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The business process consists of seven key steps (six steps for domestic orders—no export preparation required):

1. **Customer Inquiry.** Customer requests purchasing information for a product. After speaking with a Company "X" Customer Service Representative to confirm that the product is appropriate for their situation, Company "X" performs a background check on the customer to confirm that they are not on the U.S. Government's Denied Party and/or country embargo list to whom the company may not sell computer software or hardware ("Screening"). This screening is performed for both domestic and international orders.
2. **RFQ & Quote Generation.** Once the customer identity has been verified and screened a quote may be provided. In some cases it may be necessary for Company "X" to contact the product vendor and obtain a quote for the product. For international orders, IT Global obtains a landed quote (estimate of international shipping costs plus estimated duties and taxes) and includes this estimate in the customer orders. Domestic orders will include actual shipping costs in the quote.
3. **Customer Acceptance.** Once the customer accepts the quote, Company "X" performs a credit check to verify funding availability before completing the purchase order cycle.
4. **Order Fulfillment.** The vendor ships the product either directly to the customer (if no custom configuration is required) or to Company "X" for bundling and/or custom configuration. Company "X" will provide all custom configuration services in its own facility. Once custom configuration work has been completed, Company "X" will package the product for shipment to the customer.
5. **Export Preparation.** Should it be determined that the item(s) being shipped require additional export documentation (based on the harmonized codes of the particular items and/or the destination country), Company "X" must have the export documentation prepared and included with the shipment.

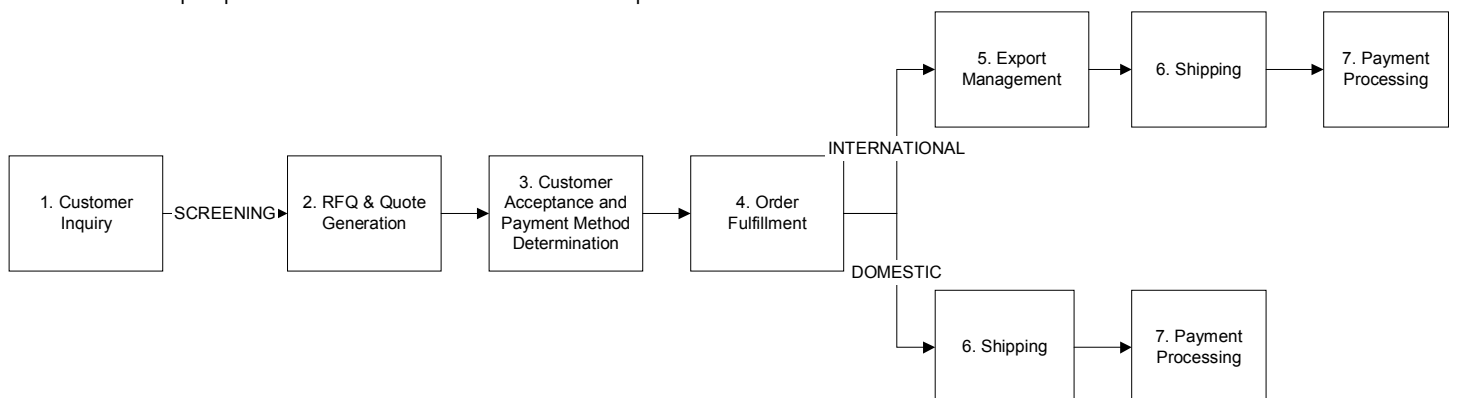


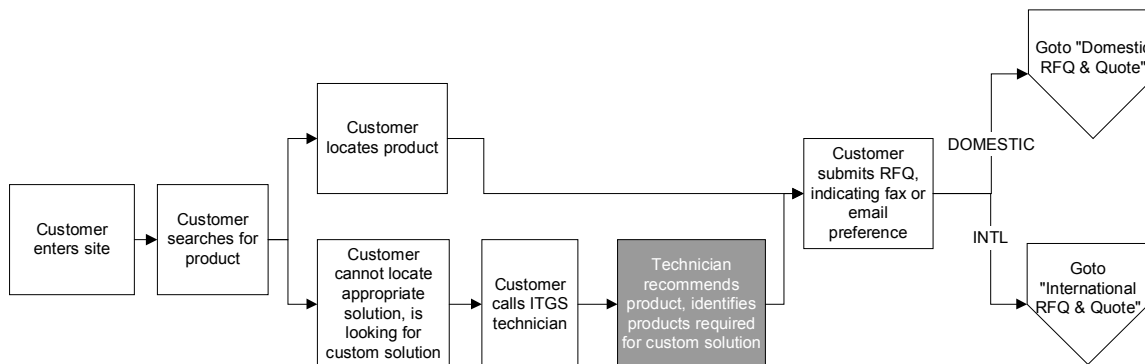
Figure 1: Business Process Overview

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6. **Shipping.** The shipper will pick up the finished goods from the Company "X" facility and ship the product to the customer. At this point, Company "X" processes the customer's credit card.
7. **Payment Processing.** Company "X" charges the customer's credit card, or issues the customer an invoice, mailed separately from the shipment.

