



[Audio script]

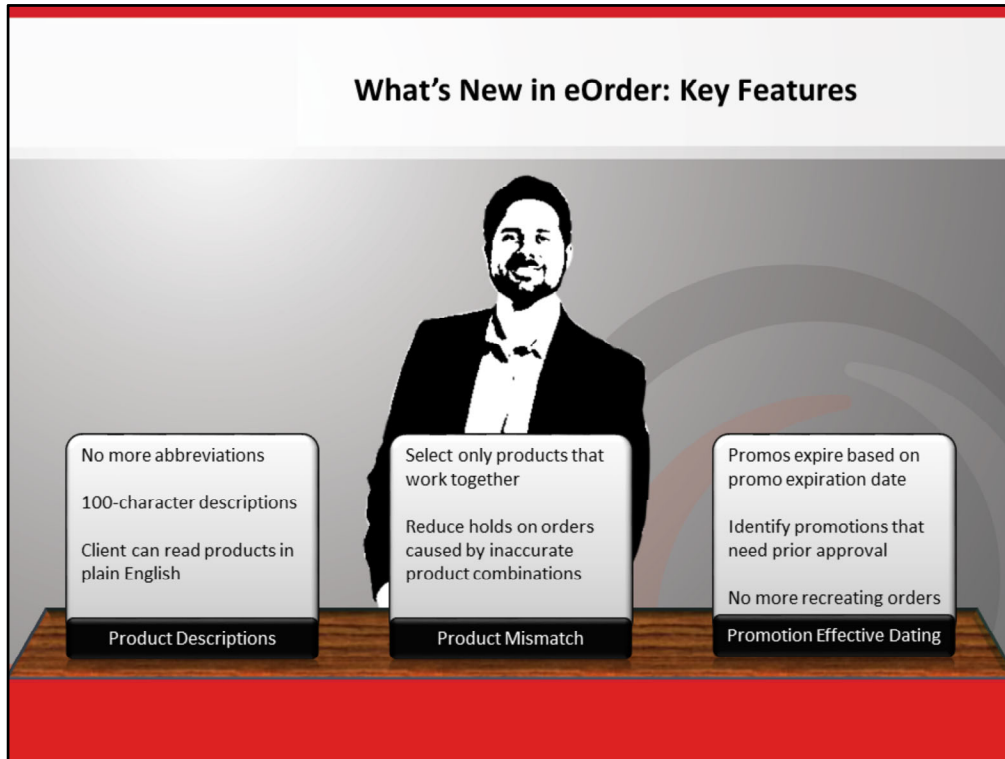
Hi, Michael Adams here, for Major Accounts and the eOrder development team. I'm here to give you exciting news! eOrder, your least favorite way to enter and submit client orders, will no longer be a major headache!

Imagine! No more confusion about what products to order! No more selecting products that don't work together. No more Holds on your orders because of expired promotions.

Can this be true? Yes! It is true! The eOrder team has been hard at work to provide Major Accounts with three new features! These key enhancements will make the order entry and submission process so seamless, you can put away that headache medicine.

During this ten minute Tutorial, I will briefly demonstrate how each of these new features work.

We'll begin with a high-level overview.



[Audio script]

The three key features—which are new to eOrder as of third quarter 2011—are <click> Product Descriptions, <click> Product Mismatch and <click> Promotion Effective Dating.

