



Welcome to the Get Ready for paragon! presentation designed specifically for Target Customers facing the Atlanta parts distribution center.

The goal of this presentation is to help you understand the steps required to prepare your business for a smooth transition to the new paragon parts ordering system.

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## Topic Overview

FREIGHTLINER

paragon

- Paragon Overview & Timeline
- System Access
- Preparing Your Business
- Transition Timeline
- Training Overview & Reference Materials
- Accessing the System
- Paragon Support
- Technical Requirements
- Summary of Customer To Do's



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During this presentation we will provide an overview of the paragon system, its deployment and the timeline leading up to the day your business will begin using the paragon system.

We will also describe where to access the web-based training, the paragon user guide and other paragon-related reference materials.

The presentation concludes with a list of customer “To Dos” that cover all the steps required to prepare your business for paragon.

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# What is paragon?

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## Paragon replaces FLLC's PartsLink parts ordering system

- Customers use paragon to:

- View parts availability and pricing
- Place Stock & Emergency orders



- Paragon makes it easier to do business with FLLC

- Easy-to-use point and click interface
- Delivers real time warehouse management and improved forecasting capabilities to improve PDC availability for dealers and customers

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Paragon replaces the existing PartsLink parts ordering system.

Customers will use paragon to place Stock and Emergency orders and to view pricing and parts availability information across Freightliner LLC's (FLLC) network of parts distribution centers

Paragon is more than a new parts ordering interface. The new system replaces FLLC's entire system for forecasting demand and managing inventory as well as selling parts to dealers and customers.

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## Paragon's Introduction

- Released PDC-by-PDC over 1 year period
- Customers "converted" to **paragon** with facing PDC
- All customers converted to paragon by August 15, 2005
- Unconverted customers get "limited-access" **paragon lite**

### Conversion Timeline



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The paragon system is being deployed in phases by parts distribution center (PDC) over the span of nearly one year.

Customers are being converted PDC-by-PDC with their facing dealers

The rollout began with the Calgary PDC in October 2004 and continues based on the schedule displayed. The rollout concludes with the Memphis PDC in August 2005.

Beginning April 4, unconverted customers will have access to a limited-access version of paragon called paragon lite.

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## What is paragon lite?

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- Paragon lite is a scaled-down version of paragon that allows unconverted customers to:
  - View inventory at converted paragon PDCs
  - Place emergency orders at converted paragon PDCs and check order status
- Why do you need paragon lite?
  - Unconverted customers CANNOT see inventory at paragon PDCs using PartsLink
- How long will you use paragon lite?
  - Atlanta customers will use paragon lite for 2 weeks (April 4<sup>th</sup> – 18<sup>th</sup>) until full conversion to paragon on April 18<sup>th</sup>

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## What is paragon lite?

Paragon lite is a scaled-down version of paragon provided to allow unconverted customers access to paragon PDCs.

Customers use paragon lite to place emergency orders at converted PDCs that are not visible in the PartsLink system. Customers can also use paragon lite to view availability at all PDCs (converted as well as unconverted).

Customers only use paragon lite until they are converted to paragon with their facing PDC.

Atlanta customers will only use paragon lite for 2 weeks

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# Paragon Timeline

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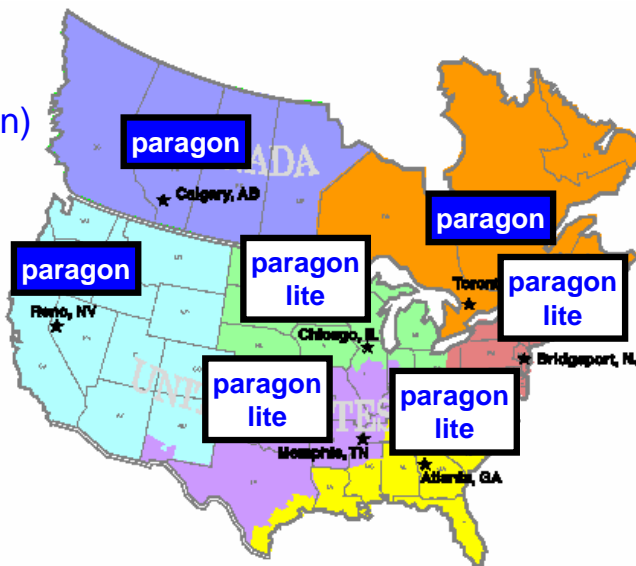
paragon