**Purchase Inquiry (Figure 2).** Customer enters the site, searches for product(s), and submits a Request for Quote. At this point the customer indicates how he will be paying for the order.



**Figure 2:Purchase Inquiry**

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**Purchase Inquiry & Quote Generation (Figure 3).** Company "X" verifies customer identity, accuracy of request, and checks export compliance for international customers. The company then asks the vendor for a quote and availability if not already available in the pricing directory. Once Company "X" has sent the quote to the customer, the customer has the choice to accept or reject the quote. Should the customer reject the quote, his quote is deleted from the system. Should the customer accept the quote, he moves to the Payment Selection portion of the process.

Note: Due to the various methods and formats of receiving pricing data from vendors, Company "X" must either contact the vendor directly for a quote (which causes a lag) or look up the information in the vendor's pricing sheet (which uses staff time); both of these methods of obtaining price information contributes to the transaction processing cost.

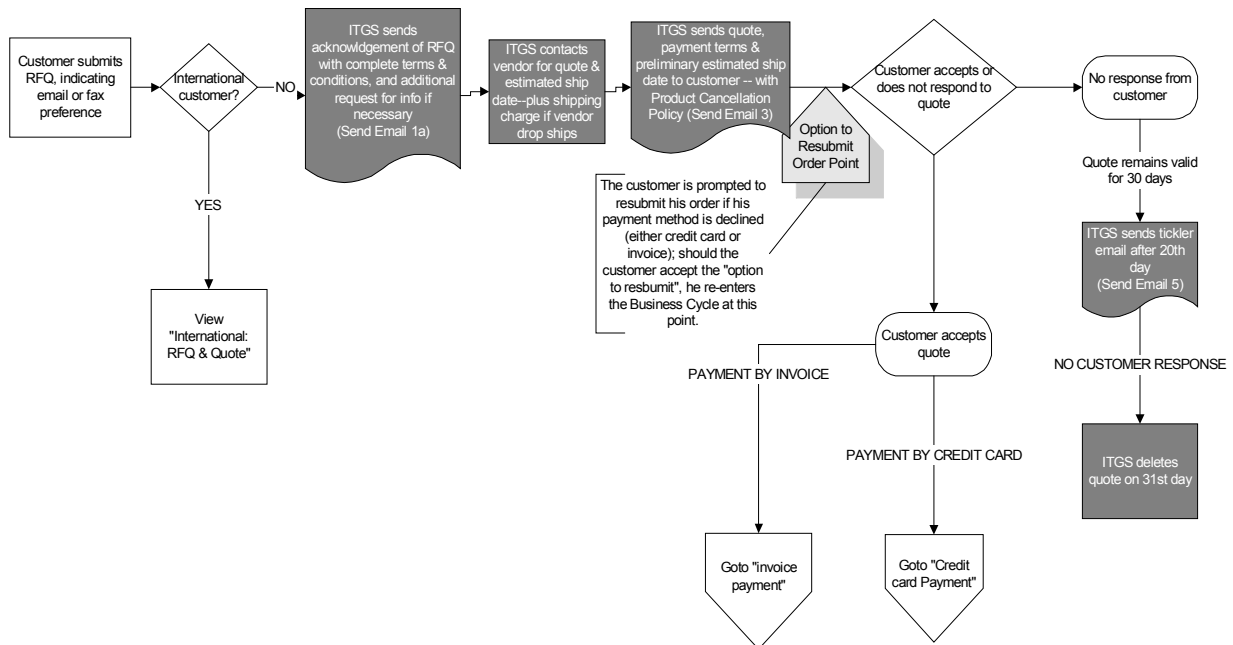


Figure 3: Domestic Purchase Inquiry & Quote Generation

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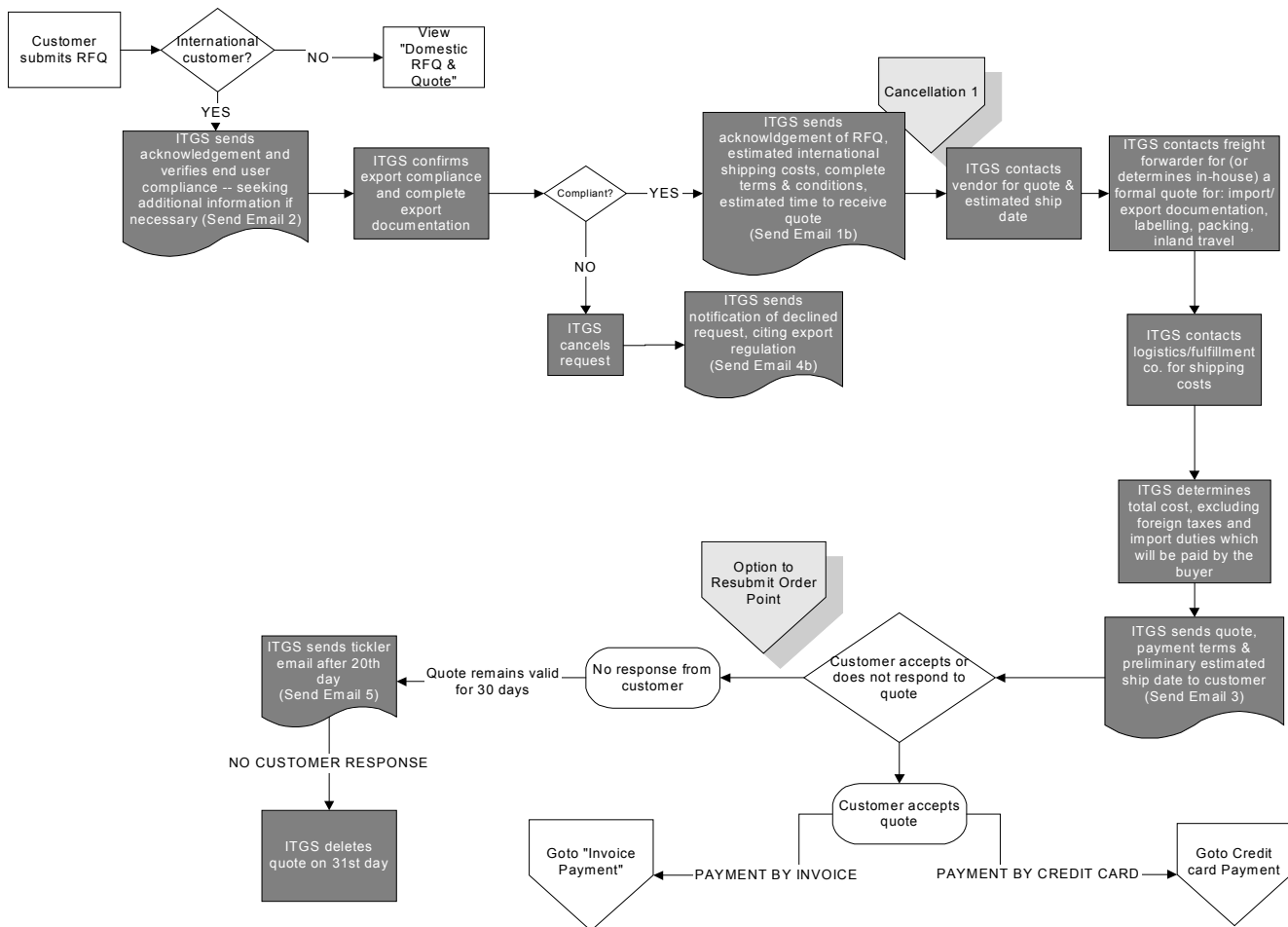
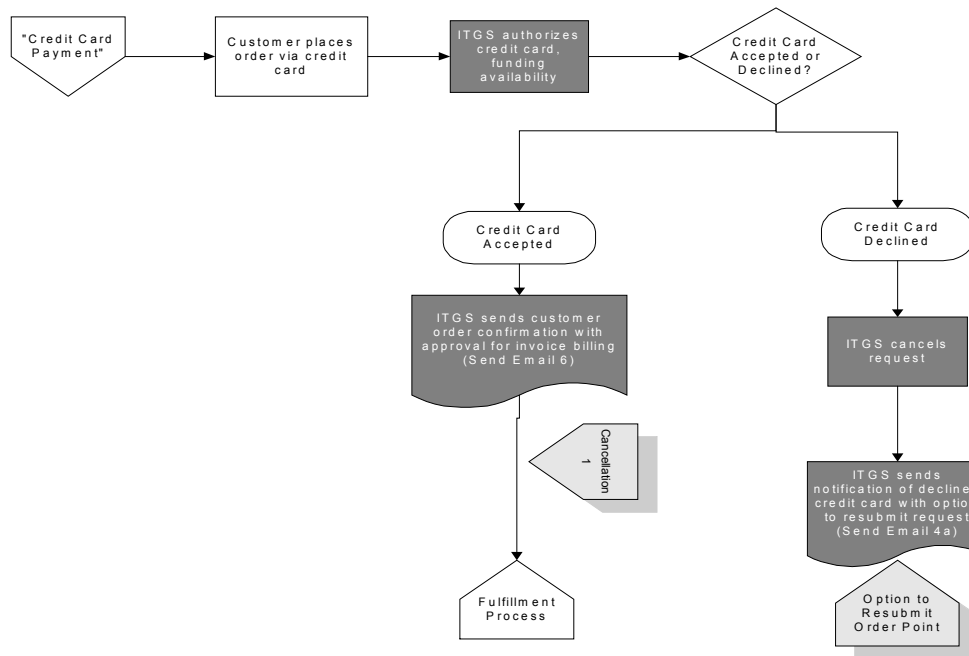