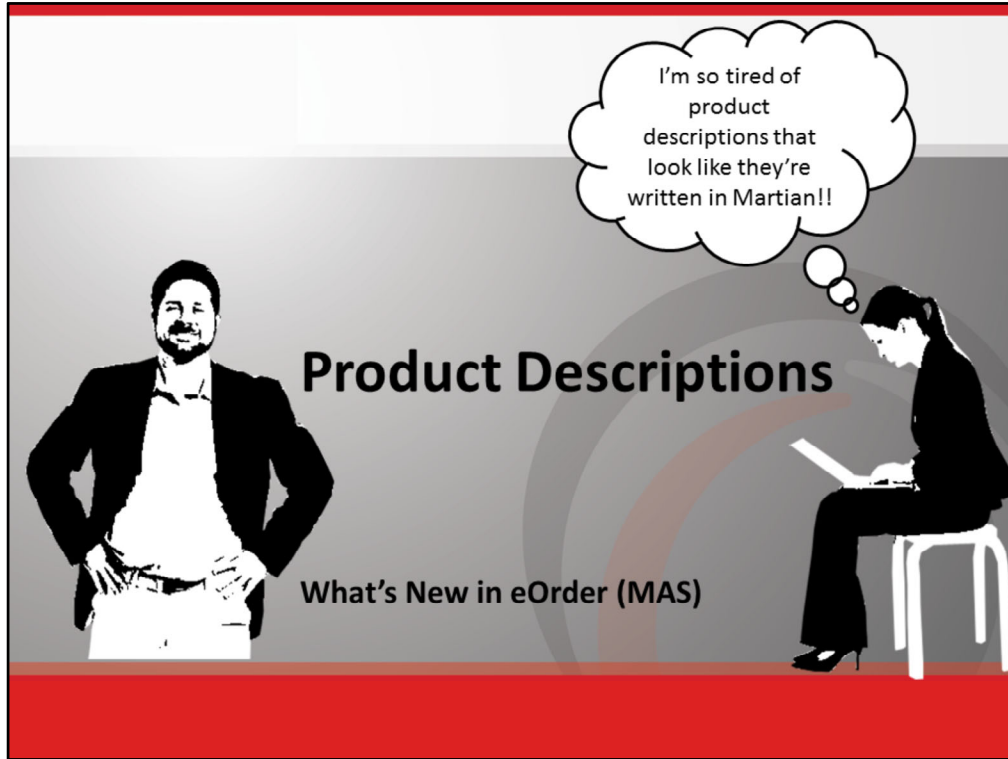
<click> Product descriptions are now in plain English with no abbreviations! This means you and your client can actually read and understand which product you're selecting for the client's order.

<click> The new Product Mismatch features make sure you select only products that work together for your client.

Are you tired of your orders being put on hold because of expired promotions? <click> Well, shout for joy, people! The new Promotional Effective Dating enhancements will prevent expired promotions from being added to your orders!

To help you understand what's new in eOrder, we will look at each feature in detail from a "Before and After" perspective.

Let's start with Product Descriptions.



[No audio narration; musical interlude (jazz).]



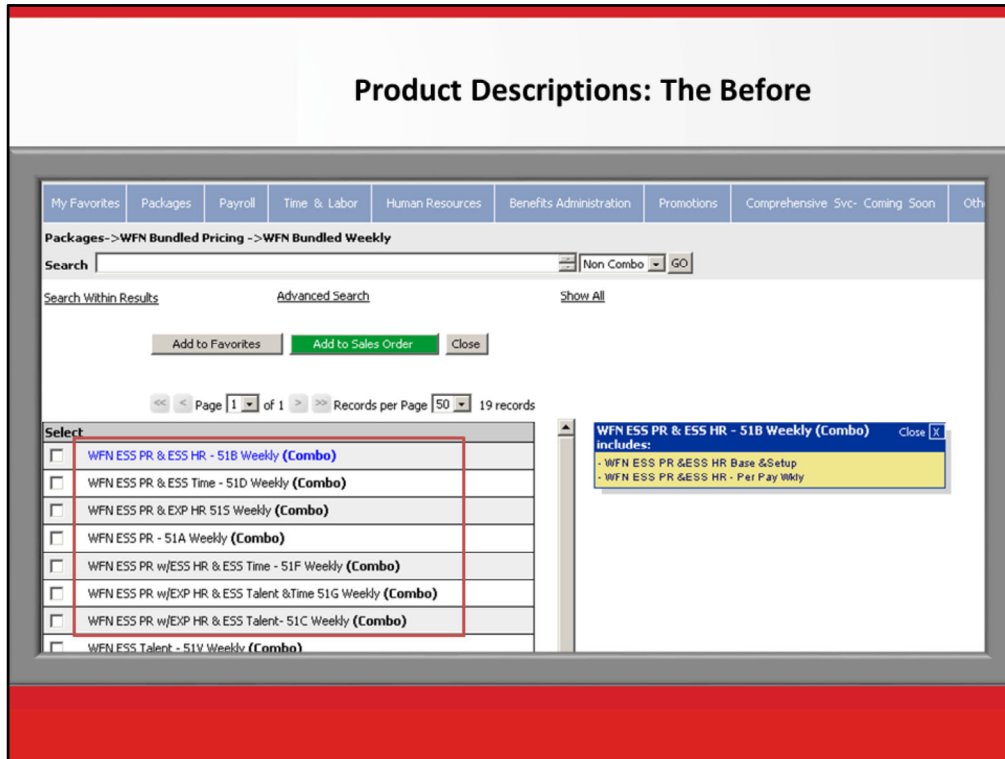
[audio script]

Okay! Here's a review of eOrder's product descriptions before the enhancements.  
<Zoom into the Before on laptop, then click to transition to slide 5.>



[audio script]

<Camtasia: Start on Before on laptop, then as it fades, zoom out to the full PPT slide.>As you know, <click> the product definitions in eOrder displayed abbreviations. And, those product abbreviations were practically impossible for clients to read and understand. Why?

