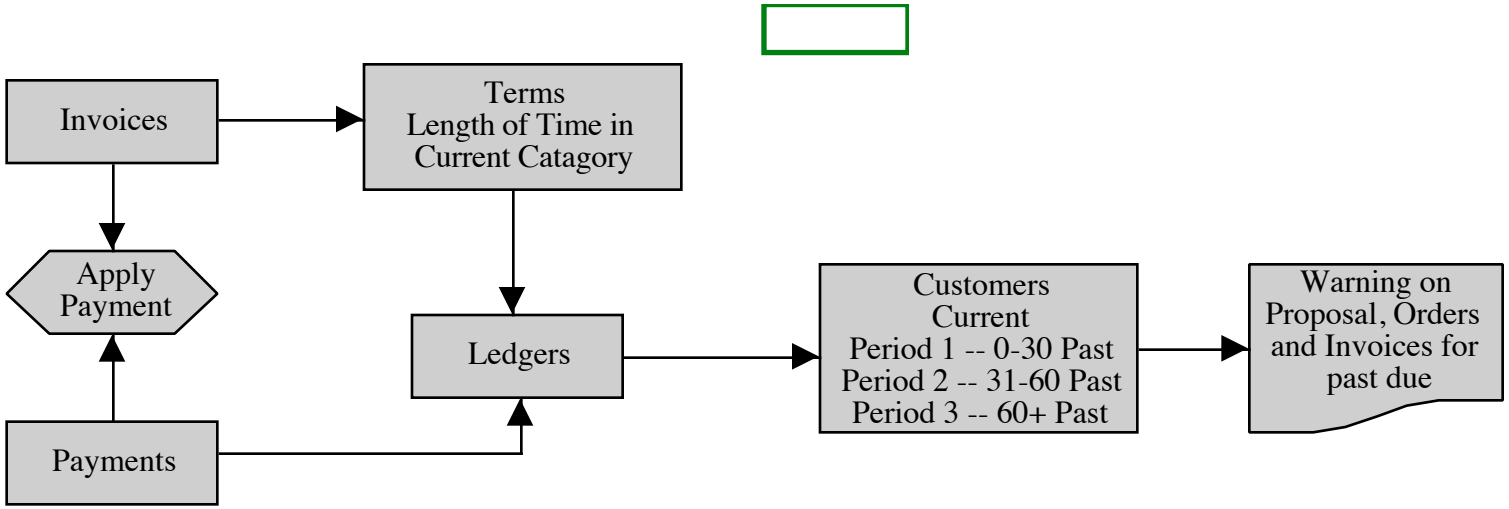

Invoices
Default Accts
Item Accts
Rep Accts
Tax Accts
Customer Accts
Sales Journals
Audit Trail
Accounting
Program
Audit Trail

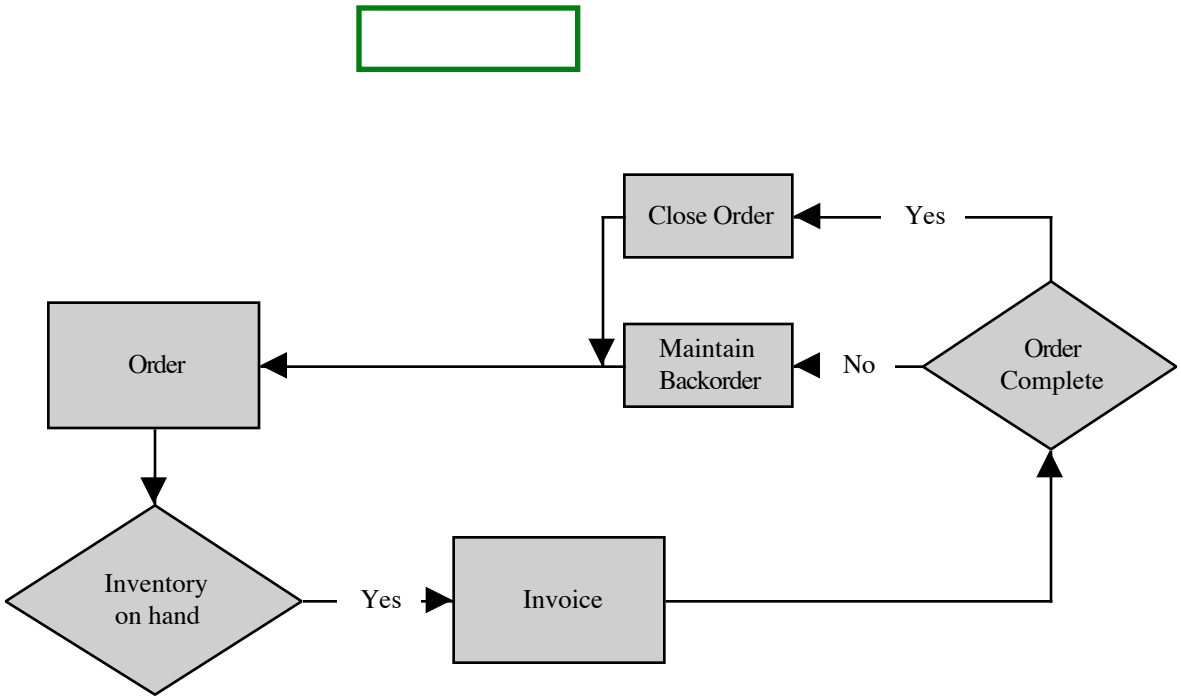

Payments
Default Accts
Cash Journals
Accounting Program
Audit Trail
Audit Trail


Time Clock
Work Order Steps
Orders
Material Draws
Work Orders
Order Status
Purchases
Time Cards
Service Records
Inventory
Receivables
Invoice & Shipment


Invoices
Terms
Length of Time in
Current Catagory
Defaults
Frequency & Comments
of Statements
Apply
Payment
Ledgers
Customers
Current
Period 1 -- 0-30 Past
Period 2 -- 31-60 Past
Period 3 -- 60+ Past
Statements
Payments
Letters
Calls
TransActs
Warning on
Proposal, Orders
and Invoices for
past due


List of Customer
LastNotice date
Current date
- LastNotice date
> LateFreq
Yes
Comments selected based
on the age of oldest
receivable
No
Next Record
Print Statement
Update Customer record LateNotice to current date


Invoices
Terms
Length of Time in
Current Catagory
Apply
Payment
Ledgers
Customers
Current
Period 1 -- 0-30 Past
Period 2 -- 31-60 Past
Period 3 -- 60+ Past
Warning on
Proposal, Orders
and Invoices for
past due
Payments


