

- ▶ OCS Access is a monthly subscription based service, just like AOL and many other Internet based services. You are not locked into a long term contract and you can cancel your subscription at any time.
- ▶ Enhance the customer experience while lowering the cost of doing business.
- ▶ Eliminates errors made during the re-keying of faxed orders.
- ▶ Customers enter their own orders allowing customer service reps to focus on other tasks.
- ▶ Accept orders 24x7 even when you are closed and no-one is there.
- ▶ Increase brand awareness. More info = more selling opportunities & the potential for deeper penetration into existing accounts.
- ▶ Set yourself apart from your competitors.
- ▶ Use your website as a customer retention tool. The value of an existing long term customer is many times greater than that of acquiring short term business.
- ▶ Decreased time to market! The ability to seize opportunities for competitive advantage increases as the amount of time required to announce changes to your product & service offerings is reduced.
- ▶ Customer service becomes Self Service. Present a one-to-one business service environment to your customers at a fraction of the cost of additional customer service personnel .

Industry Specific

We are an industry-specific solution focused on OCS, Vending, Bottled Water, and Food Service Companies. This means we are focused in the areas that are important to you and your customers. We have a unique knowledge of the industry, which allows us to assist you in planning & using your site most effectively. An understanding of the market you serve & the typical operating flow of companies like yours is critical to the development of a successful solution. Because we service only your industry, our solution is highly customized to contain features specific to the needs of OCS, Vending, Bottled Water, and Food Service Companies not found in other 'canned' solutions (i.e. Bottle Deposits, Pre-Calls, Route Schedules, Open Account Billing, etc). Everything about our system, from the way products are displayed, to customer specific pricing, to the way customer accounts are handled was written specifically for the way OCS operators/Bottled Water companies work.

Fully Integrated

We offer the only online ordering solution fully integrated into the existing industry backend systems (MEI, InOne, Streamware, Metroplex, ChallengeMaster) and many custom systems. Most if not all cart systems fall short in one or more of the following areas due to lack of backend integration. With OCS Access the huge up front data loading effort is gone as the setup process becomes more streamlined. You gain the advantage of using your backend system to update product, customer & pricing information without having to learn new software & duplicating data entry efforts. You have the ability to show your customers their specific pricing as opposed to using list pricing across all accounts. Unlike other cart solutions, which limit your product line offerings, our backend integration allows you to have the ability to update your web product offerings as often as you would like without needing to contact & pay the developing company.

National Accounts

OCS Access has the ability to help larger customers standardize their national accounts under one pricing mechanism even when you have multiple distribution centers each running their own system with their own decentralized data. Each distribution center can continue to operate as always while you gain centralized control over merchandise pricing and availability. A web-based ordering system gives you the ability to provide large customers with a standard shopping experience (products, pricing, etc.) despite the processing and fulfillment of their orders across multiple distribution centers. As web orders are received, they will be routed to the appropriate branch for processing. Based on the needs of the individual client, you can provide users with access to your full product catalog or a predefined subset thereof. The web is the ideal environment for gaining centralized control of your large accounts while still being flexible enough to accommodate the business rules typically encountered in large purchasing operations.

Portability

Because OCS Access has developed so many backend interfaces, standard and custom alike, we can easily accommodate any new backend system your company may migrate to. No matter what new versions or new system vendor you may find your company implementing, our Online Ordering System can go with you & stay in place without affecting your customers. OCS Access simply creates new integration routines in our Web Updater software (running on your dedicated PC). Your online store will continue to function as an integrated solution and your customers

never need to know any change took place & don't have to deal with new site designs and/or functionality.

Experience

We stand behind a proven track record of success designing and implementing online ordering systems for OCS Operators. In many cases, issues which you may need to educate other vendors about have already been handled by OCS Access in previous installations. We have done this before for many other companies in your industry & have developed procedures & solutions to help make the process smoother for everyone. We know what it takes to get you up & running & know the critical elements needed to design a successful solution.