Canada – Converted

United States

● April 4<sup>th</sup> Reno (paragon)  
 Atlanta  
 Chicago  
 Bridgeport  
 Memphis  
 (paragon lite)

2. April 18<sup>th</sup> Atlanta
3. June 6<sup>th</sup> Chicago
4. June 20<sup>th</sup> Bridgeport
5. August 15<sup>th</sup> Memphis



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As mentioned earlier in this presentation, the paragon system is being deployed in phases by parts distribution center (PDC) over the span of nearly one year.

On April 4<sup>th</sup> the Reno PDC and all of its facing dealers and customers will be converted to paragon.

Also at this time, all dealers and customers facing the remaining PDCs will be provided with paragon lite.

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# Paragon Timeline

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paragon

Canada – Converted  
United States

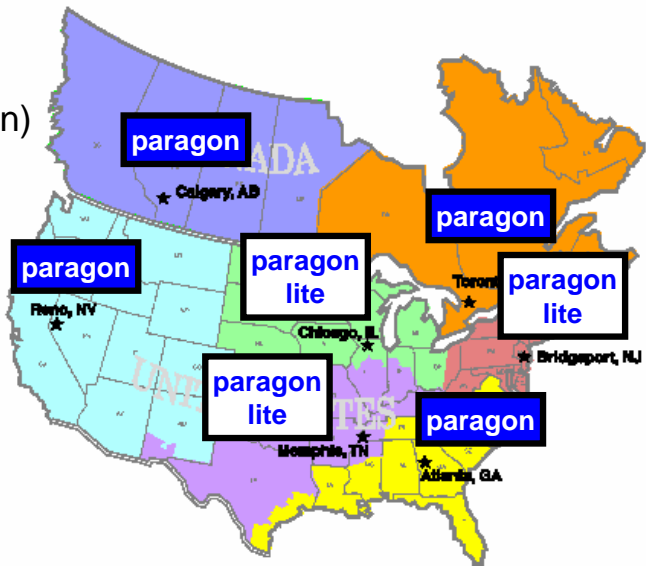
1. April 4<sup>th</sup> Reno (paragon)
  - Atlanta
  - Chicago
  - Bridgeport
  - Memphis
- (paragon lite)

● April 18<sup>th</sup> Atlanta

3. June 6<sup>th</sup> Chicago

4. June 20<sup>th</sup> Bridgeport

5. August 15<sup>th</sup> Memphis



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Dealers and customers facing Atlanta will be converted on April 18th

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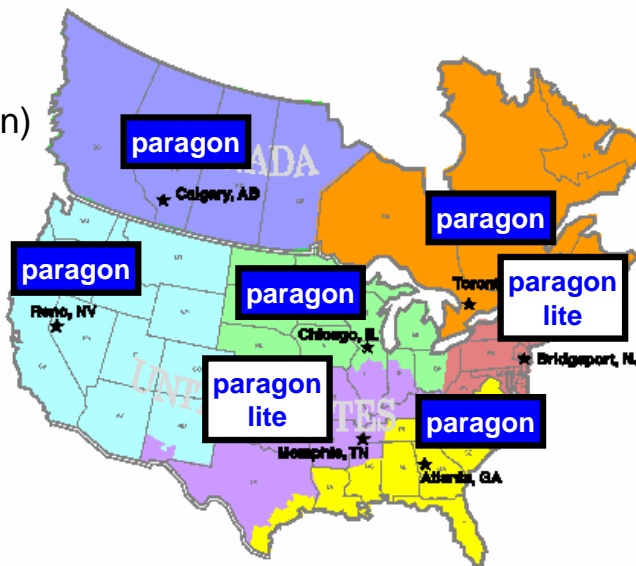
# Paragon Timeline

FREIGHTLINER LLC

paragon

Canada – Converted  
United States

1. April 4<sup>th</sup> Reno (paragon)
  - (paragon lite) {
    - Atlanta
    - Chicago
    - Bridgeport
    - Memphis
2. April 18<sup>th</sup> Atlanta
- June 6<sup>th</sup> Chicago
4. June 20<sup>th</sup> Bridgeport
5. August 15<sup>th</sup> Memphis