Close Order
Yes
Order
Maintain
Backorder
No
Order
Complete
Inventory
on hand
Yes
Invoice

James Integrated Technologies, Corp
350 East County Road D · St Paul, MN 55117
(651) 484-9549 · (651) 484-5951 FAX
www.jitcorp.com · www.webclerk.com

Tech Note: Movies, Introduction Author:
Subject: Movies Date: 12/28/99
Chapter: 0 Section: 0
Version:

# Introduction Movies

## Keywords

movies introduction

### Introduction

Introduction to theCustomer and WebClerk
LaunchThis<--S15614:Movies:i1_theCu.MOV-->
Launching in the Windows OSs.
LaunchThis<--S15614:Movies:i2_WinLa.avi-->
Launching in the Macintosh OSs.
LaunchThis<--S15614:Movies:i3_MacLa.MOV-->
Summary of the program menus
LaunchThis<--S15614:Movies:i4_MenuS.MOV-->
Review of the Flow Chart
LaunchThis<--S15614:Movies:i5_FlowC.MOV-->
Introduction to WebClerk
LaunchThis<--S15614:Movies:i6_WebCl.MOV-->
Technical Reference Guide
LaunchThis<--S15614:Movies:i7_TechS.MOV-->e

James Integrated Technologies, Corp
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www.jitcorp.com · www.webclerk.com

Tech Note: Movies, Navigation Author:
Subject: Movies Date: 12/28/99
Chapter: 0 Section: 0
Version:

## Navigation

## Keywords

Movies navigation

## Navigation

Password Access to the program
LaunchThis<--S15614:Movies:n0_Passw.MOV-->
Registration of the Client/Server version
LaunchThis<--S15614:Movies:n1_Regis.MOV-->
Program Flow Charts
LaunchThis<--S15614:Movies:n2_Progr.MOV-->
Opening Options to the program, where you will land when you launch
LaunchThis<--S15614:Movies:n3_Open_.MOV-->
Layers to the database
LaunchThis<--S15614:Movies:n4_Layer.MOV-->
Tools for Navigating the Layers
LaunchThis<--S15614:Movies:n5_Tools.MOV-->
Input Layout Tools
LaunchThis<--S15614:Movies:n6_Input.MOV-->
Included Layouts, windows into related files
LaunchThis<--S15614:Movies:n7_Inclu.MOV-->
Popups, how they work
LaunchThis<--S15614:Movies:n8_Popup.MOV-->
Next/Previous buttons
LaunchThis<--S15614:Movies:n9_NextP.MOV-->
Menus summary
LaunchThis<--S15614:Movies:nA_Menus.MOV-->
Password Editor, creating and changing your passwords access
LaunchThis<--S15614:Movies:nB_Passw.MOV-->

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Tech Note: Movies, Database Tools
Subject: Movies
Chapter: 0
Version:
Section: 0
Author:
Date: 12/28/99

# Database Tools Movies

## Keywords

Database Tools Movies

## Database Tools

Export Editor
LaunchThis<--S15614:Movies:t1_Expor.MOV-->
ImportEditor
LaunchThis<--S15614:Movies:t2_Impor.MOV-->
Selections and UserSet
LaunchThis<--S15614:Movies:t3_UserS.MOV-->
Search Editor
LaunchThis<--S15614:Movies:t4_Searc.MOV-->
Search Scripts, how to create them
LaunchThis<--S15614:Movies:t5_Searc.MOV-->
Index Search Editor
LaunchThis<--S15614:Movies:t6_Index.MOV-->
Show Current Selection menu command and window
LaunchThis<--S15614:Movies:t7_Show_.MOV-->
Apply Editor, how to change massive amounts of data quickly
LaunchThis<--S15614:Movies:t8_Apply.MOV-->
Duplicate Records, cleaning out multiple records
LaunchThis<--S15614:Movies:t9_Dupli.MOV-->
Indexes, how to create and clean fast finding indexed fields
LaunchThis<--S15614:Movies:tA_Index.MOV-->
Convert Version, how to manage updates
LaunchThis<--S15614:Movies:tB_Conve.MOV-->
Delete Archive, how to delete controlled records from the database
LaunchThis<--S15614:Movies:tC_Delet.MOV-->
Phone Cleanup, how to clean up phone numbers imported into the database
LaunchThis<--S15614:Movies:tD_Phone.MOV-->
Unwanted Charactes, clean-up data with extra spaces, quotes and unwanted characters
LaunchThis<--S15614:Movies:tE_Unwan.MOV-->
Processes, running multipe processes
LaunchThis<--S15614:Movies:tF_Proce.MOV-->
Project Selection, creating many records from one entry

LaunchThis<--S15614:Movies:tG_Proje.MOV-->
Sort Editor, temporarily sorting the database records
LaunchThis<--S15614:Movies:tH_Sort_.MOV-->
4DTools, permanently sorting and cleaning database records and indexes
LaunchThis<--S15614:Movies:ti_4DToo.MOV-->
Customizer, tailoring memory on the Mac
LaunchThis<--S15614:Movies:tJ_MacCu.MOV-->
Customizer, tailoring memory on Windows
LaunchThis<--S15614:Movies:tK_WinCu.avi-->
Transporter, converting data and programs between Mac and Windows
LaunchThis<--S15614:Movies:tL_Trans.MOV-->

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Tech Note: Movies, Defaults
Subject: Movies
Chapter: 0
Version:
Section: 0
Author:
Date: 12/28/99

# Defaults Movies

## Keywords

movies defaults training

## Defaults

OverView of the defaults
LaunchThis<--S15614:Movies:d1_OverV.MOV-->
Statement, structuring your efforts to compete for payment
LaunchThis<--S15614:Movies:d2_State.MOV-->
System considerations
LaunchThis<--S15614:Movies:d3_Syste.MOV-->
Counters, tracking unique record identifiers
LaunchThis<--S15614:Movies:d4_Count.MOV-->
Customers, default values for new customers
LaunchThis<--S15614:Movies:d5_Custo.MOV-->
COD value used in shipping
LaunchThis<--S15614:Movies:d6_COD_V.MOV-->
Credit Card Approval defaults
LaunchThis<--S15614:Movies:d7_CCApp.MOV-->
Currency requirements for multiple exchange rates
LaunchThis<--S15614:Movies:d8_Curre.MOV-->
Precision with which the program tracks money
LaunchThis<--S15614:Movies:d9_Preci.MOV-->
Need Date on new orders
LaunchThis<--S15614:Movies:dA_Need_.MOV-->
Freight options for automatically calculating shipping costs
LaunchThis<--S15614:Movies:dB_Freig.MOV-->
OrdLine Tracking, more flexible reporting for order and invoice lines
LaunchThis<--S15614:Movies:dC_OrdLi.MOV-->
Commissions setup
LaunchThis<--S15614:Movies:dD_Commi.MOV-->
Order Status options
LaunchThis<--S15614:Movies:dE_OrdSt.MOV-->
Price Points, definine the primary 4 price point names
LaunchThis<--S15614:Movies:dF_Price.MOV-->
Inventory tracking options

