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3	0201756	01	CABOR EF 75-301M	288.00	255.0D		2.00		576.00	80.64	656.64	
. 3	3005412	01	DIVERSUS CANCOLA	1,110.00	1,110.00		1.00		1,110.00	155.40	1,265.40	
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12	0201310	CARG	A EF-5 17-05 74-3.0	15	064.00	1.00	TO OFFICE:					
12	0201050	CARD	A EF SOME FL.D IL	aa 1	132.00	2.00	To Offer:					
-	0201710	CANCE	A EF 20-LOINE F3.5-4		312.00	1.00	To Difer.					
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Slide notes: We will now look at the CRM options available on the Customer Order screen.

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		đ	00492	Tonny		25/12/2008	Contact Call by Ton	my 25 Dec 2008 2			
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Slide notes: And in this case, we can drill into the most recent events on this CRM Account.

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Stor	the Coniss 2	Store Description	Frice	Cust Price ()	¥	Serial/De	atch Jotal	D D	ex In	ri Value
1 300	37174	di MIRON COOLPEX S	8 1,199.96	1,199.96	1.00		1	,199,96	167.99	1,367.95
2 020	11756	01 CADON EF 75-3010	H 268.00	266.00	2.00			576.00	00.64	636.64
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ger [Pre] f	yaa   ma   ga   g	<u>e</u>						н	VOICE TOTAL	3,383.39
<u>je:   pe   j</u> becently	544   mail gail g Ordered, Not	Recently Ordered ito pro	unate) and Spr	cial Offres	Ē	e Bot		21	VOICE TOTAL	3,289,99
ger   Pre   4 becently >>>	<u>581 m   51   5</u> Ordered, Not Stock Code C	ecently Ordered to prover the provider of the	emate) and Spo Fea	ocial Offices on Dry	E Infor	9-Bod sation		W	VOICE TOTAL 1	3,289,99
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<u>je: De j</u> becently 2552 1 300 2 300	5dd tro Ed D Ordered, Not Stock Code I 02329 17174	Recently Ordered Ho priverziption CANON NO-21 HATTERY RINEW COLFIX 8000	umate) and Spo Feat	scial Offices re Dty 67.20 1 199.96 1	f Infor .00 Orde .00 Orde	9-Bod sation s: 09/03/ s: 09/03/	/09	W	VOICE TOTAL	3,39,39
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jer: Die   1 becently 2 30 2 30 3 20 4 02 1 020	5dd tro Ed Ed Ordered, Not Stock Code I 07174 05412 11110 11650	Recently Ordered its provention CARON NE-21 BATTERY RILING CONLEX SOOD OLYMPUS CANDIA RASTER CARON EF 5078 74,5 11	1000110) and Sp 7c1 1,1 8 PRD 1,1 8 TS 1	ecial Offers ce Dty 67.20 1 199.96 1 110.00 1 964.00 1 132.00 2	f Infor .00 Ords .00 Ords .00 To 0 .00 To 0	9-Bod mation 11 09/03, 11 09/03, 11 05/03, 11 05/03, 11 05/03, 11 05/03,	/09 /09 /09	24	VOICE TOTAL 1	3,359.39
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ges   pe   f becently 2000 1 300 2 300 3 300 4 020 5 020 7 020 7 020	541 m [td ] Ordered, Not Stock Code I 22329 77174 05412 01412 01412 01412 01412 01410 01718 11718	Recently Ordered to pro- bractifican Caron RD-21. BATTERY RIEDN COOLFIX OBDO OLYMPUS CANDIA MATTERY CARON EF-5 17-05 F4-5. CARON EF 2018F F1.0 II CARON EF 20-LOBHE F2.1 CARON EF 75-2008F F4.1	40000000 and Sp 7x10 R PRD 1, .0 IS 1 5-4.5 2 D-5.6 3	ectal Offers Div 57.20 1 199.96 1 10.00 1 264.00 1 264.00 1 264.00 1 265.00 1 200.00 1	Infor .00 Orde .00 Orde .00 To 0 .00 To 0 .00 To 0 .00 To 0	9-Bod ention 1: D9/03, 1: D9/03, 1: D5/03, 1:	/03 /09 /09		VOICE TOTAL 1	3,259.39
ger   pe   f becently 300 1 300 2 300 3 300 4 020 5 020 7 020 7 020 8 020	544 m [14] [1 Ordered, Not Stock Code I 02329 71174 05412 01430 01450 11756 14105	Recently Ordered the pro- basestprime CAROR RE-21 HATTERY RULEN COLLEC 5000 OUTPUT CARDIN HATTERY CARON EY-517-85 74-5, CARON EY-53-10-85 74-5, CARON EY-53-100HT 74, CARON EY-53-100HT 74, CARON EY-75-100HT 74, CARON EY-75-100HT 74, CARON EY-75-100HT 74,	emote) and Sp 7cc 1, 8 MBD 1, -0 TS 1 5-4,5 1 0-5,6 1	ecial Offices by Dby 67,20 1 109,96 1 106,00 1 107,00 1 107,	1 mford 1 mford .00 Grds .00 To 0 .00 To 0 .00 To 0 .00 To 0 .00 To 0	y-Bod estion 11 D9/03, 11 D9/03, 12 D6/03, 11	/03 /09 /09 Scout flast	.1	VILLE TOTAL	3,393,39