Continuous Enhancements

We continue to develop new features, adding additional value to the customer experience, resulting in a more robust product. Our experience with a broad spectrum of OCS/Vending/Bottled Water/Food Service Operators and their subsequent needs/suggestions allows us to expand our product based on industry knowledge and feedback. Therefore the enhancements in the OCS Access software become enhancements that are useful and beneficial to your organization.

In-House Expertise

All development is performed in-house, giving us the ability to cater to the specific needs of your business. We are not a reseller, we are the actual developers. When you call to speak to someone at OCS Access for any reason, you are speaking to a developer who has in depth knowledge of how the system is programmed and operates. In-house development also gives us the ability to write modules from scratch if need be or modify existing code to suit the needs of you and your customers.

Active Monitoring

OCS Access constantly monitors the status of its servers and sites, making sure your online business is always up and running. Our Web Updater software, which runs on your dedicated PC, constantly sends status messages to our centrally monitored database. The status is watched by OCS Access in a real time manner for errors or potential problems. Should a problem occur, OCS Access is working on it well before anyone is aware of an issue.



The Future of OCS e-Commerce

is a designated

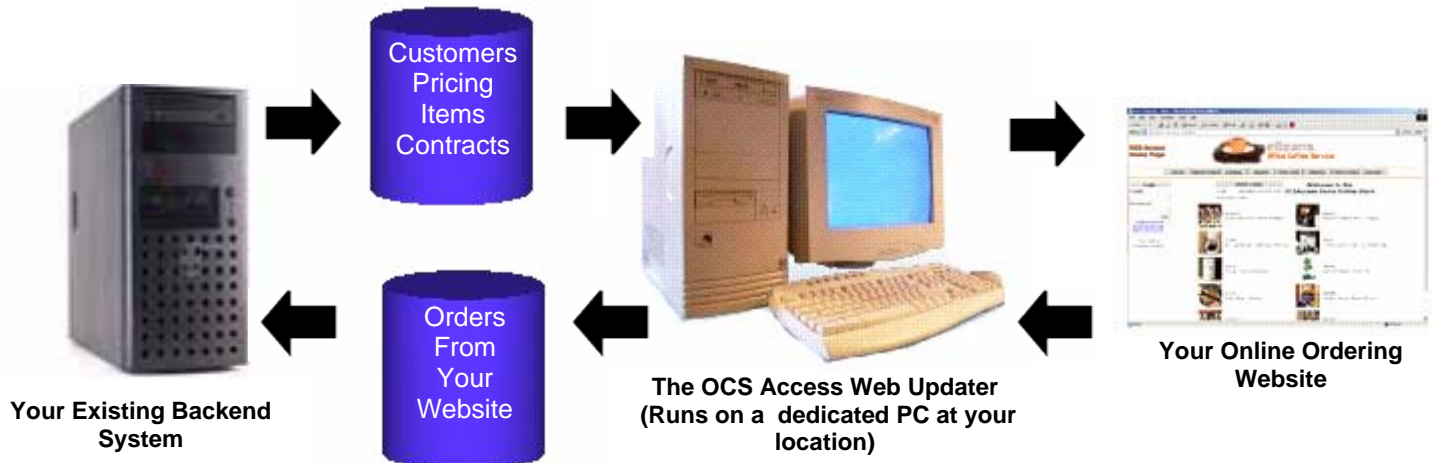
**“Keurig Preferred
Website Provider”**



What does this mean to you?

- If you're a Keurig Authorized Distributor planning to sell Keurig brewers or K-cups online, you'll need to make sure your site meets Keurig's eCommerce requirements.
- Whether your website is going to be Business-to-Business or Business-to-Consumer, OCS Access websites are designed to be fully Keurig compliant.
- We have worked closely with Keurig to understand the eCommerce requirements for Keurig Authorized Distributors (KADs) and we design all of our sites with this in mind.
- Prior to launch, OCS Access will contact Keurig to make sure your site has been reviewed & deemed compliant.
- Based on our relationship with Keurig and the large number of KADs using our online ordering solution, OCS Access has been designated by Keurig as a Keurig Preferred Website Provider.