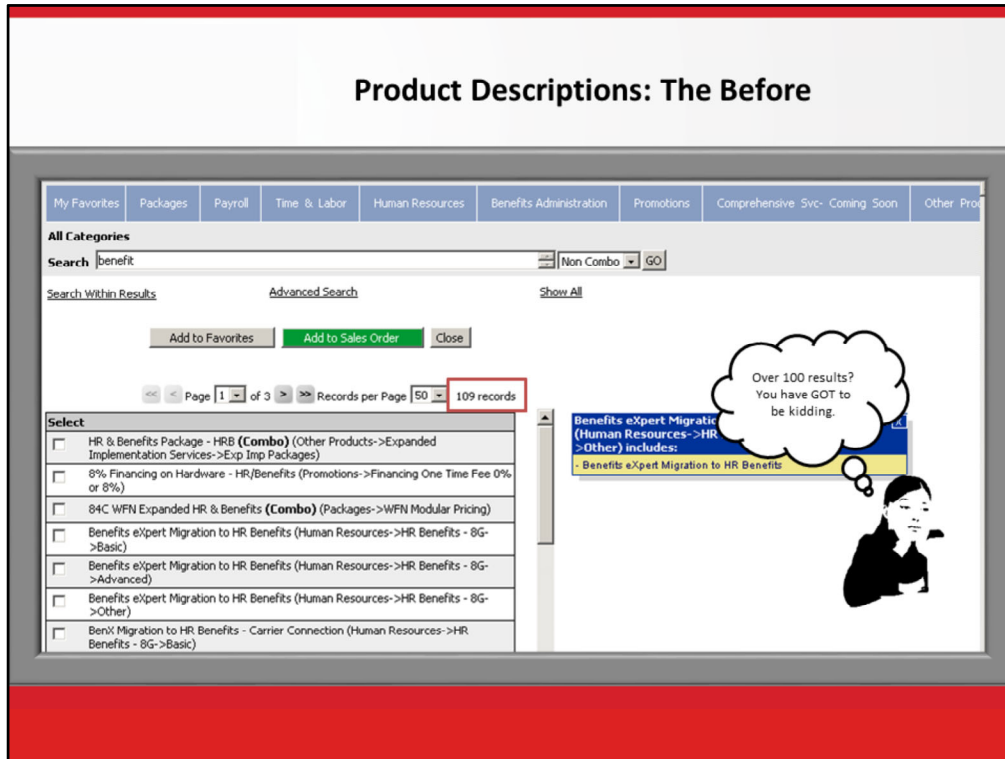


[audio script]

The system limited descriptions to only 50 characters. So, you'd see only the product's abbreviation, such as **WFN**, instead of **Workforce Now** clearly spelled out, and **ESS** instead of **Essential**.

Some of the abbreviations were not consistent. Sometimes **PR** would mean payroll and other times Puerto Rico.

<zoom in to red rectangle area> These abbreviations made no sense to the client! And, the DM would have to take time to explain in detail what the client wanted to purchase.

