

e-INSTALLER

A newsletter for the valued customers of Southeastern Aluminum Products, Inc.

October 2005
Vol. II • No.3

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This newsletter has been developed to keep our most valued customers up-to-date with the latest news and advancements at Southeastern Aluminum Products, Inc.

If you experience any problems with this file or if you would like other members of your organization to receive it, please contact Amanda Leonard at extension 132 or amandal@southeasternaluminum.com

Contact Numbers

Corporate Office
1-800-243-8200
(904-781-8200)

Customer Service
x150

Indianapolis Branch
1-800-439-2153
(317-824-5555)

Customer Service
317-472-4583

Online Order Tracking

Southeastern Aluminum Products, Inc. has rolled out its latest web-based program to better serve you, its customers. This free online order tracking system allows you to log into our database using your unique customer number, user name and password giving you the freedom to track your orders as often as you like and on your schedule.

To get started today, simply visit our website at www.southeasternaluminum.com/SEAOrder/login.aspx. Then click the register button and fill in the requested information. Your password will be emailed to the address you provide, to ensure accuracy and privacy. Once you receive your password, return to the site and log in using your customer number, the user name you created and your new password. (Once you log in, you can change your password in account settings. If you do not know your customer number, please contact our customer service department at 1-800-243-8200 x 150 for more information.)

Once inside the system, you are able to view all your company's recent orders, look up individual orders and line items and track where in the process they are. By default you will see the last 15 days orders, but you have the option to review as many days as desired. The information is drawn directly from our database and uses our internal status codes: Open, Open-Backorder, Printed/In-Shipping, Ready-to-Invoice and Complete.

Each order number that is displayed acts as a link to the line item details for that order (including comments) so that if

the shipment is "open backorder" you can see what did and did not ship. All shipped sales orders have a link to an Invoice where you can print a recreation of the original invoice.

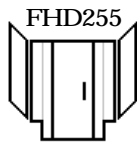
Completed orders that are shipped via LTL or FDX/UPS typically get tracking numbers added to the order comments. If you view the order details on a completed shipment via one of these carriers the tracking number itself will be a link to the carrier's tracking site so that further delivery status can be investigated.

We hope you find this new service useful and efficient.

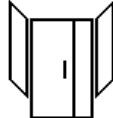
CrystalSoft Session

This session we will highlight the latest update available at www.southeasternaluminum.com.

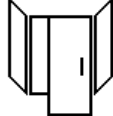
- **Added New Configuration**
Three new configurations have been added:



FHD255



FHD424



FHD240

- **CrystalLine By-Pass Brushed Nickel Stock Sizes Added**
A correction has been made to the CrystalLine By-Pass section to include previously omitted stock sizes of Brushed Nickel.
- **Save & Retrieve Glass Prices**
A new feature has been added that will allow users to save and retrieve glass prices from multiple vendors.
- **Cutsheet Clarification**
Clarification has been made to Signature Pivot cutsheets when unit is priced with customer's glass costs.
- **Store Default Information**
The ability to store default name, city and state information on the discounts screen has also been introduced in this update.
- **Configuration Removed**
The operable transom has been removed as an option. This can still be custom ordered.



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