The OCS Access Web Updater software cycles on a regularly scheduled basis, taking live data from your existing backend system and storing it in the OCS Access database. This data is then translated by the OCS Access Web Updater software and automatically uploaded to your online ordering website. In the same manner, orders placed via your Online Ordering Website are retrieved by the Web Updater, translated & sent to your backend system for normal processing. The process is fully automated & requires no user input or monitoring.



What does this mean to me???

- **No Training**—Day to day maintenance tasks & changes are made in your existing computer system exactly the same way you make them now. Since our Web Updater ‘talks’ to your system, new information & changes are pulled automatically & sent to the website. Tasks like; changing a product description, changing prices or making a change to a customer’s quoted prices require no new training for your office staff. Handle these tasks the way you always have & the changes will be reflected on your website.
- **No Order Entry**—Again, since our Web Updater ‘talks’ to your system, orders are automatically fed into your order processing system. You can receive a copy via email for customer service purposes, but no-one needs to type the order in. It happens automatically.

Q: What does OCS Access provide?

A: OCS Access provides web-based ecommerce software to OCS businesses serious about online sales. OCS Access is a solution provider & application developer, meaning that the software developed by OCS Access is also supported, enhanced and maintained by us.

Q: How long will it take to get my website up and running?

A: This varies from company to company. As a general rule of thumb though, you can realistically expect your site to be up and running 60 to 90 days from the time you sign up. Some of the factors that influence this are:

- The complexity of your site design
- What digital assets you already have (Pictures, Marketing Materials, etc)
- Your backend system type & provider

Q: Where do the product pictures come from? Can OCS Access assist me with pictures?

A: At this time, there is no central source for pictures that we are aware of. Customers are responsible for providing pictures of the products they carry. Most of our customers use a digital camera to photograph items from their warehouse. Manufacturers may also be able to provide you with high quality graphics. OCS Access does have access to some of the most common items carried such as Keurig brewers, many Green Mountain products and K-cups from most of the major roasters.

Q: What browsers do you support? Will my website work with Firefox?

A: Our online ordering software is designed for Microsoft's Internet Explorer. We do not specifically design for any other browsers. Internet Explorer still accounts for the vast majority of home & business Internet users. Depending on the design of your site and the elements used, it may function well in other browsers such as Firefox or Safari, but as a policy we only support IE.

Q: What about SEO? Will OCS Access handle my Search Engine Optimization (SEO)?

A: Search Engine Optimization is a complicated issue. There are companies who specialize in this field and usually do a good job of getting the results you are looking for. At this time, OCS Access does not provide SEO services. We will be happy to work closely with any SEO service company you use, to implement their components & suggestions into your website. Since we service a very specific market, we have elected not to directly provide SEO services in order to avoid potential conflict-of-interest situations.

Q: Can I use my website to sell to both businesses (B-to-B) and home consumers (B-to-C)?

A: The OCS Access online ordering solution is able to handle both the B-to-B and B-to-C environments. However, we have found that attempting to service both environments from one website is not generally a good idea. There are many reasons for this such as how payments are accepted, how shipping is handled, the difference in marketing 'spin', etc. In addition, if you plan to sell any Keurig brewers or K-Cups on your site, your KAD agreement specifically requires separate sites for B-to-B and B-to-C. Please feel free to call us if you would like to discuss this in more detail.

Q: My company doesn't have a website. Can we still take advantage of the OCS Access online ordering solution?

A: Yes, OCS Access has the ability to assist your company in quickly establishing a web presence.

Q: My company already has a website. Can we still take advantage of the OCS Access online ordering solution?

A: Yes, Our system is designed to integrate seamlessly into existing websites. By adding a link from your site, your customers can be instantly linked to our online ordering system. The look and feel of your company's current marketing materials (color scheme, logo, etc) will be incorporated to present a consistent experience to your customers.

Q: Does OCS Access provide the hosting for my site?

