

Copy Inventory for "Quick Fix" (1/31/01)

I) Products Detail	
<p><u>Page Description</u> The Products Detail is an existing page on Hive4 sites. Copy changes and additional links initiate the "quick fix" information request process to temporarily replace Work Area and Messaging functionality.</p> <p><u>Links</u></p> <ol style="list-style-type: none">1. Help popup (Ia)2. Registration (Ib)3. Request Info form (II) <p><u>Graphics</u></p> <ol style="list-style-type: none">1. Help2. Register3. Request Information from Supplier <p><u>Copy</u></p> <ol style="list-style-type: none">1. Help button2. Register button3. Request info button4. Copy explaining how the buying process works and instructions to click help button form more information.5. Copy explaining required membership with instructions to click Register button to register.6. Copy that tells the user to click the Request Info button to obtain information on product from the supplier.	<p><u>Copy</u></p> <p>Help button: "Help"</p> <p>Register button: "Complete the Short Registration Form and Access New Features!"</p> <p>Request info button: "Request More Information on this Product or Company"</p> <p>Copy explaining how the buying process works and instructions to click help button form more information. <i>If NOT registered:</i> Hive4telecom can pass your information request directly on to any vendor represented in the Hive4telecom marketplace! No need for you to make dozens of phone calls or try to find information buried on numerous websites. <i>For REGISTERED users:</i> "The Hive4telecom Request for Information (RFI) feature will allow you to quickly and easily send an information request to a particular suppliers. You determine how much information you want to provide, the Hive passes on the request to the supplier, and then the supplier will act on your information request as they deem appropriate.</p> <p>Copy explaining required membership with instructions to click Register button to register. <i>If NOT registered:</i> To use this Information Request feature, please register as a Hive4telecom member. Membership is FREE and allows you not only to use the Information Request feature, but also to customize the content on Hive4telecom, and to receive free e-mail newsletters, if desired. Click here to continue on to the short registration page. <i>For REGISTERED users:</i> Need to tell user to login if they are not logged in. Log in now to communicate with vendors.</p> <p>Copy that tells the user to click the Request Info button to obtain information on product from the supplier. Click here to go back to the previous page.</p>

la) Help Page #1 Popup	
<p><u>Page Description</u> Help #1 appears in a popup window (text will also appear in help section). It explains how the buying process (request information) works.</p> <p><u>Links</u> Close window</p> <p><u>Graphics</u> Close window button</p> <p><u>Copy</u> 1. Close window button 2. Explain how the buying process works using the Request Info From Supplier form. Explain that user must be registered and specify how user goes about registering.</p>	<p><u>Copy</u> Close window button: Close Window</p> <p>Explain how the buying process works using the Request Info From Supplier form. Explain that user must be registered and specify how user goes about registering.</p> <p><i>As a registered Hive4telecom user:</i> Hive4telecom can pass your information request directly on to any vendor represented in the Hive4telecom marketplace! No need for you to make dozens of phone calls or try to find information buried on numerous websites.</p> <p>To use this Information Request feature, please register as a Hive4telecom member. Membership is FREE and allows you not only to use the Information Request feature, but also to customize the content on Hive4telecom, and to receive free e-mail newsletters, if desired.</p>

Ib) Registration Page

Page Description

The Registration page exists on all Hive4 sites. Copy is changed so that user understands how registration process works and what s/he gets out of it. Upon completing registration, user is returned to Product Detail page.

Links

In addition to existing links (all existing pages):

1. Privacy policy
2. Terms and Conditions
3. Login help
4. Product Detail page

Graphics

None

Copy

Copy explains the registration process: what kind of information is required and why. Refers to privacy policy, terms and conditions, and login help links.

Copy

Copy explains the registration process: what kind of information is required and why. Refers to privacy policy, terms and conditions, and login help links.

Registering as a Hive4telecom user will allow you to view in depth information and communicate with vendors. Providing complete information will allow for a quicker response when information is requested.

II) Request Information Form

Page Description

The Request Info Form specifies the product the user is interested in and the kind of information s/he wants from the supplier. User information is pre-filled with details from user registration. The user can edit this information on a separate page (III).

Product information is pre-filled from the Products Detail page. A set of check boxes allow user to specify the kind of response required from supplier. A text field allows user to provide additional comments or instructions for the supplier.

Links

1. Edit user information (III)
2. Help #2 (IIa)
3. Are You Sure? #1 (IIb)
4. Review page (IV)

Graphics

1. Edit user information
2. Help
3. Quit
4. Submit

Copy

1. Edit user information button
2. Help button (same as I)
3. Quit button
4. Submit form button
5. Copy telling user to click "edit" button to change user information, emphasizing that correct email address is needed to send copy of completed request to user.
6. Copy telling user what kind of information to provide to supplier in check boxes and text field. Refer to "help" button
7. Copy telling user to click "submit" to submit the form or "quit" to cancel the process.