LaunchThis<--S15614:Movies:dG_Inven.MOV-->

Serial Number setup

LaunchThis<--S15614:Movies:dH_Seria.MOV-->

Item Search Sequence, setting the way items are searched for

LaunchThis<--S15614:Movies:di_ItemS.MOV-->

Cost Update options

LaunchThis<--S15614:Movies:dJ_CostU.MOV-->

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Tech Note: Movies, Setup the Database Author:
Subject: movies Date: 12/28/99
Chapter: 0 Section: 0
Version:

# Setup the Database Movies

## Keywords

movies training setup

## Setup

Creating your own new data file
LaunchThis<--S15614:Movies:u1_New_D.MOV-->
Tech Note References, managing the manual
LaunchThis<--S15614:Movies:u2_TechN.MOV-->
Field Definitions
LaunchThis<--S15614:Movies:u3_Field.MOV-->
Carriers, setting up shipping vendors
LaunchThis<--S15614:Movies:u4_Carri.MOV-->
Carriers, getting rate changes from JIT Corp
LaunchThis<--S15614:Movies:u5_jitCo.MOV-->
Zip Chart, loading from the Internet
LaunchThis<--S15614:Movies:u6_Zip_C.MOV-->
Rate Chart, getting it from the Internet
LaunchThis<--S15614:Movies:u7_Rate_.MOV-->
Customers
LaunchThis<--S15614:Movies:u8_Custo.MOV-->
Employees
LaunchThis<--S15614:Movies:u9_Emplo.MOV-->
Items
LaunchThis<--S15614:Movies:uA_Items.MOV-->
Open_Orders
LaunchThis<--S15614:Movies:uB_Open_.MOV-->
Popups
LaunchThis<--S15614:Movies:uC_Popup.MOV-->
Reps
LaunchThis<--S15614:Movies:uD_Reps
Tax_Jursidictions
LaunchThis<--S15614:Movies:uE_Tax_J.MOV-->
Terms
LaunchThis<--S15614:Movies:uF_Terms.MOV-->
Receivables

LaunchThis<--S15614:Movies:uH_Recei.MOV-->

Reports, UserReports are predefined reports created with the editors and stored in the database.

LaunchThis<--S15614:Movies:ui_UserR.MOV-->

Vendors

LaunchThis<--S15614:Movies:uj_Vendo.MOV-->

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Tech Note: Movies, Setup Support
Subject: Movies
Chapter: 0
Version:
Section: 0
Author:
Date: 12/28/99

# Setup Support Movies

## Keywords

movies training setup

## Setup Support

Advertizing Sources, what marketing efforts are paying off
LaunchThis<--S15614:Movies:p1_Ad_So.MOV-->
Currencies, manage foreign exchange
LaunchThis<--S15614:Movies:p2_Curre.MOV-->
Process/Causes, creating a smart method of catagorizing problems
LaunchThis<--S15614:Movies:p3_Proce.MOV-->
Scripts, to aid people talking on the phones
LaunchThis<--S15614:Movies:p4_Scrip.MOV-->
Territories for automatically entering Sales and Tax jurisdictions
LaunchThis<--S15614:Movies:p5_Terri.MOV-->
Workorder Steps, defining likely process steps so you can speed creating of Work Orders
LaunchThis<--S15614:Movies:p6_Worko.MOV-->

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Tech Note: Movies, Sales
Subject: Movies
Chapter: 0 Section: 0
Version:
Author:
Date: 12/28/99

# Sales Movies

## Keywords

movies sales training

## Sales

Assigning Sales people to customers
LaunchThis<--S15614:Movies:s1_Assig.MOV-->
Call Dates, getting customers into a consistent means of positive contact
LaunchThis<--S15614:Movies:s2_Call_.MOV-->
Work Sheets, paper output for traveling or for reps without computers
LaunchThis<--S15614:Movies:s3_WorkS.MOV-->
Making calls, more calls, more sales, more money
LaunchThis<--S15614:Movies:s4_Makin.MOV-->
Scheduling Calls, assigning dates, actions and times
LaunchThis<--S15614:Movies:s5_Sched.MOV-->
Calls By Action, more ways to find customers
LaunchThis<--S15614:Movies:s6_Calls.MOV-->
Performance, graphing summary data
LaunchThis<--S15614:Movies:s7_Perfo.MOV-->
Project Selection
LaunchThis<--S15614:Movies:s8_Proje.MOV-->
Commissions, how to pay
LaunchThis<--S15614:Movies:s9_Commi.MOV-->

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Tech Note: Movies, Order Entry
Subject: movies
Chapter: 0
Version:
Section: 0
Author:
Date: 12/28/99

# Order Movies

## Keywords

movies order training

## Orders

Order Entry Introduction
LaunchThis<--S15614:Movies:o1_Order.MOV-->
Check Credit, how to document
LaunchThis<--S15614:Movies:o2_Check.MOV-->
Entering Line Items
LaunchThis<--S15614:Movies:o3_Enter.MOV-->
Item Availability, how to check
LaunchThis<--S15614:Movies:o4_Item_.MOV-->
Item pfic Buttons and access to customer and item history
LaunchThis<--S15614:Movies:o5_Item_.MOV-->
Item Specification and Cross Referencing
LaunchThis<--S15614:Movies:o6_Item_.MOV-->
Item Search Options
LaunchThis<--S15614:Movies:o7_Item_.MOV-->
Item Details in Proposal, Orders, Invoices and PO's
LaunchThis<--S15614:Movies:o8_Item_.MOV-->
Shipping, how to calculated
LaunchThis<--S15614:Movies:o9_Shipp.MOV-->
Payments
LaunchThis<--S15614:Movies:oA_Payme.MOV-->
Purchasing Support, more sales, controlled costs
LaunchThis<--S15614:Movies:oB_Purch.MOV-->
Time, Material Draws and Work Orders, how to use them
LaunchThis<--S15614:Movies:oC_Time_.MOV-->
Order Entry Review
LaunchThis<--S15614:Movies:oD_Order.MOV-->

