



TULLY-WIHR

Colfax, CA

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TopForm's WebEC

Tully-Wihr, a leader in the Business Print Industry

Tully-Wihr is a business print distributorship established in 1906. We have three sales, warehousing and distribution centers and a total of 60 employees located throughout Northern and Central California. Our owners have collectively over 130 years of experience in the industry and like everyone else are faced with the challenges of our changing marketplace.

Clients are demanding quicker production times, broader product lines, better overall services, and, as always, competitive pricing. We understand that to continue to be a leader within our industry we need to be accessible 24 hours a day, seven days a week and 365 days a year. So, just how do we do that?

Tully-Wihr, branching out into new territory utilizing e-commerce

We believe that e-commerce will be an intricate part of our future and we may employ multiple platforms along the way. Our goal, is to choose the e-commerce solution that best fills our customer's needs.... *and we feel we have.*

Tully-Wihr uses TopForm as our distributor operations software; and TopForm, in order to provide us with a totally integrated e-commerce solution, created WebEC. We believe, for TopForm users, WebEC is a vital part of any e-commerce solution. It certainly was the natural transition for our existing clients.

Seamless integration was the key to making that decision.

Client's will access Tully-Wihr's web site, click on "Order Forms Online", which is the link powered by TopForm's WebEC. After they log in, they can pull up information about any form(s) we have in our system (TopForm). Finding the form, or forms, in question is easy. Document searches can be done several ways, i.e., description, item code, item number, number of plies or size. For instance, if someone types in the word "admit" and clicks the "Find It" button, every document listed in the database (for that client) with the word "admit" in its title will appear, i.e., Bed List Admittance, Trauma Admittance, Nursing Admittance, etc.

Depending on a predetermined access level, users can click on the appropriate form name and view detailed data such as packaging, last order date, quantity in the Tully-Wihr warehouse, pricing information, average monthly usage, quantity ordered year-to-date and more....all with real-time accuracy!

Users can select quantity wanted and order the product. If the product is in stock, Picking Tickets automatically print in our warehouse. We ship it within 24 hours or on the requestors scheduled delivery date. If the product is a non-stock item, a purchase order is automatically created to the primary supplier for that item. If the client has any question about the form being the correct version, they can click "view" and see a JPEG image of the form. If you'd like to enlarge the image for a better view, click on the JPEG image and a larger PDF version of the same form comes into view. While utilizing WebEC, the client may also access information about orders in process. The system can also be set up so the client, utilizing custom requisitions, can only see and order authorized items specific to their access level.

Offering Tully-Wihr's customers e-commerce capabilities is crucial.

To be a total solution provider, you have to offer e-commerce. People may not have the full potential to utilize e-commerce currently, but they will very soon. With the assistance of TopForm and our other e-commerce partners, Tully-Wihr will be ready to lead our clients into the 21st century.

George W. Smith, CDC
Vice President of Sales, Partner