



# Network Services Member Access User Guide

Version 2.0 12/3/2010

## Table of Contents:

Introduction.....	3
1. Login.....	4
2. National Account Information.....	6
3. Member Information.....	7
4. Supplier.....	12
5. Operations.....	17
• Applications Tab.....	18
○ Item Lookup	
○ Cost Support Download	
○ Surplus	
○ Member Order Guides	
○ Price List Downloads	
○ Delivery Day Mgmt	
○ UPC Compliance	
• Netlink Tab.....	26
○ Netlink Invoice Transfer	
○ Invoice Transfer History	
○ Invoice Inquiry	
○ File Transfer	
○ Invoice Syntax Check	
○ PO History Inquiry	
○ File Transfer History	
○ Invoice Display	
○ Member Profile	
○ Netlink File Validator	
6. NP&PC.....	39
7. Marketing.....	42
8. User Administration.....	45

## **Introduction**

Network Services supports our Members through the development and management of a number of applications and tools which are available to Network Member staff. These applications and tools range widely, from Marketing and Supplier information, to operational applications for pricing and customer management, and the entire Netlink system.

Throughout the years, Network has deployed these applications in various websites, which have now all been consolidated into one area – “Member Access”. Available from our main website ([www.nsconline.com](http://www.nsconline.com)) through a link at the top of the page, Member Access allows members to go to one single location for “all things Network”.

With the recent implementation of SAP, there have been a few changes and many improvements to this area, and we also consolidated all tools which had formerly been deployed on different websites into one single location.

## **How To Get Access and Support?**

In 2009, we implemented “self-service” capabilities that allow members to name users who are known as “administrators” for their companies. This administrator role allows one user to setup and manage the other users within Member Access for their company. When this was first rolled out, all named Principals were setup as administrators. They were then able to assign that administrator role to their other users as they deemed appropriate.

In addition to the administrator role, other roles were identified which allow users to do only certain functions. These are assigned to users by a user with the administrator role. The roles that are currently in use and assigned to users within Member Access are:

- Administrator
- Principal
- National Account Champ
- Customer Service
- Billing / AR
- Buyer / Supplier Programs
- Sales

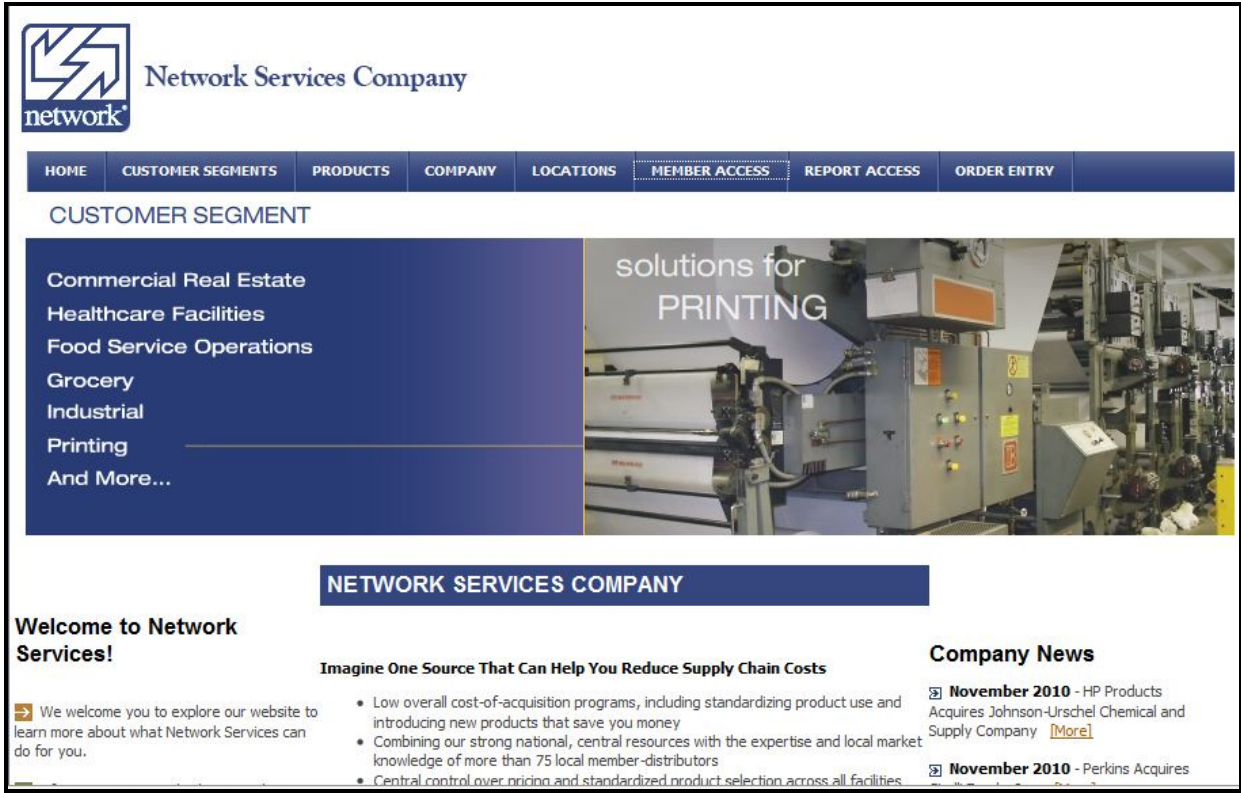
If you need access, please discuss with your company’s Principal, and they can set you up. If they do not know how to do this, they can simply email us and approve that an alternate person or persons be setup as administrators. Then those users can setup and manage all other users for your company, without having to have Network Staff do this for you.

## **Support Contacts:**

Network IT Help Desk	847-803-4888 x2241
Janet Halliday	<a href="mailto:jhalliday@nsconline.com">jhalliday@nsconline.com</a>
Pete McMahon	<a href="mailto:pmcmahon@nsconline.com">pmcmahon@nsconline.com</a>
Leo Radovsky	<a href="mailto:lradovsky@nsconline.com">lradovsky@nsconline.com</a>


## 1. Login

Using a web browser, go to [www.nsconline.com](http://www.nsconline.com) and select Member Access from the top navigation bar:



The screenshot shows the Network Services Company website homepage. At the top left is the logo, which consists of a stylized 'N' and 'S' inside a square, with the word 'network' below it. To the right of the logo is the text 'Network Services Company'. Below the logo and company name is a horizontal navigation bar with the following items: HOME, CUSTOMER SEGMENTS, PRODUCTS, COMPANY, LOCATIONS, MEMBER ACCESS (highlighted with a dotted border), REPORT ACCESS, and ORDER ENTRY. Below the navigation bar is a section titled 'CUSTOMER SEGMENT' with a list of categories: Commercial Real Estate, Healthcare Facilities, Food Service Operations, Grocery, Industrial, Printing, and And More... To the right of this list is a large image of industrial printing machinery with the text 'solutions for PRINTING' overlaid. Below the image is a blue banner with the text 'NETWORK SERVICES COMPANY'. Underneath the banner are three columns of content. The first column is titled 'Welcome to Network Services!' and contains a paragraph: 'We welcome you to explore our website to learn more about what Network Services can do for you.' The second column is titled 'Imagine One Source That Can Help You Reduce Supply Chain Costs' and contains a bulleted list: 'Low overall cost-of-acquisition programs, including standardizing product use and introducing new products that save you money', 'Combining our strong national, central resources with the expertise and local market knowledge of more than 75 local member-distributors', and 'Central control over pricing and standardized product selection across all facilities'. The third column is titled 'Company News' and contains two news items: 'November 2010 - HP Products Acquires Johnson-Urschel Chemical and Supply Company' with a 'More!' link, and 'November 2010 - Perkins Acquires'.

Login using your user name and password (if you forgot your password, click the “Forgot my Password” link):



The screenshot shows the Network Services Company login page. At the top left is the logo, which consists of a stylized 'N' and 'S' inside a square, with the word 'network' below it. To the right of the logo is the text 'Network Services Company'. Below the logo and company name is the heading 'Login'. Underneath the heading are two input fields: 'User Id:' with the text 'proche' entered, and 'Password:' with a series of dots. Below the password field are two links: 'Forgot my Password' and 'Login'.

If you clicked the “Forgot my Password” link, the following page appears. Enter your email address and click submit:



 Network Services Company

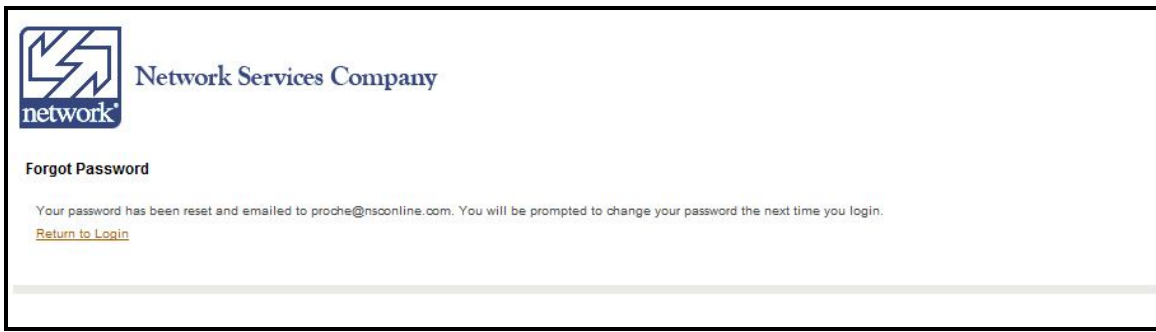
**Forgot Password**


Please enter the email address recorded on your user profile.

Email Address:

[Return to Login](#)

You will be emailed your password.



 Network Services Company

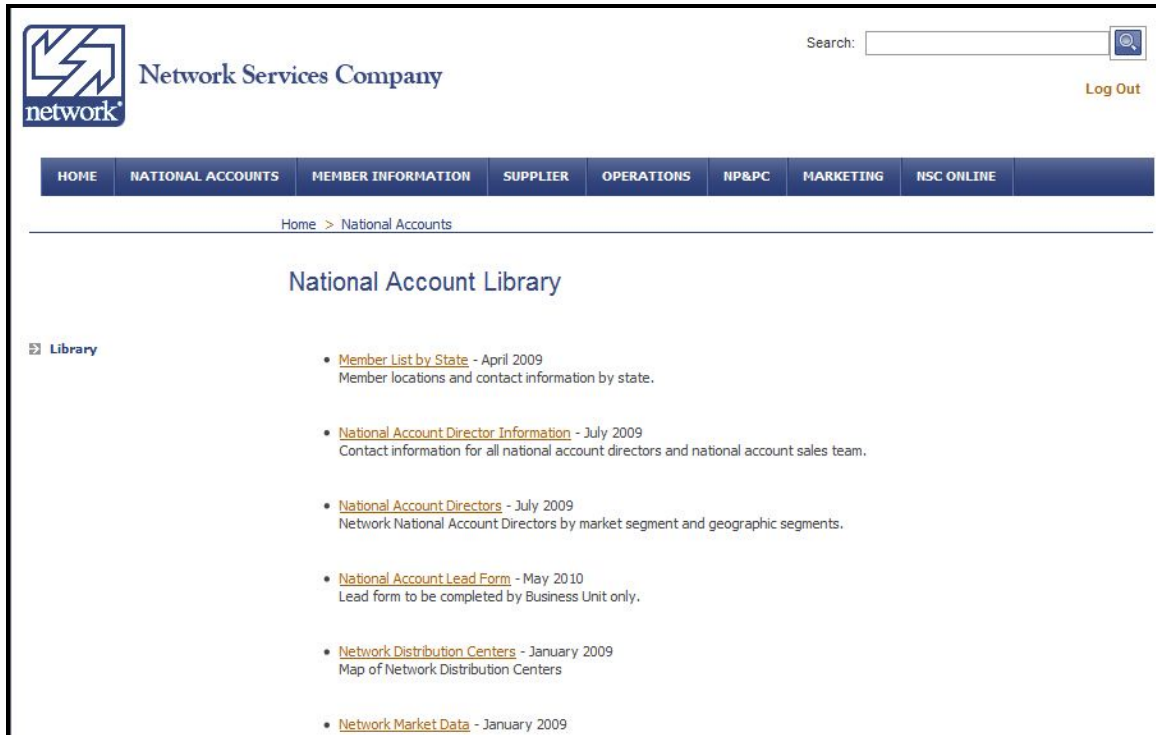
**Forgot Password**

Your password has been reset and emailed to proche@nsconline.com. You will be prompted to change your password the next time you login.

[Return to Login](#)

## 2. National Accounts

From the Main Page, if you select “National Accounts” you will see the National Account Library. This is a list of important National Account related information. Click on the link to get to the desired information:



The screenshot shows the Network Services Company website interface. At the top left is the logo for 'network' with a stylized 'N' and 'S' icon. To its right is the text 'Network Services Company'. Further right is a search bar with the label 'Search:' and a magnifying glass icon. Below the search bar is a 'Log Out' link. A horizontal navigation menu contains the following items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, NSC ONLINE. Below the navigation menu is a breadcrumb trail: Home > National Accounts. The main heading is 'National Account Library'. On the left side, there is a 'Library' icon and the word 'Library'. The main content area contains a list of links with descriptions:

- [Member List by State](#) - April 2009  
Member locations and contact information by state.
- [National Account Director Information](#) - July 2009  
Contact information for all national account directors and national account sales team.
- [National Account Directors](#) - July 2009  
Network National Account Directors by market segment and geographic segments.
- [National Account Lead Form](#) - May 2010  
Lead form to be completed by Business Unit only.
- [Network Distribution Centers](#) - January 2009  
Map of Network Distribution Centers
- [Network Market Data](#) - January 2009

### 3. Member Information

From the Main Page, if you select “Member Information” you will see a number of links with various member information available. Click on the link to get to the desired information.