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Tech Note: Movies, Management
Subject: movies
Chapter: 0
Section: 0
Version:
Author:
Date: 12/28/99

# Management Movies

## Keywords

movies order training

## Management

Item Period Sales, tracking hot items
LaunchThis<--S15614:Movies:m1_ItemP.MOV-->
Sales Evaluation, managing sales ahead of the sales cycle
LaunchThis<--S15614:Movies:m2_Sales.MOV-->
Data Synchronization, merging data from remote locations
LaunchThis<--S15614:Movies:m5_Data_.MOV-->

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Tech Note: Movies, Accounting
Subject: movies
Chapter: 0
Version:
Section: 0
Author:
Date: 12/28/99

# Accounting Movies

## Keywords

movies Accounting training

## Accounting

Concepts used to create the programs, be sales focused
LaunchThis<--S15614:Movies:a1_Intro.MOV-->
Account Setup
LaunchThis<--S15614:Movies:a2_Accou.MOV-->
Converting database record to journals for posting to accounting programs (GL and AP)
LaunchThis<--S15614:Movies:a3_Conve.MOV-->
Audi Trails, documenting and controlling the posting of details to accounting
LaunchThis<--S15614:Movies:a4_Audit.MOV-->
Posting GLs, making the bridge simple
LaunchThis<--S15614:Movies:a5_Posti.MOV-->
JournalRecords
LaunchThis<--S15614:Movies:a6_Journ.MOV-->
BOM and Material Journals, how to account Bill of Material and Adjustments
LaunchThis<--S15614:Movies:a7_BOM_M.MOV-->

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Tech Note: Movies, Lables and Letters Author:
Subject: movies Date: 12/28/99
Chapter: 0 Section: 0
Version:

# labels and Letters Movies

## Keywords

movies labels Letters training

## labels and Letters

Labor Editor Introduction
LaunchThis<--S15614:Movies:b1_Edito.MOV-->
Superlabel Editor Tools
LaunchThis<--S15614:Movies:b2_Edito.MOV-->
Superlabel Editor more details
LaunchThis<--S15614:Movies:b3_Edito.MOV-->
Letter Editor, create, merge and print letters
LaunchThis<--S15614:Movies:b4_Lette.MOV-->
Letter Editor, required items
LaunchThis<--S15614:Movies:b5_Requi.MOV-->

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Tech Note: Movies, QuickReports Author:
Subject: movies Date: 12/28/99
Chapter: 0 Section: 0
Version:

# QuickReports Movies

## Keywords

movies QuickReports training

## QuickReports

Print Overview
LaunchThis<--S15614:Movies:q0_Print.MOV-->
Print QuickReport
LaunchThis<--S15614:Movies:q1_Print.MOV-->
Setup Report
LaunchThis<--S15614:Movies:q2_Setup.MOV-->
Adding Breaks, subtotals
LaunchThis<--S15614:Movies:q3_Addin.MOV-->
Hiding the D (data) Row
LaunchThis<--S15614:Movies:q4_Hidin.MOV-->
Hiding Columns
LaunchThis<--S15614:Movies:q5_Hidin.MOV-->
Page Setup, setting the page and adding titles, page numbers and dates
LaunchThis<--S15614:Movies:q6_Page_.MOV-->
Formulas/Related, making reports smarter
LaunchThis<--S15614:Movies:q7_Formu.MOV-->
Automating reports, adding to DefinedReports
LaunchThis<--S15614:Movies:q8_Addin.MOV-->
Example Reports
LaunchThis<--S15614:Movies:q9_Examp.MOV-->
QuickReport Summary
LaunchThis<--S15614:Movies:qA_QR_Su.MOV-->

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Tech Note: Movies, SuperReport
Subject: movies
Chapter: 0
Version:
Section: 0
Author:
Date: 12/28/99

# SuperReport Movies

## Keywords

movies SuperReport training

## SuperReport

Tools in SuperReport
LaunchThis<--S15614:Movies:r1_Tools.MOV-->
SuperReport Sections
LaunchThis<--S15614:Movies:r2_Super.MOV-->
Detail Receivable
LaunchThis<--S15614:Movies:r3_Detai.MOV-->
Page Breaks
LaunchThis<--S15614:Movies:r4_All_S.MOV-->
Page Breaks, using the Statement as an example
LaunchThis<--S15614:Movies:r5_Page_.MOV-->
UserReports, adding SuperReports to Defined Reports
LaunchThis<--S15614:Movies:r6_UserR.MOV-->
Reports based on Line Count, Proposals, Orders, Invoices and PO's
LaunchThis<--S15614:Movies:r7_Line_.MOV-->
EDI Options in the program
LaunchThis<--S15614:Movies:r8_EDI_P.MOV-->

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Tech Note: Movies, WebClerk Author:
Subject: movies Date: 12/28/99
Chapter: 0 Section: 0
Version:

# WebClerk Movies

## Keywords

movies WebClerk training

## WebClerk

WebClerk Introduction
LaunchThis<--S15614:Movies:i6_WebCl.MOV-->
Relationship between theCustomer and WebClerk
LaunchThis<--S15614:Movies:v1_Relat.MOV-->
Prefabricated Web Site
LaunchThis<--S15614:Movies:v2_Prefa.MOV-->
Preferences for WebClerk
LaunchThis<--S15614:Movies:v2_Prefs.MOV-->
Page Construction, customizing the pages
LaunchThis<--S15614:Movies:v4_Page_.MOV-->
Drafting Pages, automatically adding database references in new HTML pages
LaunchThis<--S15614:Movies:v5_Draft.MOV-->
Distinct Lists, automating the posting of choice lists
LaunchThis<--S15614:Movies:v6_Disti.MOV-->
Search Logic within WebClerk
LaunchThis<--S15614:Movies:v7_Searc.MOV-->
Linked Items, offering associated items when someone selections an item
LaunchThis<--S15614:Movies:v8_Linke.MOV-->
Logo setting the default to your logo
LaunchThis<--S15614:Movies:v9_Look_.MOV-->
Clone Recent Orders, reordering from the average of the last 3 orders
LaunchThis<--S15614:Movies:vA_Clone.MOV-->
Status Open Orders, allowing customers to check order status at their convenience and without your time
LaunchThis<--S15614:Movies:vB_Statu.MOV-->
Order Entry
LaunchThis<--S15614:Movies:vC_Order.MOV-->
Menu for managing WebClerk
LaunchThis<--S15614:Movies:vD_Remote.MOV-->
Item Records, Details of the Setup
LaunchThis<--S15614:Movies:vE_Email_.MOV-->

