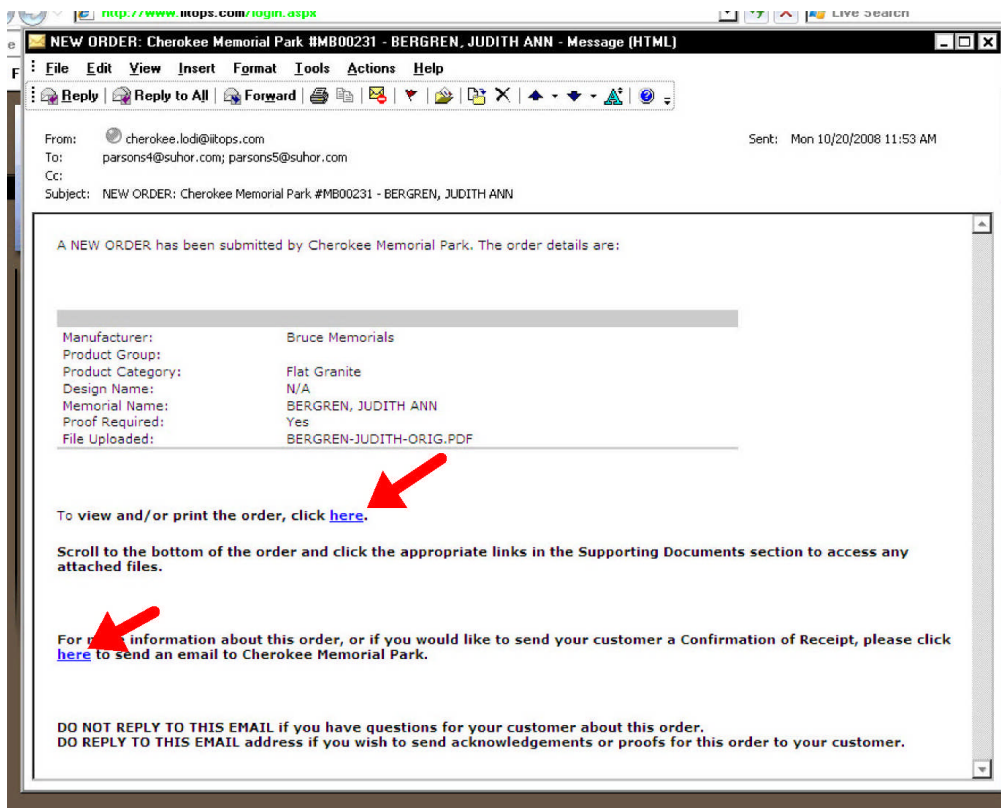


iiTOPs is a web-based **Order Management System** for cemeteries and funeral homes working directly with Memorial Manufacturers. It ties all order activity and in-house administrative tasks together into a single software application. **New Orders** as well as processing steps such as **Approvals** and **Revisions** are communicated via automated **Email Notifications** created by the User. Any documents, photos or drawings can be attached as needed to support any order. **Acknowledgments, Proofs** and **Revisions** are matched to the order automatically. All Order information becomes instantly accessible by anyone who needs it in **"real time"**. Users define their own **Vendors** and **Products** for their own **secure and confidential** system.

Honoring 2 preferences as explained below is all that is needed.

Please Note: If your customer chooses to utilize an online order or layout/design tool, working in conjunction with this option is covered on **pg. 3** below*.

Preference #1. Accept the Email Notifications detailed below. It is recommended that a dedicated Email address be used if possible. For example orders@yourcompany.com as opposed to john@yourcompany.com whereby orders might be overlooked if that person is absent. Email notifications will clearly state its purpose. (Example below of a **NEW ORDER** notification.)



Use the first link shown above to open and print the order. Use the second link to generate a direct email to the order originator if desired (Simply **"Replying"** to these emails will NOT result in delivery to your customer).

Click on any file name at the bottom of the order form as shown below to download any attachments.



Important: Make certain your browser and email settings DO NOT filter these emails or restrict the use of imbedded links. **iITOPs.com** should set up as a **"Trusted Site"**. Obtain technical assistance if necessary.

Below are the specific **Email Notifications** generated by the User regarding various steps in the process:

- Subject: **NEW ORDER: ABC Memorial Park #002 - Doe, John**
- Subject: **APPROVED: ABC Memorial Park #002 - Doe, Jane**
- Subject: **REQUEST FOR REVISION: ABC Memorial Park #002 - Doe, Mike**
- Subject: **APPROVE WITH REVISION: ABC Memorial Park #002 - Doe, John**
- Subject: **PRE-NEED ORDER: ABC Memorial Park #002 – Doe, Bill**
- Subject: **PRE-NEED: PUT INTO PRODUCTION || ABC Memorial Park #002 – Doe, Bill**
- Subject: **RELEASE FROM STORAGE: ABC Memorial Park #002 – Doe, Bill**
- Subject: **A note from ABC Memorial Park #002 regarding this order - Doe, Bill**

Note: If a Data Link is preferred and/or available, New Orders can be formatted into a Direct Data String. Contact support@iitops.com for detailed information.

