

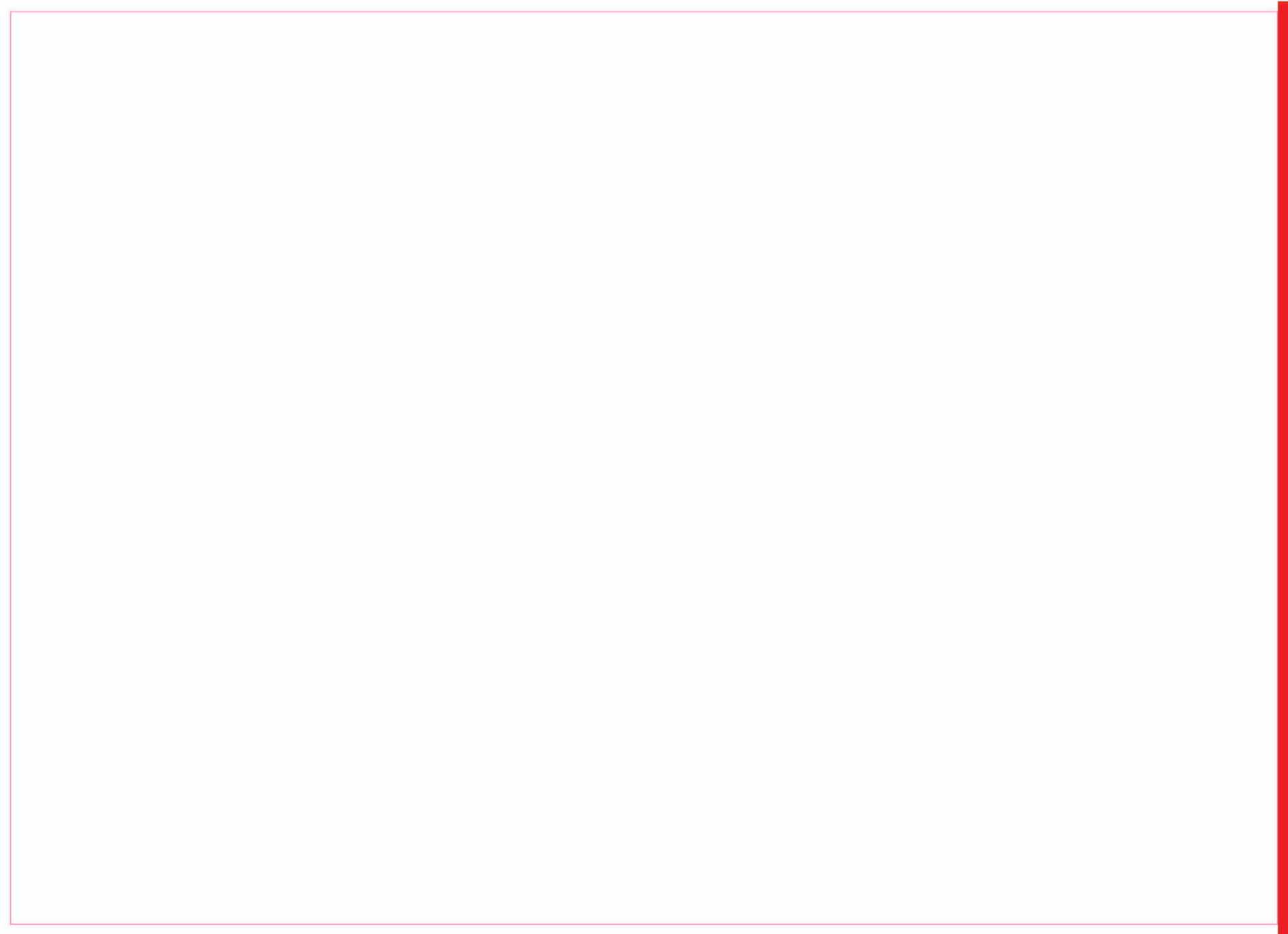
Status Order

ISEO Serrature

An Iseo Holding Company



La potenza
della sicurezza



Dear Customer,

Some time ago, we carried out a statistics – made by an Institute of Research on a large number of domestic customers – with the aim of estimating the level 'customer satisfaction' reached by Iseo Serrature S.p.a but especially of better understanding those aspects that can be improved in the relationship with our customers.

The inquiry consisted in a questionnaire proposing a list of possible problems, it had to be filled in with an evaluation (serious or not) according to the feeling the customer had in front of the proposed problem.

After elaborating and analysing the answers we were given, the inquiry pointed out the necessity – quite often underlined – of improving our customer Service and especially the **Orders and Deliveries** area.

Hereunder some examples of the answers that better clarify this need and have been more frequently pointed out:

'we waste time in checking the delivery of the balance of the order', or 'sometimes Iseo dispatches goods available at stock without informing the customer about the missing items', or 'Iseo Serrature does not inform the customer about the goods that cannot be delivered', or 'Iseo Serrature sometimes does not respect the agreed delivery terms'.