James Technologies

**NetWorkSuite™**
**WebClerk™**
**SalesByCD™**
**TrainByCD™**
**CommerceExpert™**
**RetailClerk™**
**WebSalesForce™**
**theCustomer™**

# Competitive Weapon: Customer Service

**Prime Law of Networks:** "Value explodes exponentially with membership, while this value explosion sucks in more members." Wired, 7/97, "New Rules for the New Economy"

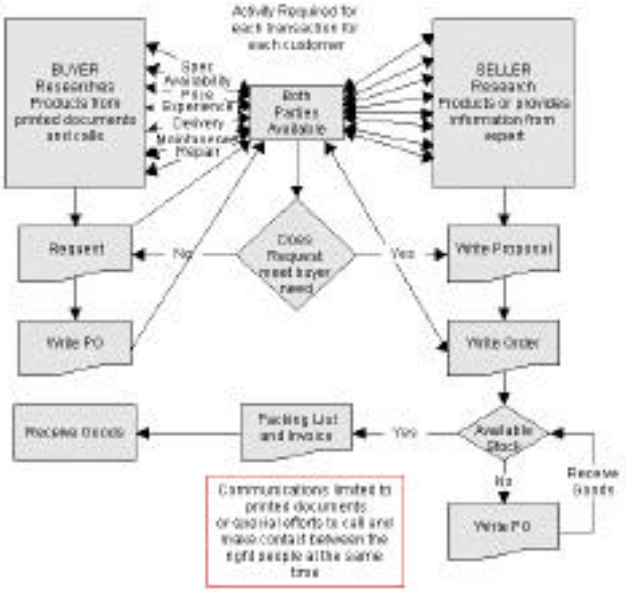
**Must Solve Business Problem:** Protect and expand the value of your company to its customers and vendors during the shift to web based business.

**Solution:** Empower your customers, vendors and your people to buy, sell and service via the web. Lead your partners through the shift. Make both technology and service prime tools for getting and retaining customers.

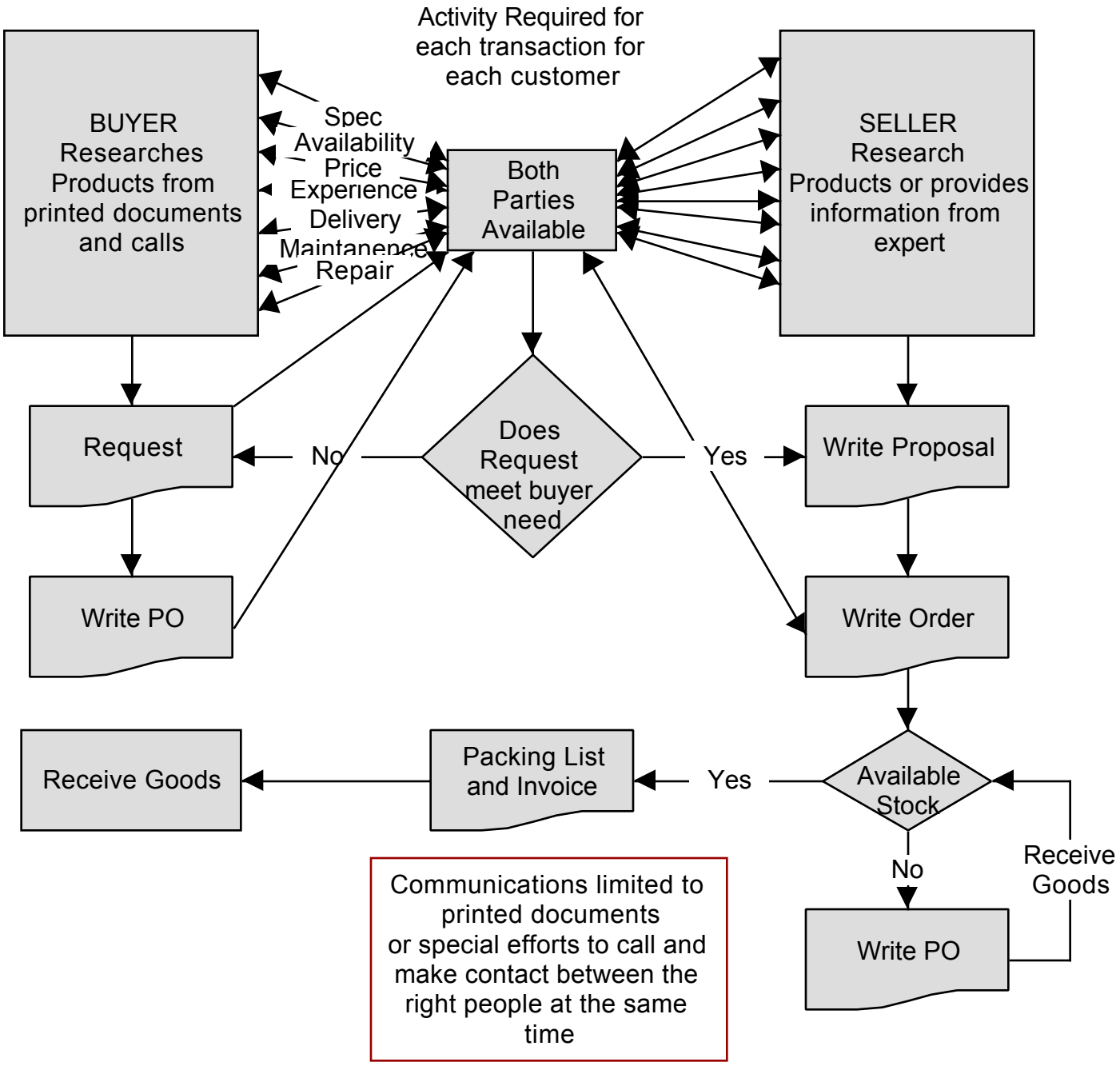
## NetworkSuite

1. NetworkSuite integrates your selling process, your internal operations and the web into an ever-present sales and service tool.
2. It documents the selling efforts of remote sales people, creating a corporate memory of the relationship with each customer.
3. Its ever-presence and access to documentation and order status increases customer service and reduces the need for same time communications.