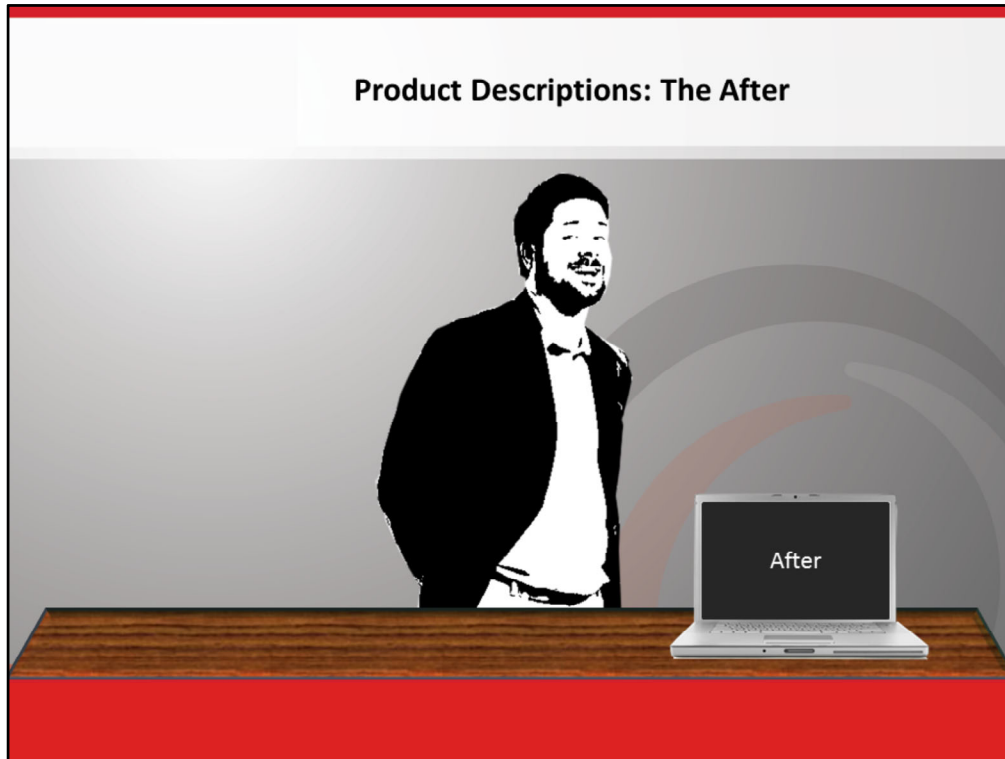


[audio script]

In addition, abbreviated product descriptions affected how you could do searches in eOrder.

Before the enhancements to the product descriptions, if you typed in a word like Benefits, <click> you would get more than 100 search results with all features that have the word Benefits. There was no way to search by SCN.

How frustrating!



[Audio script]

But, don't let those frustrating feelings overcome you. Today is your lucky day!

As of September 30, 2011, eOrder will display products and features spelled out in plain English. No more abbreviations!

And, there's more, so let's continue! <zoom into the After screen. And then move to the next slide.>

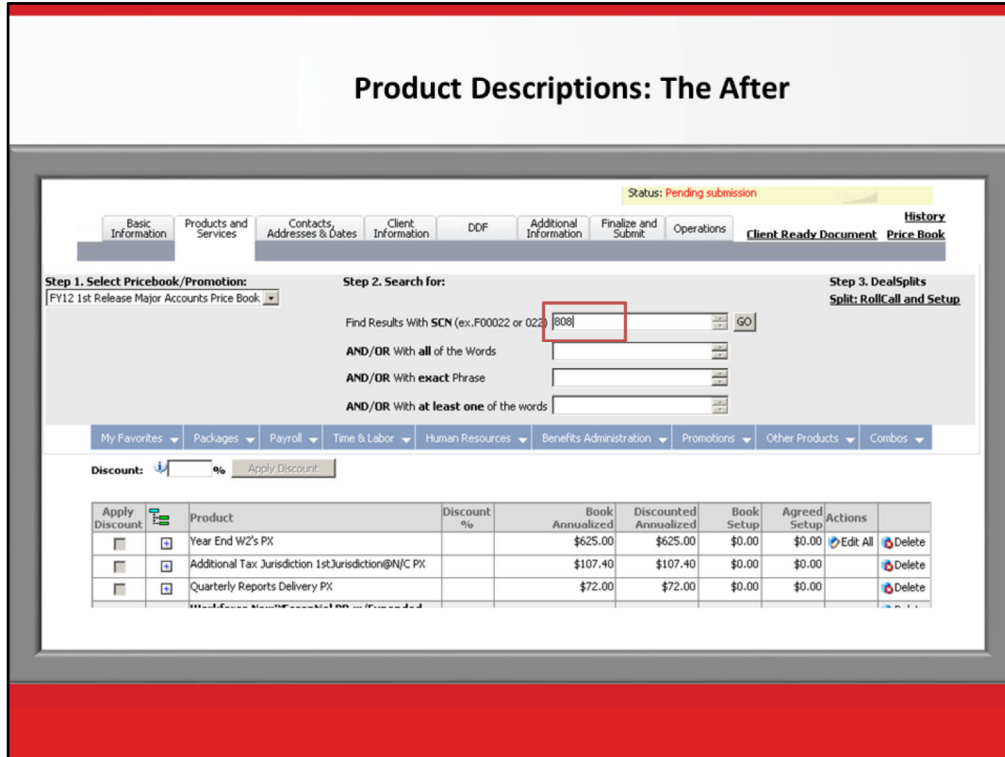




[audio script]

<click> Look closely at this screen! Where are the abbreviations? Gone! <zoom out to full PPT slide. >

Contemplate the positive vibes your clients will give you when they see these more meaningful descriptions. <zoom in on the Description fields in sync with narration.>



[Audio script]  
But wait, there's even more!