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On June 6 dealers and customers facing Chicago will be converted

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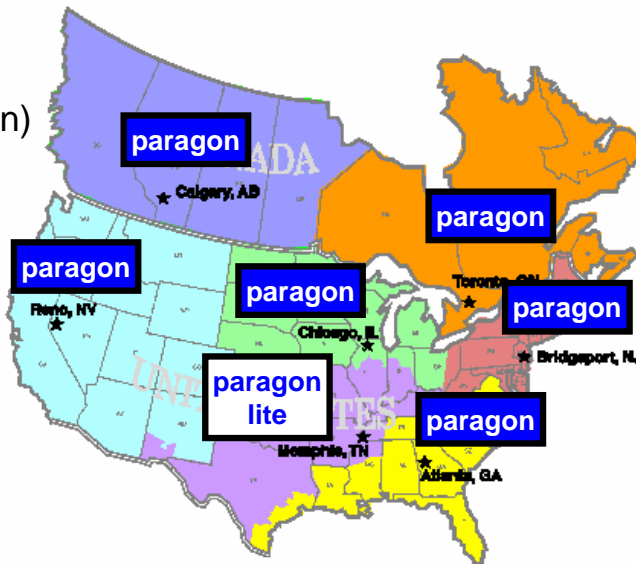
# Paragon Timeline

FREIGHTLINER LLC

paragon

Canada – Converted  
United States

1. April 4<sup>th</sup> Reno (paragon)
  - (paragon lite) {
    - Atlanta
    - Chicago
    - Bridgeport
    - Memphis
2. April 18<sup>th</sup> Atlanta
3. June 6<sup>th</sup> Chicago
4. ● June 20<sup>th</sup> Bridgeport
5. August 15<sup>th</sup> Memphis



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Two weeks later on June 20<sup>th</sup> dealers and customers facing the Bridgeport PDC will be converted

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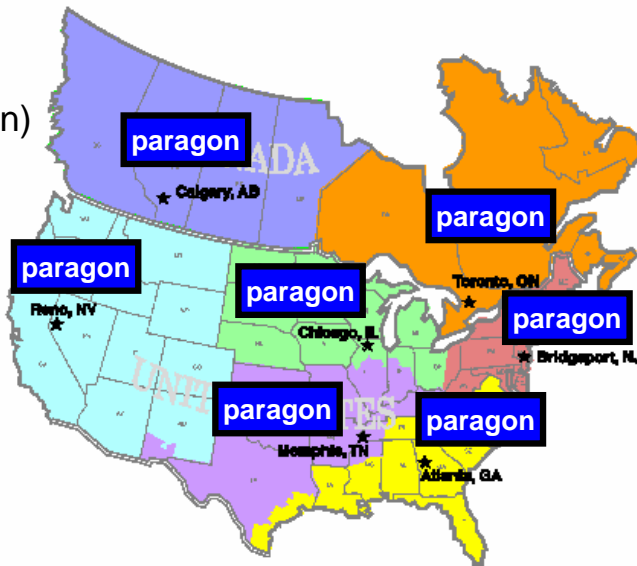
# Paragon Timeline

FREIGHTLINER LLC

paragon

Canada – Converted  
United States

1. April 4<sup>th</sup> Reno (paragon)
  - (paragon lite) {
    - Atlanta
    - Chicago
    - Bridgeport
    - Memphis
2. April 18<sup>th</sup> Atlanta
3. June 6<sup>th</sup> Chicago
4. June 20<sup>th</sup> Bridgeport
- August 15<sup>th</sup> Memphis



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Finally on August 15<sup>th</sup> - Dealers and customers facing the  
Memphis PDC will be converted completing the paragon  
rollout

At this point all dealers and customers will be on paragon and  
PartsLink will be retired.