A: Hosting for OCS Access customers is provided by our hosting partner, Weblications, in Princeton, NJ. We work very closely with Weblications and they are familiar with our customers' requirements. While it may be possible to work with your existing host, we strongly recommend the use of Weblications. Special pricing is offered to OCS Access customers.

Q: How secure is OCS Access? What provisions are in place to ensure the privacy & security of my companies information?

A: OCS is a secure online ordering system. All of your company's and customers' information is stored in a secure format. SSL certificates are used to help ensure this protection using widely accepted industry practices.

Q: Can my company accept credit cards via the web using the OCS Access online ordering solution?

A: Yes! OCS Access makes use of the Verisign credit card processing software to validate & process transactions. You will need an account with Verisign (separate charges apply).

Q: Can anyone order from the OCS Access website or is it available only to my existing customer base?

A: That's up to you. OCS Access has an option to support a business to business environment. It works with your backend system and supports only those accounts which have already established a relationship with you. In addition, we also offer a business to consumer version which will allow you to market to the masses and accept web based orders from anyone and accept credit card transactions as well.

Q: How much is ongoing technical support? How do I get support when I need it?

A: Technical support is included in the price of your subscription. There are no additional support contracts or charges. Support representatives are available via phone, email & fax, Monday through Friday 9:00 a.m. -5:00 p.m. EST.

Q: Will OCS Access need access to confidential information such as my customer list & pricing?

A: Yes. In order to deliver a completely integrated solution, OCS Access's programs and staff will need to have access to sensitive data from your backend system such as customers, products, pricing, etc. At the time you sign up with OCS Access, we will provide you with a signed confidentiality agreement if you wish. If you prefer, you can have your legal representative compose a confidentiality agreement and submit it to us to be executed.

Q: There are features which I don't see but which will be important for my company. What can I do to get those features added to OCS Access?

A: There are several ways for you to influence the ongoing development of the OCS Access online ordering system.

One way is to simply contact anyone at OCS Access via phone, fax or email & submit a recommendation for the feature you wish to see. We take customer feedback very seriously at OCS Access, and there is a good chance your request will be implemented in a subsequent software release.

For companies who have very specific needs which do not fit with the general OCS Access release, custom programming services are available.

Q: How do we receive the orders our customers have place via the web?

A: There are a variety of ways available depending on your companies current computer capabilities.

- For companies who do not have backend business systems, orders can simply routed to an email address you specify.
- For companies who do have a backend business system, OCS Access can develop an interface which allows the orders to be written directly into your system.

Be sure to take a look at the list of industry specific business system providers to see if we already have an interface available or in development. If you don't see your system listed, contact us and we will gladly contact your system provider. (For companies with "home grown" business systems, an OCS Access programmer can work with you to develop a custom interface if desired.)

Q: How do I get started?

A: Simply go to our contact page at www.ocsaccess.com/general.html and fill out the form provided. The process takes less than five minutes and an OCS Access representative will contact you. Or call us at (973) 361-0014 or email info@ocsaccess.com.

If your company already has a website: You can start taking advantage of web ordering for only \$210/month.*

If your company does not currently have a website: OCS Access has the ability to assist your company in quickly establishing a web presence. The look and feel of your company's current marketing materials (color scheme, logo, etc.) will be incorporated to present a consistent experience to your customers.

Account pricing is based on the number of people who will be using your web site (User IDs). Its important to remember that it is very unlikely that all of your customers will place their orders via your website. Therefore, you do not need a User ID for every customer you have. It is equally important to note that for some large customers, you may have to setup a User ID for more than one person.

The lowest level of participation available that includes up to 100 User ID's is \$225/month. A \$15/month discount is given to any company charging their subscription to a credit card (preferred) bringing the price to only \$210/month.

Monthly Subscription Plan Based on Number of Users	
Payment via Amex	Monthly Invoice (Payment by Check)
Up To 100 Users (\$210/month)	Up To 100 Users (\$225/month)
Up To 1500 Users (\$410/month)	Up To 1500 Users (\$425/month)
More than 1500 Users (\$410/month) plus 1.00% transactions fee.*	More than 1500 Users (\$425/month) plus 1.00% transactions fee.*
Verisign Credit Card Processing (Additional \$50/month) (subscription to Verisign required)	

*\$210/month & \$410/month price includes \$15/month discount for subscriptions paid by American Express.