When you go to search for a product or feature, you can now type in the SCN from the MAS Price Book!

Yes, as of September 30, 2011, you can search by SCN!

For example, let's look for Benefit accruals. In the MAS Price Book the SCN is listed as F00808.

You now have three options for searching by SCN! That's right! Count 'em:

One—you can type the entire number (say F00808)

OR

Two—you can enter only the last 3 digits (in this case, 808). The SCN search will reduce your results by about 90%.

OR

Three—you can also enter the search keyword, such as "Benefits" and the SCN to maximize your search results.

Isn't that amazing! [105]



[audio script]

We are very excited about eOrder's new search features!! Remember, you can now search on:

- All Words
- Exact Phrase
- One or more words
- Full SCN
- Last 3 digits of the SCN
- Keywords and SCN together



No audio; musical interlude (jazz)

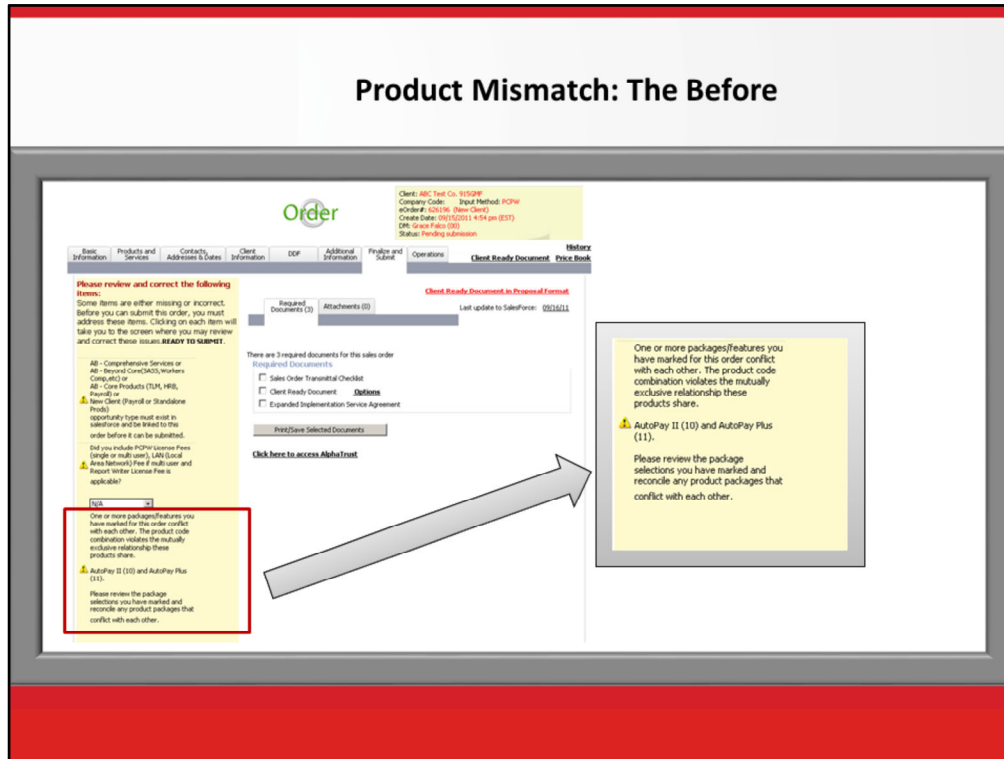


[Audio scripts]

Before the Product Mismatch enhancements, eOrder would allow you to process orders that included combinations of products that do not or cannot work together. That would include products that are no longer offered by ADP.

We listened to your feedback, and we fixed it. <zoom in to Before.>

## Product Mismatch: The Before



[audio script]

Before these enhancements, when you would enter an order, you could group any product together in any order. Many times those products or features could not be grouped together.

As a result, when you submitted the order, <zoom in to red rectangle area> eOrder identified the product mismatch and would <click – Arrow> display a warning conflict message. <zoom in on callout on the right, with faded orange background.> This added delays to the order process.

You then would have to fix the product conflict. Once your warning message was cleared, you would have the option to submit the order.

In some cases, you would resubmit the order with different products, and then orders would need to be re-submitted multiple times due to those product mismatches. This created a vicious circle that could go on for days.

