

# CROSSFORM® VAWS

## Vendor Activity Web Site



### Communicate with vendors better, more efficiently.

Now you can help contractors/suppliers manage work orders assigned to them *with the Vendor Activity Web Site (VAWS)*. This web interface gives your vendors the ability to review, open, modify and close work orders as well as view the status of outstanding invoices.

**Online security.** The system is secure, ensuring that vendors have access only to their data. It is the perfect way to communicate information to and from vendors quickly and confidentially.

### Improving work order management through online capabilities.

**Get summary overview.** When accessing the site, a third party can view a summary of open work orders, approved/unapproved invoices and insurance expirations.

**Modify work orders** and release automatic notifications. Vendors can add comments, complete work orders or place a work order on hold. All changes made are automatically e-mailed to a system administrator you

specify. This ensures that all work orders are accounted for.

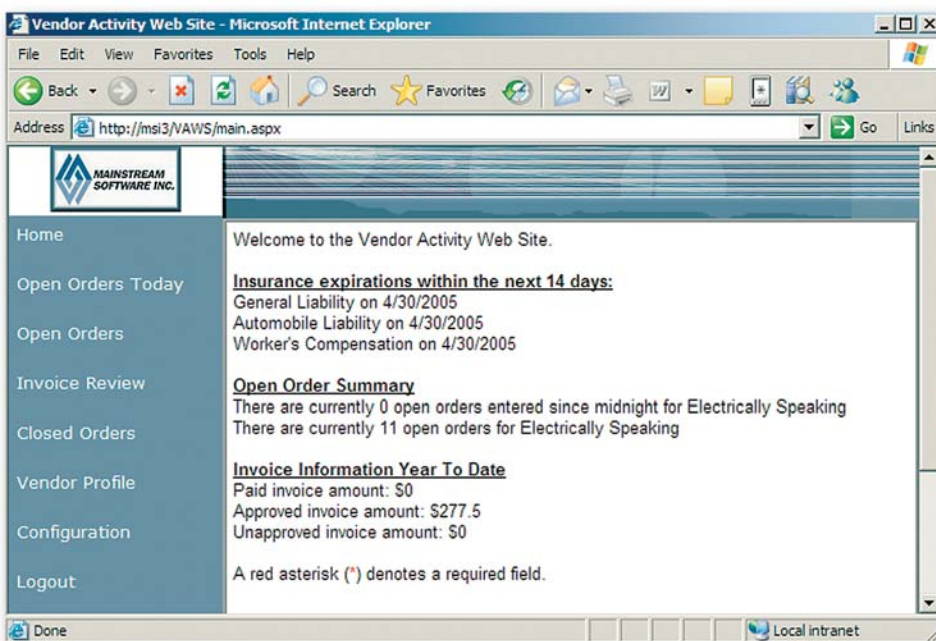
**Decline work orders.** If a vendor declines a work order, an e-mail is sent to the dispatcher group, notifying them that the order must be reassigned.

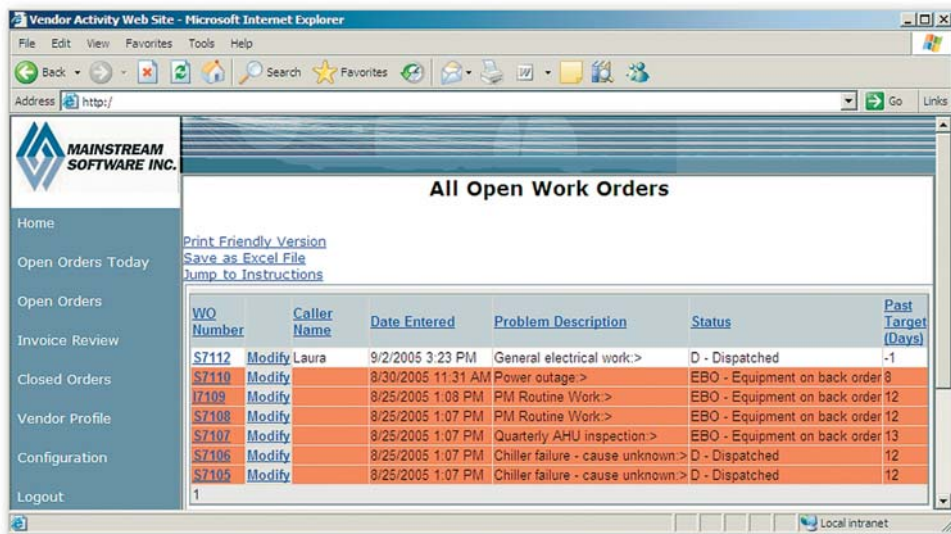
**Print directly from the web site** or export to an Excel spreadsheet.

**View invoices.** Vendors can check the status of their invoices online.

**Secure access.** VAWS has a built-in registration process, where vendors can request access to the web site by clicking a link, which sends an e-mail to the administrator. The VAWS administrator can approve or reject the registration with a single click.

**Close work orders.** Vendors can close work orders and view the entire history of completed work orders.





## Smarter communication. Better results.

A web site that's dedicated to helping your vendors manage work orders – it is just another way CrossForm helps enhance your business, leading to greater efficiency and better results.

## Free trial period.

Contact Mainstream Software to take advantage of a free, no-commitment needs analysis and a free trial period. CrossForm's exceptional performance will be obvious.

**Open orders.** VAWS allows vendors to view all open orders or a quick list of new orders dispatched, giving them complete details such as: location, history, cost, assignment, dates, etc. The form is color coded to indicate orders past their target date.

**Configure form.** Vendors have the ability to customize the view of the open orders form to their preference.

## Easy. Efficient. Let VAWS work for you.

**Enhance communication.** VAWS gives vendors access to all detailed information relevant to their work orders. It permits vendors to post and receive updates independently of CSRs, billing and dispatchers.

**Streamline the work process.** The web site allows all parties involved to be updated at once without wasting time on the phone. Increased access enables vendors to update order status with ease, leading to a more rapid work flow process.

**Increase customer satisfaction.** When vendors use VAWS, customer service representative call queues are less congested, decreasing hold time for customers and expediting problem resolution.

**Improve monitoring and controls for everyone.** Managers can monitor and track vendor performance quickly and easily. Using the web site as an evaluation tool creates an incentive to complete requests faster. Because vendors can view completed work orders and invoice history, managers can avoid fielding questions about payments.

### Requirements

**Server** – assuming 50 concurrent sessions

- Microsoft® IIS 5.0 or higher
- Pentium® 4 class CPU or better with 512mb RAM
- Microsoft.net 1.1
- High-speed LAN connection
- Windows® 2000 server or higher

### Client

- Microsoft® Internet Explorer 6.0 or higher



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