If you select “Board and Committees”, you are presented with a chart outlining the Board of Directors and its Committees:

The screenshot displays the Network Services Company website interface. At the top left is the company logo, and at the top right is a search bar and a "Log Out" link. A dark blue navigation bar contains the following menu items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. Below the navigation bar, the breadcrumb "Home > Member Information" is visible. The main heading is "NAI Board and Committees". On the left side, there is a vertical list of expandable menu items: Board and Committees, By-Laws & Policy, Directories, Events, Member Profiles, News, and Training. The central part of the page features a hierarchical diagram of the board structure. At the top is a box labeled "NAI Board of Directors". A vertical line descends from this box to a horizontal line. From this horizontal line, three pairs of boxes are connected by double-headed arrows, indicating a relationship between the board and these committees. The first pair consists of "Operations and Business Services" on the left and "Technology" on the right. The second pair consists of "Membership" on the left and "Sales and Marketing" on the right. The third pair consists of "Committed Buy" on the left and "Standards and Arbitration" on the right.

By clicking on any of the boxes, you will be presented with the Board or Committee roster:

The screenshot shows the Network Services Company website. The header includes the logo, company name, a search bar, and a 'Log Out' link. A navigation menu contains links for HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. The breadcrumb trail reads: Home > Member Information > Board and Committees > Board of Directors.

The main content area is titled 'Network Associates Inc. Board Of Directors'. On the left is a sidebar menu with categories: Board and Committees (expanded), By-Laws & Policy, Directories, Events, and Member Profiles. Under 'Board and Committees', sub-items include Board of Directors (expanded), Membership, Nominating, Committed Buy, Operations and Business Services, Sales and Marketing, Standards and Arbitration, Stockholder Services & Communications, and Technology.

Meredith Reuben (Chairman)	The Eastern Bag & Paper Group	(203) 878-1814
Ken Bodie	Kelsan, Inc.	(865) 525-7132
Steve Don	Edward Don & Company	(708) 442-8400
Tracy Evatt	Pollock Paper Distributors	(972) 283-2126
Tom Furia, Jr.	Penn Jersey Paper	(215) 671-9800
Leonard Green	Service Paper	(425) 981-8718
John Miller	North American Corp. of Illinois	(847) 832-4000
Mike Olthoff	Nichols	(231) 798-2120
Doug Townshend	Paper Products Company, Inc.	(412) 481-6200
COUNSEL:		
Adam Skorecki	Arnall Golden Gregory LLP	(404) 873-8628
STAFF:		
Walt Dethlefsen	NSC	(847) 803-4888
Mike Johnson	NSC	(847) 803-4888
Bob Mitchum	NSC	(847) 803-4888

If you select "Bylaws and Policies", you are presented with a link to the Bylaws in electronic format:

The screenshot shows the Network Services Company website. The header includes the logo, company name, a search bar, and a 'Log Out' link. A navigation menu contains links for HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. The breadcrumb trail reads: Home > Member Information > By-Laws & Policy.

The main content area is titled 'By-Laws and Policy'. On the left is a sidebar menu with categories: Board and Committees, By-Laws & Policy (expanded), Directories, Events, Member Profiles, News, and Training.

The main content area displays the title 'Member By-Laws of Network Associates, Inc.' and a link: [Download By-Laws](#) - Last Updated March 1, 2010.



If you select “Directories”, you are presented links to the Network Services staff directory (Excel formatted for saving if desired) and the Network Member Directory:

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" below it. To the right is a search bar and a "Log Out" link. Below the logo is a navigation menu with items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. Below the menu is a breadcrumb trail: Home > Member Information > Directories. The main heading is "Directories". On the left is a sidebar menu with items: Board and Committees, By-Laws & Policy, Directories (checked), Events, Member Profiles, News, and Training. On the right are two links: [Network Staff Directory](#) and [Network Member Directory](#).

If you select “Events”, you are presented links to current list of Network Services events:

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" below it. To the right is a search bar and a "Log Out" link. Below the logo is a navigation menu with items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. Below the menu is a breadcrumb trail: Home > Member Information > Events. The main heading is "Upcoming Events". On the left is a sidebar menu with items: Board and Committees, By-Laws & Policy, Directories, Events (checked), Member Profiles, News, and Training. On the right is a link: [Future Meetings](#). Below that is a table with columns: Title, Date, and Event Type. The table contains one row: [2011 Network Supplier Trade Show](#), March 27, 2011, Trade Shows. Below the table is a link: [2011 Network Supplier Trade Show](#). At the bottom of the table area are navigation links: First | Previous | Next | Last. On the right side of the page is a photograph of a group of people standing in a line, silhouetted against a sunset or sunrise sky.

If you select “Member Profiles”, you are presented links to current list of Network Services Members, and selecting one displays the Member Profile:

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" and a stylized "N" icon. To the right is a search bar and a "Log Out" link. Below the logo is a navigation menu with the following items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. Below the navigation menu is a breadcrumb trail: Home > Member Information > Member Profiles. The main heading is "Member Profiles". On the left side, there is a sidebar menu with the following items: Board and Committees, By-Laws & Policy, Directories, Events, Member Profiles (which is highlighted), News, and Training. The main content area displays a table of member profiles.

Member Name	Last Updated
<a href="#">Acme Paper &amp; Supply Company, Inc.</a>	August 2008
<a href="#">Acorn Distributors, Inc.</a>	August 2008
<a href="#">American Paper &amp; Plastics, Inc.</a>	August 2008
<a href="#">American Paper &amp; Twine Company</a>	August 2008
<a href="#">American Paper &amp; Supply Company</a>	August 2008
<a href="#">Baumann Paper Company</a>	September 2008
<a href="#">Belson</a>	August 2008
<a href="#">Carpenter Paper</a>	August 2008
<a href="#">Central Paper Company, Inc.</a>	August 2008
<a href="#">Central Paper Products Company, Inc.</a>	August 2008
<a href="#">Dacotah Paper Company</a>	August 2008
<a href="#">DadePaper</a>	August 2008
<a href="#">Dalco</a>	August 2008
<a href="#">Dees Paper Company</a>	August 2008
<a href="#">Dixie Paper Company</a>	August 2008

If you select “News”, you are presented links to current list of Network Services news items, which always includes the most recent Network Services Newsletter, plus Member related news items which have been submitted to us:

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" below it. To the right is the company name "Network Services Company". Further right is a search bar and a "Log Out" link. Below this is a navigation menu with items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, NSC ONLINE. Below the menu is a breadcrumb trail: Home > Member Information > News. The main heading is "Member News". On the left is a sidebar menu with items: Board and Committees, By-Laws & Policy, Directories, Events, Member Profiles, News, Training. The main content area is titled "Current Newsletter" and contains a list of news items:

- [HP Products Acquires Johnson-Urschel Chemical and Supply Company](#) - November 2010  
HP Products' new acquisition firmly establishes them into the Toledo marketplace.
- [Perkins Acquires Cirelli Foods, Inc.](#) - November 2010  
Perkins to purchase certain assets of Cirelli Foods, Inc.
- [2010 Network Member Awards](#) - October 2010  
Attendees at our Annual Stockholder Meeting in Scottsdale witnessed many new achievements by their friends and colleagues during the Awards Dinner and General Session September 26-28, 2010.
- [Eastern Bag and Paper Company Committed to Reducing Carbon Footprint](#) - September 2010  
Eastern Bag takes energy saving measures.
- [WAXIE Adds CIMS ISSA Certification Experts](#) - August 2010  
Waxie certifies 24 new CIMS ISSA experts to roster.

If you select “Training”, you are presented links Network Services training items, including training guides for our online applications and also Total Training Network (TTN) information:

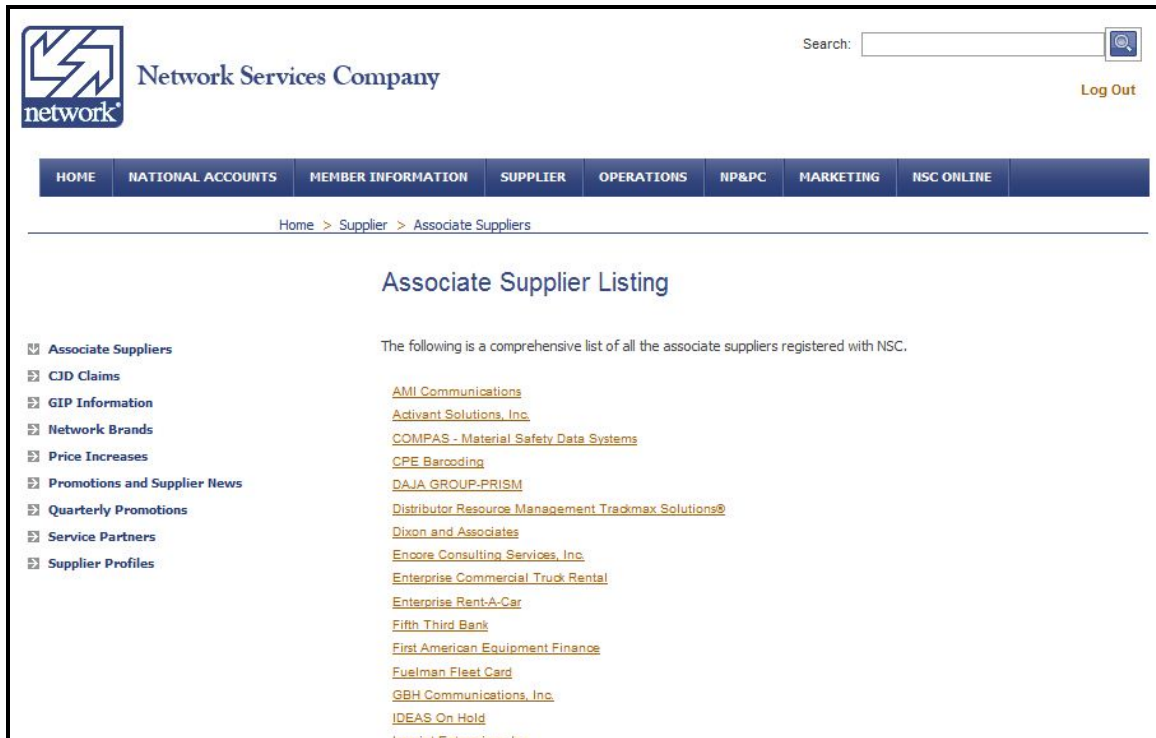
The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" below it. To the right is the company name "Network Services Company". Further right is a search bar and a "Log Out" link. Below this is a navigation menu with items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, NSC ONLINE. Below the menu is a breadcrumb trail: Home > Member Information > Training. The main heading is "Training". On the left is a sidebar menu with items: Board and Committees, By-Laws & Policy, Directories, Events, Member Profiles, News, Training. The main content area contains a list of training guides:

- [On-line Ordering User Guide](#)
- [Click for Cash Booklet](#)
- [Delivery Day Management Tool \(DDMT\) User Guide](#)
- [Member Order Guide User Manual](#)
- [netSupply User Guide](#)
- [Network University](#)
  - [TTN Online Tutorial](#)
- [Order Guide Process Tutorial](#)

#### 4. Supplier

From the Main Page, if you select “Supplier” you will see a number of links with various supplier information available. Click on the link to get to the desired information.

If you select “Associate Suppliers”, you are presented with a list of our Associate Supplier Programs. Click on the link to be presented with details on the program selected:



The screenshot displays the Network Services Company website. At the top left is the logo with the word "network" in a blue box. To its right is the text "Network Services Company". A search bar is located in the top right corner with the text "Search:" and a magnifying glass icon. Below the search bar is a "Log Out" link. A navigation menu is positioned below the header, containing links for HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. The "SUPPLIER" link is highlighted. Below the navigation menu is a breadcrumb trail: "Home > Supplier > Associate Suppliers". The main heading of the page is "Associate Supplier Listing". Below this heading is a paragraph: "The following is a comprehensive list of all the associate suppliers registered with NSC." To the left of the list is a sidebar menu with expandable items: Associate Suppliers (expanded), CJD Claims, GIP Information, Network Brands, Price Increases, Promotions and Supplier News, Quarterly Promotions, Service Partners, and Supplier Profiles. The main content area lists the following suppliers with underlined links: AMI Communications, Activant Solutions, Inc., COMPAS - Material Safety Data Systems, CPE Barcoding, DAJA GROUP-PRISM, Distributor Resource Management Trackmax Solutions®, Dixon and Associates, Enore Consulting Services, Inc., Enterprise Commercial Truck Rental, Enterprise Rent-A-Car, Fifth Third Bank, First American Equipment Finance, Fuelman Fleet Card, GBH Communications, Inc., IDEAS On Hold, and Inwood Enterprises, Inc.