Frustrating, right??



[Audio script]

We have heard your cries of desperation!

As of September 30th, eOrder will stop this from happening. <Zoom into laptop. Quickly go to next slide.>

## Product Mismatch The After

The screenshot displays a software interface with a navigation bar at the top containing dropdown menus for 'My Favorites', 'Packages', 'Payroll', 'Time & Labor', 'Human Resources', 'Benefits Administration', 'Promotions', 'Other Products', and 'Compos'. Below the navigation bar is a 'Discount:' field with a percentage input. A dropdown menu is open, showing options: 'Pay e/pt - 45', 'Product Upgrades', and 'Add'l Control w/ Grandfather Pricing PILOT ONLY'. Below this is a table with the following data:

Apply Discount	Product	Discount %	Book Annualized	Discounted Annualized	Book Setup	Agreed Setup	Actions
<input type="checkbox"/>	<b>Workforce Now - Expanded Payroll &amp; Essential HR - 51K Weekly (Combo)</b>						<a href="#">Edit All</a> <a href="#">Delete</a>
<input type="checkbox"/>	Workforce Now™ Expanded Payroll & Essential HR Base Pay & Setup		\$8,060.00	\$8,060.00	\$3,295.00	\$3,295.00	
<input type="checkbox"/>	Workforce Now™ Expanded Payroll & Essential HR Per Pay Weekly		\$14,040.00	\$14,040.00	\$0.00	\$0.00	
<input type="checkbox"/>	Year End W2's PX		\$625.00	\$625.00	\$0.00	\$0.00	<a href="#">Delete</a>
<input type="checkbox"/>	Additional Tax: Jurisdiction 1st Jurisdiction@W/C PX		\$107.40	\$107.40	\$0.00	\$0.00	<a href="#">Delete</a>
<input type="checkbox"/>	Quarterly Reports Delivery PX		\$72.00	\$72.00	\$0.00	\$0.00	<a href="#">Delete</a>

Below the table is a section labeled 'Management Reports & GL'.

[Audio script]

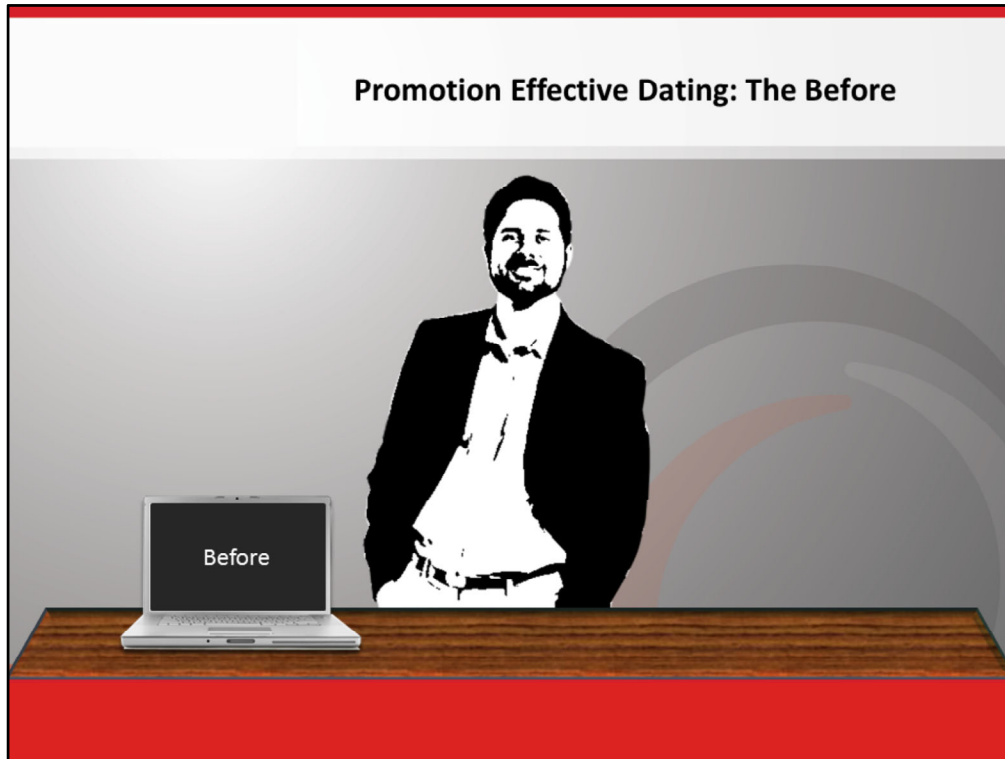
Now when you select a product, for example **Work Force Now-Payroll**, and add that package to the order, eOrder will magically know which products are not compatible and will hide those incompatible products from the product menu navigation.