Current Same Time Communications

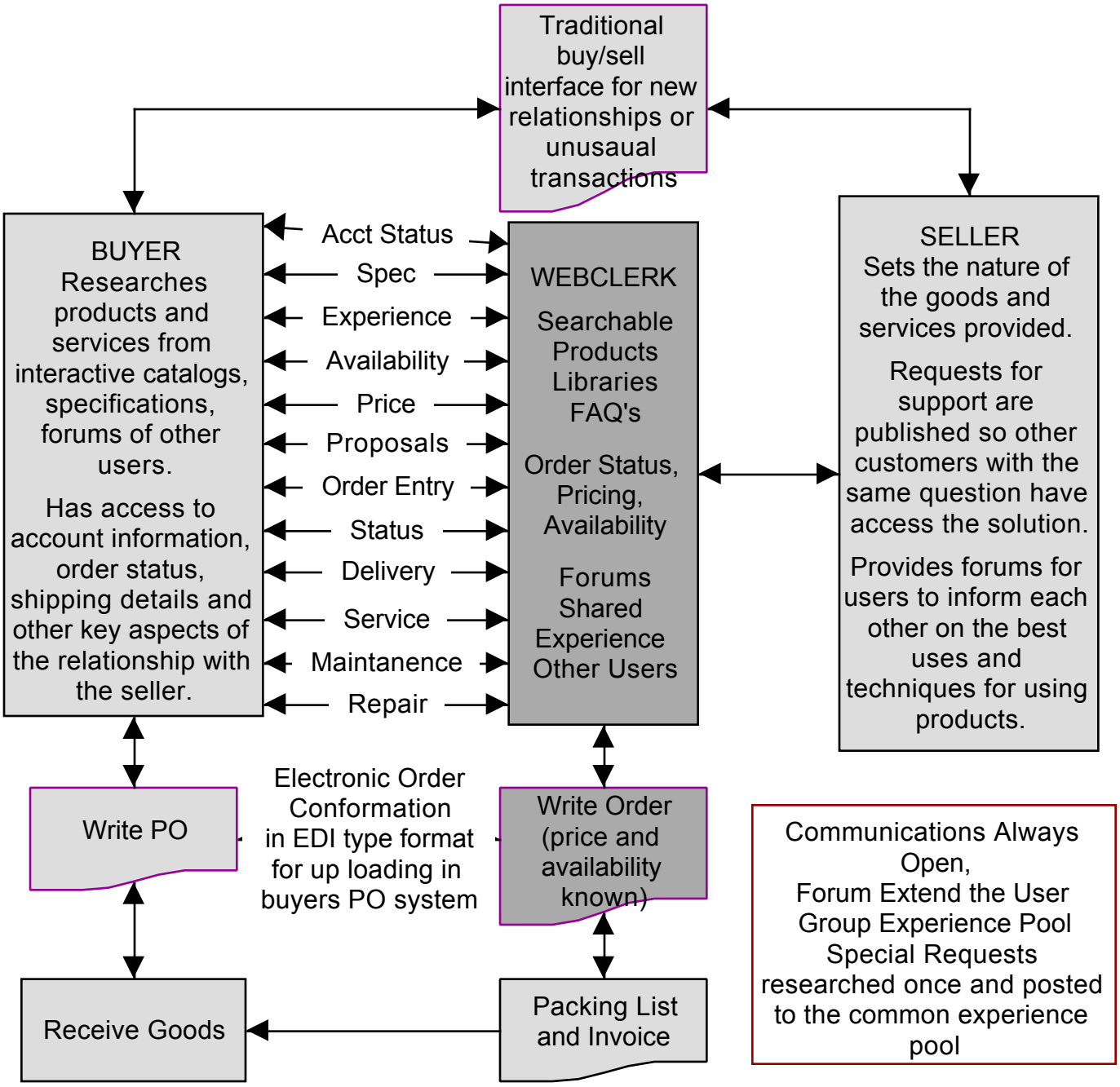



NetworkSuite Communications


Activity Required for each transaction for each customer
BUYER Researches Products from printed documents and calls
Spec
Availability
Price
Experience
Delivery
Maintanence
Repair
Both Parties Available
SELLER Research Products or provides information from expert
Request
No
Does Request meet buyer need
Yes
Write Proposal
Write PO
Write Order
Receive Goods
Packing List and Invoice
Yes
Available Stock
No
Receive Goods
Write PO
Communications limited to printed documents or special efforts to call and make contact between the right people at the same time

Omni present pool of actions and information integrated into the seller's business system. WebClerk responds individually, at the customer's convience as if the seller were immediately available to the buyer.

There will still be times when the Buyer and Sell must focus effort at the same time and place in the Traditional selling process. Web transactions frees more time to concentrate on these times.



James Technologies

**SupplyChainSuite™**

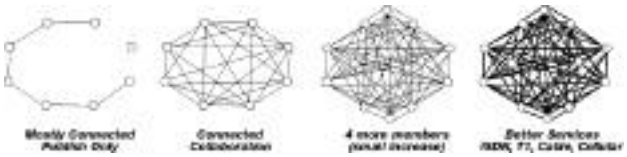
Integrating IntraNets, ExtraNets and Data for Entire Industries

Common language and tools between trading partners

# Competitive Weapon: Common Language

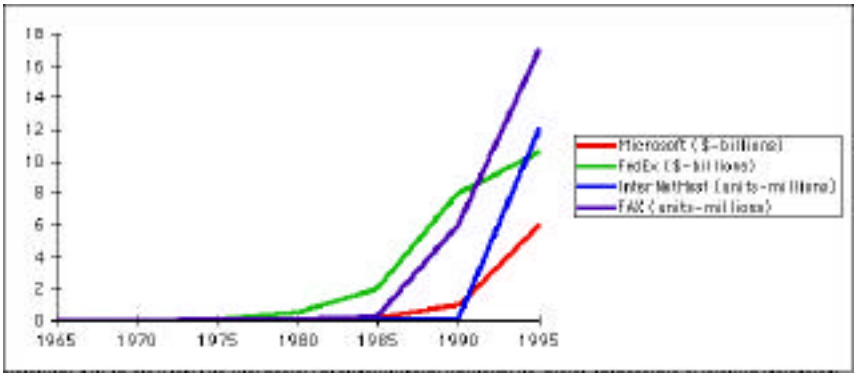
**Prime Law of Networks**

"Value explodes exponentially with membership, while this value explosion sucks in more members." As stated in Wired, 7/97, "New Rules for the New Economy"



**Financial Indicator of Network Value**

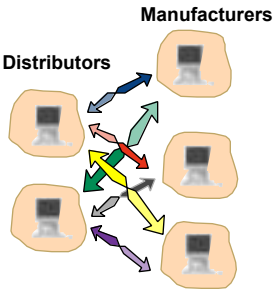
Companies and products which grew as the networks dependent on them grew.




