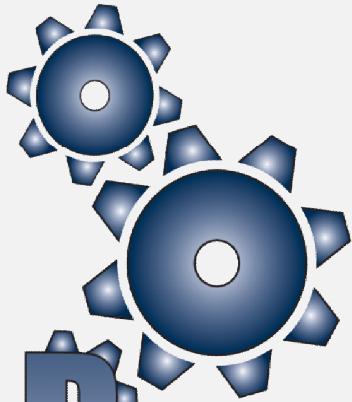


User Manual for Vendors



ReplacementPartsPros.Com

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RPP is an innovative program allowing retailers and vendors to streamline their replacement parts, POP material and literature replenishment program.

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Introduction

A brief overview of the replacementpartspros.com program and topics covered within this Manufacturer's Manual.

This vendor's manual is intended for use by those who are enrolled in the ReplacementPartsPros.com (RPP) program. The RPP program is a method created by Ready Set Sales© to simply allow for error-free ordering of components and subcomponents of products. Although the primary essence of the program is simple, the applications are wide-ranging.

The benefits of this system result in significant improvements:

- ✓store displays
- ✓ordering processes
- ✓reporting
- ✓reduction of operation costs
- ✓shipping
- ✓reclamation of damaged items.

Accessing the Manufacturers' Portal

A step by step guide to accessing the Manufacturers' Portal at ReplacementPartsPros.com

The next pages are devoted to instructing you on how to obtain logins for your company, log into the manufacturers' portal, and process orders. Common issues that often arise and their solutions are also covered in this section of the manual.

Requesting a Login

Upon enrollment into RPP, login information is assigned as part of the initial process. If you wish to request additional accounts for the manufacturers' portal, please send the requested information below about the new account holder to the email address support@replacementpartspros.com.

- Full Name
- Business Email Address
- Business Address
- Business Phone
- Business Name

Accessing the Site



For the best view, we recommend setting your screen resolution at 1024 by 768 or above.

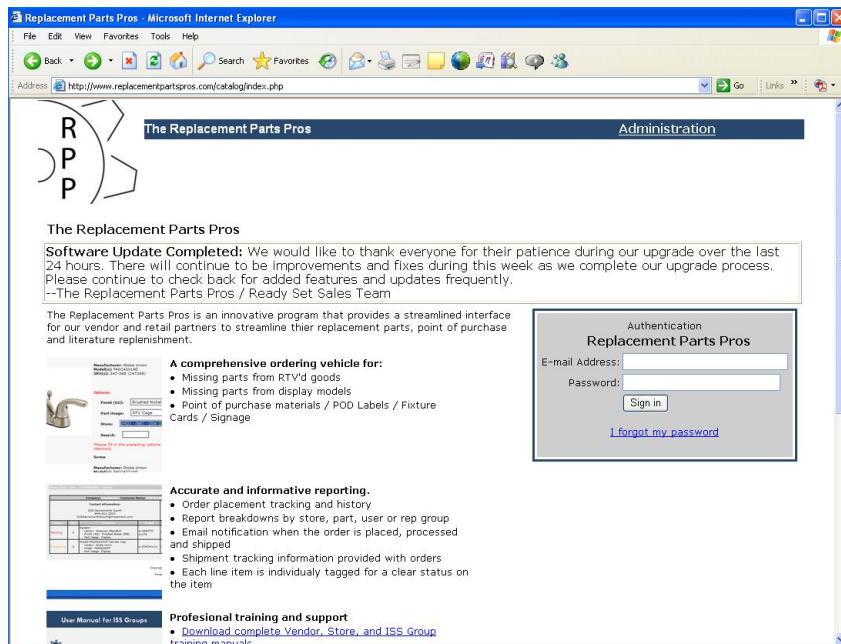
Accessing the site can be accomplished on any computer with internet access. We recommend viewing the site with either Microsoft Internet Explorer 5, Mozilla's Firefox 2.0, or in newer versions of those browsers for best display results.

Accessing the Manufacturers' Portal

Continued

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1. Open your web browser of choice and in the address bar, enter in the address: www.replacementpartspros.com/catalog/admin/index.php. Doing so correctly will display the page containing the login screen below.