Let me repeat this good news: **No more warning conflict messages!** eOrder will only display compatible products in the product menu navigation. The order can be processed without delay!!





No audio; musical interlude (jazz).



[Audio script]

Here's the ugly "Before" story. eOrder had **nothing** in place to review the effective dates of any promotions during order processing. When promotions expired and could no longer be used, eOrder never displayed a warning message to let you know.

So, you selected promotions in good faith, thinking they were valid.

But, during processing, eOrder would identify the expired promotions and then put the order on hold. Without advance warning! <Zoom into laptop. Quickly go to next slide.>

## Promotion Effective Dating: The Before

Client: Promo Test Order  
Company Code: 622088 (New Client)  
Create Date: 09/05/2011 8:17 pm (EST)  
DM: Laura Stevens (00)  
Status: Pending submission

Order

Step 2. Category or Search for all words: Step 3. DealSplits Split, Roll call and Setup

Apply Discount

FY12 Selling Season Promotions

Buy123 Get 123- Clients/Pros

Financing One Time Fee 0% or 8%

Buy1 Get2 Buy2 Get3 Pros Only

Other Promotions

12 Months Free Pros Only

PILOT AREA PROMOS ONLY

TLM Clocks/Software Cl/Pros Setup

SEAMS

Price Match- Vary By Region

Agreed Setup

Client Loyalty-Pilot Area Only

Product	Discount %	Book Annualized	Agreed Setup	Actions
			\$0.00	\$0.00
			\$0.00	\$0.00
			\$0.00	\$0.00

Annual/Miscellaneous

Apply Discount	Package Description	Discount %	Total	Actions

Additional Setup Fees

Package Description	Total	Actions

Licenses

License Product	Qty.	Per License	Total	Actions
			\$0.00	
			\$0.00	

Total for Licenses

Total for One Time Charge

Comments

This promo looks good... and that one... and that one...

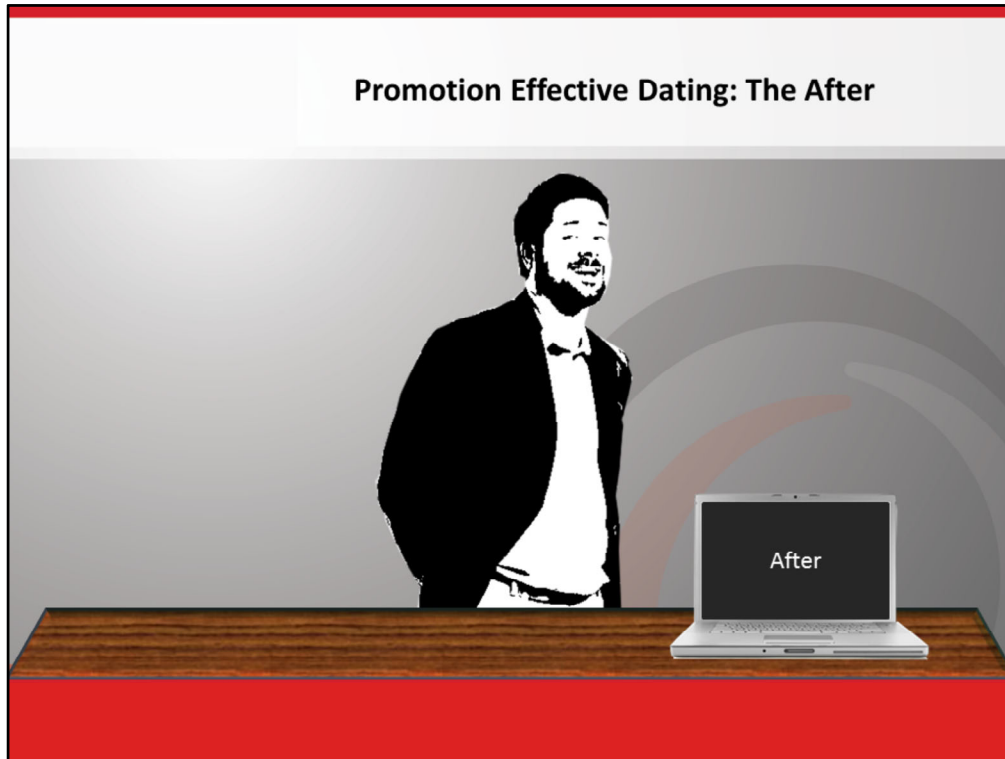
[audio script]

But that's not all: eOrder wouldn't let you place **new** promotions on **existing** orders.