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## System Access for Unconverted Customers (beginning April 4<sup>th</sup>)



- All unconverted customers will gain access to paragon lite on April 4<sup>th</sup>
- Together PartsLink and paragon lite provide access to all PDCs

**System Access for Unconverted Customers**

	Stock Order	Emergency Order	Order Status	View Inventory & Pricing
<b>PartsLink</b>	<b>Yes</b>	<b>Yes</b> (PartsLink PDCs only)	<b>Yes</b> (PartsLink PDCs only)	<b>Yes</b> (PartsLink PDCs only)
<b>paragon lite</b>	<b>No</b>	<b>Yes</b> (paragon PDCs only)	<b>Yes</b> (paragon PDCs only)	<b>Yes</b> (All PDCs)

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This table lays out the functions unconverted customers will access in each of the systems.

Used in conjunction with PartsLink, paragon lite provides unconverted customers the ability to view and place orders at all PDCs.

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## System Access for Converted Customers (beginning April 18<sup>th</sup>)

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- Paragon Functions
  - Stock and Emergency Orders
  - View Availability Across All PDCs
- PartsLink Available for Emergency Orders only against non-facing, non-converted PDCs until paragon rollout ends

### System Access for Converted Customers

	Stock Orders	Emergency Orders	Order Status	Shipment Tracking	View Inventory & Pricing
paragon	Yes	Yes (All PDCs)	Yes (All PDCs)	Yes (from paragon PDCs)	Yes (All PDCs)
PartsLink	No	Yes (Against non-facing PartsLink PDCs only)	No	Yes (from PartsLink PDCs)	No

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After converting to paragon your business will use the new system to place orders and view parts availability at all PDCs.

PartsLink, however, will continue to be available for placing Emergency Orders only at non-facing PDCs thru the end of the paragon rollout – August 15<sup>th</sup>.

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# Preparing Your Business for Conversion

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- Provide email addresses to your dealer for emailed packing slips before March 28<sup>th</sup>
  - All packing lists from your facing PDC will arrive via email
  - Send 2 email addresses per “ship to” address to your facing dealer
  - Notify email provider messages from freightliner.com should be accepted
- Provide default shipping method to dealer for Emergency orders
  - This will be used if you do not select a ship method

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One of the important changes to be aware of when you convert to paragon is that packing lists will be delivered via email.

Hard copy packing lists will not be included with part shipments from your facing paragon PDC.

To make certain your packing list arrives safely, please provide your facing dealer with 2 email addresses for the receipt of these paragon packing lists. And, contact your email provider to make sure your email account is not set to reject emails from Freightliner.com.

Also, inform your facing dealer of your preferred ship method for emergency orders. Once provided, your ship method (“FedEx 2<sup>nd</sup> day” for example) will be loaded into the system as a default.

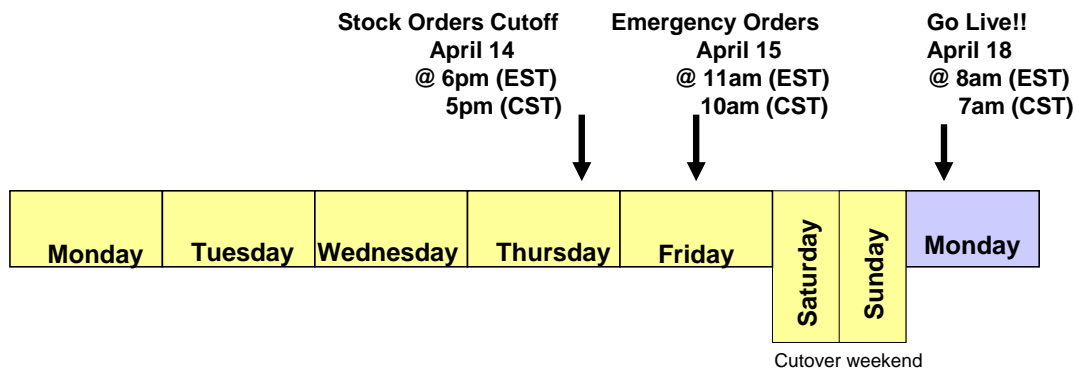
**GO TO NEXT  
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## Transition Timeline for PartsLink Orders



### PartsLink cut off for customers facing the Atlanta PDC

- After April 14 – Stock orders must wait for paragon
- After April 15 – Send Emergency Orders to non-facing PDCs or call Parts Support



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Please take note of the following cutoff times for orders placed in the PartsLink system during the last week before Go Live.