The screenshot shows a web browser window titled "Replacement Parts Pros - Microsoft Internet Explorer". The address bar displays "http://www.replacementpartspros.com/catalog/index.php". The page features a logo on the left and a navigation bar with "The Replacement Parts Pros" and "Administration". A message box states: "Software Update Completed: We would like to thank everyone for their patience during our upgrade over the last 24 hours. There will continue to be improvements and fixes during this week as we complete our upgrade process. Please continue to check back for added features and updates frequently. --The Replacement Parts Pros / Ready Set Sales Team". Below this, a description of the program is provided. On the right, there is an authentication box with fields for "E-mail Address:" and "Password:", a "Sign in" button, and a link for "I forgot my password".

The Replacement Parts Pros

Administration

The Replacement Parts Pros

Software Update Completed: We would like to thank everyone for their patience during our upgrade over the last 24 hours. There will continue to be improvements and fixes during this week as we complete our upgrade process. Please continue to check back for added features and updates frequently.
--The Replacement Parts Pros / Ready Set Sales Team

The Replacement Parts Pros is an innovative program that provides a streamlined interface for our vendor and retail partners to streamline their replacement parts, point of purchase and literature replenishment.

A comprehensive ordering vehicle for:

- Missing parts from RTV'd goods
- Missing parts from display models
- Point of purchase materials / POD Labels / Fixture Cards / Signage

Accurate and informative reporting.

- Order placement tracking and history
- Report breakdowns by store, part, user or rep group
- Email notification when the order is placed, processed and shipped
- Shipment tracking information provided with orders
- Each line item is individually tagged for a clear status on the item

Professional training and support

- [Download complete Vendor, Store, and ISS Group training manuals](#)

Authentication
Replacement Parts Pros

E-mail Address:

Password:

[I forgot my password](#)



2. Enter in the username and password. While doing so, please be aware that usernames and passwords are case sensitive.

Accessing the Manufacturers' Portal

Continued

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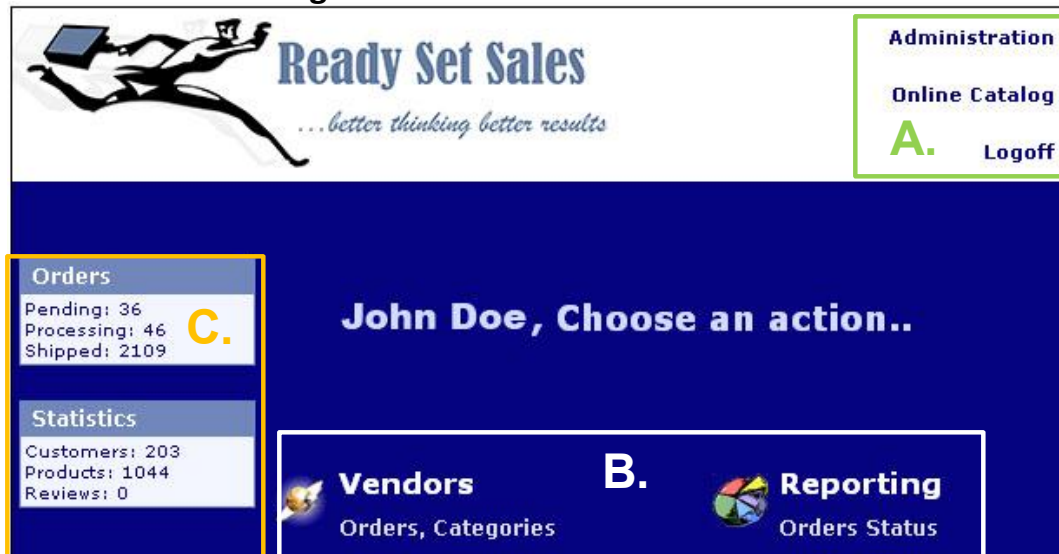
3. A Successful login will display the following screen.



The Portal's Interface

The pages on the site are all designed around a common layout. Understanding this layout will increase the usefulness of the site and ease navigation. There are only two types of interfaces on the portal. This section familiarizes you with information on each region.

The initial Menu Page



A. This region contains site navigation links. The “Administration” link refers to the portal you are currently logged into. The “Online Catalog” will take you to the customer login for the purchasing section of the site. If you have also been set up as a customer to the site then you can login to view and purchase items. In addition to those links, you may also log off from here.

