

B2B Customer Information

Company Name: _____
Phone: () - _____ **E-mail:** _____
R.A. Siegel Account #(s): _____

R.A. Siegel Online

R.A. Siegel Online is an internet based web site that allows the customer to place orders, view real-time order status, search inventory, view pricing, etc.

Does the Customer want to sign up for R.A. Siegel Online? Yes No
Will they place orders for more than one R.A. Siegel Account: Yes No

If yes, what are the R.A. Siegel account numbers: _____

R.A. Siegel X-Change

R.A. Siegel X-Change enables customers with B2B compliant Retail Software to automatically exchange electronic documents with R.A. Siegel's Dancik software. R.A. Siegel is currently transmitting Invoices, Product Catalogs as well as, receiving Purchase Orders and sending Order Acknowledgements.

Would the customer like to exchange documents with R.A. Siegel? Yes No

If yes, what Retail Software is the customer using?

RFMS Roll Master Comp-U-Floor
 Other: _____

If yes, what documents is the customer currently exchanging?

Invoices Product Catalogs Purchase Orders
 Order Acknowledgments Advance Ship Notice

Contact Information

Primary Contact:

Name: _____ **E-mail:** _____ **Phone:** () - _____

Secondary Contact:

Name: _____ **E-mail:** _____ **Phone:** () - _____

Terms and Conditions

When placing orders online it is important that you understand the options available. This will help ensure that your order is entered correctly, pulled correctly by our warehouse personnel, and delivered on time. There are also special situations in which online ordering is not ideal for the type of order you would like to place. In these situations it will be necessary to call Customer Service to place your order.

Cut-Off Times

If you are placing an order for next day delivery, please be aware of our cut-off times. An order placed after our cut-off times **WILL NOT** deliver next day.

- **Cut-off time is 4:00 EST for all material**

Use the Correct Unit of Measure

The unit of measure (UOM) can be changed when placing orders through R.A. Siegel Online. Please confirm that the UOM for the material is the UOM you are looking for. For example, the default order UOM for vinyl is square yards (SY); however, you have the option to order vinyl in square feet (SF), lineal feet (LF), rolls (RL), etc. See example below:

Automatic Inventory Selection



The screenshot shows a form titled "Automatic Inventory Selection" with three input fields: "Enter Qty/Size", "Sidemark/Comment", and "Minimum Acceptable Length". To the right of these fields is a dropdown menu for the unit of measure (UOM). The dropdown is currently open, showing a list of options: SY (selected), LB, RL, FT, LF, SF, IN, and M2. To the right of the dropdown is a blue "Add To Cart" button and a "B/O:" checkbox.

Backorder Date

If R.A. Siegel does not have an item in stock (excluding commercial vinyl) you may place a backorder for the material. ***Please note:** To ensure that you receive an accurate backorder date, please contact Customer Service at (404)355-1880. A date will not be given to you during the checkout process.

If you need the material immediately, contact Customer Service to place the order as a direct shipment from the manufacturer.

Special Situations

Commercial Vinyl

Orders for commercial vinyl can **ONLY** be placed online if we have the material in stock. If the material is not in stock, please call or fax the Commercial Customer Service department to place your order. Please call Commercial Customer Service for large mill direct orders.

Phone #: 1-800-476-9818 option 2 or 404-355-1880 option 2

Fax#: 404-355-9124

Orders Shipped Via UPS or Common Carrier (Freight)

Orders to ship via UPS or Common Carrier will need to be placed with a Customer Service Representative. Please call Customer Service to place these types of orders.

Changing the Ship To address

During the checkout process, you have the ability to change the address where the material should be delivered (see screenshot below). However, this address should NOT be changed, if you place orders with R.A. Siegel Online for multiple accounts you will need to change to the appropriate account from the home screen. If you need material shipped to a job site or directly to a customer, please contact Customer Service at (404)355-1880 or (800)476-9818. They will be able to determine the best and most cost efficient shipping method for you.

Checkout : Step 2 - Order Information

Item Confirmation **Order Information** Order Confirmation

Reference# : 1583136 (Not yet activated!)

| | | | |
|---|----------------------------------|------------|----------------------|
| P.O.# : | <input type="text"/> | Job Name : | <input type="text"/> |
| Tag/Comment : | <input type="text"/> | | |
| Special Instructions : | <input type="text"/> | | |
| Ship To : | Flooring Dealer | | |
| <input type="radio"/> Use Billing Address | 1175 Chattahoochee Ave | | |
| <input checked="" type="radio"/> New Shipping Address | Atlanta GA 30318 | | |
| Ship Via : | SIEGEL TRUCK | | |
| Shipping Instructions : | PLEASE DELIVER THURSDAY 12/13/07 | | |

Ordering Specific Dye Lots

If specific **dye lots** are needed for a product, please contact Customer Service to place your order. Dye lots are not shown on R.A. Siegel Online when you search our inventory.

Canceling Orders Placed Online

If you place an order online and would like to cancel the order, please contact Customer Service with your order reference number.

Pricing

If you are quoted a special price on a product or delivery charge by an R.A. Siegel Sales Representative, please contact your Sales Rep with the reference number of your online order. This will ensure that you receive proper pricing.

ACKNOWLEDGEMENT

I acknowledge that I have read and understand the Terms and Conditions of use of the R.A. Siegel Online system. I understand that it is my responsibility to correctly use R.A. Siegel Online and that I will be responsible for any charges incurred due to my own error.

Printed Name _____

Date _____

Signature _____

Siegel Sales Rep _____
Signature