Stock orders should not be placed after the cutoff time indicated on Thursday April 14. All stock orders desired after the cutoff should be held until Monday morning and placed in paragon.

Emergency orders should be placed with non-facing PDCs after the cutoff time indicated on Friday April 15.

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# Paragon Web-based Training



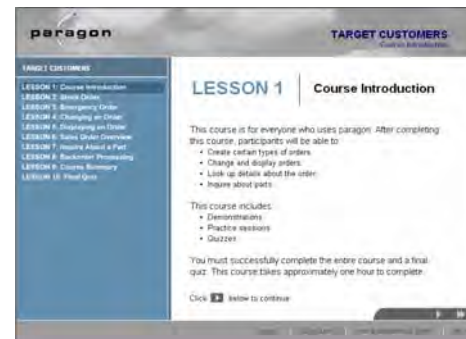
Two hour web-based training required for all users

Covers all day-to-day tasks

Self-paced, 24/7 availability

Repeat as many times as you want

Available anywhere with Web access



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To make sure your business is ready for the new paragon system we have developed 2 hours of web-based training covering all the system functions available to you.

Because the training is self-paced it is available anytime day or night and can be repeated as many times as you like.

We recommend the training to all who will be using the system and suggest that anyone taking the training repeat it at least once the week prior to paragon's introduction.

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# How Do I Access The Training?

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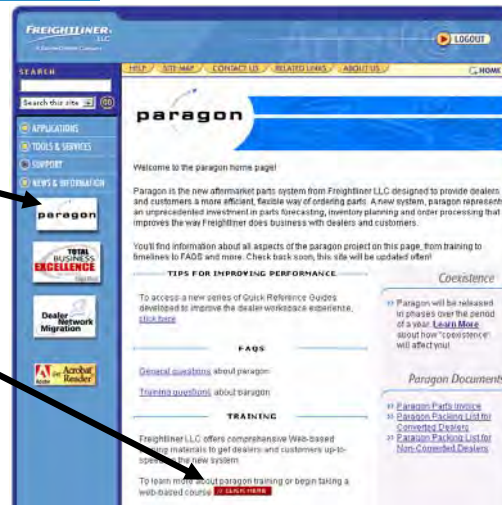
paragon

Access paragon web-based training from your desktop.

1. Click on [www.accessFreightliner.com](http://www.accessFreightliner.com)

2. Click on paragon.

3. Click on paragon training.



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You can access the training by logging into AccessFreightliner and clicking on the paragon logo displayed on the left side of the page.

Next, find the “Training” sub head midway down the page and click on the red “Click Here” button.

GO TO NEXT  
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# Log Into The Learning Center



New users click here

The next step is to log into Freightliner's Learning Center.

To log in, select your name on the drop down list, enter your password and click the "Login" button.

If you are new to the learning center click the "New User" item on the drop down menu and complete the short form required.

Once the form is complete click the "Login" button to continue.

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# Select Web-Based Training

The screenshot shows the Freightliner Learning Center website. A yellow box highlights the 'Courses / Registration' menu on the left. Two numbered red circles with arrows indicate the selection path: (1) Click Here points to the 'Courses / Registration' menu, and (2) Then Here points to the 'Web-Based Training' option within that menu. The website header includes the Freightliner logo and 'paragon' branding. The main content area features sections for 'Service & Warranty' and 'Software'.

1 Click Here

Then Here

2

the Learning Center

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Click on one of the icons above for more information about that program.

Service & Warranty

Software

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Congratulations, you've made it into the Learning Center and are ready to access the paragon training.


To access the training, select the "Courses / Registration" menu item located in the golden area on the left hand side of the page. Then select the "Web-Based Training" menu item.

GO TO NEXT  
SLIDE

# Enter Your Training Code







Welcome
Learning Center Home | Exit | Help

Wed, Jan 12, 2005

> My Training

> Department

> Certification Programs

> **Courses / Registration**

☐ Class Schedules  
☐ Instructor-Led Training  
☒ Web-Based Training  
☐ Self-Paced Training  
☐ Pre-recorded

> Testing

> Utility Downloads

> Contact Us

> Related Links

COURSES / REGISTRATION: *Web-Based Training*

Use this window to find available web-based training.