B. Displays the all categories of actions a user can perform and the most used sections of that category. Manufacturers can view reporting or process orders.

C. This section displays a current summary and statistics concerning the manufacturer’s company and goods on the site.

The Portal's Interface

Continued

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The Content Pages

A. This region contains site navigation links.

B. Navigation box of the site.

C. This section holds the content of each page. This could contain reports, processing information, or product information.

Troubleshooting:



Q: can't locate or remember my password?

A: Email to support@readysales.com the business email address and account holder's full name. The password will be resent to the original account holders email address.

Q: I know user name and password but the site still refuses to allow me to login?

A: Check that the <http://www.replacementpartspros.com/catalog/admin/index.php> is the site address. When entering information onto the login screen please be aware that the username and password is case sensitive. This information should be entered in as given on the account creation notification email.

Retrieving & Processing Orders

Reporting Options

How to retrieve useful data stored and available on the portal

In the Manufacturers' portal, you have several reporting options to choose from. Each customer report provides useful data that will help to measure key statistics.

Reporting is currently available on the portal, which measures the progress of your customer service team in process orders, list items by total quantity ordered over a period of time, displays a detailed summary of all products and components on the system, and one can also view items ordered by their destination store/location.

Before delving into how to use these reports, let us first take a look at the common user interface features.

Orders Status Report

Accessing the orders status report is as easy as clicking the "Orders Status" link under the reporting section of the navigation menu. All reports can be accessed by finding the corresponding link under the reporting

section. This report tracks performance of the customer service representatives responsible for processing orders.

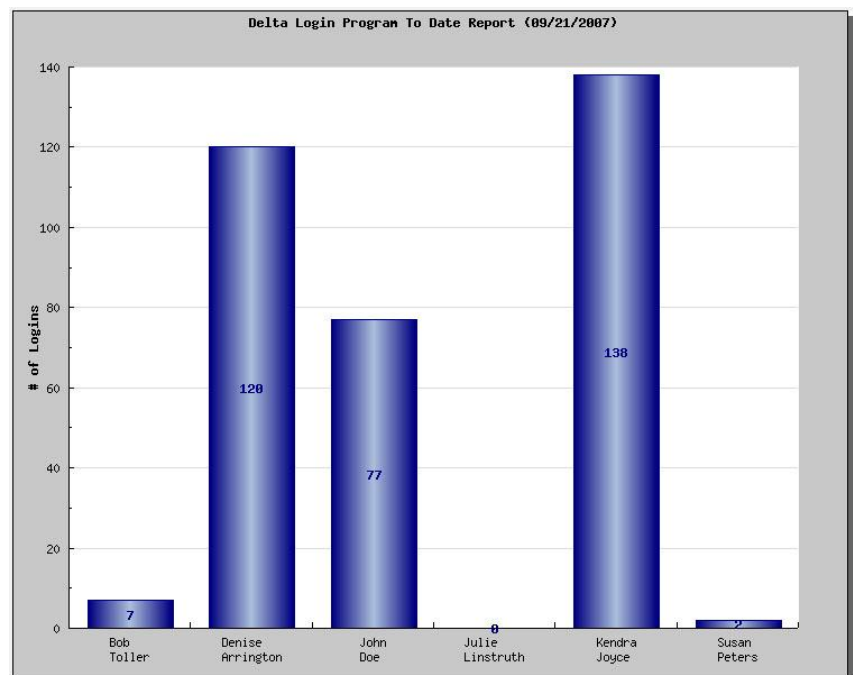
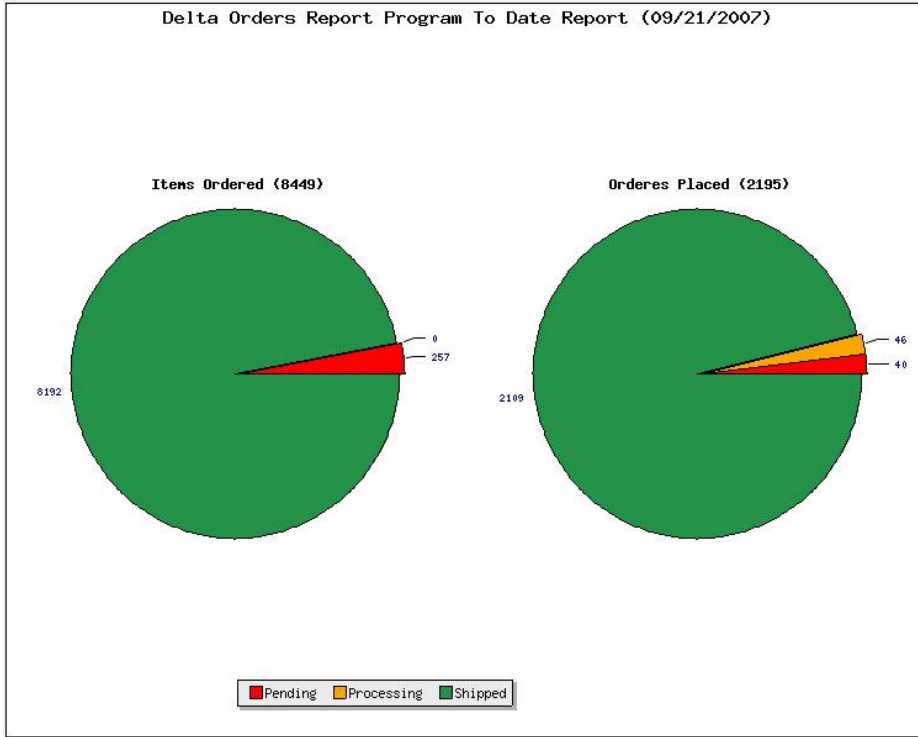
Whether your customer service needs are handled internally, or you are an enrolled in the Ready Set Sales© distribution program, this report can assist in assessing order fulfillment. The order status report displays orders and items on order by status (pending, processing, and shipped) and in a different graph to represent time periods (program to date, yearly, quarterly, and monthly).