Copy

Edit user information button: [Edit](#)

Help button (same as I): [Help](#)

Submit form button: [Submit Changes](#)

Quit button: [Quit](#)

Form fields (user information)

[This is of course pre-populated, if the info exists in the registration system. If a field doesn't exist, it is blank.]

Optional: All fields are optional, with the exception of first and last name, plus either phone, fax or email address.]

First/given name:

Last/family name:

Title:

Company:

Address 1:

Address 2:

City:

State: (drop down)

Zipcode/postal code:

County: (drop down)

Copy telling user to click "edit" button to change user information, emphasizing that correct email address is needed to send copy of completed request to user.

Is your profile above correct? If not, click here to edit your registration profile.

Form fields (additional user information)

How would you prefer to be contacted?

First choice: (drop down)

Select One

By Telephone

By E-Mail

By postal Service

By Fax

Second choice:(drop down)

Select One

By Telephone

By E-Mail

By Ppostal Service

By Fax

**Copy telling user what kind of information to provide to supplier in check boxes and text field.
Refer to “help” button**

Section 2: Information Request

Type of information requested:

[Check box]

General company information

Specific product information

Complete catalog

Pricing

Availability

Reseller list and contact information

Other (specify: _____)

When do you think you will be making a decision about this product or service?

[drop down.]

within days

within weeks

in the next few months

six to twelve months from now

more than twelve months from now

If you were to purchase, how many units do you anticipate ordering in your first order.

[Free form numerical box]

Is this project budgeted?

[Drop down]

Yes

No

How specifically may the supplier help you? To help the vendor address your specific needs, please enter into the text box below as much information as possible about your need or request.

[Large text box; allow up to 1000 words]

Copy telling user to click “submit” to submit the form or “quit” to cancel the process.

IIa) Help Page #2 Popup

Page Description

Help #2 appears in a popup window (text will also appear in help section). It explains what kind of info the user can request from supplier (contact me, send catalogue, etc.). Also explains what additional information should be provided in the text field.

Links

Close window.

Graphics

Close window (same as Ia)

Copy

1. Close window button (same as Ia)
2. Explain what kind of info the user can request from supplier (contact me, send catalogue, etc.). Also explains what additional information should be provided in the text field.

Copy

Close window button (same as Ia): [Close Window](#)

Explain what kind of info the user can request from supplier (contact me, send catalogue, etc.). Also explains what additional information should be provided in the text field.

IIb) "Are You Sure?" #1 Popup

Page Description

"Are You Sure?" #1 appears in a popup window. It asks the user if s/he is sure s/he wants to cancel the "Request Info from Supplier" process and provides options.

Links (close window)

1. Product Detail (I)
2. Request Info form (II)

Graphics

1. Yes, I want to cancel
2. No, I don't want to cancel

Copy

1. Yes, I want to cancel button
2. No, I don't want to cancel button
3. Copy asking user if s/he is sure s/he wants to cancel the "Request Info from Supplier" process. Copy specifies options.

Copy

Yes, I want to cancel button: [Yes, Cancel My Request](#)

No, I don't want to cancel button: [Continue](#)

Copy asking user if s/he is sure s/he wants to cancel the "Request Info from Supplier" process. Copy specifies options.

III) Edit User Info Form

Page Description

The Edit User Info is adapted from an existing page on Hive4 sites in the Account area. Copy explains how to edit user information and what each piece of information is for.

Links

1. Help #3 (IIIa)
2. Request Info form (II)
3. Request Info form (II)

Graphics

1. Help (same as I)
2. Quit (same as II)
3. Submit (same as II)

Copy

1. Help button (same as I)
2. Quit button (same as II)
3. Submit button (same as II)
4. Copy explains how to edit user information and what each piece of information is for. Instructs user to click "help" button for more assistance.

Copy

Help button (same as I): [Help](#)

Quit button (same as II): [Quit](#)

Submit button (same as II): [Submit Changes](#)

Copy explains how to edit user information and what each piece of information is for. Instructs user to click "help" button for more assistance.

[Edit user information below. Click "Submit Changes" when finished. Click "Help" for additional assistance.](#)

IIIa) Help Page #3 Popup	
<p><u>Page Description</u> Help #3 appears in a popup window (text will also appear in help section). It explains how to edit user information and what each piece of information is for. Refers to additional help pages, FAQ, privacy policy, terms and conditions.</p> <p><u>Links</u> Close window.</p> <p><u>Graphics</u> Close window (same as Ia)</p> <p><u>Copy</u></p> <ol style="list-style-type: none">1. Close window button (same as Ia)2. Explain how to edit user information and what each piece of information is for. Refer to additional help pages, FAQ, privacy policy, terms and conditions	<p><u>Copy</u> Close window button (same as Ia): Close Window</p> <p>Explain how to edit user information and what each piece of information is for. Refer to additional help pages, FAQ, privacy policy, terms and conditions</p>

IV) Review Page

Page Description

The Review page allows the user to preview the information being sent to the supplier before it is submitted and offers a chance to edit information as needed.

