

Customer Information

The OrderPartner Concept

The system sends and receives orders in a number of different formats and protocols, converting incoming data to a format and protocol suitable for the intended recipient and linking the different protocols as required. It has been designed to work generically for different customers and suppliers, with each interface being independent, allowing the rapid development, testing and deployment of services into the framework.

It provides a secure business-to-business data exchange service allowing disparate systems to communicate at low cost and with high reliability.

What We Offer

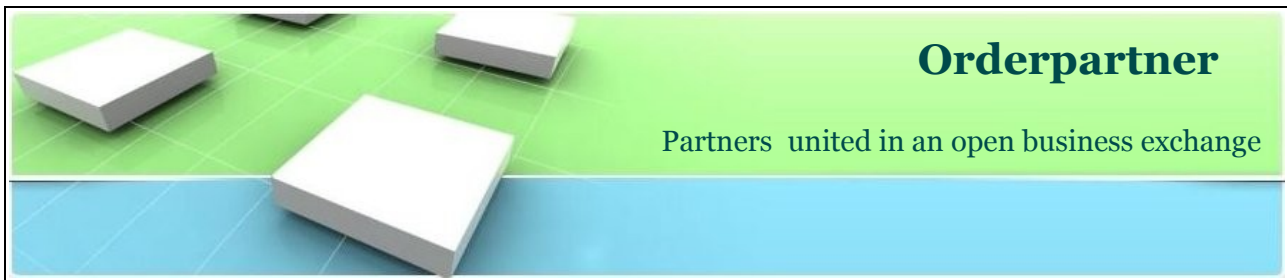
The ability to trade electronically, over the Internet, with one or more of your suppliers, provided they have a trading interface in place which OrderPartner can implement, with their permission. We will arrange a suitable method by which you can provide us with the information required to allow an order to be accepted and processed by your supplier.

There are several options for getting your data to us :-

- Provide us with data files describing your orders
- Send emails containing the order details.
- Implement one of our existing interfaces.
- Manually enter your orders via a secure web application.
- Setup a standing order with us

If you are uncertain about which is the best option for you we will be happy to advise you as part of the assessment of your requirements. Once your interface is established and you are trading with your suppliers you will be able to use your username and password to monitor and track your orders online at <http://www.orderpartner.com>.

Our service is usually free to customers. The supplier is the trading partner who usually benefits from the order and we would therefore make a small per-transaction handling charge to them to cover our operating costs. In exceptional cases, and where the benefit is wholly with the customer, we may propose an alternative commercial arrangement but this will be made clear and agreed in writing as part of the assessments of your requirements.



The Benefits of Using OrderPartner

OrderPartner has been designed to cater for pluggable interfaces which are quick to develop, and easy to test and deploy, which means rapid response times when implementing new requirements.

OrderPartner has the ability to convert dissimilar orders into recognisable formats outside of customer or supplier systems to reduce the impact of changes, the cost of development and the associated risk.

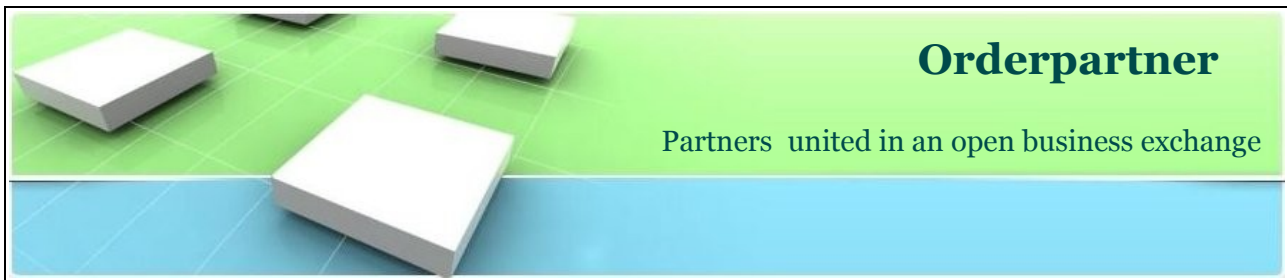
OrderPartner is available 24x7x365, using virtualisation technology to provide a continuous service, even during planned maintenance slots.