If you select “CJD Claims”, you are presented with a page outlining the process for filing a CJD Claim, and an outline of the CJD processes:

**Network Services Company**

Search:

[Log Out](#)

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Home > Supplier > CJD Claims

## CJD Claims

- [-] Associate Suppliers
- [+] CJD Claims**
- [-] GIP Information
- [-] Network Brands
- [-] Price Increases
- [-] Promotions and Supplier News
- [-] Quarterly Promotions
- [-] Service Partners
- [-] Supplier Profiles

### What Are Claims

Filing claims is the process of notifying Network that purchase information provided by the suppliers is not correct. Claims can be filed for invoices that were omitted by the supplier (i.e., an invoice did not appear on the monthly CJD reports even though other invoices from that time period from that particular supplier did appear).

Claims can also be filed if upon reviewing the Program Profiles, it appears that a particular supplier has not paid CJD's on the appropriate products. There may be a product or two that should be covered under the contract, but on the monthly CJD report that supplier has indicated a lower "covered" amount than expected. In this case, it is necessary for the member to indicate to Network staff which product has not been covered properly.

### Why To File

Network has negotiated CJD programs with our suppliers and as a Network member, you are entitled to benefit from these programs. These programs offer earnings for each purchase your company makes from the Network preferred suppliers, limited only by program exclusions. If Network staff does not know about omitted invoices or about products potentially not being covered properly, we cannot pursue the suppliers to get your earnings!!

If a supplier is not reporting properly for CJD purposes, this funnels into incorrect GIP reporting as well. Your annual GIP earnings can be affected negatively by incorrect CJD reporting and filing claims on a timely basis throughout the year can rectify this.

Network members need to maintain a minimum purchase ratio. The purchase ratio describes how much of Network's principal products

If you select “GIP Information”, you are presented with a page with links to the GIP Rules, as well as a list of our current GIP Programs and attainment to date:

**Network Services Company**

Search:

[Log Out](#)

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Home > Supplier > GIP Information

## GIP Information

Supplier GIP information to include rules and corporate tracking.

### Library

	Last Updated
<a href="#">GIP Rules</a>	01/01/2009
<a href="#">2010 Corporate GIP Program Tracking</a>	11/11/2010

First | Previous | Next | Last

If you select “Network Brands”, you are presented with logos and product information for our Network branded products:

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" in a blue box. To its right is the text "Network Services Company". Further right is a search bar and a "Log Out" link. Below this is a navigation menu with buttons for HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. The breadcrumb trail reads "Home > Supplier > Network Brands".

The main content area is titled "Network Brands". On the left is a sidebar menu with items: Associate Suppliers, CJD Claims, GIP Information, Network Brands (selected), Price Increases, Promotions and Supplier News, Quarterly Promotions, Service Partners, and Supplier Profiles. The main area displays two logos: "NETCARE" and "NetChoice".

Under the "NETCARE" logo, the following products are listed: Aerosols, Disinfectants, Floor care and carpet care chemicals, Floor pads, and Hand cleaners.

Under the "NetChoice" logo, the following products are listed: Cutlery & cutlery kits, Pizza snacks, Can liners, T-shirt bags, PE coated paper hot cups/lids, PP & PET cups and lids, PS & PP souffle' cups/lids, Aluminum foil (rolls, sheets, pans), PP round deli containers/lids, Bagasse tableware, and BioCutlery (PSM & high heat PLA).

On the right side of the product lists, there is a column of additional products: Malodor counteractants, Matting, Warewashing detergents, Disposable gloves - vinyl, PVC cutterbox food film, Poly food bags, Impact plastic tableware, Aprons, bibs, caps, arm and foot wear, Paper toilet seat covers, Acrylic hand & machine tape, Straws, and Stirrers.

If you select “Price Increases”, you are presented with a list of all Supplier announced price increases which we have been notified of:

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" in a blue box. To its right is the text "Network Services Company". Further right is a search bar and a "Log Out" link. Below this is a navigation menu with buttons for HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. The breadcrumb trail reads "Home > Supplier > Price Increases".

The main content area is titled "Price Increase Notifications". On the left is a sidebar menu with items: Associate Suppliers, CJD Claims, GIP Information, Network Brands, Price Increases (selected), Promotions and Supplier News, Quarterly Promotions, Service Partners, and Supplier Profiles.

The main area displays a table with the following data:

Name	Last Updated
<a href="#">2011 Price Increase Master List</a>	12/01/2010
<a href="#">2010 Price Increase Master List</a>	11/03/2010

If you select “Promotions and Supplier News”, or “Quarterly Promotions”, you are presented with a list of all Supplier announced Promotions and other Supplier Announcements:

**Network Services Company**

Search:

[Log Out](#)

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Home > Supplier > Promotions and Supplier News

## Promotions and Supplier News

[-] Associate Suppliers		
[-] CJD Claims	<a href="#">HOSPECO Personnel Promotions</a>	December 2010
[-] GIP Information	<a href="#">Kimberly-Clark Introduces Touchless Countertop Skin Care System with Shot Dispensing Technology</a>	November 2010
[-] Network Brands	<a href="#">Kimberly-Clark Perforated Towel Roll Changes</a>	November 2010
[-] Price Increases	<a href="#">Kimberly-Clark WYPALL Promotion</a>	November 2010
[-] Promotions and Supplier News	<a href="#">North American Salt Receives EPA Recognition for 980 Choice Melt Product</a>	November 2010
[-] Quarterly Promotions	<a href="#">KC Introduces Environmentally Responsible WypAll Wipers</a>	November 2010
[-] Service Partners	<a href="#">GOJO Reacquires PURELL Brand from Johnson &amp; Johnson</a>	November 2010
[-] Supplier Profiles	<a href="#">KIMBERLY-CLARK PROFESSIONAL LAUNCHES LUXURIOUS LINE OF KLEENEX BRAND TOWELS AND BATH TISSUE</a>	November 2010
	<a href="#">GP Announces Locations for \$500M Investments in Advanced Papermaking Technology</a>	October 2010
	<a href="#">KC's Healthy Workplace Video KC's Healthy Workplace Video</a>	October 2010
	<a href="#">GP Professional's New Products</a>	October 2010
	<a href="#">Heartland's Environmental Initiatives</a>	October 2010
	<a href="#">KC's Healthy Workplace Project</a>	October 2010
	<a href="#">North American Salt's ISSA Show Special</a>	October 2010
	<a href="#">KC Dispenser Promotion</a>	October 2010

If you select “Service Partners”, you are presented with a list of all Network Service Partners, and by clicking on the links you will be presented with details on services :

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" below it. To the right is a search bar and a "Log Out" link. Below the logo is a horizontal navigation menu with items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, NSC ONLINE. Below the menu is a breadcrumb trail: Home > Supplier > Service Partners. The main heading is "Service Partner Listing". Below this is a paragraph: "The following is a comprehensive list of all the service partners registered with NSC." To the left is a vertical list of menu items with expand/collapse icons: Associate Suppliers, CJD Claims, GIP Information, Network Brands, Price Increases, Promotions and Supplier News, Quarterly Promotions, Service Partners (selected), and Supplier Profiles. To the right of the paragraph are three links: [Distributors Solutions \(DSI\)](#), [EDIC c/o Powell-Walton-Milward\(a division of J.Smith Lanier & Co.\)](#), and [Lumen](#).

If you select “Supplier Profiles”, you are presented with a list of all Network Services Preferred Suppliers and by clicking on the links you will be presented with details about that supplier:

The screenshot shows the Network Services Company website. At the top left is the logo with the word "network" below it. To the right is a search bar and a "Log Out" link. Below the logo is a horizontal navigation menu with items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, NSC ONLINE. Below the menu is a breadcrumb trail: Home > Supplier > Supplier Profiles. The main heading is "Supplier Profiles & GIP". To the left is a vertical list of menu items with expand/collapse icons: Associate Suppliers, CJD Claims, GIP Information, Network Brands, Price Increases, Promotions and Supplier News, Quarterly Promotions, Service Partners, and Supplier Profiles (selected). To the right of the menu items is a list of links: [3M Building and Commercial Services Division](#), [ACS Industries](#), [AEP Industries](#), [AEP Stretch](#), [AJM Packaging Corporation](#), [AmTopp, a Division of Intoplast](#), [Anchor Packaging](#), [Andersen Company](#), [APC Filtration, Inc.](#), [Atlantic Mills, Inc.](#), [Baggart Papercon](#), [Bemis Clysar](#), [Berry Plastics Foodservice](#), [Berry Plastics Flexible Films](#), [Betco Corporation](#), and [Big D Industries](#). To the right of the list is a section titled "2010 GIP Stimulus Sponsors" with a grid of logos for various companies including GEENPRES, Genpak, Georgia-Pacific, IMPACT, and Reynolds.



## 5. Operations

**\*\* NOTE – THIS AREA NEW AS OF 12/6/2010\*\***

From the Main Page, if you select any link under the “Operations” tab, you will have a new browser window open, which has all the applications under Operations as tabs under it. This is new with our conversion to SAP, and now links into our SAP Portal for any Operations applications.

Be sure that you allow pop-ups in your browser, as this does launch a new window.

In the new window, you will see a number of links located on two main tabs – “Netlink” and “Applications”.

## Operations - Applications Tab

### Item Lookup

If you select “Item Lookup”, you are presented with a screen that allows you to do real-time inquiries and searches of the Network item master.

Welcome Heidi Gell

Network Services Company QAS

Netlink Applications

Applications Landing Page | Item Lookup | Cost Support Download | Surplus | Member Order Guides | Price List Downloads | Delivery Day MGT | UPC Compliance

Item Lookup

Search by: NSC Item # = Search Text:

Filter by Company: NSC

Search Results

NSC Item #	SAP Item #	Manufacturer	Mfr Item #	Description	UPC

Detailed Item Info

NSC Item #:  SAP Item #:

UPC:

Manufacturer #:

Description:

UOM:

Case Pack:

Manufacturer:

You can use the Search by pull-down to pick the search criteria that you'd like to use:

- NSC Item Number – NSC’s existing 6-digit NSC item number will be continued for customer and member facing transactions; use this if you know the NSC Item Number for the item you are looking for
- Description – Use this if you know a partial description of the item you are looking for – note that you must use an asterisk \* as a wildcard for partial descriptions (like \*cup\* for anything with the word ‘cup’ in the item description)
- SAP Item Number – use this if you know the Network SAP Item Number for the item you are looking for
- Manufacturer Item # - use this if you know the manufacturer’s part number for the item you are looking for - note that you must use an asterisk \* as a wildcard for partial manufacturer item numbers
- UPC Number – use this if you know the item’s UPC number, or if you know the supplier portion of the UPC number (the prefix), you can enter it and add an asterisk \* as a

wildcard to show all items for the supplier (i.e. 10036000 will bring up all Kimberly Clark items)

After selecting a search criteria, and entering a Search Text, press the Search button. Results are displayed in a grid below. By clicking on one item in the Search Results, you get its detailed Item Information below.

You can also export your selection to excel using the button provided.

Search Results

Export to Excel

NSC Item #	SAP Item #	Manufacturer	Mfr Item #	Description	UPC
009010	1010001	Letica Corporation	16PCM	CUP COLD 16OZ CONTEMPORARY	55000000090100
009012	1010002	Solo Cup/Swthr/Clrshield	220CA	CUP COLD WAXED 20OZ COKE	00041165000153
009013	1010003	Solo Cup/Swthr/Clrshield	R7CP \1100BX	CUP PAPER COLD 7OZ CADDY JAZZ	01738780063166
009016	1010004	Solo Cup/Swthr/Clrshield	R3-00055	CUP PAPER COLD 3OZ JAZZ	50738780445371
009017	1010005	Solo Cup/Swthr/Clrshield	R3-76153	CUP PAPER COLD 3OZ PREFERENCE	50738780445470
009019	1010006	Solo Cup/Swthr/Clrshield	RD5N-00055	CUP PAPER COLD 5OZ JAZZ	50738780402824

Detailed Item Info

NSC Item #: 009010      SAP Item #: 1010001

UPC: 55000000090100

Manufacturer #: 100139

Description: CUP COLD 16OZ CONTEMPORARY

UOM: CS

Case Pack: 1000

Manufacturer: Letica Corporation

## Cost Supports Download

If you select “Cost Support Download” you will be shown a screen where you can download two types of Manufacturer cost supports:

- All generic Network Services Cost Supports from suppliers which we have setup for electronic Cost Support files (limited list)
- All customer-specific Network Services Cost Supports for customers which you have assigned locations to service

The screenshot shows a web application interface for 'Network Services Company QAS'. The user is logged in as 'Heidi Gell'. The page title is 'Cost Support Download'. A navigation menu includes 'Applications Landing Page', 'Item Lookup', 'Cost Support Download', 'Surplus', 'Member Order Guides', 'Price List Downloads', 'Delivery Day MGT', and 'UPC Compliance'. The main content area contains a note: 'Please note: Cost supports may be in the process of being updated and not be approved or accepted by the customer. If you did not receive notification via e-mail you may want to confirm with Account Development or Customer Service.' Below the note is a file format specification: 'File Format: Supplier # ~ Customer Major # ~ Contract # ~ Date Effective ~ Date Expires ~ Date Replaces ~ UnvItemCode ~ Manufacturer Item # ~ UPC ~ Description ~ Case Pack ~ UOM ~ Zone1 Cost ~ Zone2 Cost ~ Zone3 Cost ~ Zone4 Cost ~ Zone5 Cost ~ Freight Terms ~ Contract Cost Based On ~ Comments'. The table below has three columns: 'Supplier Name', 'Common Cost', and 'Cost'. The 'Supplier Name' column lists 'ALL SUPPLIERS', '85806 - BAYWEST', and '17779 - SQP-SUPERIOR QUALITY PRODUCTS'. Each row has a 'Download' button in the 'Common Cost' column and two 'Download' buttons in the 'Cost' column.