- To list all available Web-based training modules, click **List All Modules**.
- To find a specific course, check Parts, Sales, Service, Software, or Other to narrow your search, enter the name (or keyword) of the course you are looking for, and click **Search**.

Search

- OR -

Department:
 ☐ Parts
 ☐ Sales
 ☐ Service
 ☐ Software
 ☐ Other


Course Name (Keyword):

WBTPGTG

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The Web-Based training search function is now displayed on your screen.

Enter the training code “WBTPGTG” into the box labeled:  
 “Course Name (Keyword):”  
 and click the “Search” button.

**GO TO NEXT  
SLIDE**

# Click To Access Your Training

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Welcome
Learning Center Home | Exit | Help

Wed. Jan 12, 2005

- > My Training
- > Department
- > Certification Programs
- > Courses / Registration
  - ◇ Class Schedules
  - ◇ Instructor-Led Training
  - ◇ Web-Based Training
  - ◇ Self-Paced Training
  - ◇ Pre-recorded
- > Testing
- > Utility Downloads
- ◇ Contact Us
- > Related Links

COURSES / REGISTRATION: *Web-Based Training*

Your search resulted in 1 matches. Displaying 1 through 1.    Sort by: ID

NOTE: In order to start these modules, you may need the [Macromedia Flash](#) or [Authorware](#) Players.

ID: WBT <a href="#">(Details)</a>	Name: Paragon Target Customer WBT--NAVIGATION	Department: Parts, Software, Other	Action: <a href="#">Start</a>
ID: WBT <a href="#">(Details)</a>	Name: Paragon Target Customer Web-based Training	Department: Parts, Software, Other	Action: <a href="#">Start</a>

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Click Here

1

2

You should now see 2 yellow boxes displaying the course names:

WBT: Navigation

Paragon Target Customer Web-Based Training

Please complete the Navigation module before taking the Paragon Target Customer Web-Based Training.

Click "Start" to begin the Navigation Training module.

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**You're On Your Way . . .**

**paragon**

**paragon**

**PARAGON WORKSPACE NAVIGATION**  
Course Introduction

**PARAGON WORKSPACE NAVIGATION**

LESSON 1: Course Introduction  
LESSON 2: Paragon Log On  
LESSON 3: Paragon Workspace  
LESSON 4: Menu Bar and User Menu  
LESSON 5: Transaction Codes  
LESSON 6: Possible Entries Button  
LESSON 7: Status Bar Messages  
LESSON 8: Paragon Online Help  
LESSON 9: Course Summary  
LESSON 10: Final Quiz


**LESSON 1** | **Course Introduction**

Welcome to paragon Workspace Navigation. This course is for dealers who will be using paragon, and it is required for all other dealer training.

This course includes:

- Demonstrations
- Practice sessions
- Quizzes

You must successfully complete the entire course and a final quiz.  
This course takes approximately 30 minutes to complete.

Click  below to continue.

RESULT | QUICK REFERENCE GUIDE | HELP

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If you see a screen that looks similar to this you have successfully accessed the web-based training.

Congratulations, your paragon training is underway!

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# Download Paragon Reference Guides



## From the Paragon Website on AccessFreightliner.com

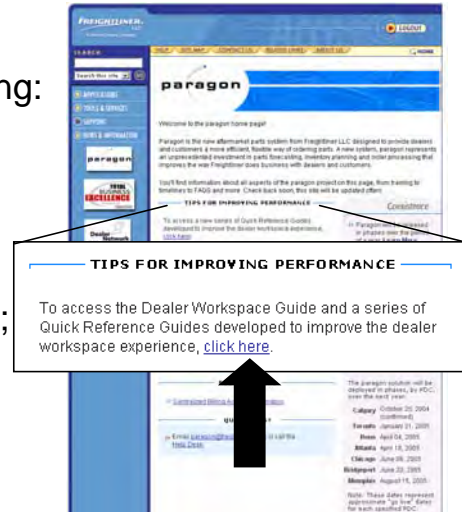
1. Click on “Tips for Performance”
2. **Download** and **Print** the following:

### Customer Workspace guide

- Detailed “how to” for each transaction

### Quick Reference Guides including;

- Paragon Browser Settings
- Inquiring About a Part



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In addition to the web-based training, there are several important reference guides available to make sure you are prepared for paragon.

