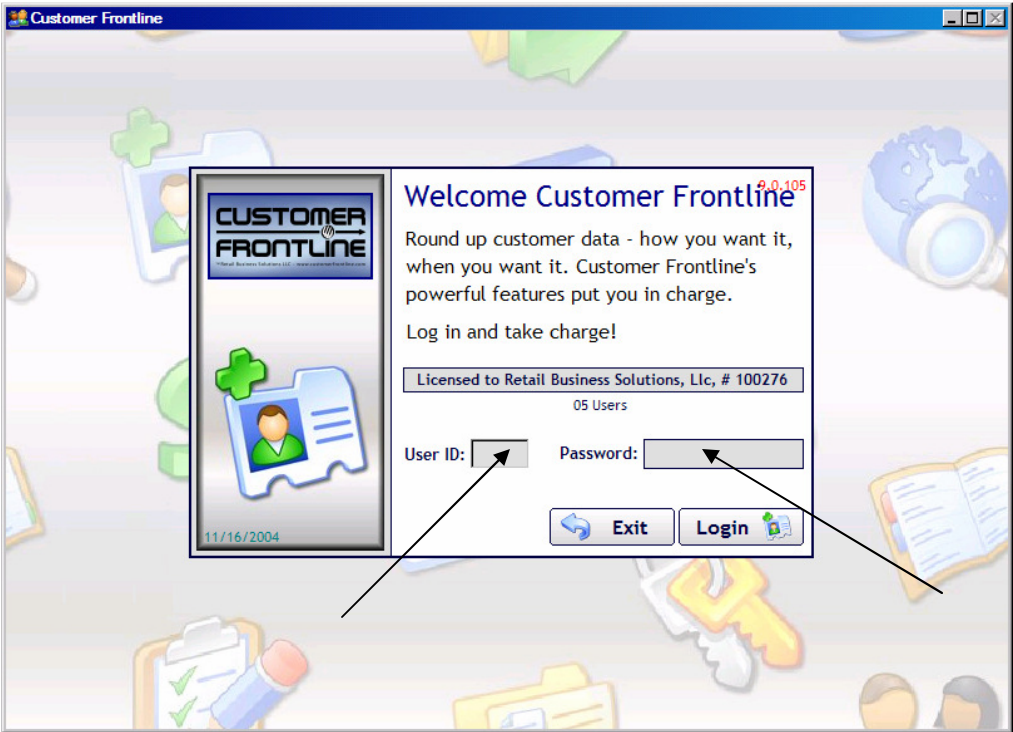




After double-clicking the Customer Frontline icon on your desktop the log on screen pictured below will appear. Type in your assigned ID and Password codes, then click the “Login” button or press the enter key on your keyboard.



General Navigation Procedures

The Customer Frontline™ (CFL) contact manager program is designed to accommodate most common keystroke and mouse click commands found in other Windows applications. Data fields can be navigated by pointing the mouse and clicking the right button to place the cursor in the desired field, or the index key of the keyboard can be used to navigate fields in sequential order. Either the right mouse button or the F2 hotkey can be used to bring down drop list menus for those data fields with an asterisk.

Special note: close your CFL session by clicking the blue “X” button in the upper right hand corner of the customer profile screen.



Customer Buying Profile Screens

Two screens contain data fields for you to document the buying qualifications for all of your piano prospects and owners. The Customer screen contains the most critical customer information for efficient prospect follow-up: name address, phones, email, instrument of interest, trade-in, piano player, etc. This first screen also contains the "Notepad" - an unlimited area to enter your notes, reminders, plans, etc. related to the customer. Email messages to a customer will automatically be entered in this notepad area. The second screen holds additional customer details profile including specific model and finish, method of payment, price quote, trade-in description, etc.

Customer Screen

Notepad

Customer Frontline
File Edit View Contact Search Activities Write Internet Reports Tools Wizards Help

■ Piano Customers Type a company to find Recent T 09:00A BEA001

Databases Customer Contacts Notes Profile1 Profile2 Activities History Email

Contact Full Name Nancy Pope None 10/22/2005 Customer # POP004
 Bus/L Name Pope S.A. #1 XADS
 Address 8616 Haven St. County USA Promo* D MAIL
 Address2 Country USA @L.C. Date 11/19/2005
 City Anywhere ST US Zip 89123 @N.C. Date 12/31/2100

Spouse Terry Cust. Type* Private Pno Type* DD Store* GRV
 Rating* Owner Source* Website Trade?* YE
 Phone 1 705/837-1563 Email nancy@yahoo.com
 Phone 2 705/373-0921 Pianist herself Interests

Date / Time	User	Description
11/14/2005 4:04:00 PM	ADS	K) Owner Satisfaction ...Nancy is very happy with her pianos, the delivery, etc.
11/5/2005 3:01:00 PM	ADS	B) Return Store Visit
10/31/2005 3:07:40 PM	ADS	Sent e-mail ...what do we do next?
10/31/2005 3:07:09 PM	ADS	Called, left message

Profile Screen

Customer Frontline
File Edit View Contact Search Activities Write Internet Reports Tools Wizards Help

■ Piano Customers Type a company to find Recent T 09:00A BEA001

Databases Customer Contacts Notes Profile1 Profile2 Activities History Email

Custom Fields Customer # Full Name Bus/L Nam
 1 through 20 POP004 Nancy Pope Pope

Price Range*	F) 5,001-7,000	Occupation	Education Director
Price Proposal	\$6,673.00	Ltr. Greeting	Ms.
Pymnt. Plan*	Credit Card	Other S.A.	
Brand*	Yamaha	Letter Signature	Jim Smith
Finish-Color*	P Ebony	Piano Teacher	Renee Piano
Model	CLP175	Referral Name	
New-Used?	New	Delivery Fee	150
Trade Type*	Upright	Sold Price	\$6,673.00
Brand*	Unknown	Purch. Mo.*	October
Trade Value	0	Purch. Yr.*	2005