Supplier Name	Common Cost	Cost
ALL SUPPLIERS	<a href="#">Download</a>	<a href="#">Download</a>
85806 - BAYWEST	<a href="#">Download</a>	<a href="#">Download</a>
17779 - SQP-SUPERIOR QUALITY PRODUCTS	<a href="#">Download</a>	<a href="#">Download</a>

If you do not see cost supports for a program that you service, please contact the appropriate Account Development Analyst.

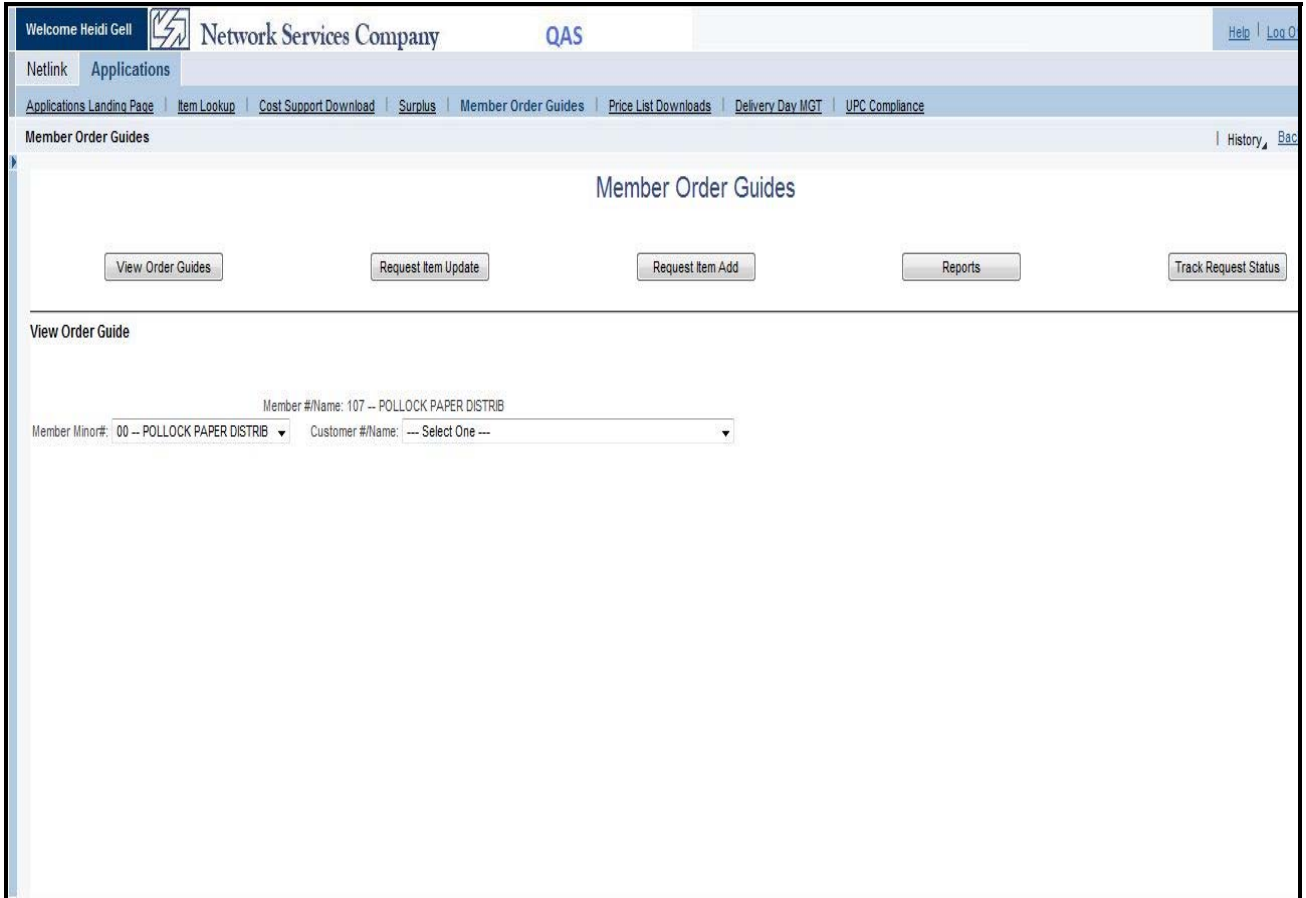
## Surplus

If you select “Surplus”, you are presented with a screen that will allow you to use the Surplus postings for surplus items you’d like to either sell or purchase. This site is not managed by anyone at Network, it is merely a resource to allow members to post surplus for other members to see, and vice versa. Search for items to see what is for sale, or enter items you would like to sell.

The screenshot shows the 'Surplus Store - Search for Items' page. At the top, there is a navigation bar with 'Welcome Heidi Gell', the 'Network Services Company' logo, and 'QAS'. Below this is a menu with 'Netlink' and 'Applications'. A secondary navigation bar contains links for 'Applications Landing Page', 'Item Lookup', 'Cost Support Download', 'Surplus', 'Member Order Guides', 'Price List Downloads', 'Delivery Day MGT', and 'UPC Compliance'. The main content area is titled 'Surplus' and 'Surplus Store - Search for Items'. It features two search sections: 'Item Description:' with a dropdown menu set to 'ALL', a 'Search' button, and a 'Reset' button; and 'Manufacturer Item #:' with a dropdown menu set to 'ALL', a 'Search' button, and a 'Reset' button. A note between the sections reads '\* use generic descriptions, without quantity or color, i.e. 8oz cup or cup' and '-- OR --'. Below the search sections is a section titled 'Enter/Update Surplus Store Items' with three buttons: 'Enter New Item', 'Change Existing Item', and a dropdown menu.

## Member Order Guides

If you select “Member Order Guides”, you are presented with the following entry screen to manage your Order Guides:



The screenshot shows a web application interface for "Member Order Guides". At the top, there is a header with "Welcome Heidi Gell" and "Network Services Company QAS". Below the header is a navigation menu with "Applications" selected. The main content area is titled "Member Order Guides" and contains five buttons: "View Order Guides", "Request Item Update", "Request Item Add", "Reports", and "Track Request Status". Below the buttons is a section titled "View Order Guide" with two dropdown menus: "Member #/Name: 107 -- POLLOCK PAPER DISTRIB" and "Member Minor#: 00 -- POLLOCK PAPER DISTRIB".

The Member Order Guides application allows members to manage their Order Guides for National Accounts. Please see the Member Order Guides User Manual which is attached as a pdf file below which outlines the functionality of this application.



MemberOrderGuide\_  
UserManual.pdf

## Price List Downloads

If you select “Price List Downloads”, you are presented with a screen that lists all the National Accounts for which your company has assigned servicing locations. You can download Price Books (pricing for all contracted items) from this page.

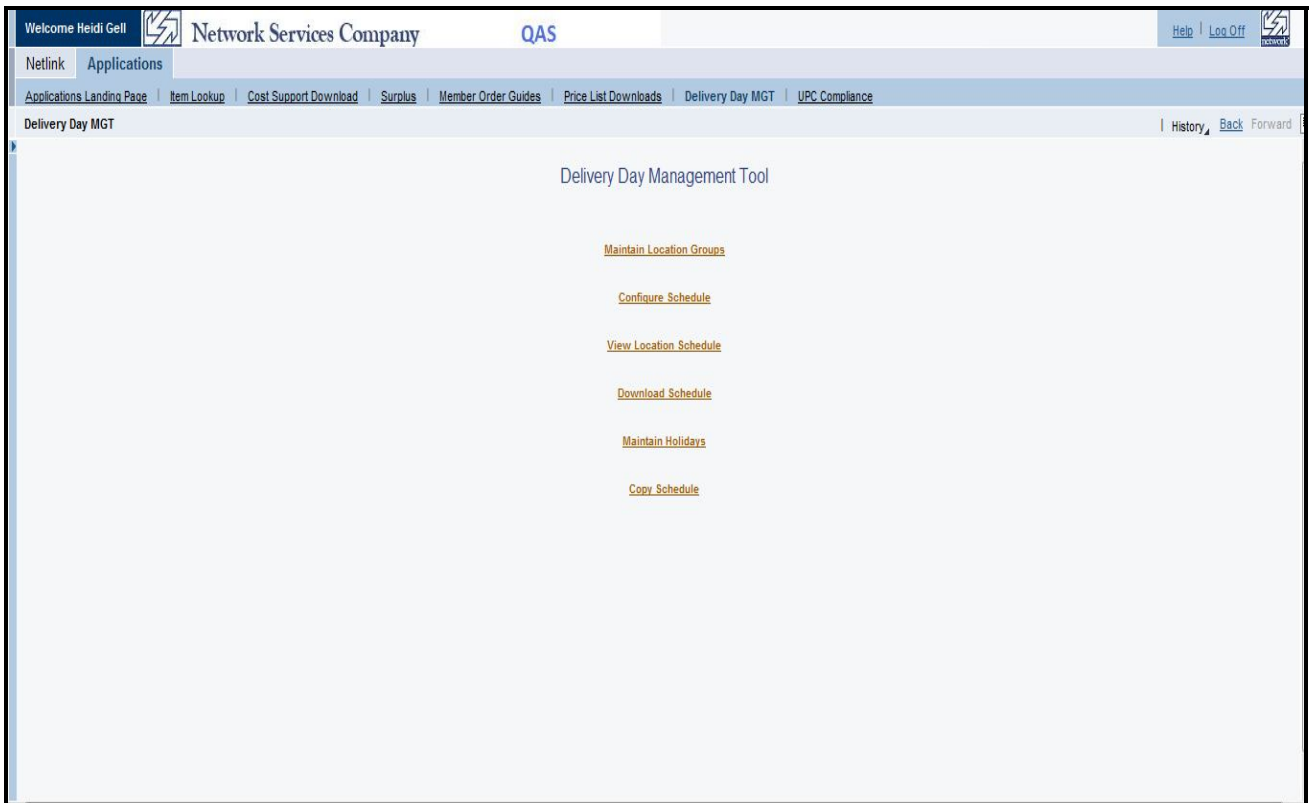
The screenshot shows a web application interface for 'Network Services Company'. The top navigation bar includes 'Welcome Heidi Gell', the company logo, 'QAS', and 'Help | Log Off'. Below this is a secondary navigation bar with links: 'Applications Landing Page', 'Item Lookup', 'Cost Support Download', 'Surplus', 'Member Order Guides', 'Price List Downloads', 'Delivery Day MGT', and 'UPC Compliance'. The main content area is titled 'Price List Downloads' and includes a sub-header 'Price List Downloads' with 'History', 'Back', and 'Forward' links. Below this, the member name 'Member Name: POLLOCK PAPER DISTRIB' is displayed. A table with the following headers is shown: 'Customer', 'Effective Date', 'Expiration Date', and 'Zones'. The table body is currently empty.

If you do not see price lists for programs that you service, contact the appropriate Account Development Analyst.

## Delivery Day Management

If you select “Delivery Day Mgt”, you are presented with a screen that will allow you to use the Delivery Day Management Tool. This is an application that allows members to setup delivery schedules for their National Accounts which order online and require that the delivery schedule be shown to the user when placing an order. Members can manage the delivery days available to the ordering end customer by individual location, or groups of locations (i.e. routes). When schedules are updated by members, the data is processed and moved to the online ordering platform automatically.

The initial screen for “Delivery Day MGT” is below:



The Delivery Day Management Tool is an entire application with its own User Guide. Please see this guide in the pdf file attached below. Also attached below is a separate guide outlining the change process for setting up your holiday schedules.



