THE IMPORT COLLECTION

Company Informational Bulletin

P r e p a r e d   b y   R e j y n a   D o u g l a s s   -   E x t   1 0 7

TO ALL TIC WEBSITE USERS:

Below is a personal orientation for the updated website explaining the basics. If there are any additional questions or suggestions, we can address them as they present.

The updated website provides many useful and time-saving opportunities.

MAIN SWITCHBOARD

The Main Switchboard for browsing the TIC WEBSITE is the first page that launches in the **left-hand** frame when you first go into our website. It is a thin column with several "links" to the various sections of the TIC site. *(FYI: A "link" is the blue underlined words that activate email or website connection when you click your mouse on them, they look like - www.importcollection.com or mail@importcollection.com.)* A "switchboard" is a page with multiple "links" to related pages. Using this design instead of the many-pictures-on-one page design should significantly improve cross-browser compatibility issues for those who could not "view" the pictures on the previous site.) The links on this switchboard transport the visitor through the various compartments of our site, outlined herein.

Below the picture of TIC Headquarters is a link to the text-only version of our site. This text-only version is designed specifically without images so that visitors using the new "internet-appliances", or those with slow modems or ISP connections, can utilize the basic site content.

Below this link are two links for free web-browser upgrades. One is for MS Internet Explorer 5.5 and the other is for Netscape. By upgrading a browser, many who couldn't view pages before will be able to following the upgrade. TIC staff can recommend upgrading to customers with viewing or other site errors, but BE SURE TO DISCLAIM YOURSELF & TIC against responsibility for a customers computer system. In other words, instruct them to consider the upgrade and to consult their computer-friend or company MIS/IT administrator. *(FYI: the term web "browser" refers to the application or program that lives on your computer and allows you to access and utilize the web. AOL has it's own browser, as do many other internet service providers (ISP), but most experienced web users prefer either MS Internet Explorer or Netscape because of the advanced capabilities and setting options.)*

Below these links is the standard copyright information and links to our disclaimer and privacy policy pages. This standard section appears at the bottom of each page on the site, along with the date of the last site revision.

PHOTO GALLERY

The Switchboard for browsing the TIC Photo Gallery pages is the first page that launches in the **right-hand** frame when you first go into our website. This part of our site is now redesigned. Instead of one page with a lot of pictures, there are several single-photo pages that you access from the Photo Gallery Links Switchboard. Browsing the TIC Photo Gallery can assist new and current customers in gaining a general idea of our various merchandise styles and types.

At the top of this page, there are two-columns of links that advance you through 14 or more collage-type photos of TIC products. *(NOTE: Our site does not currently offer item selection or on-line ordering functions, most often referred to as "e-commerce." When that is developed at TIC, it is planned to be a separate "secure" website with multiple password access-only use for reps and TIC staff.)*

Below the Links section of this Switchboard are a few paragraphs generally describing TIC Product Categories and the colors, styles, themes that we feature; i.e. Majolica, Bamboo, Blue & White, etc.

SHOW SCHEDULE

Click on this link in the Main Switchboard (left-column that always stays the same) for access to the most recently updated 2001 Show Schedule in the left column. TIC shows are **bolded** and bigger type than sales rep shows. In the right column, there are brief descriptions of each show and venue, with links to reps, show and venue information sites. Customers can be directed to view the latest additions to our line at these shows, as well as to connect with the rep for their respective area. ***Please be sure to direct our reps to fax Rejyna when they have show dates to add to this section.***

FIND OUR SHOWROOMS

(SHOWROOM MAP & DIRECTORY)

Click on this link in the Main Switchboard (left-column that always stays the same) and give it a few seconds to load the picture showing TIC showrooms and Showrooms managed by TIC reps. *(NOTE: Individual reps are listed on the next page)* This map shows the Name, Territory & Phone Number for each showroom operated by TIC and for showrooms operated by TIC representatives.