Links

1. Request Info form (II)
2. Are You Sure? #2 (IVa)
3. Confirm Request page (V)

Graphics

1. Change
2. Quit (same as II)
3. Submit (same as II)

Copy

1. Change button
2. Quit button (same as II)
3. Submit button (same as II)
4. Copy telling user to review information previously submitted on Request Info Form, emphasizing importance of accuracy.
5. Copy explaining that user can click "change" to change info, "submit" to submit the form, or "cancel" to cancel the process

Copy

Change button: [Edit Info](#)

Quit button (same as II): [Quit](#)

Submit button (same as II): Submit RFI or [Continue ?](#)

Copy telling user to review information previously submitted on Request Info Form, **emphasizing importance of accuracy.**

Please review your request for accuracy. Click **"Submit RFI"** when finished.

Copy explaining that user can click "change" to change info, "submit" to submit the form, or "cancel" to cancel the process

IVa) "Are You Sure?" #2 Popup	
<p>Page Description "Are You Sure?" #2 appears in a popup window. It asks the user if s/he is sure s/he wants to cancel the "Request Info from Supplier" process and provides options.</p> <p>Links</p> <ol style="list-style-type: none">1. Product Detail page (I)2. Review page (IV) <p>Graphics</p> <ol style="list-style-type: none">1. Yes, I want to cancel (same as IIb)2. No, I don't want to cancel (same as IIb) <p>Copy</p> <ol style="list-style-type: none">1. Yes, I want to cancel button (same as IIb)2. No, I don't want to cancel button (same as IIb)3. Copy asking user user if s/he is sure s/he wants to cancel the "Request Info from Supplier" process. Copy specifies options.	<p>Copy Yes, I want to cancel button: Yes, Cancel My Request</p> <p>No, I don't want to cancel button (same as IIb): Continue</p> <p>Copy asking user user if s/he is sure s/he wants to cancel the "Request Info from Supplier" process. Copy specifies options.</p>

V) Confirm Request Page

Page Description

The Confirm Request page tells the user exactly what information has been sent to the supplier and informs the user that s/he will receive a copy via email for his/her records. The user's information, the product information, checked items, and comments entered in the text field are displayed as they will appear in the email received by the supplier.

Links

1. Product Detail page (I)

Graphics

1. Okay
2. Display of form to be sent to supplier and user
3. Design of actual email to be sent to supplier and user

Copy

1. Okay button
2. Copy telling user that the info shown on this page will be sent to the specified supplier, and a copy will be emailed to the user at the email address they've provided. (Product, Supplier, and email address are specified in the text.) For example, "Your request for PRODUCT has been sent to SUPPLIER. A copy has also been sent to you at USER EMAIL for your records." Recommend printing the page.
3. Text of display and actual email to be sent to supplier and user
4. Copy telling user that the process is complete and to click the Okay button to return to the Marketplace.

Copy

Okay button: Exit the RFI section

Copy telling user that the info shown on this page will be sent to the specified supplier, and a copy will be emailed to the user at the email address they've provided. (Product, Supplier, and email address are specified in the text.) For example, "Your request for PRODUCT has been sent to SUPPLIER. A copy has also been sent to you at USER EMAIL for your records."
Recommend printing the page.

Thank you. Hive4telecom will immediately send your information request to the vendor specified. The supplier will then act on your information request as they deem appropriate. If the vendor does not reply, please contact the vendor directly. Hive4telecom's role is as the information intermediary. We cannot guarantee all suppliers will respond to your request in a timely fashion, however we will be sure to forward your information request to them promptly. We will also send an e-mail of your request to your e-mail address so you have it for your records.

Thank you. Hive4telecom will immediately send your information request to the vendor specified. The supplier will then act on your information request as they deem appropriate. If the vendor does not reply, please contact the vendor directly. Hive4telecom's role is as the information intermediary. We cannot guarantee all suppliers will respond to your request in a timely fashion, however we will be sure to forward your information request to them promptly. We will also send an e-mail of your request to your e-mail address so you have it for your records.