Delivery Days  
Management III - Us

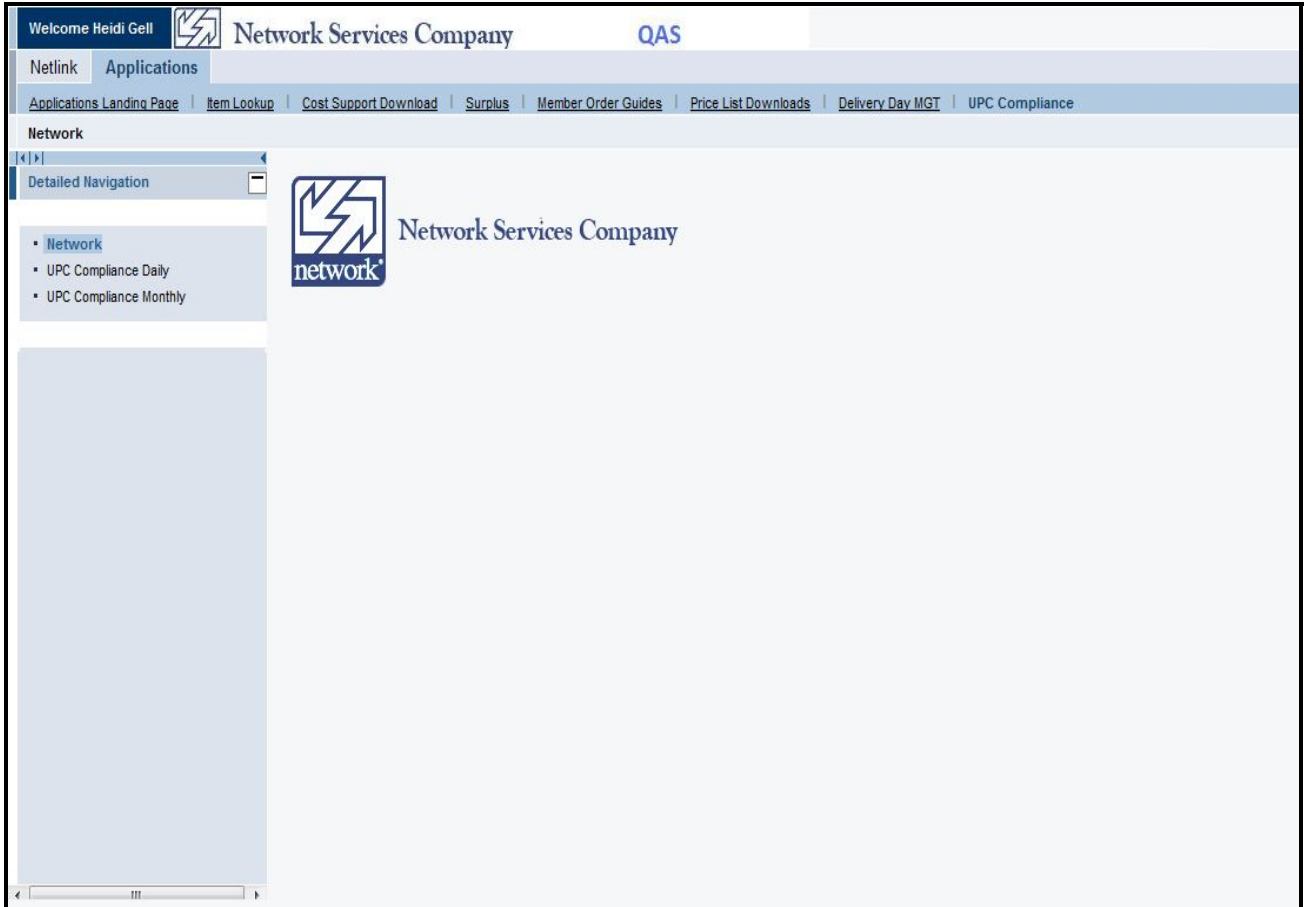


Delivery Days  
Management III - Us



## UPC Compliance

If you select “UPC Compliance”, you will be presented with a screen that includes two links to reports on the left hand side of the screen – “UPC Compliance Daily” and “UPC Compliance Monthly”.



## **Operations - Netlink Tab**

### **Netlink Invoice Transfer**

If you select “Netlink Invoice Transfer”, you are presented with a screen that will allow you to manually upload Invoices to Network. The initial screen looks as follows:

The screenshot shows a web application interface for "Network Services Company" with a user named Heidi Gell. The page title is "Netlink Invoice Transfer". The interface includes a navigation menu with options like "Netlink Landing Page", "Netlink Invoice Transfer", "Invoice Transfer History", "Invoice Inquiry", "File Transfer", "Invoice Syntax Check", "PO History Inquiry", "File Transfer History", "Invoice Display", "Member Profile", and "File Validator". The main content area displays the following information:

- Member ID:** 10700
- Member Name:** Pollock Paper
- Client Send Dir:** C:/members/edon/
- Client Receive Dir:** c:/netlinkrecv/
- System Mode:**  Test  Production
- Price Check:**  based on Invoice Date  based on Order Date

A "Send" button is located at the top right of the main content area. The page also includes "History", "Back", and "Forward" links.

This page displays your pre-configured options for where the files to be uploaded are located on your system (Client Send and Receive Directories). These can be changed through the Member Profile link at the top of the page.

User changeable options for the Invoice Transfer include:

- Test or Production mode
- Price Check based on Invoice Date or Order Date

The user clicks Send button when ready, and the invoice transfer to Network process begins. Confirmation page shows the user the pending/received/failure counts.

## Invoice Transfer History

If you select “Invoice Transfer History”, you are presented with a screen that will allow you to inquire into the invoices which you have already uploaded to Network. It will show you various statuses of the invoices and allow you to confirm upload counts, etc. The initial screen looks as follows:

Invoice Transfer History

Status: Failed = has technical transfer error. NSC IT Staff will address and advise.  
 Pending = has been successfully received at NSC. IDOC # pending.  
 Received = has been successfully received at NSC and has been assigned an IDOC #.

An Invoice Discrepancy Report will be emailed daily summarizing invoice errors.  
 Please correct the source of these errors in your system to prevent future discrepancies.

**DO NOT RETRANSMIT ANY INVOICES UNLESS CONTACTED BY NSC STAFF.**

Date Sent	Batch	Gross Money	Memberid	Invoice_Count
Oct 21, 2010	392	23,432.47 \$	10400	31
Oct 21, 2010	391	83,597.80 \$	10400	135
Oct 20, 2010	390	83,597.80 \$	10400	135
Oct 20, 2010	389	83,597.80 \$	10400	135
Oct 20, 2010	388	83,597.80 \$	10400	135
Oct 20, 2010	387	83,597.80 \$	10400	135

Invoice Transfer Detail

Member Invoice	Gross Money	Type	Disposition	Transfer Date	Batch	SAP IDoc
5009814	1,962.54 \$	RI	Pending	Nov 30 2010 12:22PM	628	
5009813	1,025.27 \$	RI	Pending	Nov 30 2010 12:22PM	628	
5009812	569.97 \$	RI	Pending	Nov 30 2010 12:22PM	628	

This view should be used by your staff after transmitting invoices to check the status of the transmission. Each transmission shows the date transmitted, along with an internally assigned “batch number” and a batch gross \$ total. By clicking on the batch, the individual invoices in the batch appear in the lower window. You can scroll through the status of each invoice.

Note the legend at the top of the screen that identifies what the invoice statuses mean:

Failed – transmission had technical errors; Network staff will advise on next steps  
 Pending – has been successfully received at Network, but not yet processed into SAP for errors  
 Received – has been successfully received and processed at Network successfully

**Invoice Discrepancy Reports** are generated once per day and emailed to Members. They are not available within the Member Access Portal. There are several error and/or warnings that you may see, which are described in the following list. The Action step is described and you are asked to correct in your system the condition that caused any error in order to **prevent future errors**. Note, that invoices with errors will already have been corrected in the Network system by the Network Billing Staff.

Type	Error Code Description "MEMBER / VENDOR ERROR MSG" [50 characters max.]	Contact Action "MEMBER / VENDOR ACTION REQUIRED" [50 characters max.]
Error	Price Error - Compared to Formulary or Price List	Correct Your Pricing to Match NSC Price
Error	"LATE" Invoice - Transmission Date Beyond 60 Days	NSC Billing Dept to email IF Hard Error/Disallowed
Error	"LATE" Invoice - Beyond Customer Mandated Billing	NSC Billing Dept to email IF Hard Error/Disallowed
Error	PO Number Not Valid For Customer	NSC Billing Dept to email IF Hard Error/Disallowed
Error	Customer # Not Valid	CALL NSC BILLING DEPT FOR CORRECT #
Error	Price or Quantity Error - Compared to Open PO	CALL NSC BILLING DEPT TO RESOLVE
Error	Customer # Not Valid	CALL NSC BILLING DEPT FOR CORRECT #
Warning	CR not approved by NSC = Member assumes CR RISK	If wish NSC CR review, need customer CR APPL

## Invoice Inquiry

If you select “Invoice Inquiry”, you are presented with an inquiry into Invoices which you have transmitted to Network. The initial screen looks as follows:

The screenshot shows the 'Invoice Inquiry' page of the Network Services Company QAS. The page includes a navigation bar with links like 'Netlink Landing Page', 'Netlink Invoice Transfer', and 'Invoice Inquiry'. The main content area is titled 'Invoice Retrieval' and contains search criteria: 'From Date' (Nov 18, 2010), 'To Date' (Dec 02, 2010), 'Select Type' (ALL), and 'Selection Text'. Below this is an 'Invoice Headers' table with columns for Invoice Num, Member Inv Num, Member PO Num, Customer PO, Vendor, Document Date, and Source. An 'Export to Excel' button is located above the table. At the bottom, there are 'Header Fields' with input boxes for Customer POR, Diff Inv (00000), Text, and Invoice Number.

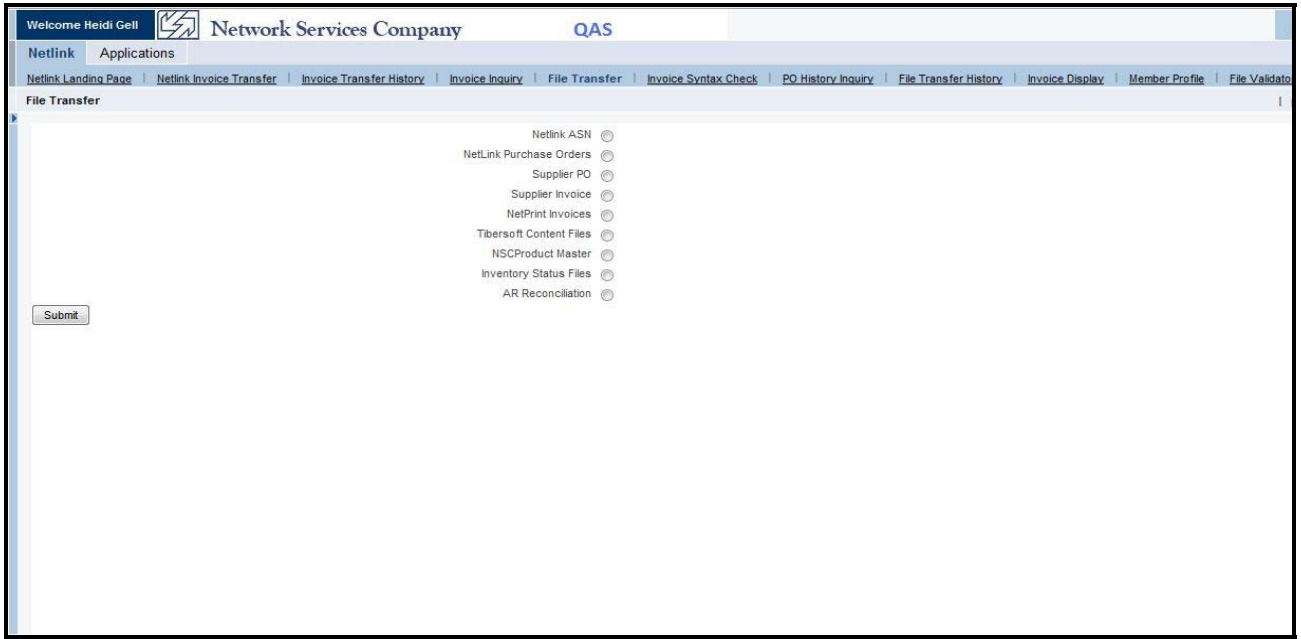
You can use the From Date and To Date fields to select the range of dates you'd like to check, and then use the Select Type pull-down and also the Selection Text to find a specific invoice. Specify the search criteria that you'd like to use or leave blank:

- Customer Purchase Order number – this would be the non-NSC PO number that the customer may use to reference their PO internally.
- Member Invoice Number – the invoice number from your system that was transmitted to Netlink
- NSC PO Number – also referred to as the confirmation number on many ordering systems. This PO number which was contained in the Netlink file name NSC[NSC PO Number].ord as well as being the first field in every record in the PO file you received

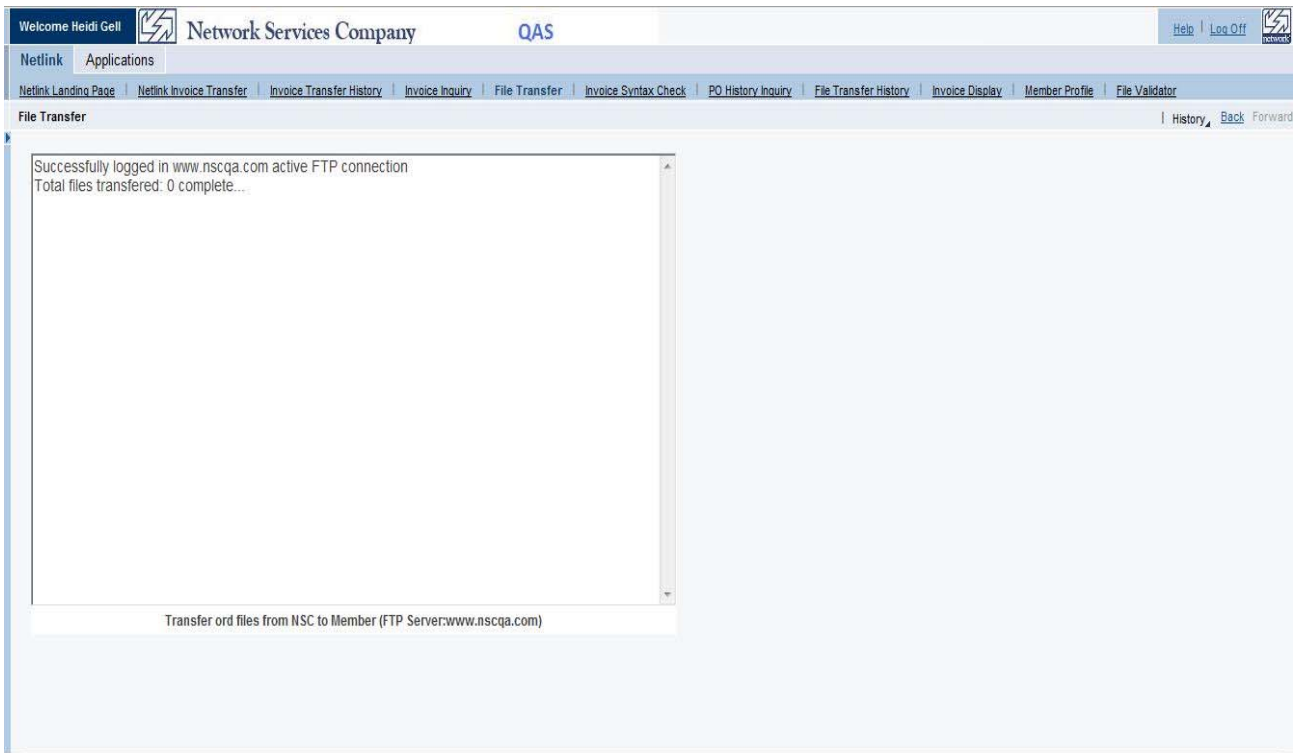
After selecting search criteria, here is the detailed display. Click on an Invoice Header to see its detail in the area under Invoice Details. Also, either list (Header or Detail) can be exported to Excel using the buttons provided.