**Percentage of total site revenue. For example, a Customer with \$50,000 in site revenue during a month will pay a \$500.00 transaction fee. ($\$50,000 \times .01 = \500.00).



OCS Access now offers **LIVE CHAT** capabilities to our customers. Using our new chat client provided by:



100% integrated with your web site

Uses web based or downloadable chat software on your end

Manage multiple chat simultaneously (1-10 CSRs)

Customization and branding (Matches your site layout)

See what page the user is on, 'Push' pages to them, chat with & support more than one user at a time

OCS Access Backend Systems



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Fax: (781) 551-0515
Email: damien@streamware.com
www.streamware.com



Steve Mendelson
6 SandPiper Way
Sharon, MA 02067
Phone: (800) 888-1972
smendy@earthlink.net



We currently support AS/400
Backend Systems as used in
the OCS Industry.



We support home-grown systems and will work with you if you do not have a backend system or do not see yours listed here.

If your company already has a website: You can start taking advantage of web ordering for only \$210/month.*

If your company does not currently have a website: OCS Access has the ability to assist your company in quickly establishing a web presence. The look and feel of your company's current marketing materials (color scheme, logo, etc.) will be incorporated to present a consistent experience to your customers.

Account pricing is based on the number of people who will be using your web site (User IDs). Its important to remember that it is very unlikely that all of your customers will place their orders via your website. Therefore, you do not need a User ID for every customer you have. It is equally important to note that for some large customers, you may have to setup a User ID for more than one person.

The lowest level of participation available that includes up to 100 User ID's is \$225/month. A \$15/month discount is given to any company charging their subscription to a credit card (preferred) bringing the price to only \$210/month.

Monthly Subscription Plan Based on Number of Users	
Payment via Amex	Monthly Invoice (Payment by Check)
Up To 100 Users (\$210/month)	Up To 100 Users (\$225/month)
Up To 1500 Users (\$410/month)	Up To 1500 Users (\$425/month)
More than 1500 Users (Additional Blocks of 1000 Users—\$410/Block)	More than 1500 Users (Additional Blocks of 1000 Users—\$425/Block)
Verisign Credit Card Processing (Additional \$50/month + subscription to Verisign required)	

*\$210/month & \$410/month price includes \$15/month discount for subscriptions paid by American Express.

In order to install and benefit from the OCS Access Online Ordering Solution software, we recommend the following minimum system requirements for any computer(s) running the OCS Access Web Updater software.

Operating System

- Windows 98, Windows NT, Windows 2000, Windows XP Home and Professional
- *Please note we do not support Windows 95 and Windows ME.*
- *The Web Updater has not been tested under Vista*

Processor Speed

- Any Intel Pentium III Processor Speed or Greater (minimum, Pentium 4 preferred)

Memory/RAM Requirements

- 1 GB of any type RAM (minimum, 1+ GB preferred)

Hard Drive Size

- 60 GB hard drive (minimum)

Other Devices

- 10/100 Mbps Ethernet (Network) Card
- DVD or CD-ROM Drive
- 256 Color Monitor capable of 800x600 resolution or greater

Software

- Any up-to-date Anti-Virus Software to keep your OCS Online Ordering Data safe from computer viruses
- Microsoft Office 97/2000/XP is required to assist in support issues.

High Speed Internet Access

- In order to support your OCS Access System, we require some type of High Speed Internet Connection such as Cable, DSL, T1, etc.

Remote Access

- In order to support your OCS Access System, we require some type of Remote Access software/Interface into your system. OCS Access is familiar with various types of remote solutions such as PC Anywhere, GoToMyPC, Remote Desktop, etc.
- GoToMyPC is preferred.