And, eOrder didn't display any warning messages to let you know if you were exceeding your discount limits.

Finally, if you wanted to add a new promotion to a saved order that was pending submission for a prospect, eOrder forced you to re-create the entire order so you could add the new promotion.

Now, let's lower your blood pressure by describing the wonderful new enhancements to eOrder's promotion effective dating!



[audio script]

The new Promotion Effective Dating feature now validates the proper application of promotions to eligible orders.

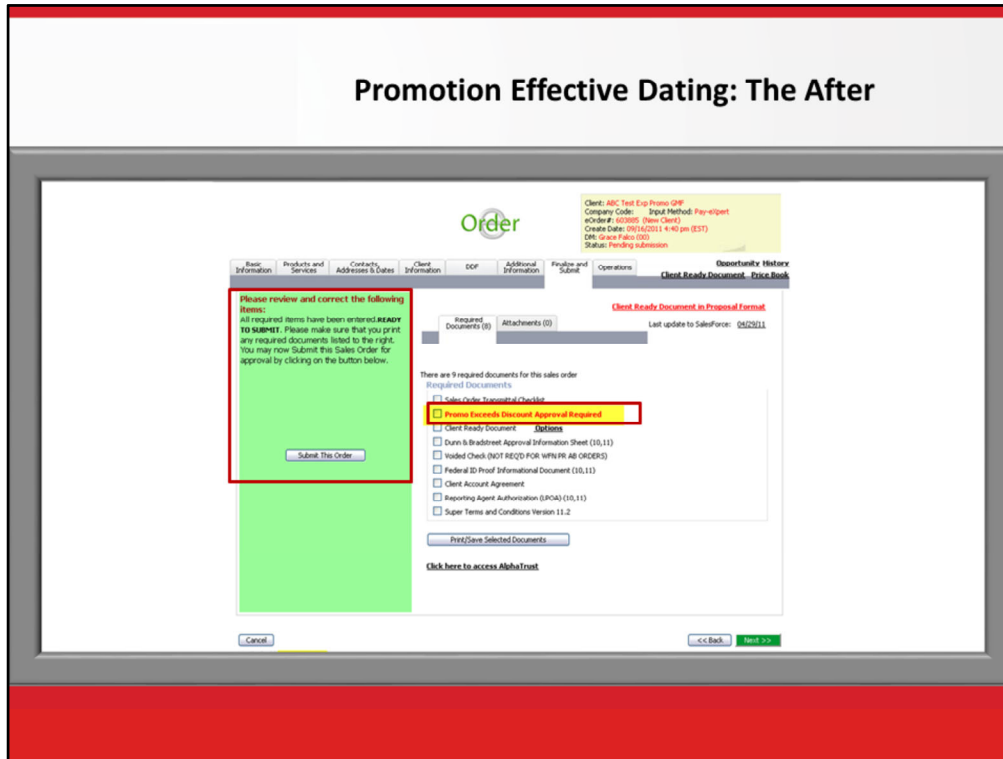
Before you submit an order, eOrder will highlight those promotions that have expired!

And, you no longer have to recreate a pending submission to add a new promotion to an order. Imagine that!

On top of all that, no matter when you created an order, you can now add a valid promotion to a pending submission!

Truly amazing!! <Zoom into After. Quickly go to next slide.>

## Promotion Effective Dating: The After



[audio script]

eOrder's new Promotion Effective Dating features now display warning messages before an order is submitted. For example, when you enter a promotion that exceeds your discount authority, eOrder will warn you to get written authorization attached to the order.

In addition, when you enter a promotion that has expired, eOrder will warn you that the promotion is expired and that you need to get authorization to use the expired promotion.

Can you believe this? Now, you will know that you need authorization to use an expired promotion **before** you submit an order rather than after the fact.

Imagine no on-hold surprises!



[Audio script]

Congratulations! You survived the 10-minute *What's New in eOrder* tutorial.

To assist you with using these new features in the field, on The Source you will find a Job Aid in PDF file format to download to your computer for ready reference.

On September 30<sup>th</sup>, begin using these new features as soon as you can!

Thanks for watching!



[No audio script; Music file plays first. Applause audio file plays last.]