



## Sterling Web Forms Questions & Answers

February 2004

- 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 advance ship notices (ASN), 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 Sterling 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 recent technical improvements and ease of use (web browser), 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 Sterling 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 Sterling 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 Sterling 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 Sterling Web Forms with another vendor?  
A. No. Sterling Web Forms is highly customized for Harley-Davidson/Buell to make the EDI process efficient.
- Q. How secure is the site?  
A. The site utilizes SSL (Secure Socket Layer) protocol and is password protected.
- Q. Will suppliers using Sterling Web Forms receive ASN edit reports?  
A. Yes. All ASNs, regardless of whether they were created using Sterling 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 Sterling 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 are the costs involved. Initial and monthly service fees?

A. One time set-up fee: \$25.00

Monthly service fees are based upon volume:

- 15 documents and 15 FAs at \$19.95/month, \$0.40 each additional FA and \$1.95 each additional document
- 40 documents and 40 FAs at \$39.95/month, \$0.40 each additional FA and \$2.00 each additional document
- 75 documents and 75 FAs at \$73.95/month, \$0.40 each additional FA and \$1.50 each additional document
- 100 documents and 100 FAs at \$84.95/month, \$0.40 each additional FA and \$1.25 each additional document
- 150 documents and 150 FAs at \$99.95/month, \$0.40 each additional FA and \$1.00 each additional document
- 250 documents and 250 FAs at \$159.95/month, \$0.40 each additional FA and \$0.90 each additional document
- 500 documents and 500 FAs at \$309.95/month, \$0.40 each additional FA and \$0.75 each additional document
- 750 documents and 750 FAs at \$459.95/month, \$0.40 each additional FA and \$0.70 each additional document
- 1000 documents and 1000 FAs at \$599.95/month, \$0.40 each additional FA and \$0.65 each additional document
- 1500 documents and 1500 FAs at \$750.00/month, \$.50 each additional FA and document
- Seasonal Pricing: \$24.95/year, each document other than FAs are \$4.00 each. Each FA is \$.40

- Q. What is the customer service sales/support line?  
A. For Sterling Web Forms sales questions, contact Roni Noffsinger at telephone number 1-877-837-0036, Option 4, Option 1 then 6754.

Once your company is a Sterling Web Forms user, you may contact Sterling Commerce Customer Support via email or telephone:

- **Email:** Sterling Web Forms provides an online E-Mail support at no additional charge. An online form can be generated and sent directly from Sterling Web Forms to Sterling Commerce Customer Support or you may email them at [cvg\\_support@stercomm.com](mailto:cvg_support@stercomm.com). Sterling Commerce's response must be within 48 hours.
- **Telephone:** Telephone support via a toll-free hotline is \$25.00 per-call. This number is **1-888-432-7382**. Hours of telephone support are Monday - Friday, 8:00 a.m. - 8:00 p.m. EST. Your credit card or bank account will be billed each time you access the customer support hotline.