## File Transfer

If you select “File Transfer”, you are presented with a list of possible Netlink Files to Upload or Download. The initial screen looks as follows:



If you select the desired file and click submit, a follow up screen appears showing the success/failure of the send/receive, and file counts. Here's an example of an attempt to download PO's from Network (results screen shows that none were available for download):



## Invoice Syntax Check

If you select “Invoice Syntax Check”, you are presented with prompts to allow you to test an upload of Netlink Invoices before sending them to Network. The user selects to check either the Invoice Header file, or the Invoice Detail file.



The screenshot shows a web application interface for "Network Services Company" with the user "Heidi Gell" logged in. The page title is "Invoice Syntax Check". The main content area is titled "Client Invoice File Reports" and includes the instruction "(select file type for report)". There are two radio button options: "Header Report" and "Detail Report". The "Header Report" option is selected. The interface includes a navigation menu at the top with various application links and a "Help" button.

The Invoice file is edited for syntax checks – e.g. that the fields are in the appropriate lengths and the files are properly formatted. It DOES NOT validate the data in the fields other than types (i.e. a date is formatted correctly, or numbers are in required numeric fields). It does not validate fields for any valid values like customer numbers, item numbers, etc. It is a syntax check only.

## PO History Inquiry

If you select “PO History Inquiry”, you are presented with an inquiry into Purchase Orders which have been transmitted from National Accounts through Network to your company. The initial screen looks as follows:


The screenshot shows the 'Netlink PO Inquiry' application interface. At the top, there is a navigation bar with 'Welcome Heidi Gell', 'Network Services Company', and 'QAS'. Below this is a menu bar with options like 'Netlink Landing Page', 'Netlink Invoice Transfer', 'Invoice Transfer History', 'Invoice Inquiry', 'File Transfer', 'Invoice Syntax Check', 'PO History Inquiry', 'File Transfer History', 'Invoice Display', 'Member Profile', and 'File Validator'. The main content area is titled 'Netlink PO Inquiry' and contains a search form with fields for 'From Date' (set to 'Nov 18, 2010'), 'Select Data Type' (set to 'ALL'), and 'Search Text'. Below the search form is a table titled 'PO Header' with columns for 'PO Document #', 'NSC PO Number', 'PO Date', 'Customer PO', 'Customer Number', and 'Vendor'. The table is currently empty. At the bottom, there is a 'PO Details' section with an 'Export to Excel' button.

You can use the From Date field to select the range of dates you'd like to check, and then use the Select Data Type pull-down to pick the search criteria that you'd like to use:

- Customer Purchase Order number – this would be the non-NSC PO number that the customer may use to reference their PO internally.
- Customer Number – NSC customer number NSC[*cust major*][*cust minor*] You need to precede the major and minor numbers with “NSC”
- NSC PO Number – also referred to as the confirmation number on many ordering systems. This PO number which was contained in the Netlink file name NSC[NSC PO Number].ord as well as being the first field in every record in the PO file you received

After selecting a search criteria, here is the detailed display. Click on a PO Header to see its detail in the area under PO Details. Also, either list (Header or Detail) can be exported to Excel using the buttons provided.



Welcome Heidi Gell  Network Services Company QAS [Help](#) | [Log Off](#)

Netlink Applications

[Netlink Landing Page](#) | [Netlink Invoice Transfer](#) | [Invoice Transfer History](#) | [Invoice Inquiry](#) | [File Transfer](#) | [Invoice Syntax Check](#) | [PO History Inquiry](#) | [File Transfer History](#) | [Invoice Display](#) | [Member Profile](#) | [File Validator](#)

PO History Inquiry History [Back](#) Forward

**PO Header**

[Export to Excel](#)

PO Document #	NSC PO Number	PO Date	Customer PO	Customer Number	Vendor
4500028400	0028400	Nov 29, 2010	179-177438	0745000000	10737
4500028432	0028432	Nov 29, 2010	#17126-00	0364000000	10708
4500028433	0028433	Nov 29, 2010	#17125-00	0364000000	10708
4500028434	0028434	Nov 29, 2010	#17128-00	0364000000	10708
4500028435	0028435	Nov 29, 2010	#17127-00	0364000000	10708
4500028436	0028436	Nov 29, 2010	#17139-00	0364000000	10708
4500028437	0028437	Nov 29, 2010	#17142-00	0364000000	10708
4500028438	0028438	Nov 29, 2010	#17158-00	0364000000	10708
4500028439	0028439	Nov 29, 2010	#17159-00	0364000000	10708
4500028441	0028441	Nov 29, 2010	#17157-00	0364000000	10708

**PO Details**

[Export to Excel](#)

Po Number	Description	Line#	Quantity	Net Price	UOM	Customer	NSC Item#	SAP Item#	Manu Mat	UPC
4500025656	PLATE 9" 1CMP BLACK GP#BLK09	00001	3	48.47 \$	CS	0740200127	168157	1016970	BLK09	10020648
4500025656	BAG SANDWICH 7X7 FLIP TOP	00002	1	11.66 \$	CS	0740200127	446041	1042752	H07	00654866
4500025656	7.5"WOOD COFFEE STIRRERS	00003	2	10.07 \$	CS	0740200127	422279	1034018	WCS75	00713094
4500025656	MED KNIFE WHITE PP BULK	00004	3	11.57 \$	CS	0740200127	406017	1031745	P3206	00611136
4500025656	SOUP SPOON WHITE MED WT POLYPR	00005	3	11.34 \$	CS	0740200127	405023	1031289	PSM21	00078731
4500025656	CLEANER OVEN GRILL RANGEHOOD	00006	2	33.99 \$	CS	0740200127	719523	1102130	05523	00700427
4500025656	KIT F,K,TSP,S&P,N&P PS HVY BLK	00007	3	22.82 \$	CS	0740200127	404905	1031213	176534B	10877779

Note that you can adjust the column widths of any column displayed.

## File Transfer History

If you select “File Transfer History”, you are presented with a screen that will allow you to inquire into files that have been uploaded to and/or downloaded from Network. The initial screen looks as follows:

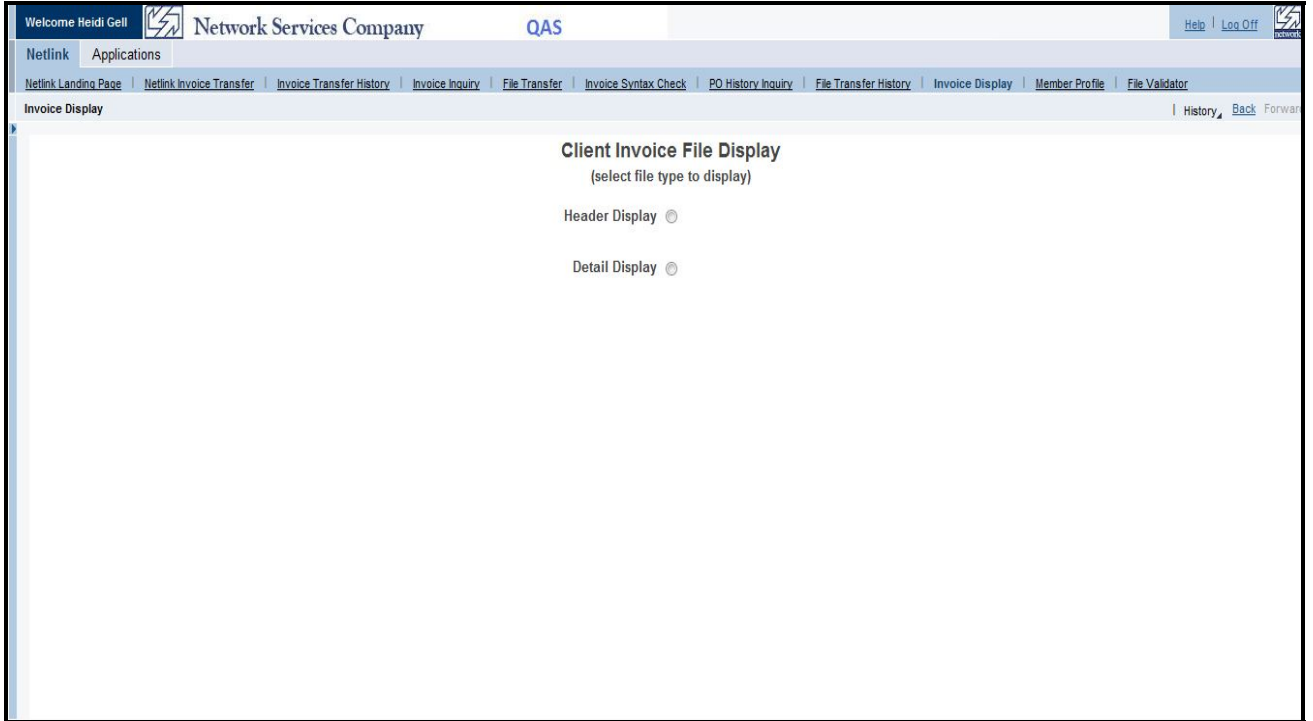


The user selects the desired file that they would like to view history of and clicks the Get History button. The next page will list the details of the files downloaded and uploaded.

## Invoice Display

The “Invoice Display” is used primarily for testing your Netlink Invoice Files. The application allows you to view a “parsed” version of a test Netlink Invoice file and view how it looks with field names and descriptions. It is used for members to test and view their files before actually sending them to Network.

If you select “Invoice Display”, you will be prompted for which Invoice file you would like to display – the Header file or Detail file.



After selecting one (Header in this example), the program shows you a visual display of the parsed out invoice file so that you can see it broken down by fields. Here is a sample (no data shown for the example):



Go To Record #:    Record:  of

Agent Number:	<input type="text"/>	Invoice No:	<input type="text"/>	Invoice Date:	<input type="text"/>		
Agt Minor (Branch):	<input type="text"/>	Agt Cust:	<input type="text"/>	Order No:	<input type="text"/>	Order Date:	<input type="text"/>
Ship To Cust Major:	<input type="text"/>	Ship To Cust Minor:	<input type="text"/>	Purchase Order No:	<input type="text"/>		
Sold To Name:	<input type="text"/>						
Sold To Addr 1:	<input type="text"/>						
Sold To Addr 2:	<input type="text"/>						
Ship To Name:	<input type="text"/>						
Ship To Addr 1:	<input type="text"/>						
Ship To Addr 2:	<input type="text"/>						
Gross Dollars:	<input type="text"/>	Merchandise Dollars:	<input type="text"/>	Header Code:	<input type="text"/>		
Freight Dollars:	<input type="text"/>	Misc. Dollars:	<input type="text"/>	Orig. Inv. No. If Credit:	<input type="text"/>		
City Tax Rate:	<input type="text"/>	City Tax:	<input type="text"/>	Terms:	<input type="text"/>		
County Tax Rate:	<input type="text"/>	County Tax:	<input type="text"/>	Ship via Instructions:	<input type="text"/>		
State Tax Rate:	<input type="text"/>	State Tax:	<input type="text"/>	Special Instructions:	<input type="text"/>		

## Member Profile

The "Member Profile" page is used for you to store and update your Netlink settings for your company. These settings are used when you are uploading or downloading Netlink files, and can be maintained here if the default locations for files change on your systems.