Iseo Serrature has seriously considered this information, aiming at constantly improving all provided services and at giving, at the same time, prompt replies. This is the reason why Iseo Serrature has created and activated 'Status Order', a new service that allows and helps the customers to consult their orders on line, by avoiding whatever waste of time and resources.

This software lets the customers enter directly our WebSite and know, in any time of the day and day of the year, the updated situation of their orders and have access to some correlated information (pls see study in depth of the system starting from page 9).

But our project offers more... !!

From the orders matter comes out the need of improving the management of items at stock. This aspect is part of a plan that aims at speeding up our delivery terms.

It will be in short implemented and you will be duly informed by written communication. According to the inquiry results also the advertising promotion should be improved: *'Iseo Serrature's advertising activities are not enough'*, or *'Iseo 'advertising materials like brochures, leaflets, stands, gadgets, are sent in small quantities by Iseo Serrature'*. We will be pleased to overcome this lacks in the future but at present we have to give priority to 'orders and deliveries', having a strong impact on the organization.

We really confide in these goals and hope they may increase profits and strengthen the relationship with our customers.

ISEO Serrature

**Status Order the new service
of Iseo Serrature allows
our Customers to consult their
orders on line**

Iseo Serrature was established in Toline di Pisogne (BS) in 1969. The Company plays an important role on the international market of passive security locking systems, evolving today in Iseo Holding, an International Group active in Europe, North Africa, Middle East and South America.

Why this service? What advantages does it offer?

ISEO Serrature – always careful at the customers' needs – has created 'Status Order', a project that is part of a bigger plan called 'Web Customers Services', with the aim of improving some processes through Internet Platform, in order to speed up all customer services and fully meet their needs.

The service for the on line orders consultation, fulfilled in 5 languages, allows the customer (or the agent), to get information in real time about the status of their orders (in case of agents the status of the orders of their own customers) directly by entering Iseo WebSite www.iseoserrature.it.

Internet is a consolidated means of communication and selling, largely used by our customers: distributors, locksmiths and agents.

The monitoring of delivery terms, avoids a considerable waste of time and resources. The information you can consult on Internet consist in the following data: delivery terms, a direct link to the forwarding agent for an immediate control, delivery date of current orders, a description of the order, delivery bill and packing list details, track record of latest expeditions.

A search engine allows the customer to identify and look for an order by part/or customer number and display the outstanding items.

To enter the service the customer will be given his identification number and a password, strictly reserved data that will be conveyed to the customer by the sending of a Personal Card.

The customer can enter the system and check the status of his order from the date of issue till its dispatch from the firm.

The data base is updated twice a day, the information are directly extracted from Iseo operational System and transferred in real time to the Web Site.

Through this service the customer can be informed about the status of his orders during lunch break, at weekends and on Summer holidays without waiting on the phone.

Current orders

List of Open or Partial orders:

1. Click to see order detail
2. Move the cursor to see the reference dates

[ORDINI IN CORSO]						
DATA ORD	RIF ISEO	RIF CLIENTE	CONS	DESTINAZIONE	TIPO ORD	ST
16/02/2004	192522	CC 96 16-02-04	129 2004		vendita	
11/12/2003	189935	CC 612 10-12-03	149 2004		vendita	
11/12/2003	189932	CC 614 10-12-03	36		vendita	
11/12/2003	189927	CC 613 10-12-03	239 2004		vendita	

Order detail

Order detail:

1. Move the cursor to see the reference dates
2. If the icon is highlighted you can click to see the delivery note detail
3. Click on the delivery note ref. to see the details

ORDINE rif. [191908]/[OC B38 02.02.04] del 03/02/2004							
- Nessuna nota specifica -							
RF CONS	COD ART	COD ART CLI	DESCRIZIONE	Q ORD	Q SPE	ST	
1	109 2004	835027277.3	CIL OVALE POM OT CU 23X23 SP+COL+IM	10	0		
2	109 2004	890930309.8	CIL SAG ISR11 NI 25X25 CU DIN30 COLL+IMB	1	0		
3	109 2004	890930309.8	CIL SAG ISR11 NI 25X25 CU DIN30 COLL+IMB	1	0		
4	109	890930309.8	CIL SAG ISR11 NI 25X25 CU DIN30 COLL+IMB	1	0		
5	109 2004	890930109.8	CIL SAG ISR11 NI 25X5 CU DIN30 COLL+IMB	2	0		
6	109 2004	890930809.8	CIL SAG ISR11 NI 25X75 CU DIN30 COLL+IMB	1	0		
7	109 2004	804907	LUCCH.SERRANDA MM 90 SMER+IMB	6	0		
RF CONS	COD ART	COD ART CLI	DESCRIZIONE	Q ORD	Q SPE	ST	
BOLLE ASSOCIATE ALL'ORDINE							
24003183 - 18/03/2004							
24001944 - 23/02/2004							
24002910 - 12/03/2004							