jec   <u>Dw</u>   f Recently 2 306 3 306 4 026 5 026 7 026 8 027 9 026	544 m [ti] [ Ordered, Not Pieck Code I 012329 07174 04412 01310 01450 01716 01756 14194 14194	CARON HOUSE PLASM CARON NO-21 NATTERY MILLING CONLECTION OLYMPUS CARDIA NATTER CARON EY SAND 17-5 Y4-5 CARON EY SAND 71-5 NO. CARON EY SAND 71-5 NI CARON EY SAND 74-10 CARON HOUSE PLASM CARON HOUSE PLASM	emate) and Sp 7ex1 1, 8 PRD 1, 0 TS 1 5-4,5 1 0-5,6 1	cial Offices (* Div (*, 20 1) (9), 96 1) (10, 00 1) (64, 00 1) (54, 00 1) (52, 00 1) (52, 00 1) (54, 00 1	100 0rds .00 0rds .00 To 0 .00 To 0 .00 To 0 .00 To 0 .00 To 0 .00 To 0	w-Bod estion 11 09/03, 11 09/03, 110	/03 /03 /09 Scout Flast	in D	VORE TOTAL	3,257.39



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Notice:         Control (NUMERIAL)         Dead Function:         State for Latar Lunching           France Catalog:	19	
Free         Catalog: .           Stock Eads         Stock Description         Price         Cast Price Uty         Serial/Satch Total         Ta           1         20201756         0.1         MIDOM COOLEX NS         1,199.96         1,00         1,199.96           2         20201756         0.1         CAMEN EF 75-5000         285.00         2.00         576.00           3         2002412         0.1         Diversity Example A         1,100.00         1.00         1,110.00           3         2002412         0.1         Diversity Example A         1,110.00         1.00         1,110.00           3         2002412         0.1         Diversity Example A         1,110.00         1.00         1,110.00           3         2002412         0.1         Diversity Example A         1,110.00         1.00         1,110.00           4         202170         East Particle A         Files         Diversity         Taffers         1.00         Taffers           3         2002412         Diversity Conternet (no pressent) and Special Officer         Pace Bad         Pace Bad         Pace Bad           3         2002170         Cancer McLik AFTERY         67.20         1.00         Taffers         Pace 30/09/03/09 <td></td> <td></td>		
Stock Code         Stock Dode         Stock D		
1       30071744       0.1       BETONE COLFEX NS       1,199.96       1.00       1,199.96         2       0201756       0.1       CANDUM EF 75-SOUND       288.00       288.00       2.00       576.00         3       2001754       0.1       DETMEDIS CAREDIA       1,110.00       1.00       1,110.00       1,110.00         3       2001412       0.1       DETMEDIA       1,110.00       1.00       1,110.00       1,110.00         4c:       [Pe   445   Pm   26   26 ]	ax 1	Inri Value
2         0.001756         0.1         CANDUL EF 75-50101         285.00         2.00         2.00         575.00           3         20018412         0.1         DIVMPUS CAMEDIA         1,110.00         1.00         1,110.00         1,110.00           3         20018412         0.1         DIVMPUS CAMEDIA         1,110.00         1.00         1,110.00         1,110.00           3         20018412         0.1         DIVMPUS CAMEDIA         1,110.00         1.00         1,110.00         1,110.00           3         20018412         DIVMPUS CAMEDIA         1,110.00         1.00         1,000         1,110.00         1,000         1,000         1,110.00         1,000	167.99	1,367.95
3         3005412         01         Diverget All to a state of a state	00.64	656.64
Interface         Control of the second of the presented and Special Offices         Reserve           >>>> Stark Code Description         Frice         Dty         Information           1         1003125         CANON NO-11 HATTERY         67,50         1.00         Ender: 09/03/09           2         3007174         Hiltin CoolFix 0800         1,199.96         1.00         Order: 09/03/09           3         1002412         01/HTHIC CANDIA HATTER 950         1,110.00         1.00         Order: 05/03/09           4         0201310         CANON EY-5 17-05 F4-5.0 IS         664.00         1.00 The Offset:           5         0201310         CANON EY-5 10.11 IN 132.00         2.00 The Offset:           6         0201310         CANON EY 28-101ME 73.5-4.5         312.00         1.00 The Offset:		