Vendors
Reporting
Orders Status
Products Ordered
Products Snapshot
Orders By Store

Retrieving & Processing Orders

Continued

10



Retrieving & Processing Orders

Continued

11

Products Ordered Report

Administration

Online Catalog | Administration | Logoff

Vendors

Reporting

Orders Status

Products Ordered

Products Snapshot

Orders By Store

Most Ordered Products

Limit By: No Limit

No.	Products	Ordered
01.	Sprayer Assembly (rp46751)	226
02.	Signature (440-wf) Aerator (rp18508)	163
03.	Soap Dispenser (rp44651)	161
04.	Tub Spout/Pull-Up Diverter (rp48690)	147
05.	O-Ring (rp40516)	144
06.	Bayonet Ring (rp40518)	140
07.	Wand Assembly (rp44652)	129
08.	Showerhead (rp48686)	123
09.	Aerator (rp18508)	115
10.	Lift Rod (rp6146)	107
11.	Aerator (rp48118)	105
12.	Hose Assembly (rp44647)	105
13.	Nut (rp21945)	101
14.	Signature (440-wf) Spray and Hose Assembly (rp39345)	98
15.	Classic (100) (110) (400) Aerator (rp330)	89
16.	Handle Assembly (rp48117)	87
17.	Classic (522-wf) Arrow Button (rp18442)	85
18.	Classic (522-wf) Button (rp17446)	85
19.	Leland (14478) Handle Assembly (h778)	85
20.	Signature (470) Wand Assembly (rp32542)	85

A.

Displaying 1 to 20 (of 577 products)

<< Page 1 of 29 >>

A.

If you need to view the frequent items ordered, this report meets that need. Region A displays the total quantity ordered per item on our system. This information can be limited to a range of previous days in order to make the data more relevant. Please note that the results are controlled near the bottom of the each page.

Retrieving & Processing Orders

Continued

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Products Snapshot Report

The “Inventory Snapshot” report contains all relevant information about your products. When reviewing your inventory, or verifying availability on the portal, this is the report that one should use.