Last shipments

Last 10 shipments

1. Click to see delivery note detail
2. Click to see shipment tracking in a new window
3. Click to see order detail

ORDINI IN CORSO		[ULTIME SPEDIZIONI]		TOTALE SPEDIZIONI	
RIF BOLLA	DATA	SPEDIZIONIERE	RIF ORDINI	DESTINAZIONE	
24003183	18/03/2004	DEUTSCHE POST SRL	191885 CC B40 02.02.04	LA FERRAMENTA	
24003206	18/03/2004	SICUR TRAS SRL	193697 OC 0000738 11-03-04	LA FERRAMENTA	
24003095	15/03/2004	DEUTSCHE POST SRL	193580 CC B46 09.02.04	LA FERRAMENTA	
24002910	15/03/2004	DEUTSCHE POST SRL	193092 CC B46 09.02.04	LA FERRAMENTA	
24002910	12/03/2004	DEUTSCHE POST SRL	191885 CC B40 02.02.04	LA FERRAMENTA	
24002883	11/03/2004	SICUR TRAS SRL	193534 CC 09,03,04	LA FERRAMENTA	
24002431	03/03/2004	DEUTSCHE POST SRL	192263 CC B28 27.01.04	LA FERRAMENTA	
24002439	03/03/2004	DEUTSCHE POST SRL	192269 CC B46 09.02.04	LA FERRAMENTA	
		DEUTSCHE POST SRL	191116 OC 0000175 19.01.04	LA FERRAMENTA	

Delivery note detail

Delivery note detail:

1. Click to see packing list of the displayed delivery note

1

BOLLA nif. 24002431 - data 03/03/2004

< Visualizza PACKING LIST >

RF	COD ART	COD ART CLI	DESCR	Q	SPE	UM
1	944408458		PUSH BAR 96 MODULARE L 840 NERO	20		NR
2	944411758		PUSH BAR 96 MODULARE L 1165 NERO	50		NR
3	944413058		PUSH BAR 96 MODULARE L 1300 NERO	10		NR
4	94402055		COPPIA SCROCCHI VERTICALI NERI	50		NR
5	94402065		COPPIA SCROCCHI LATERALI NERI	10		NR
6	94402005		ASTE+COPRIASTE SUP+INF X PORTE H 2265 NERE	60		NR
7	94021005		COMANDO EST MAN+CIL IDEA PUSH MINI NERO CONF	50		NR
8	94011005		COMANDO EST MAN+CIL IDEA PUSH NERO CONF	50		NR
9	944408458		PUSH BAR 96 MODULARE L 840 NERO	2		NR
10	944411758		PUSH BAR 96 MODULARE L 1165 NERO	5		NR
11	944413058		PUSH BAR 96 MODULARE L 1300 NERO	1		NR
12	94402055		COPPIA SCROCCHI VERTICALI NERI	5		NR
13	94402065		COPPIA SCROCCHI LATERALI NERI	1		NR

Outstanding total

Display all outstanding articles:

1. Click to see order detail
2. Move the cursor to see the reference dates
3. Select month
4. Select week

ORDINE nif. [191908]/[OC 838 02.02.04] del 03/02/2004

- Nessuna nota specifica -

RF	CDNS	COD ART	COD ART CLI	DESCRIZIONE	Q	ORD	Q	SPE	ST
1	10*	2004	835027277.3	CIL OVALE POM OT CU 23X23 SP+COL+IM	10	0			<input type="checkbox"/>
2	10*	2004	890930309.8	CIL SAG ISR11 NI 25X25 CU DIN30 COLL+IMB	1	0			<input type="checkbox"/>
3	10*	2004	890930309.8	CIL SAG ISR11 NI 25X25 CU DIN30 COLL+IMB	1	0			<input type="checkbox"/>
4	10*	1	890930309.8	CIL SAG ISR11 NI 25X25 CU DIN30 COLL+IMB	1	0			<input type="checkbox"/>
5	10*	2004	890930109.8	CIL SAG ISR11 NI 25X5 CU DIN30 COLL+IMB	2	0			<input type="checkbox"/>
6	10*	2004	890930809.8	CIL SAG ISR11 NI 25X75 CU DIN30 COLL+IMB	1	0			<input type="checkbox"/>
7	10*	2004	804907	LUCCH.SERRANDA MM 90 SMER+IMB	6	0			<input type="checkbox"/>

3

BOLLE ASSOCIATE ALL'ORDINE

24003183 - 18/03/2004
24001944 - 23/02/2004
24002910 - 12/03/2004

Customer search and selection

You can select a customer from the list:

1. Enter customer's name, also partial, and click on [Search]
2. If available, you can select a specific agent
3. After selecting a customer click on the button to continue

1 Cerca un cliente ->

2 Agente ->

- AREX FERR (00452)
- AVIO KEY (00254)
- AZX CHIAVI (00522)
- BERT RED (04875)
- FERRAMENTA OLIVI (00254)
- GKS TAPPARELLE (045254)
- HARRODS UTENSILI (00254)
- HARRY & Co (785254)
- MASSA CHIAVI (008795)

3 Selezionare un cliente e proseguire ->

Search by article

You can search an article in orders and shipments:

Insert article ref. number, even partial, and click on [Search]

Ricerca per Articolo:

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