OrderPartner functionality is manageable via a secure web interface, providing detailed reports, statistics and graphs on trading interfaces.

OrderPartner prevents the proliferation of customer interfaces and the associated costs of ongoing development/support – why create a new interface for each supplier you trade with when you only need one?

OrderPartner aims to remove the fixed costs and investment in creating/maintaining trading interfaces. We would aim to cover our operating costs over time through a small per-transaction fee to the supplier, with price-breaks for higher volumes of trade.

OrderPartner is operated as an impartial and independent service, wholly owned and controlled by Protologic Ltd, to deliver the best services we can to our clients. Any sensitive data, technical specifications and information will be treated in the strictest confidence. We are more than happy to put this onto a legal footing with non-disclosure agreements.



What We Ask Of You

Please consider your requirements and email us at support@orderpartner.com providing as much information as you can about your trading requirement. Consider the following as a guide for the type of information that would be helpful :-

- Your organisation name and contact details.
- The supplier name that you would like to trade with, with contact details.
- How you would like to provide data to us.
- The method by which your supplier would prefer data to arrive.
- Is your data format different to your suppliers expected format?
- The expected trading volumes between you and your supplier per day/week/month/year.
- The frequency/timing of the orders e.g. Are they batched up overnight or drip-fed throughout the day? Evenly spread or concentrated at certain times?
- An estimate of the range of data sizes for your data.

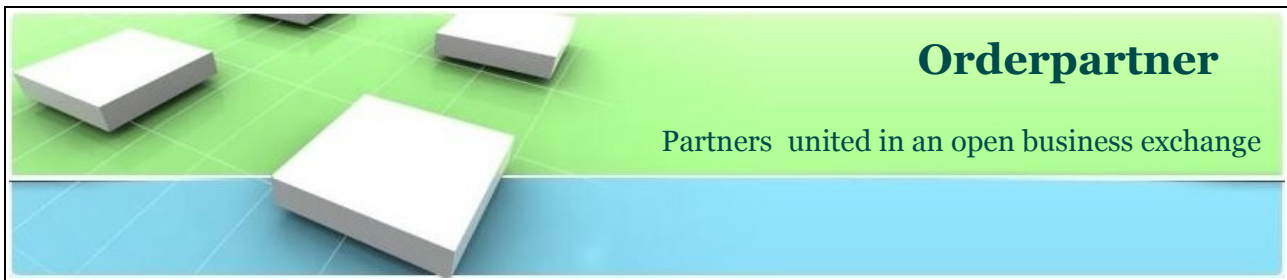
This information will be used to assess the trading interface, its feasibility for hosting and implementation by OrderPartner, and to create a quotation and service level agreement. In many cases, there will be no charge for the actual implementation of interface as we will quote a price per transaction to the supplier which will accurately reflect the trading volumes. Our rates are not related to the value of transactions – they are calculated only on the data volume and frequency.

If you have no existing methods of delivering your data to us and would like OrderPartner to provide one we have a range of services from which you can choose to provide us with your data:-

- File exchange protocol
- Web service call
- Email
- TCP/IP socket application

You will generally need internet connectivity from your business premises to be able to trade via OrderPartner, but if you would like us to arrange this for you, please include this in the information provided.

Alternatively, you can call us on 0116 2988001 to discuss your requirement in person.



What You Can Expect From Us

We pride ourselves on our professionalism and you can therefore expect the following in your dealings with us :

- A timely response to all communications.
- Confidentiality for your data, documents and information.
- There will be no charge made for discussion or assessment of your requirements.
- We will only make a charge when there is a commercial arrangement in place and this is agreed in writing.
- Full assistance with any query, support issue or problem that may arise.
- A service level agreement by which we expect to be measured.