From the paragon website on AccessFreightliner click on the link labeled “Tips for Improving Performance”.

Here you will find several important documents that we recommend you download and print **BEFORE** using the system.

To make sure paragon will work on your system you must configure your web browser according the “Paragon Browser Settings” Quick Reference Guide.

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# Accessing Paragon & Paragon Lite



Login to AccessFreightliner

➤ Click the paragon icon

Please Note:

The paragon lite icon will read “paragon” not paragon lite.



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To access paragon or paragon lite simply log into AccessFreightliner.com and click on the icon labeled “paragon” in the applications area of the web page.

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# Paragon Support



- **If you have a problem or question**

- Call your existing support resource
  - Your sponsoring dealer
  - Dealer Help Desk - Connectivity, login or system access  
503-745-8220
- Additional paragon resources added to Help Desk and Parts Support

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If you encounter a problem accessing the training or have an order-related question after going live with paragon, please contact your existing support resource.

The Dealer Help Desk has experience with paragon and will be available to answer your questions.

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# Technical Specifications



## Minimum/Recommended computer specifications

Component	Minimum/Recommendation
Processor	Intel Pentium II 400 MHz (Intel Pentium IV 1.0 GHz or better recommended)
RAM	64 MB (256 MB recommended) the more the better!
Hard Drive	10 GB
Video Resolution	800 X 600 (1024 X 768 recommended)
Web Browser	<b>Microsoft Internet Explorer version 6.0, Service pack 1 or above – REQUIRED!!</b> <b>**Configure based on “Paragon Browser Settings” Quick Reference Guide**</b>
Internet Access	Minimum 256k high-speed recommended (the faster the better!)
Software	Windows 98 SE, Windows 2000, Windows XP Prof. (Windows 2000 or newer recommended) Adobe Acrobat Reader (free from <a href="http://www.adobe.com">www.adobe.com</a> )
Printer	Printer capable of printing Microsoft Word, Excel, and PDF documents

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Please use the following technical information as a guide to assessing your computer's compatibility with the paragon system.

Minimum requirements determine whether a computer can run paragon.

If you buy new equipment for paragon, you should follow the recommended specifications.

Please make sure you have the required version of Internet Explorer and have configured your browser based on the “Paragon Browser Settings” reference guide BEFORE attempting to access the system.

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# Getting Ready To Do's



- Preparing the Business
  - Send the following information to your facing dealer before March 28<sup>th</sup> :
    - 2 email addresses - for delivery of packing lists
    - Default Emergency shipping methods
- Preparing your people
  - Complete web-based training
  - Download and print Customer Workspace and Quick Reference Guides
- Prepare your system
  - Upgrade your browser to Internet Explorer 6.0, Service Pack 1.0
    - Confirm version by selecting "About Internet Explorer" on your browser's Help menu
    - Free upgrade available at [www.Microsoft.com](http://www.Microsoft.com)
  - Configure your browser based on "Paragon Browser Settings"
    - Download the 2-page document from "Tips for Improving Performance" on AccessFreightliner paragon page

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Please review this list of "To Dos" and make sure all are complete before your scheduled GO Live date. This list of items is also included in the Notes included with this presentation. To access the notes, return to the first slide and click on NOTES. This concludes the Get Ready for paragon presentation.

## Getting Ready for Paragon Customer To Do's

### Preparing the Business

- Send the following information to your facing dealer before March 28<sup>th</sup> :
  - 2 email addresses - for delivery of packing lists
  - Default Emergency shipping methods

### Preparing your people

- Complete web-based training
- Download and print Customer Workspace and Quick Reference Guides

### Prepare your system

- Upgrade your browser to Internet Explorer 6.0, Service Pack 1.0
  - Confirm version by selecting "About Internet Explorer" on your browser's Help menu
  - Free upgrade available at [www.Microsoft.com](http://www.Microsoft.com)
- Configure your browser based on "Paragon Browser Settings"
  - Download the 2-page document from "Tips for Improving Performance" on AccessFreightliner paragon page

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