The report contains:

- ✓ Product and part names
- ✓ Current status
- ✓ Ordering options
- ✓ Product image
- ✓ Product description
- ✓ Part number or model

Name: Cicero™ 468-SD or 468-SSSD (367-420 or 367-972) Status: ACTIVE Model: 468-XXXX			
Parts	Attributes	Parts	Attributes
Name: Handle Part #: p-rp44653 Status: Active	Option: Finish (D) 1) Chrome (No Suffix) 2) Stainless (SS) Option: Part Usage 1) Display 2) RTV Cage	Name: Cap w/Adjusting Ring Part #: p-rp50 Status: Active	Option: Finish (D) 1) Chrome (No Suffix) 2) Stainless (SS) Option: Part Usage 1) Display 2) RTV Cage
Name: Wand Assembly Part #: p-rp44652 Status: Active	Option: Finish (D) 1) Chrome (No Suffix) 2) Stainless (SS) Option: Part Usage 1) Display 2) RTV Cage	Name: Hub Assembly Part #: p-rp44654 Status: Active	Option: Finish (D) 1) Chrome (No Suffix) 2) Stainless (SS) Option: Part Usage 1) Display 2) RTV Cage
Name: Escutcheon & Gasket Part #: p-rp44644 Status: Active	Option: Finish (D) 1) Chrome (No Suffix) 2) Stainless (SS) Option: Part Usage 1) Display 2) RTV Cage	Name: Escutcheon Part #: p-rp44645 Status: Active	Option: Finish (D) 1) Chrome (No Suffix) 2) Stainless (SS) Option: Part Usage 1) Display 2) RTV Cage
Name: Button Part #: p-rp28184 Status: Active	Option: Part Usage 1) Display 2) RTV Cage	Name: Set Screw Part #: p-rp44792 Status: Active	Option: Part Usage 1) Display 2) RTV Cage
Image		Description	
		Manufacturer: Delta Model(s): 468-SD, 468-SSSD SKU(s): 367-420 (367420), 367-972 (367972) Product Description: Delta Cicero™ pull-out with soap dispenser in chrome (367420) or Brilliance® Stainless (367972). • 2 or 4-hole installation. • 38" reach hose for added convenience. • Tough-Clean spray face. • Insulated wand remains cool even when running hot water.	

Retrieving & Processing Orders

Continued

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Orders by Store Report

As its title implies, the “Orders by Store” report allows you to look at the history of store orders by their destination. One can customize this report by varying:

- ✓ Customer Company Name
- ✓ Store/Location an item is destined for
- ✓ Current shipping status of items on order
- ✓ Dates orders were placed

Administration

Online Catalog | Administration

Vendors

Reporting

Orders Status

Products Ordered

Products Snapshot

Orders By Store

Orders By Stores Report

Company: Item Status:

Store: Start Date: End Date:

Search:

Orders Summary

Store: (HD) - (FL) - (BRANDON) - (243)

Company: N. Connor & Associates Customer Name: TAMI HEINZ Ordered On: 2007-09-21 09:31:36

Contact information:				Shipping Address:			
TAMI HEINZ 727-234-7939 tami_heinz@naconner.com				Conner and Associates Kari Stevens 1409 Wickford Place Brandon, Florida 33511 United States			
Status	Qty	Products	Model	Status	Qty	Products	Model
Pending	1	Classic (522-wf) Aerator - Vendor: Delta - Model: 522-WF - Part Usage: Display	p-rp330	Pending	1	Aerator - Vendor: Delta - Finish (D): Stainless (SS) - Part Usage: Display	p-rp48118
Pending	1	Signature (440-wf) Red/Blue Button - Vendor: Delta - Model: 440-WF - Part Usage: Display	p-rp28906				

How to...Ship Product

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Based upon feedback from the field regarding the packaging of Replacement Parts Pros shipments, we would like to present some suggested shipping guidelines:

We Recommend

- Including a packing slip with all shipments. The packing slip should reference the order number, the order date, the manufacturer rep, the store, and the status of each item on the order.
- Writing the store number on the outside of each package
- Separating orders in poly bags with the store number written on the outside if multiple orders are being sent in the same outer package.

The Benefits

- Eliminates confusion of which store is in need of the parts
- Eliminates reorders for the same product
- Alerts the rep of the status of outstanding ordered items
- Allows the rep to keep the package sealed until visiting the store and therefore not losing the part

The End Result:

- ✓ *Improves display presentation*
- ✓ *Lower costs*
- ✓ *Increased sales*
- ✓ *Allows for current display of POP*

How to...Ship Product

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When shipping direct to stores, label the packages using the Home Depot approved department color codes.