Figure 4: International RFQ & Quote

**Payment Determination.** Once a customer has accepted the quote, the customer must indicate his method of payment. Depending on how the customer chooses to pay, Company "X" follows a different decision process. The credit card payment option (Figure 5) is relatively straightforward for both domestic and international orders, only requiring a customer authorization (mapping billing address against credit card registered address). Invoice payment is subject to prior approval from the business staff at Company "X". The invoice option (Figure 6) will only be allowed for customers with a past transaction history totaling \$15,000 and/or a valid Dun & Bradstreet reference number. In addition, international invoice payments will only be accepted using a Letter of Credit confirmed by a U.S. bank.

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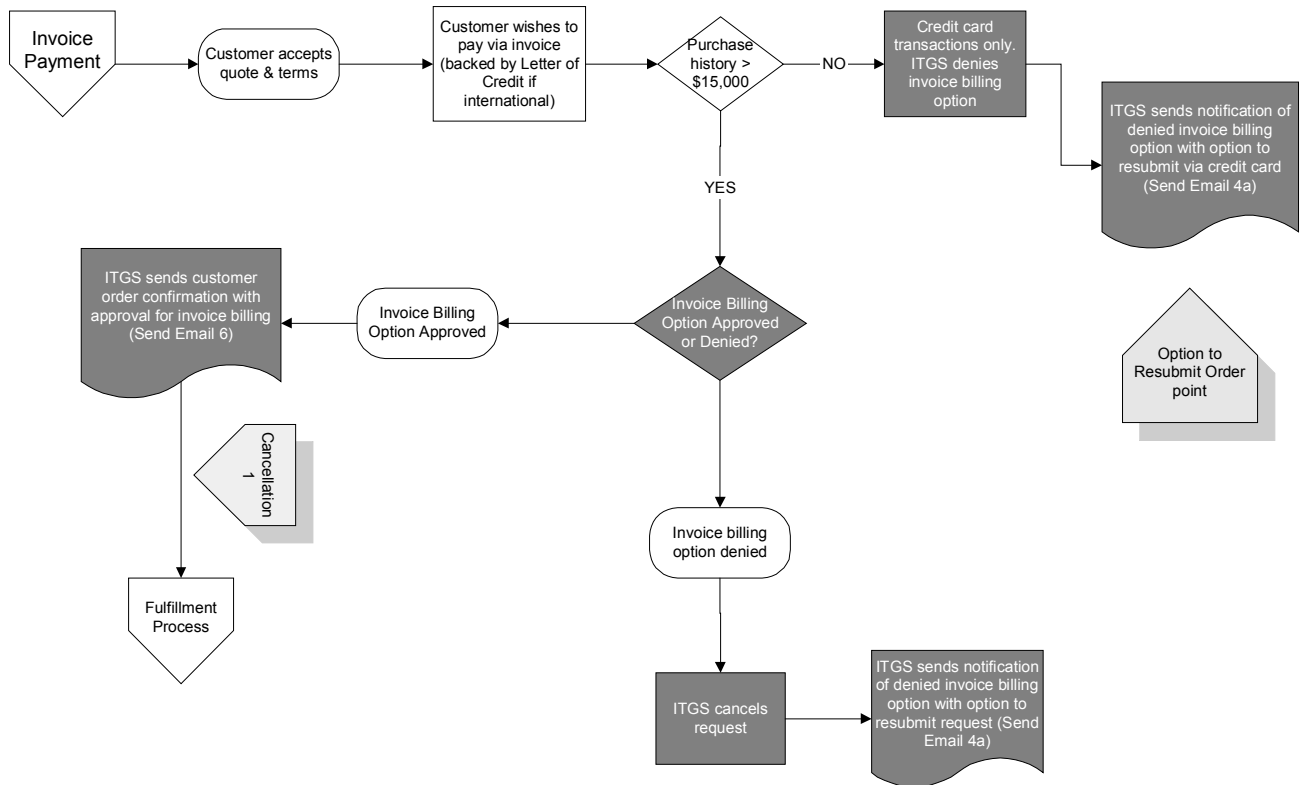


**Figure 5:Credit Card Payment**

**Order Fulfillment.** The Order Fulfillment process begins once the customer has accepted a quote from Company "X". The fulfillment process includes how Company "X" submits a purchase order to the vendor; handles the configuration and logistics (if the customer is international, how we handle the export compliance tasks); and how we track the shipments and confirm delivery. This process is mapped in Figure 7; further details of the export preparation and shipping processes are covered in Figure 8.