Text of display and actual email to be sent to supplier and user

==Vendor Side==

In the e-mail's Subject field: ALERT: SALES LEAD FROM HIVE4TELECOM

This is an information request, probably a sales lead, send to you by a Hive4telecom.com site visitor. Your company has signed up as a member of Hive4telecom. Please RESPOND directly to the requestor listed below. Note: Hive4telecom.com's site visitors are generally highly qualified telecommunications professionals, however Hive4telecom cannot guarantee the quality of particular information requests such as the one forwarded here.

If you are not the correct person to receive and act on all of your company's sales leads, please call Hive4telecom customer service at cs@hive4.com or 1-877-554-4834 to have our contact information updated. Thank you. Hive4telecom.com

INFORMATION REQUEST FOLLOWS:

[Note: If possible Hive4telecom should pass onto the supplier the registrant's full information

(including industry, number of employees, etc.), not just what is on the form above.

====USER SIDE E-MAIL=====

Subject field: Your Hive4telecom RFI

At your request, your Request for Information form was passed on to the supplier you specified. For your records, your RFI is presented below. Thank you for using Hive4telecom: Global Telecom Intelligence. www.Hive4telecom.com

[insert RFI. This should be their "raw" request (i.e., it should NOT be the exact same as the vendor saw; it should not say "Sales Lead Alert" for instance.).

Copy telling user that the process is complete and to click the Okay button to return to the Marketplace.

Your request for information is complete. Exit to return to the Marketplace

(There is no "okay" to click. Button says "Exit the RFI section")

Va) Delayed Delivery of Request Page

Page Description

The Delayed Delivery of Request page appears only if there is a problem sending the request to the supplier, as when the email server is down. The user doesn't have to know about the server problem; the goal is to inform the user that the request will be sent as soon as possible. The user's information, the product information, checked items, and comments entered in the text field are displayed as they will appear in the email received by the supplier.

Links

1. Product Detail page (I)

Graphics

1. Okay
2. Display of form to be sent to supplier and user
3. Design of actual email to be sent to supplier and user

Copy

1. Okay button
2. Copy telling user that delivery of the request is delayed (reason is problem with mail server), but the info shown on this page will be sent to the specified supplier, and a copy will be emailed to the user at the email address they've provided. (Product, Supplier, and email address are specified in the text.) For example, "Your request for PRODUCT has been sent to SUPPLIER. A copy has also been sent to you at USER EMAIL for your records." Recommend printing the page.
3. Text of display and actual email to be sent to supplier and user
4. Copy telling user that the process is complete and to click the Okay button to return to the Marketplace.

Copy

Okay button: Exit the RFI section *or* ~~OK?~~

Copy telling user that delivery of the request is delayed (reason is problem with mail server), but the info shown on this page will be sent to the specified supplier, and a copy will be emailed to the user at the email address they've provided. (Product, Supplier, and email address are specified in the text.) For example, "Your request for PRODUCT has been sent to SUPPLIER. A copy has also been sent to you at USER EMAIL for your records." **Recommend printing the page.**

Delivery of your message has been delayed. Hive4telecom will send your information request to the vendor specified as soon as possible. The supplier will then act on your information request as they deem appropriate. If the vendor does not reply, please contact the vendor directly. Hive4telecom's role is as the information intermediary. We cannot guarantee all suppliers will respond to your request in a timely fashion, however we will be sure to forward your information request to them promptly. We will also send an e-mail of your request to your e-mail address so you have it for your records.

Text of display and actual email to be sent to supplier and user

==Vendor Side==

In the e-mail's Subject field: ALERT: SALES LEAD FROM HIVE4TELECOM

This is an information request, probably a sales lead, send to you by a Hive4telecom.com site visitor. Your company has signed up as a member of Hive4telecom. Please RESPOND directly to the requestor listed below. Note: Hive4telecom.com's site visitors are generally highly qualified telecommunications professionals, however Hive4telecom cannot guarantee the quality of particular information requests such as the one forwarded here.

If you are not the correct person to receive and act on all of your company's sales leads, please call Hive4telecom customer service at cs@hive4.com or 1-877-554-4834 to have our contact information updated. Thank you. Hive4telecom.com

INFORMATION REQUEST FOLLOWS:

[Note: If possible Hive4telecom should pass onto the supplier the registrant's full information (including industry, number of employees, etc.), not just what is on the form above.

====USER SIDE E-MAIL=====

Subject field: Your Hive4telecom RFI

At your request, your Request for Information form was passed on to the supplier you specified. For your records, your RFI is presented below. Thank you for using Hive4telecom: Global Telecom Intelligence. www.Hive4telecom.com

[insert RFI. This should be their “raw” request (i.e., it should NOT be the exact same as the vendor saw; it should not say “Sales Lead Alert” for instance.).

Copy telling user that the process is complete and to click the Okay button to return to the Marketplace.

Your request for information is complete. Exit to return to the Marketplace

(Make sure this corresponds to text of button)