

# Web Forms

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Harley-Davidson requires all of its suppliers to be electronic commerce (EC) capable, regardless of the number of parts provided by the supplier. To enable suppliers to be EC capable, Harley-Davidson and Sterling Commerce, an e-business integration company, developed the Harley-Davidson Web Forms community, which is an internet-based EC system.

Web Forms enables suppliers to be EC capable using a personal computer and Internet access instead of the traditional EDI hardware, software and staffing. Web Forms provides a method for suppliers to receive and send EDI documents in an environment that is Window-based and user-friendly (no technical skills required other than basic Internet skills). Most importantly, Web Forms is affordable.

Web Forms provides the supplier with many benefits as well. One of the benefits, which can be seen immediately, is that Web Forms creates a turnaround Ship Notice document (also known as an Advance Ship Notice (ASN), or 856) that requires minimal data input; thus, reducing the potential for data entry errors and time spent in creating the Ship Notice.

## PC Requirements

- Personal computer
- Internet connection
- A web browser that utilizes a 32 bit encrypted connection such as Netscape <sup>TM</sup> Navigator version 6.2 or Microsoft <sup>®</sup> Internet Explorer version 6.0.
- Hardware requirements are determined by what is necessary to operate the selected web browser.

## Questions & Answers

- Q. What is Sterling Web Forms?  
A. Sterling Web Forms is an Internet based forms solution that allows a company to extend its Electronic Commerce (EC) program to include smaller business partners and achieve 100% EC participation.
- Q. What is the benefit of using Sterling Web Forms?  
A. Sterling Web Forms enables smaller companies with only a web browser to easily and inexpensively exchange business documents, such as planning and ship schedules, purchase orders, and ship notices, with their larger trading partners, while delivering to all parties shorter cycle times and decrease costs of doing business.
- Q. Do I need an experienced technical information system group to handle EDI?  
A. No. Our latest Internet-based Web Forms development requires no EDI translator, software or technical expertise.
- Q. I only have one or two parts, am I still required to do EDI?  
A. Yes. With the affordability of Web Forms as well as the user-friendly environment you will be able to realize the benefits of EDI.
- Q. What is the Internet address to register and Logon?  
A. [www.sterlingwebforms.com](http://www.sterlingwebforms.com)
- Q. What is the Community password?  
A. HDEC2000
- Q. What are the costs involved. Initial and monthly service fees?  
Refer to the *Monthly Processing Fees* section in the *Register Web Forms* chapter.
- Q. Is there a charge for suppliers currently using Sterling Commerce Now or SmartForms to convert to Web Forms?  
A. No. The initial set up fee is waived for customers converting from Sterling Commerce Now or SmartForms.

- Q. What web browsers are required to use Web Forms?  
A. The web browser that you use must utilize a 32 bit encrypted connection with the webpage. Netscape™ Navigator version 6.2 or Microsoft® Internet Explorer version 6.0 have this ability already embedded and will activate by simply going to the webpage. Later versions of these browsers also include this software.
- Q. What are the hardware requirements to use Web Forms?  
A. Hardware requirements are determined by what is necessary to run Netscape™ Navigator version 6.2 or Microsoft® Internet Explorer version 6.0. The other need is to be able to have an Internet connection.
- Q. How long does it take to sign up and go live?  
A. It is as simple as going to the website, the registration is online. Simply fill out the contract, payment can be made online. Within 24 business hours, Harley-Davidson will notify you, via the email address provided in the registration, that you are ready to receive/send documents.
- Q. Can a supplier use Web Forms with another vendor?  
A. Yes, only if the other vendor has created a Web Forms community.
- Q. How secure is the site?  
A. The site utilizes SSL (Secure Socket Layer) protocol and is password protected.
- Q. Will suppliers using Web Forms receive ASN edit reports?  
A. Yes. All ASNs, regardless of whether they were created using Web Forms or Traditional EDI, enter the Harley-Davidson's system the same way and are subjected to the same editing process.
- Q. Will Harley-Davidson notify the supplier after signing up for Web Forms?  
A. Yes. Within 24 business hours, Harley-Davidson will notify you, via the email address provided in the registration, that you are ready to receive/send documents.
- Q. What is the customer service sales/support line prior to registration?  
A. To speak directly with Sterling Commerce about the Web Forms product, call 1-800-299-4031, or you may email any questions to [inquiry@stercomm.com](mailto:inquiry@stercomm.com).
- Q. Can a supplier view a demonstration of Web Forms?  
A. A Macromedia Flash demonstration can be viewed by visiting the [www.sterlingwebforms.com](http://www.sterlingwebforms.com) web page and clicking on the "more>>>" link that is located at the end of the introductory paragraph.