



Your Out-sourced, On-Line Parts Department

Benefits:

Full service, on-line parts selection, ordering, inventory control, fulfillment, shipment tracking and service.

Simple interface with :

- Email capture registration to aid in service and marketing.
- Click-To-Order, from the photo or drawing:
 - hover to see enlarged image of specific parts.
 - click to order, see inventory, link to instructions, warranty details, other documentation, movies, and other supporting features.
- Search by part, model, keyword, etc...
- Register warranty and service needs. Tracks warranty claims by serial number. Automatic date checking of claims.
- Service records capture ways to improve and ideas for preventing future warranty claims.

Secure, relationship based access:

- Sign-in to access account as Manufacturer, Dealer, Retailer, Customer or other relationship.
- Sets price point and access level to pages based on relationship.
- Status of orders, inventory, shipments, service requests, warranty claims.

Documentation Support:

- Linked documents, links cross referencing multiple documents, videos, and other resources.
- Customer forums to share experiences and drive innovations.

Supply Matrix Support:

- Warehouse, inventory security and fulfillment services.
- Complete access to customer orders, inventories, shipment times, warranty claims, service records.
- Empowering everyone. Supply Matrix allows every retailer, dealer, rep, manufacturing to self-host interactive web sites from their own computers to their customers and vendors. Transactions flow up and down multiple supply chains (matrix). Details of this are explained in the book, Desktop Hosting.

Desktop Hosting



We would be honored to serve you:

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Intent: Always the Right Part

"In the first six months of using PartsClerk, 50-percent of new orders were placed without the assistance of a Sega customer service representative via electronic catalogs.

After one year nearly 100% of orders are automated and mis-ordered spare parts have dropped to near zero. Our work force is NOT very computer automated.

We've already exceeded our ROI with significantly reduced errors, lower costs, and increased customer satisfaction."

- Darl Davidson
May 15, 1998
SEGA

On-line, click-to-order