Dept.	Pantone Color Code	Astrobright Paper	Xerox Paper
D21	1935	Re-entry Red	
D22	1935	Re-entry Red	
D23	135		Goldenrod
D24	344		Green
D25	319	Terrestrial Teal	
D26	374	Terra Green	
D27E	107	Solar Yellow	
D27L	2727	Venus Violet	
D28	150	Cosmic Orange	
D29	813	Fireball Fuchsia	
D30	1935	Re-entry Red	
D59	344		Green
Home Services	523	Lilac	
Corporate	297	Lunar Blue	Pastel Blue

How to...Maintain User Lists

Edit your user listings

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Step 1

Select the “Administration” link on the front page of the site.

Step 2

Enter your user name and password and then select the appropriate account.

Step 3

In order to edit existing customers, select the “Users” link which will bring you to the following page (step 4).



*In order to keep your user listing current, please add or delete users as needed.



How to...Maintain User Lists

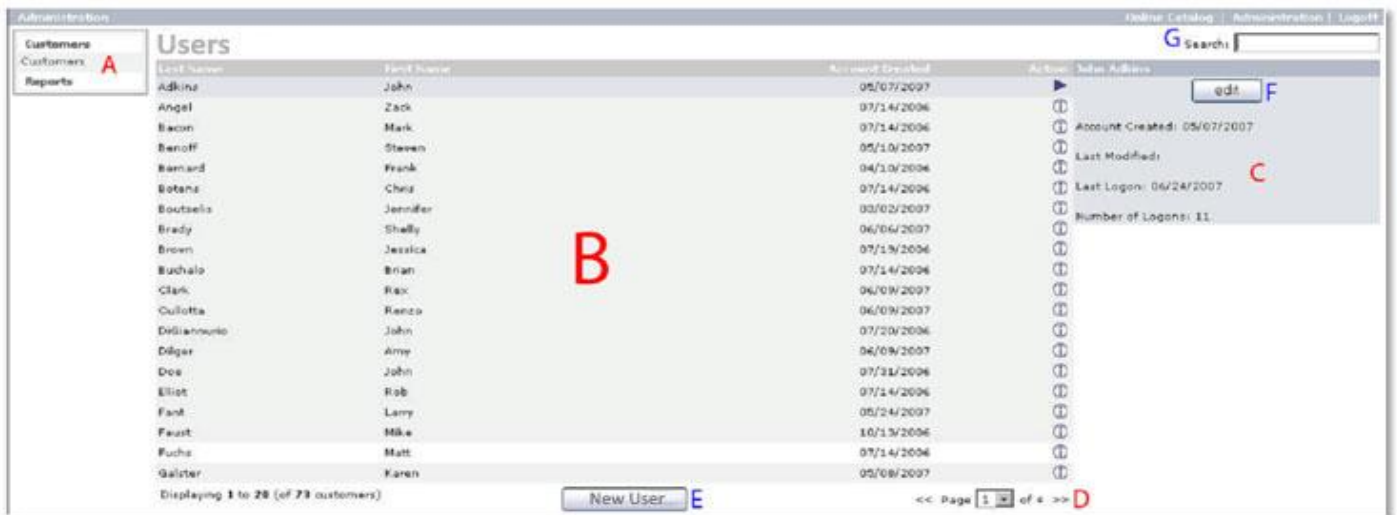
Edit your user listings

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Step 4

The layout of the “User” section is as follows:

- Left navigation menu which allows for site navigation
- List of users assigned to your company
- Account maintenance menu
- Page navigation bar
- Add new user button
- Edit selected user button
- Search user list