Welcome Heidi Gell | Network Services Company | QAS | Help | Log Off

Netlink | Applications

Netlink Landing Page | Netlink Invoice Transfer | Invoice Transfer History | Invoice Inquiry | File Transfer | Invoice Syntax Check | PO History Inquiry | File Transfer History | Invoice Display | Member Profile | File Validator

Member Profile | History | Back | Forward

Member ID: 10700  
Member Name: Pollock Paper  
Portal User: hgell

*To modify local send and receive directories, select the file type which you intend to change, change the value and commit with the "Save Profile" button.*

File Type	Select	Send Directory	Receive Directory
Invoice header	<input type="checkbox"/>	<input type="text" value="p:/netlink/send/"/>	<input type="text" value="p:/netlink/receive/"/>
Netlink ASN	<input type="checkbox"/>	<input type="text" value="C:/members/edon/"/>	<input type="text" value="c:/netlinkrecv/"/>
NetLink Purchase Orders	<input type="checkbox"/>	<input type="text" value="p:/netlink/send/"/>	<input type="text" value="p:/netlink/receive/"/>
Supplier PO	<input type="checkbox"/>	<input type="text" value="p:/netlink/send/"/>	<input type="text" value="p:/netlink/receive/"/>
Supplier Invoice	<input type="checkbox"/>	<input type="text" value="n:/send/"/>	<input type="text" value="n:/receive/"/>
NetPrint Invoices	<input type="checkbox"/>	<input type="text" value="p:/netlink/send/"/>	<input type="text" value="p:/netlink/receive/"/>
Tibersoft Content Files	<input type="checkbox"/>	<input type="text" value="n:/send/"/>	<input type="text" value="n:/receive/"/>
NSCProduct Master	<input type="checkbox"/>	<input type="text" value="c:/netlinksend/"/>	<input type="text" value="c:/netlinkrecv/"/>
Inventory Status Files	<input type="checkbox"/>	<input type="text" value="c:/netlinksend/"/>	<input type="text" value="c:/netlinkrecv/"/>
AR Reconciliation	<input type="checkbox"/>	<input type="text" value="c:/netlinksend/"/>	<input type="text" value="c:/netlinkrecv/"/>

*To change invoice transmissions to TEST or PRODUCTION mode, make the appropriate selection*

Run Mode:  Test  Production

*To change the method which invoice transmissions determine price, select the appropriate type*

Price Check:  based on Invoice Date  based on Order Date

Save Profile

## File Validator

The “File Validator” is a tool that was developed to allow members to test the layouts of Netlink files as they are developing them. The tool allows the user to test a netlink file’s layout and get immediate, on screen feedback of its success or failure.

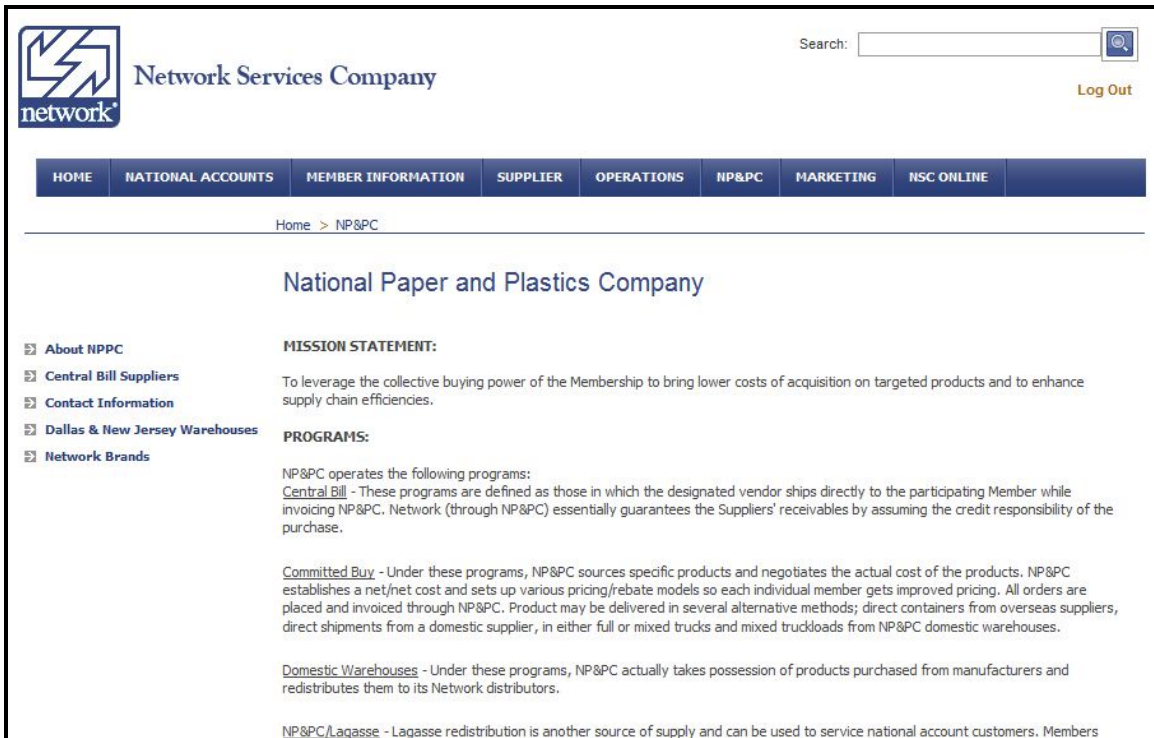
The screenshot shows a web browser window displaying the Netlink File Validator application. The browser's address bar shows the URL [http://www.networkservices.com/qas/Netlink/MemberProfile/FileValidator.aspx](#). The page header includes the Network Services Company logo and the text "NETWORK SERVICES COMPANY Excellence in Distribution". The main heading is "Member Access". Below this, the title "Netlink File Validation" is displayed. The form contains a dropdown menu labeled "Please select the file type to validate:" with "ASN" selected. Below the dropdown is a large text area for pasting file contents, with a "Clear Text" button to its right. The browser's status bar at the bottom shows "http://www.networkservices.com/qas/Netlink/MemberProfile/FileValidator.aspx".

The user selects the file type for validation, and then copies and pastes the file into the box on the screen. They then press the Validate button to have the file syntax checked and errors identified. This does a file field syntax check only, and does not validate data in the fields (i.e. customer numbers, item numbers, etc).

## 6. NP&PC

From the Main Page, if you select “NP&PC” you will see the a number of links with various information about NP&PC. Click on the link to get to the desired information.

If you select “About NP&PC”, you are presented with details of NP&PC’s mission, programs, and operational details:



The screenshot displays the NP&PC website interface. At the top left is the Network Services Company logo, featuring a stylized 'N' and 'S' with the word 'network' below it. To the right of the logo is the text 'Network Services Company'. Further right is a search bar with a magnifying glass icon and a 'Log Out' link. Below the logo and search bar is a horizontal navigation menu with the following items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. Below the navigation menu is a breadcrumb trail: Home > NP&PC. The main content area is titled 'National Paper and Plastics Company'. On the left side of this area is a vertical list of links: About NPPC, Central Bill Suppliers, Contact Information, Dallas & New Jersey Warehouses, and Network Brands. The main content area contains the following sections: **MISSION STATEMENT:** To leverage the collective buying power of the Membership to bring lower costs of acquisition on targeted products and to enhance supply chain efficiencies. **PROGRAMS:** NP&PC operates the following programs: Central Bill - These programs are defined as those in which the designated vendor ships directly to the participating Member while invoicing NP&PC. Network (through NP&PC) essentially guarantees the Suppliers' receivables by assuming the credit responsibility of the purchase. Committed Buy - Under these programs, NP&PC sources specific products and negotiates the actual cost of the products. NP&PC establishes a net/net cost and sets up various pricing/rebate models so each individual member gets improved pricing. All orders are placed and invoiced through NP&PC. Product may be delivered in several alternative methods; direct containers from overseas suppliers, direct shipments from a domestic supplier, in either full or mixed trucks and mixed truckloads from NP&PC domestic warehouses. Domestic Warehouses - Under these programs, NP&PC actually takes possession of products purchased from manufacturers and redistributes them to its Network distributors. At the bottom of the page, there is a line of text: NP&PC/Lagasse - Lagasse redistribution is another source of supply and can be used to service national account customers. Members

If you select “Central Bill Suppliers”, you are presented with details of the Central Billing Programs offered by NP&PC:

Network Services Company

Search:

Log Out

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Library Home > NP&PC > Central Bill Suppliers

### NP&PC Central Bill Suppliers

- About NPPC
- Central Bill Suppliers**
- Contact Information
- Dallas & New Jersey Warehouses
- Network Brands

Supplier	Product Line	Contact
Big D Industries	Odor Control Products	(800) 854-4752 or Your Local Representative
Chicopee	Complete Line of Nonwoven Wiping Products	(704) 697-5100 or Your Local Representative
Claire	Aerosols (Netcare)	(800) 252-4731 or Your Local Representative
Domtar	Copy Paper (Versicopy)	NP&PC
Enterprise Group	Computer Paper, Forms, Copy Paper	(800) 238-3676 or Your Local Representative
Handgards	Protective Gloves, Aprons, Bibs, Plastic Bags, Rack Covers	(800) 351-8161 or Your Local Representative
Huhtamaki	Plastic and Molded Fibre Food Service Products	(913) 583-3025 or Your Local Representative
Inteplast/AmTopp	Can Liners, T-Shirt Bags, Stretch Film	(800) 896-3222 or Your Local Representative

If you select “Contact Information”, you are presented with contact persons at NP&PC:

Network Services Company

Search:

Log Out

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Home > NP&PC > Contact Information

### NP&PC Contact Information

- About NPPC
- Central Bill Suppliers
- Contact Information**
- Dallas & New Jersey Warehouses
- Network Brands

Paul Cella	224-361-2277	General Manager
John Goorsky	224-361-2265	Senior Supply Chain Analyst
Helga Polit	224-361-2267	Manager, Customer Service
NP&PC Customer Service	847-995-0544	
Fax Number	847-803-9953	

Copyright | Site Map | Privacy Policy | Terms of Use



If you select “Dallas and New Jersey Warehouses”, you are presented with a sample of the products stocked in these warehouses:

The screenshot shows the Network Services Company website. The header includes the company logo, a search bar, and a "Log Out" link. A navigation menu contains links for HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. The breadcrumb trail reads "Home > NP&PC > Dallas & New Jersey Warehouses". The main heading is "NP&PC Dallas & New Jersey Warehouses". On the left, there is a sidebar menu with options: About NPPC, Central Bill Suppliers, Contact Information, Dallas & New Jersey Warehouses (selected), and Network Brands. The main content area features a table with the following data:

Supplier	Product Line
Clorox	Bleach
Dorstar	Copy Paper (Versicopy)
NetCare	Gloves
NetChoice	Cutlery, Can Liners, Food Trays
NIBROC	Towel, Tissue and Napkin Products

At the bottom of the page, there are links for Copyright, Site Map, Privacy Policy, and Terms of Use.

If you select “Network Brands”, you are presented with logos and product information for our Network branded products:

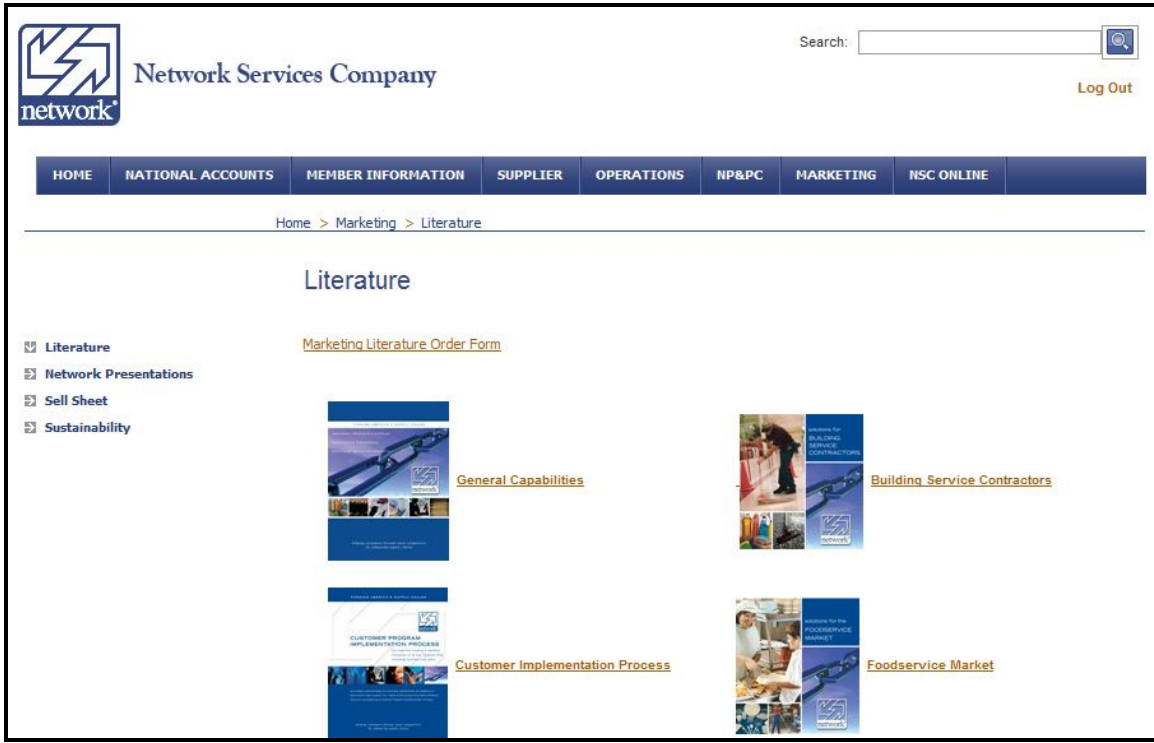
The screenshot shows the Network Services Company website. The header and navigation menu are identical to the previous screenshot. The breadcrumb trail reads "Home > Supplier > Network Brands". The main heading is "Network Brands". On the left, the sidebar menu includes: Associate Suppliers, CJD Claims, GIP Information, Network Brands (selected), Price Increases, Promotions and Supplier News, Quarterly Promotions, Service Partners, and Supplier Profiles. The main content area displays three product categories with their respective logos and lists of products:

- NETCARE®**
  - Aerosols
  - Disinfectants
  - Floor care and carpet care chemicals
  - Floor pads
  - Hand cleaners
  - Malodor counteractants
  - Matting
  - Warewashing detergents
  - Disposable gloves - vinyl
- NetChoice**
  - Cutlery & cutlery kits
  - Pizza snacks
  - Can liners
  - T-shirt bags
  - PE coated paper hot cups/lids
  - PP & PET cups and lids
  - PS & PP souffle' cups/lids
  - Aluminum foil (rolls, sheets, pans)
  - PP round deli containers/lids
  - PVC cutterbox food film
  - Poly food bags
  - Impact plastic tableware
  - Aprons, bibs, caps, arm and foot wear
  - Paper toilet seat covers
  - Acrylic hand & machine tape
  - Straws
  - Stirrers
- NetChoice** (with green leaf logo)
  - Bagasse tableware
  - BioCutlery (PSM & high heat PLA)
  - PLA coated paper hot cups/lids

## 7. Marketing


From the Main Page, if you select “Marketing” you will see the a number of links with various Marketing Department information available. Click on the link to get to the desired information.