Sec:         Diright Full (2011)         Dir	CALCULAR MARKET	3,257,99
SN:         Strick Code Description         Frice         Div         Information           1         1002329         CANON NE-LI HATTERY         67.20         1.00         Order: 09/03/09           2         3007174         RIENN COOLDIX GNOD         1,199.86         1.00         Order: 09/03/09           3         1005412         OLYMPUS CANDIA HASTER PSD         1,110.00         1.00         Order: 09/03/09           4         0201310         CANON EF 5 17-85 F4-5.0 IS         664.00         1.00         Th Offse:           5         0201450         CANON EF 28-101ME F3.5 4-5.5         512.00         1.00         To Offse:	Incide Torman	
1         3002329         CANON NR-21 HATTERY         67.20         1.00         Order: 09/03/09           2         3007174         NIHON COLLEX 0000         1,399.96         1.00         Order: 09/03/09           3         3008412         01/NEVE CANDIA HATTER NSD         1,100.00         1.00         Order: 05/03/09           4         0201310         CANON EF-5 17-85 F4-5.0 IS         684.00         1.00 The Offset:           3         0201316         CANON EF 5000 F1,5 II         132.00         2.00 The Offset:           4         0201718         CANON EF 28-103ME F3.5-4.5         312.00         1.00 The Offset:		
2         3007174         RIEUN COLLEIX 8800         1,199.86         1.00         Distant         09/03/03           3         3008412         01/MFUE CAMEDIA NATTER PRD         1,110.00         1.00         Orden: 05/03/09           4         0201310         CAMEON EF-5 17-85 F4-5.0 IS         064.00         1.00         To Offset:           5         0301450         CAMEON EF-5 17-85 F4-5.0 IS         064.00         1.00 To Offset:           6         0201316         CAMEON EF SIGN F3.6 II         132.00         2.00 To Offset:           6         0201718         CAMEON EF 28-101ME F3.5-4.5         312.00         1.00 To Offset:		
3         30019412         0170703 CANDDIA MATTRE PRO         1,110.00         1.00         Ordan: 05/03/09           4         0201310         CANON EF-5 17-85 F4-5.0 IS         664.00         1.00         To Offse:           3         0201650         CANON EF Solut F1.8 II         132.00         2.00         To Offse:           6         0201718         CANON EF 28-10100 F9.5-4.5         312.00         1.00         To Offse:		
4         0301310         CANON EF-S 17-85 F4-S.0 IS         864,00         1.00 To Dffect           3         0201630         CANON EF SOME F1.8 II         132.00         2.00 To Dffect           6         0201718         CANON EF 28-101MM F3.5-4.5         312.00         1.00 To Dffect		
5 0301650 CANON EF SONE 71,8 11 132.00 2.00 To Dfmer: 6 0201718 CANON EF 28-103NE 73.5-4.5 512.00 1.00 To Offmer:		
d 0201710 CANON EF 28-105MM F3.5-4.5 312.00 1.00 To Offwe:		
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1 3007174	of MINUM COOLPEX 58	1,199.96	1,199.96	1.00	<b>CRM Conhectors</b>	26	167.99	1,367.95
2 0201756	01 CABON EF 75-300M	268.00	268.00	2,00	Tex Toggle	20	00.64	655.64
3 3005412	01 DINHPUS LANEDIA	1,110.00	1,110.00	1.00	Constallatory:	20	155.40	1,265.40
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1 3002329	CANON NE-21 HATTERY		67.20 1.0	I finder: 09/	03/09			
2 3007174	NIRON COOLFIX 0000	1,1	99.96 1.0	Order: D9/	03/09			
3 3005432	OLYMPUS CAMEDIA MASTER P	90 1,1	10.00 1.0	1 Ordet: DS/	03/09			
4 0201310	CARON EF-5 17-85 F4-5.0	15 1	64.00 1.0	To Offer:				
5 0201050	CANON EF SOME F1.5 II		32.00 2.0	To Offer:				
6 0201718	CARON EF 26-10188 93.5-4	1.5 3	12.00 1.0	To Difer:				
7 0201756	CANON EF 75-300301 F4.0-5	.6 1	085.00 2.0	To Dffer:				
8 0204186	CARON 420EDC FLASH		124.00 1.0	To Dffer:	A Great Flazh!			