How to...Maintain User Lists

Edit your user listings

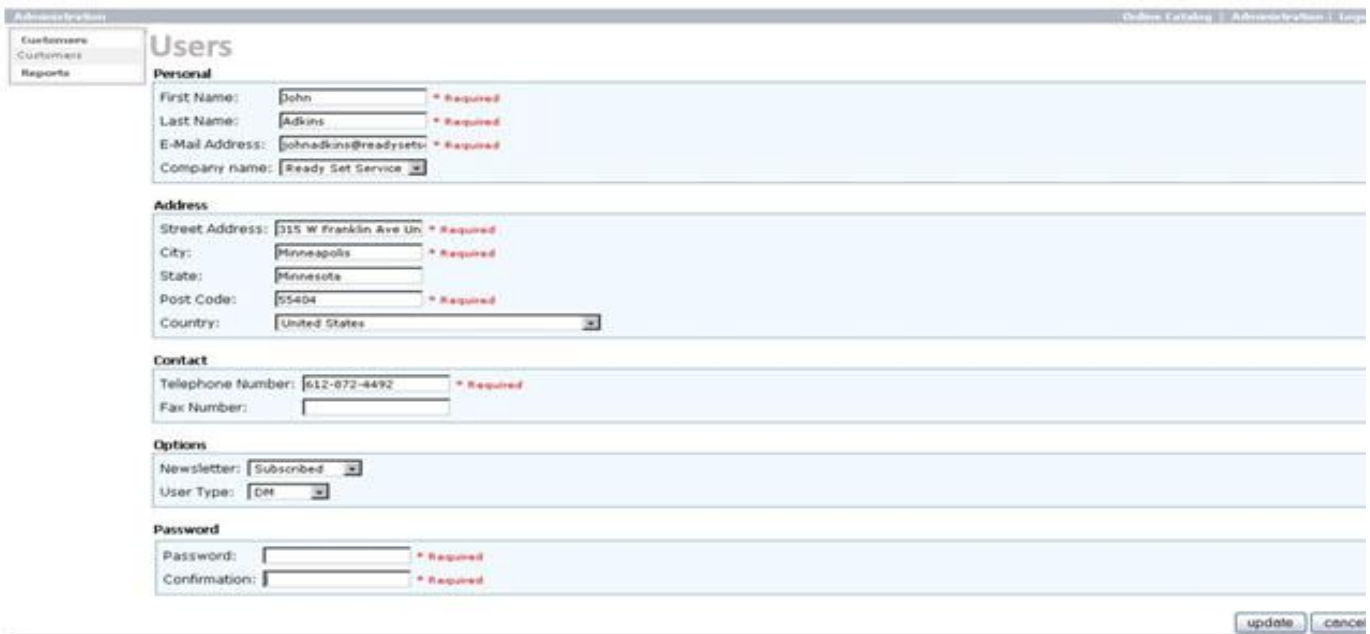
18

Step 5

The creation or amending of user information is in the form below. Please note the following:

Ç User accounts will not be deleted but can be deactivated by setting “User Type” to “Inactive”.

Ç States can be entered by either the two characters, order or by name in full.



The screenshot shows a web-based administration interface for managing users. On the left is a sidebar with navigation links: 'Administration' (highlighted), 'Customers', 'Customers', and 'Reports'. The main content area is titled 'Users' and contains a form with several sections: 'Personal' (First Name, Last Name, E-Mail Address, Company name), 'Address' (Street Address, City, State, Post Code, Country), 'Contact' (Telephone Number, Fax Number), 'Options' (Newsletter, User Type), and 'Password' (Password, Confirmation). Each field has a red asterisk indicating it is required. The form is set to update a user named John Adkins with email johnadkins@readysetgo.com. The 'update' and 'cancel' buttons are at the bottom right.

Administration		Customers	Customers	Reports
Users				
Personal				
First Name:	John	* Required		
Last Name:	Adkins	* Required		
E-Mail Address:	johnadkins@readysetgo.com	* Required		
Company name:	Ready Set Service			
Address				
Street Address:	315 W Franklin Ave Un	* Required		
City:	Minneapolis	* Required		
State:	Minnesota			
Post Code:	55404	* Required		
Country:	United States			
Contact				
Telephone Number:	612-672-8492	* Required		
Fax Number:				
Options				
Newsletter:	Subscribed			
User Type:	Det			
Password				
Password:		* Required		
Confirmation:		* Required		
update cancel				

How to...Contact Us

Customer Service - Tech Support - Sales

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Customer Support:

support@replacementpartspros.com

Sales:

Frank Bernard

Vice President

847/378-3720

frankbernard@readysales.com



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