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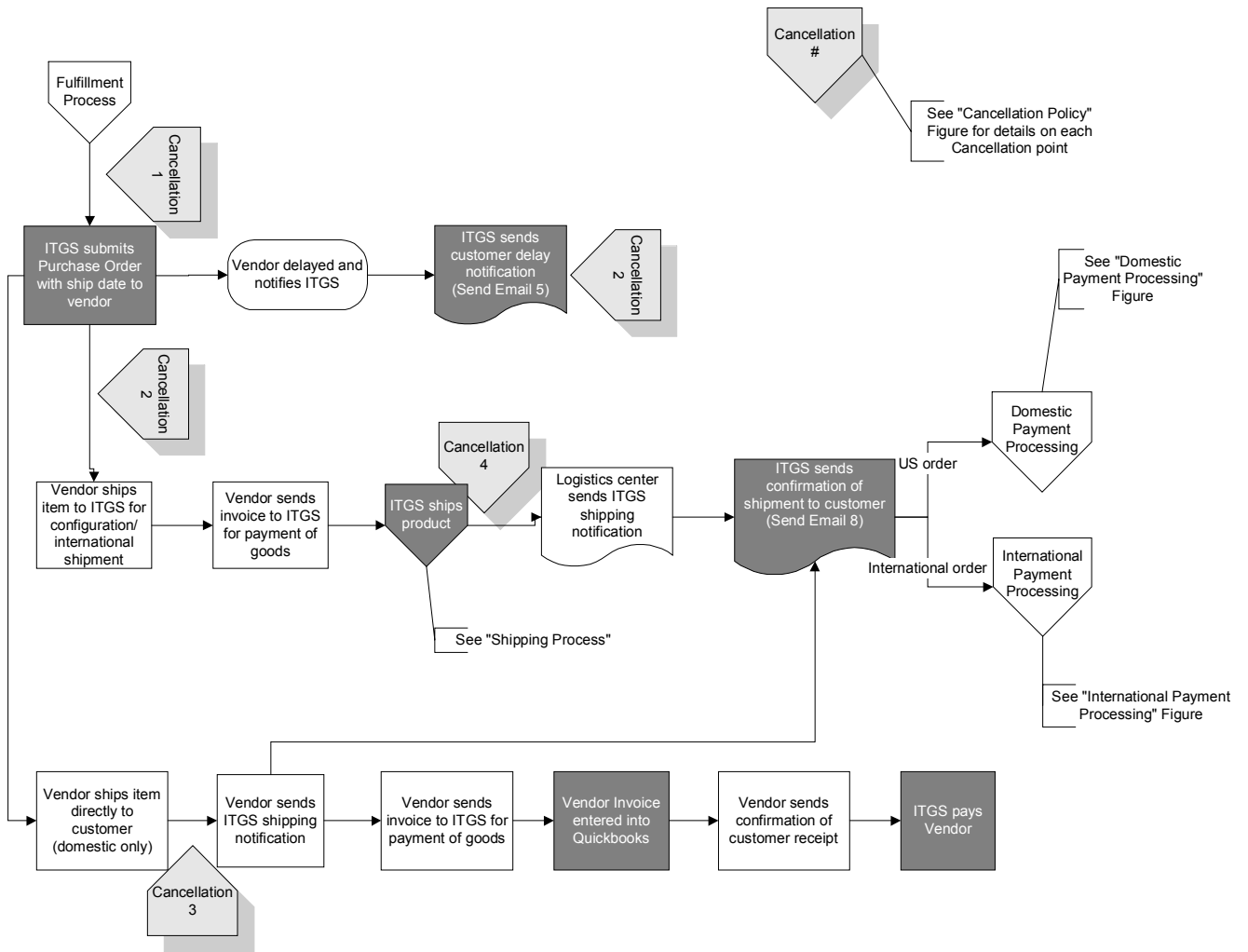
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**Figure 6: Invoice Payment**

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**Figure 7: Order Fulfillment**