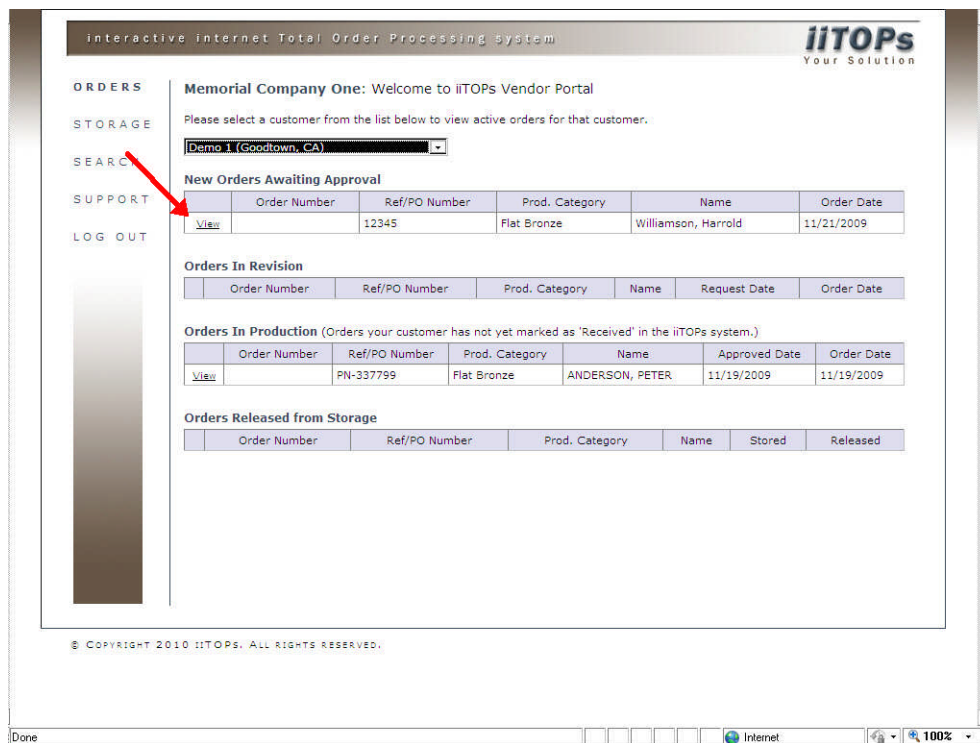
Preference #2. Send Conf's/Ackn's, Proofs and Revisions exclusively to their "system" Email.

For example, cemeteryname.city@iitops.com syntax is used to clearly identify them. Documents are then matched to the respective Order. Recommend **Searchable PDF** format whenever possible. If faxing must be used, a **"System Fax"** number will be provided and these documents will be made into an electronic copy. Email is preferred because the electronic image will convey proof images and printouts as clearly and detailed as possible. **SEND DOCUMENTS ONLY TO THE SYSTEM EMAIL OR FAX.** Do not use the system email addresses for any other correspondence. Please use the provided link to communicate directly with the person who generated the specific notification.

Accessing Vendor Interface Portal (VIP)

Vendors can request Log-In to the systems **"Vendor Interface Portal"** with links to **View ALL** pending order records, notes and all supporting documents. This can be a very helpful communication tool enabling simultaneous viewing of **"real time"** order information. See screen samples below:

Orders can be displayed by the status they currently show for your orders:



Using Search to locate any order or group of orders.

interactive internet Total Order Processing system

iiTOPS
Your Solution

ORDERS
STORAGE
SEARCH
SUPPORT
LOG OUT

Search Customer Orders:
Please select a customer from the list below to search orders for that customer.

Select a Customer *
Please Select a Customer

:: Search Filters ::

Order Dates:
You can filter the date range for your search by selecting Start and End Dates.
Start Date: End Date:

Order Details:
You can also filter the results of your search by using one or more filters from the choices below.

Contains And Contains And Contains
Equals Or Equals Or Equals
Starts With Starts With Starts With

SEARCH

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Please contact us directly at support@iitops.com to obtain free **24/7** Access.

***Easy to use in conjunction with an online ordering and/or layout tool**

If an online ordering or design tool is used for any given order, it is easily designated and entered into their *iiTOPs* system without generating a **"New Order"** notification. The order is saved in the *iiTOPs* system for any remaining processing steps. See screen shot below on how this option is selected.

Memorial Information

Order Type:
 Manufacture & Ship
 Manufacture & Warehouse
 Register for Price Protection

Existing Online Order

Manufacturer: *
Granit-Bronz

Border:

This order will be forwarded to the manufacturer selected.
Please provide as much information

For questions or additional information please contact us at sales@iitops.com

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Patent Pending