If you select “Literature”, you are presented with a list of our Marketing Literature pieces for viewing and/or download. Click on the link to be presented with the piece selected:



The screenshot shows the Network Services Company website interface. At the top left is the logo with the word "network" in a blue box. To its right is the text "Network Services Company". Further right is a search bar with a magnifying glass icon and the text "Search:". Below the search bar is a "Log Out" link. A horizontal navigation bar contains the following menu items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. Below the navigation bar is a breadcrumb trail: Home > Marketing > Literature. The main heading is "Literature". On the left side, there is a vertical list of expandable menu items: Literature (checked), Network Presentations, Sell Sheet, and Sustainability. In the center, there is a link for "Marketing Literature Order Form". Below this, four literature pieces are displayed in a grid, each with a thumbnail image and a title: "General Capabilities", "Building Service Contractors", "Customer Implementation Process", and "Foodservice Market".

If you select “Network Presentations”, you are presented with a list of our standard Network Corporate Overview, as well as periodic presentations from recent Network Services meetings:



Network Services Company

Search:

[Log Out](#)


HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Home > Marketing > Network Presentations

## Network Presentations

- [-] Literature
  - [x] Network Presentations
    - [-] Sell Sheet
      - [-] Sustainability
        - [Stockholder Meeting Presentation September 2010](#) - October 2010  
Presented by Bob Mitchum during the NAI Stockholder Meeting on September 27-28, 2010.
        - [Strategic Plan Breakout Presentations](#) - October 2010
        - [Stockholder Presentations: Guy Blissett-Facing the Forces of Change](#) - October 2010  
Presented by Guy Blissett during the NAI Stockholder Meeting on September 27-28, 2010.
        - [Stockholder Presentations: Brian Beaulieu-Recovery: How Strong & How Long](#) - October 2010  
Presented by Brian Beaulieu during the NAI Stockholder Meeting on September 27-28, 2010.
        - [Network General Presentation](#) - September 2010  
This file contains a catalog of slides used to present Network or integrate into your own company presentations. It is designed to help prospective National Account customers better understand how Network Services and our members together improve customers' service levels, lower costs and create sustained value.

If you select “Sell Sheet”, you are presented with a list of our sell sheets for Network Branded products and other Committed Buy products – click the link to get the sheet desired:



Network Services Company

Search:

[Log Out](#)

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Home > Marketing > Sell Sheet

## Sell Sheets

- [-] Literature
  - [x] Network Presentations
    - [-] Sell Sheet
      - [-] Sustainability
        - [Domestic Committed Buy](#)
        - [Global](#)
          - [NETCARE - Gloves](#)
          - [NETCARE - Protective Ware](#)
          - [NetChoice - Acrylic Tape](#)
          - [NetChoice - Bagasse Tableware](#)
          - [NetChoice - Biocutlery](#)
          - [NetChoice - Polyethylene Cups/Lids](#)
          - [NetChoice - Polyethylene Food Service Bag](#)
          - [NetChoice - Polyethylene T-Shirt Bag](#)
          - [NetChoice - Polypropylene Cutlery](#)
          - [NetChoice - Polypropylene Cutlery Kits](#)
          - [NetChoice - Polystyrene Cutlery](#)
          - [NetChoice - Polystyrene Cutlery Kits](#)
          - [NetChoice - Stirrers](#)
          - [NetChoice - Straws](#)
          - [NetChoice - Woodenware and Plastics](#)
          - [NIBROC - Napkins / Toilet Seat Covers](#)
          - [NIBROC - Towel and Tissue](#)

If you select “Sustainability”, you are presented with a list of our programs and activities around Sustainability. Click on the sub-links on the left for Presentations, Resource Links, Sales Tools, and Supplier related information:

The screenshot shows the Network Services Company website. At the top left is the logo, which consists of a stylized 'N' and 'S' inside a square, with the word 'network' below it. To the right of the logo is the text 'Network Services Company'. Further right is a search bar with the text 'Search:' and a magnifying glass icon. In the top right corner, there is a 'Log Out' link. Below the header is a navigation menu with the following items: HOME, NATIONAL ACCOUNTS, MEMBER INFORMATION, SUPPLIER, OPERATIONS, NP&PC, MARKETING, and NSC ONLINE. Below the navigation menu is a breadcrumb trail: Home > Marketing > Sustainability. The main content area has a title: 'Information and Direction You Need to Select the Best Path Toward Sustainability'. Below the title is a paragraph: 'Network Services recognizes that sustainability goals vary depending on your specific business philosophy, strategic plan and resources. We walk you through a step by step process to clarify your goals and then partner with you along the way toward achieving those goals.' To the right of this paragraph is an image of two hands holding a small globe of the Earth. Below the paragraph are four sections: 'Assess', 'Advise', 'Connect', and 'Coordinate', each with a brief description of the service. On the left side of the page, there is a sidebar with a list of links: Literature, Network Presentations, Sell Sheet, and Sustainability. Under Sustainability, there are sub-links: Presentations, Resource Links, Sales Tools, and Suppliers.

Search:


Log Out

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING NSC ONLINE

Home > Marketing > Sustainability

## Information and Direction You Need to Select the Best Path Toward Sustainability

Network Services recognizes that sustainability goals vary depending on your specific business philosophy, strategic plan and resources. We walk you through a step by step process to clarify your goals and then partner with you along the way toward achieving those goals.



**Assess**  
Our sustainability process begins with a customized assessment of your current situation and needs utilizing our proprietary methodology.

**Advise**  
Based on your assessment results and particular needs, we can provide a variety of solutions to help you meet your goals.

**Connect**  
We provide a bridge to the leading suppliers of quality Green services and products.

**Coordinate**  
Network Services' coordinates national implementation processes and local market leading experts on the applications and advantages of Green practices and products.

We take sustainability seriously. Network Services is a Member of the U.S. Green Building Council and actively involved at the chapter level as are many of our local member-

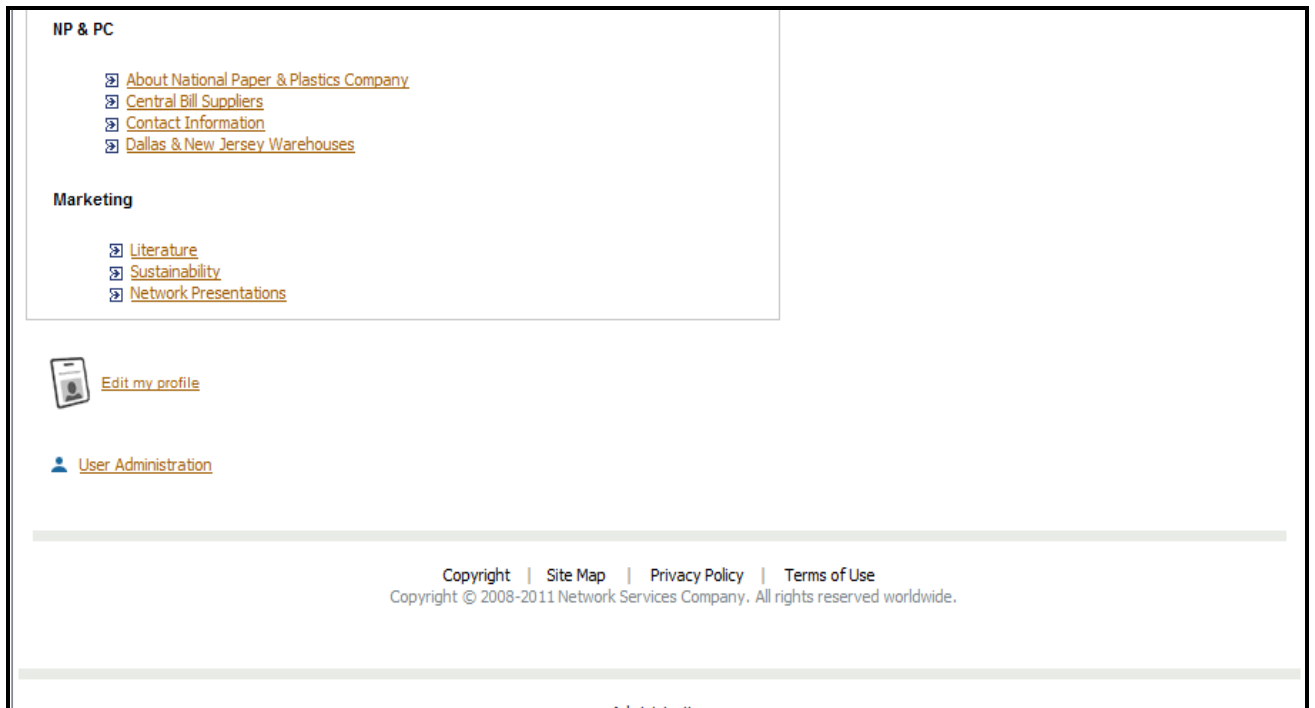
- Literature
- Network Presentations
- Sell Sheet
- Sustainability
  - » Presentations
  - » Resource Links
  - » Sales Tools
  - » Suppliers

## 8. User Administration

If you are setup with the 'administrator' role, you have access to manage other users for your company, including adding new users, changing existing users, and deleting users.

From the Main Page, if you scroll to the bottom of the page, you will have a link "User Administration". Again, you only have this link if you are setup as an administrator. If you are not, please see your Principal and they can set you for this administrator role.

(top of main page not shown)



When you select "User Administration", you are presented with a new screen which lists the users setup for your company.

The user list screen displays:

Network Services Company

Search:

Log Out

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING REPORTS NSC ONLINE

User Administration

NSC Test Agent

1100 E. Woodfield Road, Suite 200  
Schaumburg, IL 60173  
Phone:  
Email:

[Create New User](#)

UID	First Name	Last Name	Email	Location	Action
bgabauer	Barbara	Gabauer	bgabauer@nsconline.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
dknight	Dianne	Knight	dlgilbert@nsconline.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
adamskorecki	Adam	Skorecki	adam.skorecki@agg.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
jdelpino	Jose	DelPino	jose.delpino@igefa.de	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
jsummerville	Joe	Summerville	joe.summerville@optimalsol.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
jhalliday	Janet	Halliday	jhalliday@nsconline.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
mresnik	Merle	Resnik	mresnik@nsconline.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
flucena2	Fernando	Lucena 2	flucena@nsconline.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
rmccormick	Rebecca	McCormick	rmccormick@nsconline.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>
ilemos	Joseph	Lemos	ilemos@nsconline.com	Schaumburg, IL	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Reset Pwd</a>

From this screen, you can:

- Edit – change settings for an existing user
- Delete – delete an existing user
- Reset Password – reset the password for an existing user

You also see a “Create New User” link above the user list. Click this to create a new user for Member Access.

If you select the Create New User link, you will then be presented with the following screen to setup a new user:

Network Services Company

Search:

Log Out

HOME NATIONAL ACCOUNTS MEMBER INFORMATION SUPPLIER OPERATIONS NP&PC MARKETING REPORTS NSC ONLINE

**Edit User**

NSC Test Agent  
1100 E. Woodfield Road, Suite 200  
Schaumburg, IL 60173  
Phone:  
Email:

\* denotes required field

User Id:

Salutation:

First Name\*:

Last Name\*:

Email Address\*:

Location\*:

Roles:

Member Administrator  Principals  National Account Champion  Customer Service  Billing / AR  IT  Buyer / Supplier Programs  Sales  Netlink

Cancel Submit

Fields which you must enter to setup a new user include:

- User Id
- Salutation, First Name, Last Name
- Email Address
- Location (pull-down based on how your company is setup as a Member in our system)
- Role(s) – check the roles which you want the new user to have

Click Submit to create the new user.