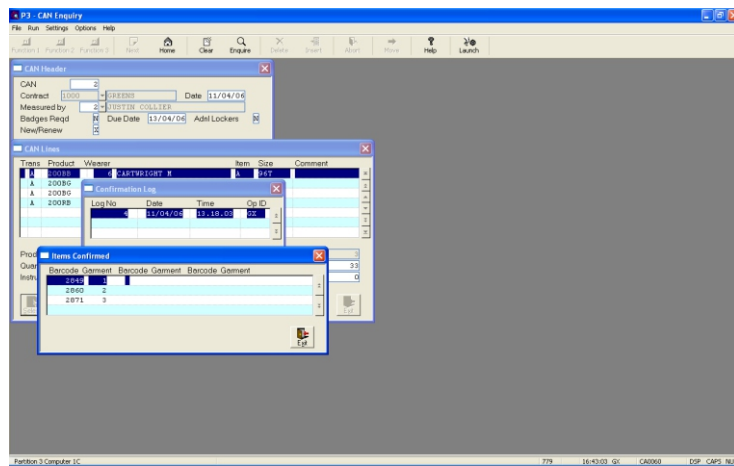
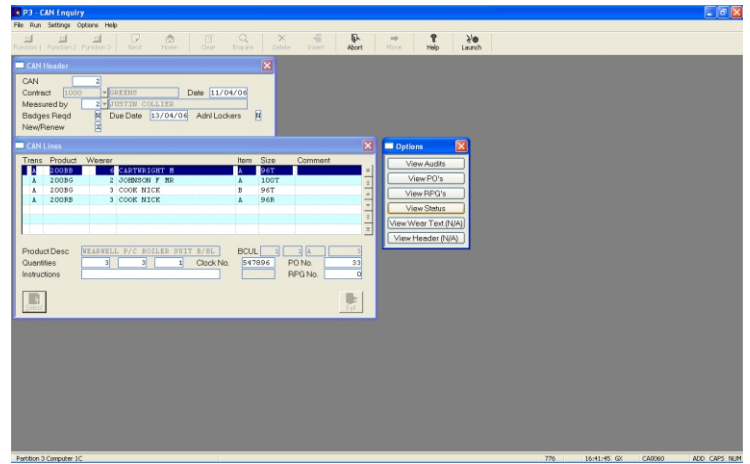


# Customer Action Notes

The Customer Action Note (C.A.N.) software provides a solution to the problems of tracking back to source documents when queries are raised in connection with garment rental. Typically, you might be asked, - "When did John Smith start and who authorised his garments?", or "Who authorised the replacement garments he recently had issued?" The C.A.N. software links to Global Workwear™ and the Replacement Garment module and provides an unprecedented level of management reporting.

The enquiry on the right shows the C.A.N., with wearer references, including the purchase order for the garments required (JIT). Options allow the full audit trail to be viewed as well as the purchase order itself.



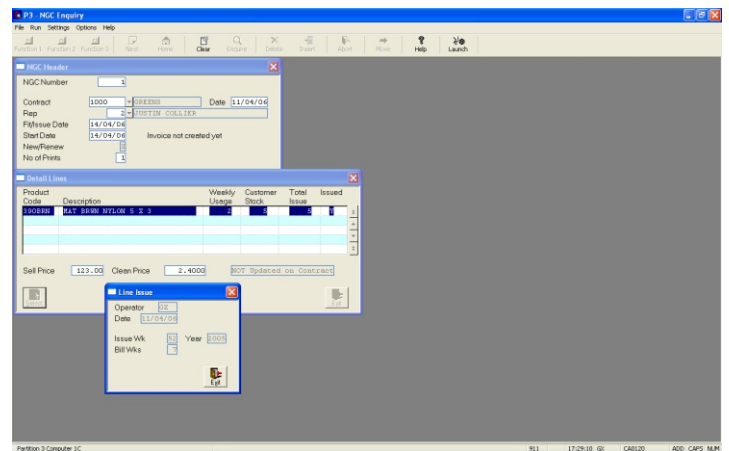
The screen shot (left) shows a further "drill down", which shows the actual garment numbers as well as the details of the operator who generated them, plus the time and date of the action.

There are also a series of reports to analyse performance at the highest level, showing additions, reductions, and change in rental values, - these being shown as summary values, but with options to further analyse any variances.

## NON - GARMENT C.A.N 'S

The Non-Garment C.A.N is used to handle Non Bar-coded items, such as roller towels or dust mats. The software records details of the product requirements and then, at the point of issue, enables the operator to enter the number of weeks that billing is valid for in the next period that the item is to be billed.

The Non-Garment C.A.N. software has automatic links to Global Workwear™ and the Sundry Invoice module.



## USER COMMENT

*"Our industry has always had limited levels of traceability and control, as there is a wide diversity of involvement in all aspects of contract management. At last, in the C.A.N. module, we have software that takes us out of the dark ages and gives us exactly what we have always wanted"*