Below this map is a two-column listing. On the left are the TIC Showrooms, on the right are the TIC Rep Showrooms. Each directory entry contains address, phone, fax, email and website information for each showroom. *(NOTE: Territories are listed in text form on a page we will discuss later called the "Rep Sorted by State" page.) Please be sure to direct our reps to fax Rejyna when they have info to change or add to this section.*

SALES REP DIRECTORY

(SALES REPRESENTATIVE MAP & DIRECTORY SWITCHBOARD)

Click on this link in the Main Switchboard and give it a few seconds to load the picture showing rep showrooms and individual TIC reps. This map shows the Name, Territory & Phone Number for each single rep (not affiliated with a showroom) and each showroom operated by TIC representatives.

Below this map is another Switchboard. There are three links:

- The first link advances to a page listing ALL reps and showrooms by the <u>Rep's Last Name.</u>
- The second link advances to a page listing ALL reps and showrooms by <u>Company Name</u>. In the case of a single rep (no showroom affiliation & showroom a), it will be his or her last name. In the case of a rep who is affiliated with a TIC showroom, it will be under the Showroom Name and then secondary sorted by the rep last name.
- The third link advances to a <u>TERRITORIES</u> page listing all the United States in an alpha-sort column and identifying the rep for that state. States without designated reps are typically assigned to TIC Headquarters. Clicking on the link-name of the rep or showroom will then advance you to that part of the site where their contact information is listed.

Each directory entry contains address, phone, fax, email and website information for each showroom. *(NOTE: Territories are listed in text form on a page we will discuss later called the "Rep Sorted by State" page.) Please be sure to direct our reps to fax Rejyna when they have info to change or add to this section.*

COMPANY INFORMATION

Click on this link in the Main Switchboard (left-column that always stays the same) and you will have access to the TIC Company Information links:

Ordering Information

Sales Rep & Ordering Guidelines, i.e. terms, delivery, returns (same as what is included at the front of each printed and CD catalog.)

Corporate Contact Info

Contacting Customer Service, TIC headquarters mailing & shipping listings, telephone extension directory, and a headquarters email directory.

Links & More

Print a blank order form for filling in and faxing. Links to all of the major magazines and show organizers related to the gifts & decorative accessories trade. These are excellent links for show research, competition research, editorial trends, design and seasonal forecasts, etc. But please understand, we don't want to encourage anyone to use work time for looking at magazines online and calling it "research" ☺

Adobe Acrobat Files

These are the most requested documents related to ordering. The current Price List and the Discontinued Item Master. Both of these are password protected with the same password as the CD. *They both take a while to "download" so users may see a blank screen for a while since there are so many pages to each.* *(NOTE: These lists are only current to the date printed at the top of each page. Please make sure you factor in any additional Discontinued Updates, if any exist with more recent dates.*

TIC UPS TRACKING

A recently added link to the Main Switchboard opens up a window that can be used to track UPS shipments using the Tracking Number or Sales Order Number. This feature was just added and has not been fully tested for full functionality. Please advise Rejyna or Richard if there are any problems with online UPS tracking.

There was temporarily a slide show on the site, but until it is updated with more recent item, and a better download method, the Slide Show has been temporarily unlinked and is not accessible.

Let me know if I can help you in any other way with using the site. Please, please let me know of any additions, corrections, updates or changes and also please understand that updates are not instantaneous. It may take a day or so for changes to be loaded.

> *PLEASE DO NOT USE ANY DOWNLOADING OR INSTALLING FEATURES WHEN USING THE INTERNET ON TIC PC's. DO NOT CHANGE ANY SETTINGS ON YOUR PC/MAC WITHOUT FIRST CONTACTING YOUR COMPUTER MANAGER OR IT/MIS DIRECTOR. DO NOT ADVISE ANY CUSTOMERS TO CHANGE THEIR COMPUTER SETTINGS. DO NOT ATTEMPT TO HELP A CUSTOMER TROUBLESHOOT COMPUTER, BROWSER OR ISP PROBLEMS.*

02-14-2001
rdw