OCS Access Client References

**Filterfresh Coffee Service
Inc. (Potomac)**

Corey J. Solender
President
2801 Juniper Street
Fairfax, VA 22031
Phone: (707) 207-9033
Fax: (707) 280-1469
corey@filterfreshmd.com
www.filterfresh.net

Corporate Coffee Systems

David Henchel
President
745 Summa Avenue
Westbury, NY 11590
Phone: (516) 371-4800
Fax: (516) 371-4860
dhenchel@corpcofe.com
www.corpcofe.com

**Filterfresh Coffee Service
Inc. (Suffolk)**

Anthony Conzo Jr.
President
21 Lamar Street
West Babylon, NY 11704
Phone: (631) 643-1400
Fax: (631) 643-7380
aconzo@filterfresh.com
www.filterfreshonline.com

Classic Coffee Systems, Ltd.

Charles T. Chiarello
Vice President
333 W. Merrick Road
Valley Stream, NY 11580
Phone: (516) 823-3300
Fax: (516) 823-7273
cchiarello@classiccoffee.com
www.classiccoffee.com

Boston Bean Coffee

Peter Johnson
President
23 Draper Street
Woburn, MA 01801
Phone: (800) 448-2739
Fax: (781) 933-1302
pjohnson@hitbrew.com
www.bostonbeancoffee.com

Corporate Essentials

Joe Simonovich
Director of Marketing
6 Madison Road
Fairfield, NJ 07004
Phone: (973) 227-9001
Fax: (973) 227-7470
joes@drinkcoffee.com
www.mydrinkcoffee.com

U.S. Coffee

Douglas Shindler
51 Alpha Plaza
Hicksville, NY 11801
Phone: (516) 733-7600
Fax: (516) 433-7870
doug@firstcoffee.com
www.firstcoffee.com

Customer Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ Email: _____

Billing Contact Name: _____

Billing Address: _____

Billing City, State, Zip: _____

Please select from one of the following pricing plans (check one):

Please note payment with Amex includes (\$15/month discount)

Note: Do not enter credit card information, an OCS Access Representative will contact you.

Monthly Subscription Plan Based on Number of Users	
Payment via Amex	Monthly Invoice (Payment by Check)
<input type="checkbox"/> Up To 100 Users (\$210/month)	<input type="checkbox"/> Up To 100 Users (\$225/month)
<input type="checkbox"/> Up To 1500 Users (\$410/month)	<input type="checkbox"/> Up To 1500 Users (\$425/month)
<input type="checkbox"/> Additional Blocks of 1000 Users (\$410/Block of 1000 Users)	<input type="checkbox"/> Additional Blocks of 1000 Users (\$425/Block of 1000 Users)
<input type="checkbox"/> Verisign Credit Card Processing (Additional \$50/month + subscription to Verisign required)	

By checking the appropriate boxes and signing this Sign Up Form & EULA, customer agrees to purchase the service(s) checked above and additionally agrees to the following:

- Any "content" (images, product descriptions, brochures, etc) delivered to OCS Access by the customer for the purposes of publishing on the customer's website shall be free of copyright restrictions or done so with the express permission of the copyright owner. OCS Access assumes no liability for electronic content delivered to OCS Access from the customer.
- All software, graphics and source code created by R. Smith Consulting, Inc. t/a OCS Access is owned by OCS Access. Clients may not transfer, sublicense, rent, lease, copy or distribute any software developed by OCS Access. Software is developed for clients on a non-proprietary basis, unless otherwise specified in writing, and may be sold to other OCS Access clients at any time. All source code and graphics created by OCS Access remains the property of OCS Access and may contain trade secrets, proprietary information and/or copyrighted information and may not be reproduced by any party other than OCS Access except for archival backup purposes.
- The monthly subscription rate indicated above includes use of the OCS Access Online Ordering Solution, initial setup, technical support and periodic bug fixes or standard software enhancements which OCS Access may release on a non-scheduled basis.
- Any custom programming or work performed by OCS Access for the customer shall be billed at our normal Custom Development rate of \$70.00 per hour.

_____ Initial to indicate acceptance of terms and custom development rates.

Customer Authorized Signature: _____

Customer Print Name: _____ Date: _____