



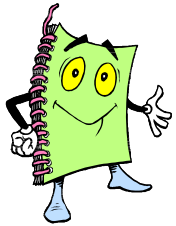
J.H. Larson Company E.C.S.C. Quick Reference Sheet

A handy guide to accessing and using the
Electronic Customer Service Center

Ready, Set...

Follow these basic steps in the log-in process to the E-Commerce Web Site:

- Start your internet browser (i.e. Internet Explorer or Netscape)
- To access the website, type: www.jhlarson.com in the address box of the browser.



Show & Tell

Take a tour! The following areas are good places to start to give you an idea of what our site has to offer.

Order Pads

- Click on the "Order Pad(s)" button on the left side of the screen
- To add items to the shopping cart, enter a quantity in the quantity column, & click on the "Process Order Pad" button.

On-line Catalog



- Click on the "Online Catalog" button on the left side of the screen
- Searching for items can be done in a couple of different ways.

- 1) Click on the links to locate a specific item. i.e., to find a Caddy 1/2 SW Box Stud Clip,(CDY 8PF), click on the "Electrical" link. The item appears on the next page.
- 2) You can also enter a specific part number into the "Product Search" box. i.e., If you are looking for a Moen 7560V faucet, enter 7560 in the search box and click on "Go". A list of items containing the number 7560 will appear on the next page.



Use as little of a part number or description as possible. Omitting a dash or a space can make a big difference in your search results!
Avoid using the first three letters of the code (SYL, ITE, GEG, etc.) to minimize errors.

- To add any item you find to the shopping cart, enter a quantity into the box in the "Order Quantity" column and click on "Add to Cart" at the bottom of the page.



Inventory Status

If you've located the item you are looking for, but you'd like a little more information on the item, just click on the **item code** (i.e. CDY 8PF or MON 7560V). This will take you to the item detail screen. From here you can:

- Add the item to an order pad by clicking on the "Add item to Order Pad" link.
- Check inventory status by clicking on the "Check Available Stock" link *or*
- Add the item to your shopping cart by filling in the quantity in the "Order Quantity" box and clicking on the "Add to Shopping Cart" button.

Open Quotes



Click on the button on the left side of the screen labeled "Open Quotes"

A Sample Screen may be viewed by:

- Clicking on the link for the **Customer PO (DEMO)**
- The items displayed may be added to the shopping cart by filling in the quantity and clicking on the "Add to Shopping Cart" button.

NOTE: Items will be added AT THIS PRICE regardless of standard matrix.



Purchase History

Wondering what you've bought before? Purchase history can give you the details of past orders.

Purchase History may be viewed in one of two ways:

- Click on the button on the left side of the screen labeled "Purchase History" then,
- Click on "View All". This will pull up all sales for the past year. (This may take a few minutes)

OR

- Enter a part number as you would if you were conducting a search.
- Click on the "History" link. This will pull up all orders containing that part number. Additionally, you can view the item detail screen by clicking on the "Price/Availability" link.



Questions? Call J.R. Tapper at 763-525-5886 or David Porter at 763-525-6341 or click on the "Feedback" button on the left side of the screen to send J.R. an e-mail.