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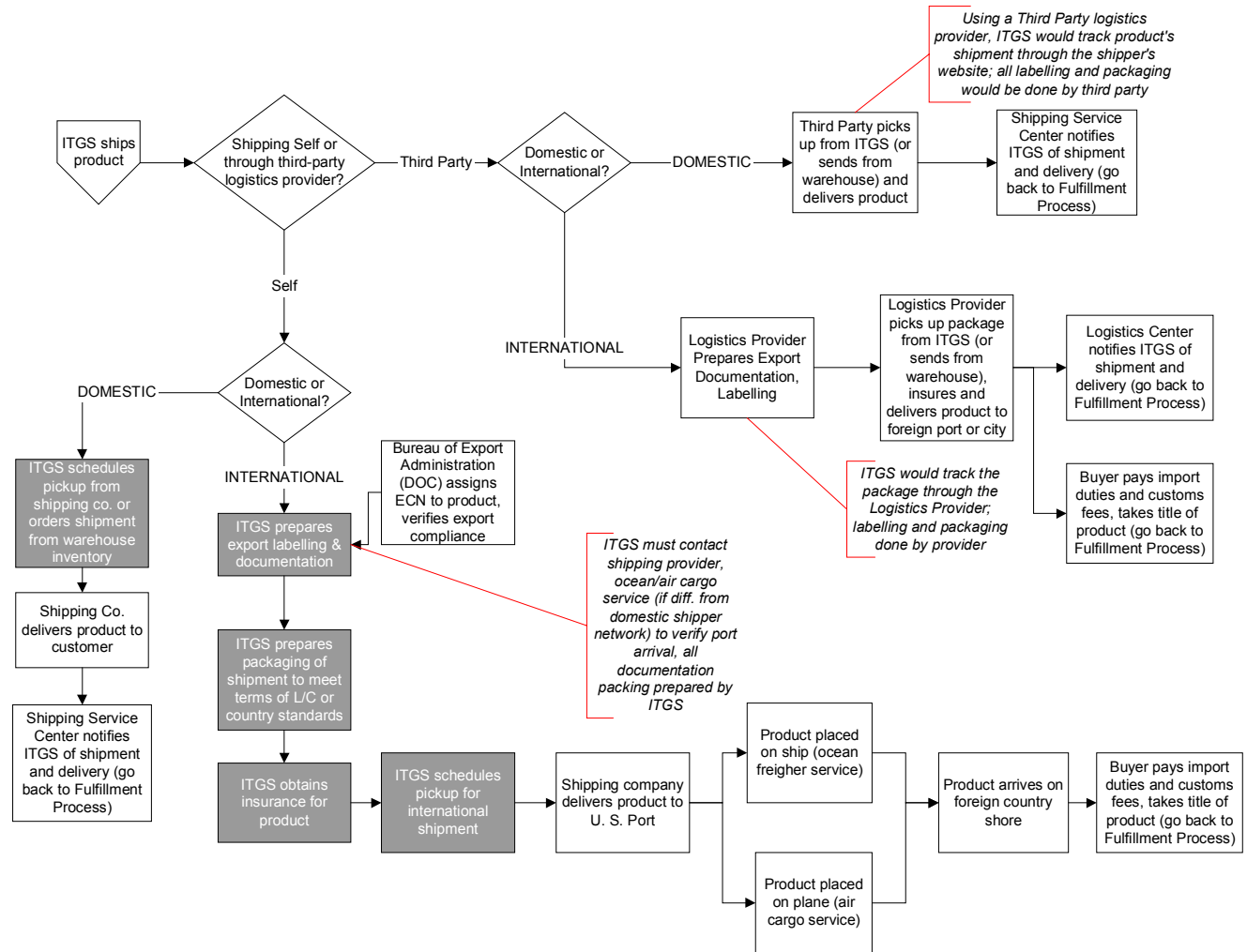
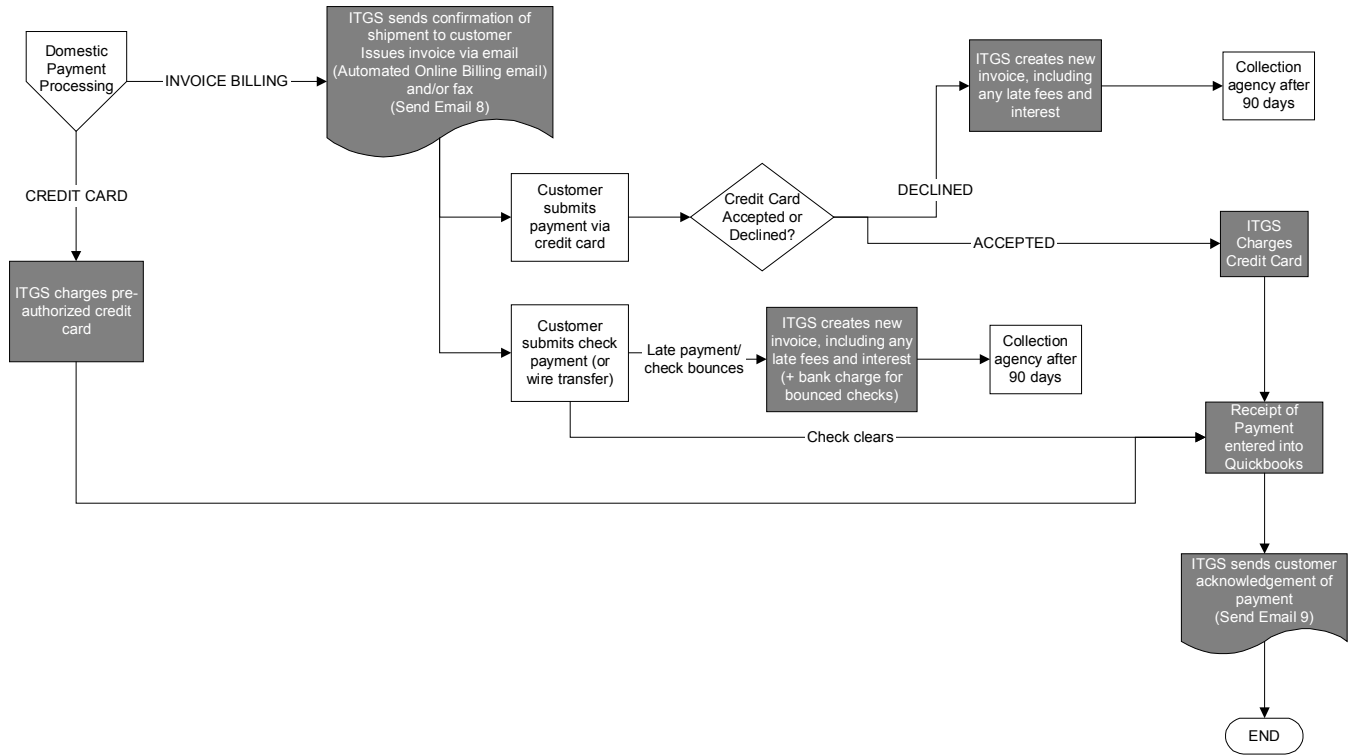