**Trading Partners, Separate Islands of Technology and Data**
**SupplyChainSuite is a Communication Matrix of Technology and Data**

Multiple translations are required between trading partners. The number of translations explode exponentially with each added task and each new company. Price lists are very difficult. EDI, customer service, product documentation, etc... are seemingly impossible.

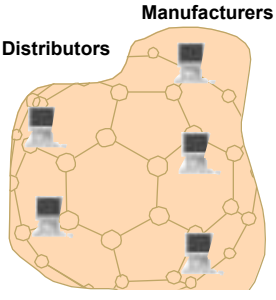
Translating between islands




Manufacturer's products, cross referenced to distributors, tied to specifications, sales documentation and service creates a rentable language for near zero cost of transacting between trading partners. Instead of each company translating each partner's data, SupplyChainSuite is a common translation communicated through inexpensive technology.

Lower Costs -- Higher Value

Rentable Language, Common Tools



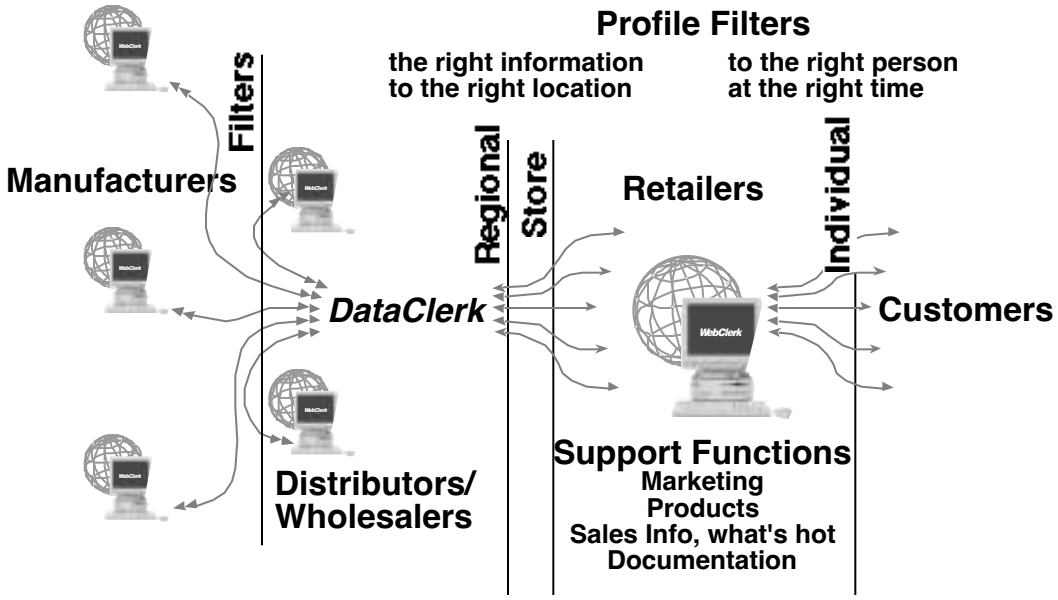
**SupplyChainSuite Technology Components** (leveling the technical playing field)

| | |
|---|---|
| theCustomer | ERP software for manufacturers and distributors |
| RetailClerk | ERP software for retailers |
| DataClerk | Umbrella name for industry specific data sets (BikeClerk, WineClerk, VideoClerk, MusicClerk, etc....) |
| WebClerk | Web based communications capabilities for communicating the common data between trading partners. |
| Custom | Custom integration with existing ERP solutions. |

Integrating physical and virtual business systems with the data they serve.

**SupplyChainSuite Support Components** (leveling the scale playing field)

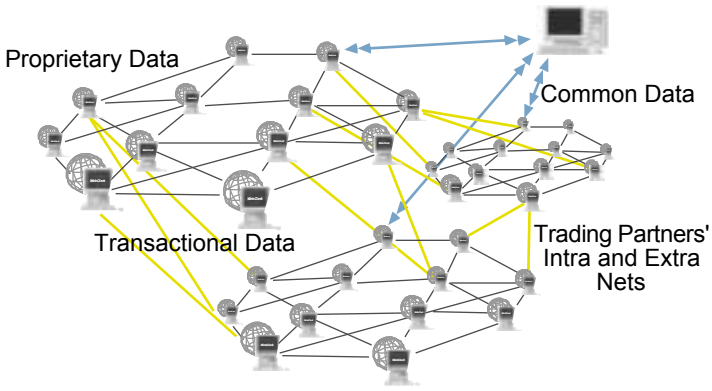
| | |
|---|---|
| IT Central | Central support for common data, user profiles and equipment. |
| IT Specific | Technology support for business specific and proprietary data. |
| Purchasing | Coop buying power across the matrix. |
| Sales | Reviews of products and services. What is hot, what is not. |
| Virtual-Inventory | Transact sales of virtual-inventory to increase turns and returns on resources. |
| Marketing | High quality, regionally targeted and business tailored marketing materials. |
| Advertising | Product launch support for manufacturers and distributors. |




**SupplyChainSuite's Protection Intellectual Property**

All businesses are intellectual property companies. The only thing that makes them unique or competitive is who they know and how they do business with them. Products and services are simply the token following the relationship.

Unlike ASP's (Application Service Providers), critical intellectual property stays within the firewalls of the company. Common data is updated across the networks.




**SupplyChainSuite brings the value of networks to entire industries.**

**NetWorkSuite™**
***theCustomer™***
***WebClerk™***
***SalesByCD™***
***TrainByCD™***
***WebSalesForce™***

# About JIT


| | |
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| | 350 E. County Road D. |
| | St. Paul, MN 55117 |
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| | Sales Line (toll-free): 800-735-0635 |
| | Fax: 651-484-9551 |
| **Internet:** | http://www.jitcorp.com |
| | http://www.webclerk.com |
| | bill@jitcorp.com |


**JIT** was started in 1989 by Bill and Chris James. They created a software company whose products could make other companies sales driven, while removing mystery from the sales process.

In most companies, sales is a black box in which everyone prays, and hopes something will come out to feed the company for the next cycle.

The objective of JITCorp products i s to increase profitable sales by creating a process flow that makes each action in the sales process clear and understandable; measurable and with direction.

## Founder Backgrounds

Christine James is a 1972 graduate of Bevard College. She is experienced as the Controller and Chief Financial Officer for three small businesses which experienced radical growth. Chris is no longer active in the company.

