

Affiliates



Log in to check sales
Notified by eMail on new sale
Pass Affiliate ID to Web site
for sales credit

Anonymous Customers



Browse store for products
Place Orders
Review FAQ / KB
Trial Download tracking / teaser emails
Newsletter signup

Software Applications



Ping license server for status
Ping license server for update
Automatic download software updates
Online automatic software activations
Retrieve activation code
Send application usage data

Authenticated Customers



Check order status
Track packages
Reprint receipts
Check rebate status
Choose special offer in lieu
of rebate
Download software updates
Purchase upgrades
Register software
Open support ticket
Review / post in online forum

Customer Service



Search for customers
Phone activations of software
Register customers
Place new orders

SOLO Server



Windows 2000 Server
Load Balanced
Microsoft SQL Server 2000

Shipping



Print Invoices
Print shipping labels - FedEx & USPS
Update database with Tracking
No. & Ship date

Technical Support



Search for customers
Manage trouble tickets
Update FAQ / KB real-time

Accounting



Reconcile merchant account with bank
Download settlement info into QuickBooks
Process Chargebacks
Issue refunds
Export check info for rebates

IT Department



Manage users / groups
Control entire server
through web interface

Sales & Marketing



Send eMail campaigns to customer
Design and track promotions / discounts
Generate 22 Real-time Reports