Figure 8:Export Preparation and Shipping Process

**Payment Processing.** Company "X" charges the customer's credit card or issues an invoice to the customer. Figure 9 & Figure 10 outline the tasks for domestic payment processing and international payment processing, respectively.

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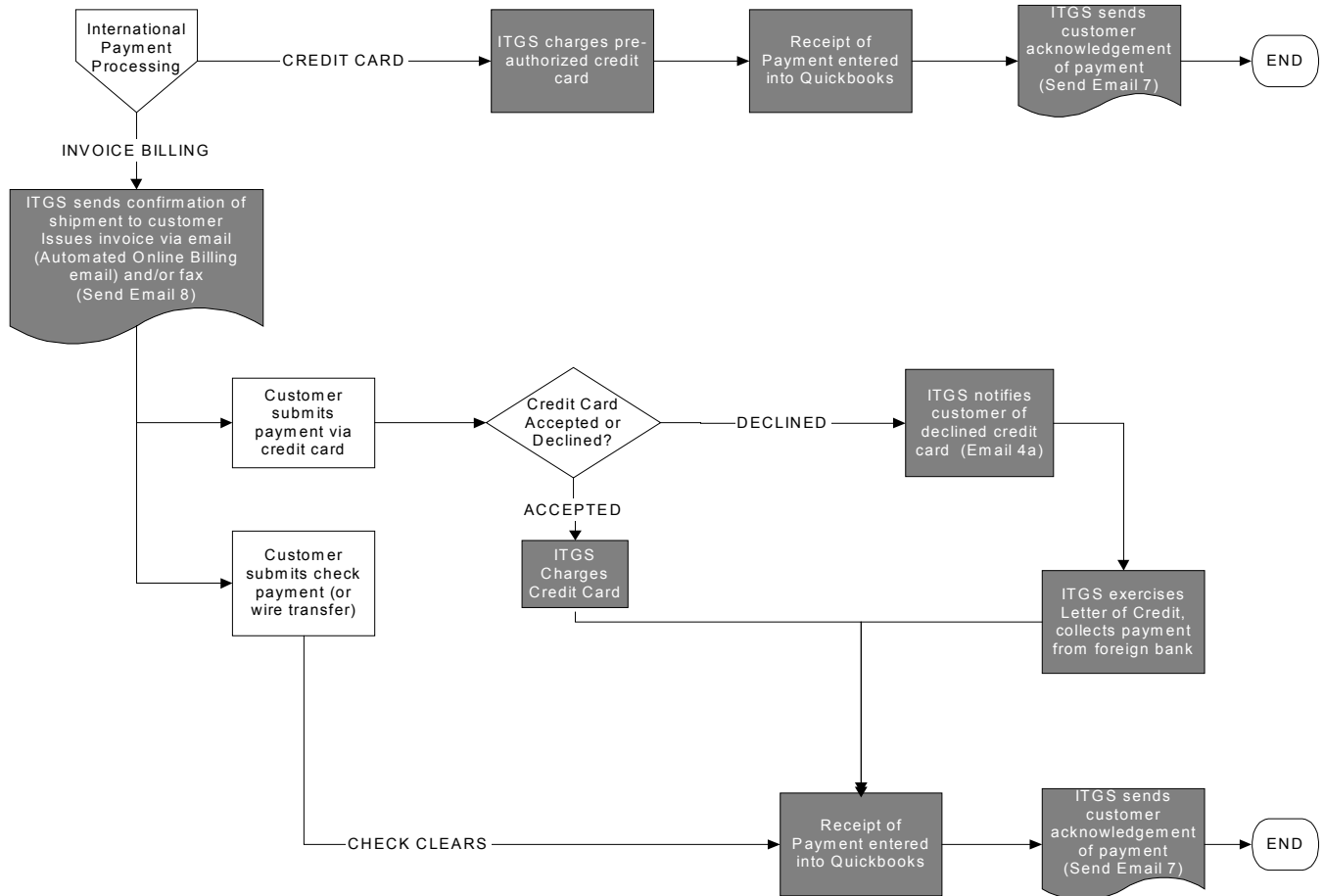
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**Figure 9: Domestic Payment Processing**

