

SCHEDULE "B"

Ordering and Contact information

Offerers Representative: Scott Paauwe

Contacts and roles, including Account Executive and Backup resource.

Account Executive: Scott Paauwe, scott_paauwe@shi.com Phone:778-331-3474 Cel:778-918-5058, Fax 778-331-3475

Backup Resource & Inside Sales: Rob Manley, rob_manley@shi.com 888-235-3871 Ext: 6555064

Any other contacts applicable to this CSA

ISR Manager: Jennifer Hays, jennifer_hays@shi.com

Director: Matt Fishman, matt_fishman@shi.com

Why SHI

SHI is the largest Microsoft Partner in North America. We manage more users under agreement than any other partner. That size give you access to over 80 Microsoft subject matter experts on everything from licensing to processes and contract information in addition to Software Assurance benefits tied to your agreements. Your Account Executive also has a broad knowledge of licenses and contracts but should the need arise he also has access to the Microsoft funded heads to give you a more granular answer to all your questions.

SHI is also number in the top 5 of the largest resellers of everything in the IT stack from all the tier 1 and 2 manufacturers of software and hardware.

We are available for presales questions on almost everything in your environment as well.

Ordering process

Your Inside Sales Representative processes and manages all of the Province's orders. SHI accepts orders by phone, fax, Email, EDI, mail, Web, and B2B Commerce Systems. Regardless of the order submission method, your Inside Sales Representative takes responsibility for each order from receipt through delivery. If any problems should arise, the customer should contact the Inside Sales Representative first.

Order Processing

Once the customer submits the Purchase Order to SHI, the Inside Sales Representative reviews the PO to ensure that it is complete and meets the customer's requirements, i.e. that all approvals have been received or that the product conforms to the standards list. Once the ISR deems that the order is correct and complete, he will enter the order into SHI's Order Entry System Microsoft AX. The ISR will note the shipping method and ship to address indicated on the PO and will ship according to those directions. If SHI is unable to fulfil the order because of missing or incorrect information, or any other reason, your ISR will contact the Province buyer within 4 hours.

Online Ordering and E-Commerce web portal

Your Home is a web portal at shi.ca and is designed to provide your organization with the information you need to manage your IT procurement needs quickly, easily, and effectively. It does require user authorization which is obtained through your Inside Sales Representative. SHI customers can choose from a pallet of features to build an optimum feature set for procurement via our web site. Your Account Executive has direct access for immediate implementation of any of these features, resulting in quick adaptation to your best e-purchasing environment. Your Inside Sale Representative can and will do a

personalized demonstration of your online portal and get you set up with username and passwords upon request.

Order Acknowledgment

At your request, your ISR will confirm via Email each order that you place with SHI. During order entry, your ISR can enter in an Email address for a representative(s) within the Province who should receive an order confirmation, up to an unlimited number. Within 1 hour of processing the order, SHI's servers will automatically send the order confirmation to the Email addresses.

Order Tracking

AX, the SHI Order Entry System, is a complete order tracking and order maintenance system. All of the information the account representative needs to provide the customer with tracking information resides on their desktops. Each day, SHI receives the tracking numbers for all products shipped from our distributors via EDI. These tracking numbers feed into the SHOES orders and are ready for immediate access by your ISR. Each desktop at SHI has an Internet connection, so your ISR can enter the tracking number on the web page of the appropriate carrier and give you the tracking information over the telephone. For the orders where tracking numbers are not immediately available in AX, the Province Sales Representative will call you back with the information you requested within 4 hours. In addition, SHI provides this tracking information directly to our customers through YourHome@SHI. Authorized the Province employees can log onto our web site to check order status; SHI provides the tracking numbers when they become available and tracking data direct from the carriers.

Backorder Procedures

SHI runs a Backorder E-mail Program daily which captures Purchase Orders that have backordered product on them. The program then allows the user to send an automated e-mail to the individual sales people whose orders are on backorder. The program also copies the sales person's Accounts Receivable rep. and the Buyer who placed the Purchase Order. This program eliminates the need for Buyers to manually type out backorder notification e-mails. The program is run for the previous day's Purchase Orders.

The dedicated sales person then notifies the customer about the backorder, backorder eta, offers alternative sources, and alternative manufacturers offering identical and/or similar products.

Reports and Web Access

SHI can run definitive reports upon request, detailing spend on any number of criteria, manufacturer, department, account and PO number to name a few. Simply request a report from either your SHI Representative or Inside Sales support and usually is will be emailed to you within 48 hours.