Bill James is a 1972 West Point honors graduate in math, physics, engineering and chemistry. He was also an All-American wrestler. He spent eight years as an Infantry Commander, Airborne, Ranger. He worked six years for Honeywell setting up factories in the US and Europe. In 1986 he founded Applied Statistics, Inc, a leading company in Statistical Process Control software. He wrote ***theCustomer*** to make sales a clear, understandable, and repeatable process. He wrote ***WebClerk*** to bring cost effective ecommerce to the market.

## JIT's Background

There are currently thousands of users operating JIT's enterprise software.

In 1997 JIT completed its web capabilities and released its cross and mixed platform applications.

# Powered By WebClerk

www.djreprints.com

**The Wall Street Journal:**
Dow Jones launches a national ad compaign for their eCommerce site Powered by WebClerk

**Twin Citeis Business Monthly:**
"WebClerk - Best New High Tech Product of the Year"

**ComputerUser:**
jitCorp is one of the "Top 10 Technology Companies to watch in 1999"

Cost to Implement: **FREE**

How to Implement:

1. Download a full working software as part of the Leap into the Future campaign: www.webclerk.com
2. Install on your computer.
3. Import your data into the data base.
4. Paste in your logo.
5. Turn on the built-in web server.
6. Start taking orders on over the web.

Support:

1. Program downloads with 1,200 pages of documentation.
2. Attend an hour Introductory Seminar
3. Buy the Training CD with 150 QuickTime movies ($99).
4. Attend our Implementation WorkShop ($995). Home work required:

## Features

No Programming Required
Site Management
Search Engines
Catalogs
Price by Customer Type
Web Order Entry
Order Status
Shipment Tracking
Proposal Status
Account Status
Service Requests
eMail
Forums & Libraries
FAQ & Support
and other features...

**www.WebClerk.com**

**Contact us at:**
bill@jitcorp.com
jit@webclerk.com
(651) 484-9549

James Technologies

James Technologies

**NetWorkSuite™**
**theCustomer™**
**WebClerk™**
**SalesByCD™**
**TrainByCD™**
**WebSalesForce™**

# Press - Top 10 Technology Companies

METRO | BY JEFF BARBIAN AND INGRID SKIONG

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## Local companies make good

As home to some of the most influential computer, software and Internet companies in the country, Minnesota is rich with innovative products and fresh ideas ready for action in 1999. From world-renowned software giants to cutting-edge Web site masters just making their mark, we've compiled a list of 10 local companies that made an impact on the tech industry in 1998 and are poised to grow in the coming year. 1999 brings us one step closer to the new millennium, and if these 10 firms are any indication of things to come, the state of Minnesota's technological industry for the new year and beyond looks bright.

**6. James Integrated Technologies**

If the best things in life are free, James Integrated Technologies is once something. In an effort to heavily saturate the Twin Cities ecommerce market with cutting-edge applications, the firm staged a promotional giveaway of $6.5 million worth of its ecommerce software last year, including WebClerk, and its enterprise offering theCustomer. WebClerk, a prefabricated Web site, commercial database and server composed of a 20 MB software application, allows users to import their data and graphics and begin taking orders via the Web in minutes.

The freebies were a hit, and the firm will repeat the giveaway this month with $6.5 million worth of JIT software. "The more prolific the product, the more valuable it becomes," says company president Bill Jones, adding that he expects JIT's revenue to reach $100 million within three years. Ecommerce retailing is gaining in popularity, and point-to-point communication increasingly is yielding to matrix approaches. These new technologies are priced comparably to traditional means like fax machines, and according to James will soon be just as prolific. JIT's bottom line? Faxes are passé—go with the Web. Visit JIT at [illegible].

panding business enterprises in the Twin Cities and eight inner-ring suburbs (Minneapolis, St. Paul, Hopkins, Columbia Heights, Hilltop, South St. Paul, West St. Paul, St. Anthony, Mendota, and Lauderdale). The Urban Initiative Program was modeled after the Rural Challenge Grant program, which provides assistance to businesses located outside of the Twin Cities metropolitan area.

The program has made 144 loans to 109 businesses totaling $5.7 million in state and matching funds, which has resulted in the creation of 375 jobs with more than 100 expected to be added over the next year. Each dollar of state funds must be matched by a dollar of private funds.

## Best New High-Tech Product

**James Integrated Technologies (JIT),** a 25-person firm located in St. Paul, prides itself on beating goliaths like Microsoft, Netscape, and Oracle to the punch. Its secret weapon for slaying the giants? It's called *WebClerk,* an e-commerce order-processing application designed for business-to-business use. "We decided that it wouldn't take long before Microsoft or some other giant would try to crush us," says JIT President Bill James. We're hoping to get a six- to eight-week lead and establish a significant installed base, before somebody else bigger recognizes the potential of our product," he says. The difference between WebClerk and other e-commerce tools is its simple design; users just import the needed data and graphics and begin taking orders on the Web. James, who created WebClerk, says the tool can get a Web server up and running and begin doing business on the Internet in 10 minutes.

WebClerk is a freebie right now, but JIT has plans to charge for it in the future. Today, there's a CD-ROM that includes the application and training materials for $40, and future releases will be priced at $649. "We priced WebClerk around the same price as a fax machine, recognizing that all companies will be on the Web in the not too distant future," says James. "This will replace the way people send data. It will be easier to hook up and put data directly on your Web site."

Press - Best New Tech Product of the Year

ComputerUser: *JITCorp is one of Minnesota's Top 10 Technology Companies to Watch in 1999.*

Twin Cities Business Monthly: *WebClerk is the Best New High Tech Product of the Year.*

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James Technologies

**www.jitcorp.com**

**Within three years it will be rare to FAX anyone. WebClerk's affordable web serving and database functions will replace FAXing as the standard for unattended communications.**

**Reduce Labor Costs while Providing Better Service**

- **FAX and eMail require labor to receive, sort, interpret and respond.**
- **WebClerk responds immediately when a customer requests information.**
- **WebClerk can take orders and requests for changes to orders directly into your enterprise system without labor.**
- **WebClerk automatically relates associated information to a customer query. Example, a query about order status displays order and shipment tracking information.**

**Increase Quality**

- **FAXes produce rough black and white images.**
- **WebClerk delivers 4 color images and multimedia presentations.**
- **FAXed-in orders may contain out-dated products and services.**
- **WebClerk displays only currently available products and services, matching current pricing to the customer's type (retail, wholesale, etc...)**
- **WebClerk interactively publishes your technical documentation, sales presentations, FAQ's, Forums....**