9 0204194	CARDE SEGEN FLASH		76.00 2.0	To Offer:				
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	Stock Code	Stote Description	Frice	Cust Prace Uty	Sett	Notes to the Deal	The second	x In	ri Value
14	3007174	01 MINUM COOLFEX S	1,199.96	1,199.96	1.00	CENM Commediants	26-	167.99	1,367.95
1.2	0201756	01 CAMUN EF 75-301	M 288.00	288.0D	2.00	Tex Toggle	20	80.64	656.64
1	3005412	01 DIVERPUS CAREDIA	1,110.00	1,110.00	1.00	Commissions	20	155.40	1,265.40
		_				Diary New Tosk Retail Catalog None of These			
	-	Incl					-	NACE WARTS	3,269,00
Dara	nte fadered i	lot Recently Ordered ito pr	annestal and Sec	actual differen	Re-Bot			COCE TO THE I	
0.00	and Stock Con	a Description	711	or Div	Information				
1	3002329	CARDE RE-21 BATTERY	223	67.20 1.0	G Grder: 09/	03/09			
2	3007174	NIEDN COOLFIX 0000	1,	199.95 1.0	0 Orderr 09/	03/09			
1	3005412	OLYNYDS CANEDIA NASTR	R PRD 1.	110.00 1.0	0 Ordet: D6,	03/09			
-4	0201310	CARON EF-5 17-85 F4-5	.0 15	664.00 1.0	O To Offer:				
13	0201050	CANON EF SOME F1.8 11		132.00 2.0	d To Offer:				
đ	0201718	CANON BY 28-LOANN FS.	5-4.5	312.00 1.0	O To Offer:				
	0201756	CANON EF 75-30088 F4.	0-5.6	285.00 2.0	d To Dffer:				
	0204186	CANON 420ESC FLASH		324.00 1.0	O To Dffer:	A Great Flash!			
	0104164	CARDE SNORY PLACE		516.00 2.0	d. To Differs				
1	10 000 100 1010	PROPER ADDRESS APPROX		and some service and and a	a to strate.				



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1 2 3	3007174 0201756 3008412	01 BLIND COLFFX 50 01 CABUB EF 75-301H 01 DLYNFUS CAMEDIA	1,199.96 288.00 1,110.00	1,199.96 288.00 1,110.00	1.0D 2.0D 1.0D	Current CRM Current CRM New CRM CRM Woard Current Acco Any Account None of Thes	Events Maator	167.99 00.64 155.40	1,367.95 656.64 1,265.40	
Jac I B	74   544   974   <b>5</b> 4				25.254		10	ICE TOTAL	3,282,39	
Recei	utly Ordered, N	lot Recently Ordered ito pros	note) and Sp	ocial Offers	Re-Bot					
	>>> Stock Cat	a Description	7:1	ce Dty	Information	EVIC S				
1	3002329	CANON NE-21 HATTERY		67.20 1.0	d dider: 09/0	3/09				
1.5	3007274	ALLEN COLLETS BOOD	***	199.90 1.9	a dedetr by/a	3,009				
1.5	0000412	CARD FR. 5 17 85 KA S O	10 1,	10.00 1.0	UPDEE: 05/0	2700				
	0201050	CANDER STREET B TT	-	137.00 2.0	To Dffar:					
1	0201718	CARON EF 20-10100 FS 5-	4.5	312.00 1.0	To Offer:					
1	0201756	CANTER OF 75-30000 PA D-	5.6	146.00 2.0	To Offer:					
	0204155	CANON ADDRESS PLASH		324.00 1.0	To Offar: A	Grant Flash				
	0204194	CARDIN SINGERC FLASH		576.00 2.0	To Offer:	Contraction of Contract				
		Contraction of the second second second		Contract Card	and a second second					
10	0205290	CANON RS-60E/60E3 REMOT	T C	30,00 1.0	G TO DEDWE:					

Slide notes: And next we look at the example of drilling into the Customer Debtor Account, if there is a linked Debtor Account and if we have access to it.

Subnik Quik F	Sunctions Comme	y IES Wac - (mee sids	e-/						1
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L Ex Slock	2.0ew								
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Stock Co	ode Stote	Description	Frice	Cust Price Uty	Serial,	Batch Jotal	Tax	In	uri Value
1 3007174	4 01	RENUM CODIFIX 58	1,199.96	1,199.96	1.00	1	,199.96	167.99	1,367.95
3 0201756	6 01	CABUR EF 75-301M	288.00	255.0D	2.00		576.00	80.64	656.64
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Slide notes: In this case, we can drill into the Customer Account and find the latest detail on the Account.