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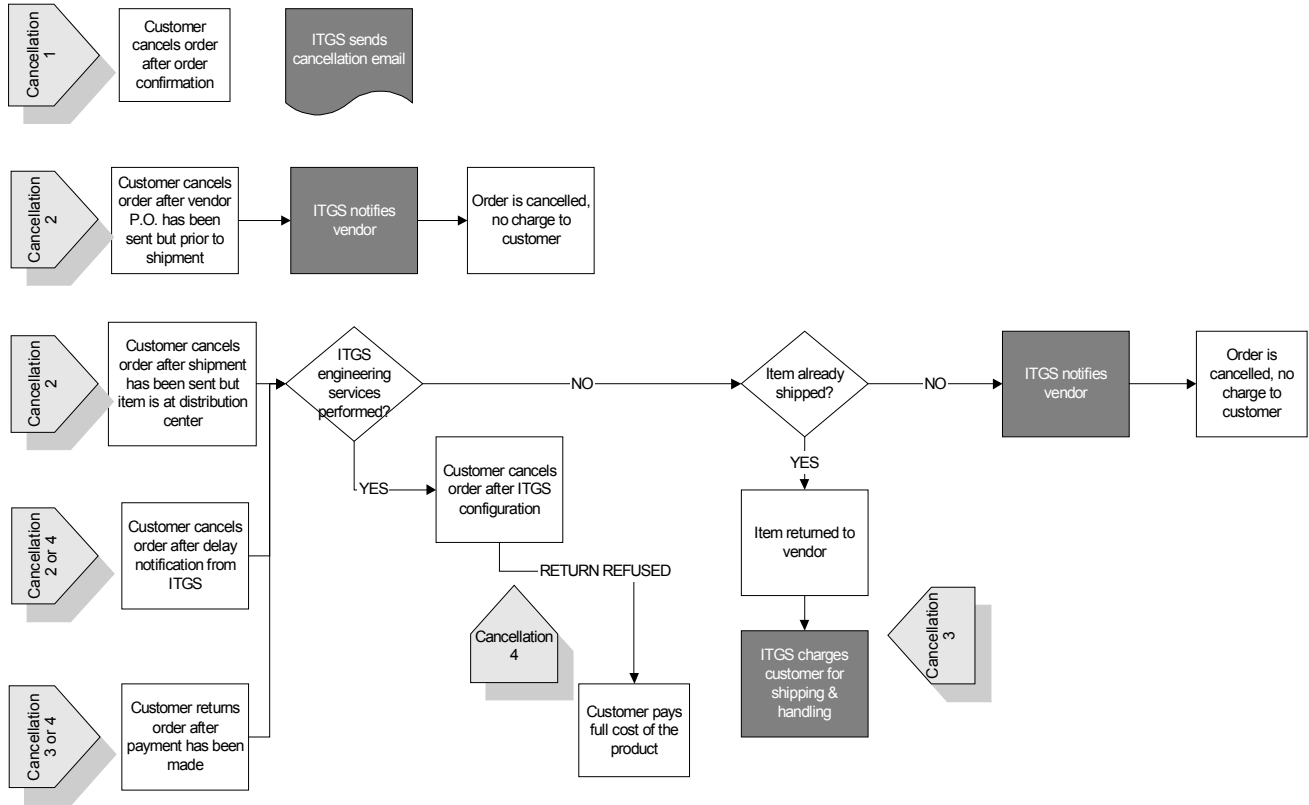


**Figure 10:International Payment Processing**

**Returns & Cancellations.** Due to the highly specialized nature of the products sold by Company "X", the Return Policy is extremely stringent, requiring prior discussion with a Company "X"-authorized technician (which includes the original manufacturer's technical staff.) However, various cancellation points (shown below in Figure 11) provide the customer with several opportunities to cancel his order prior to actual shipment.

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**Figure 11: Cancellation Points**