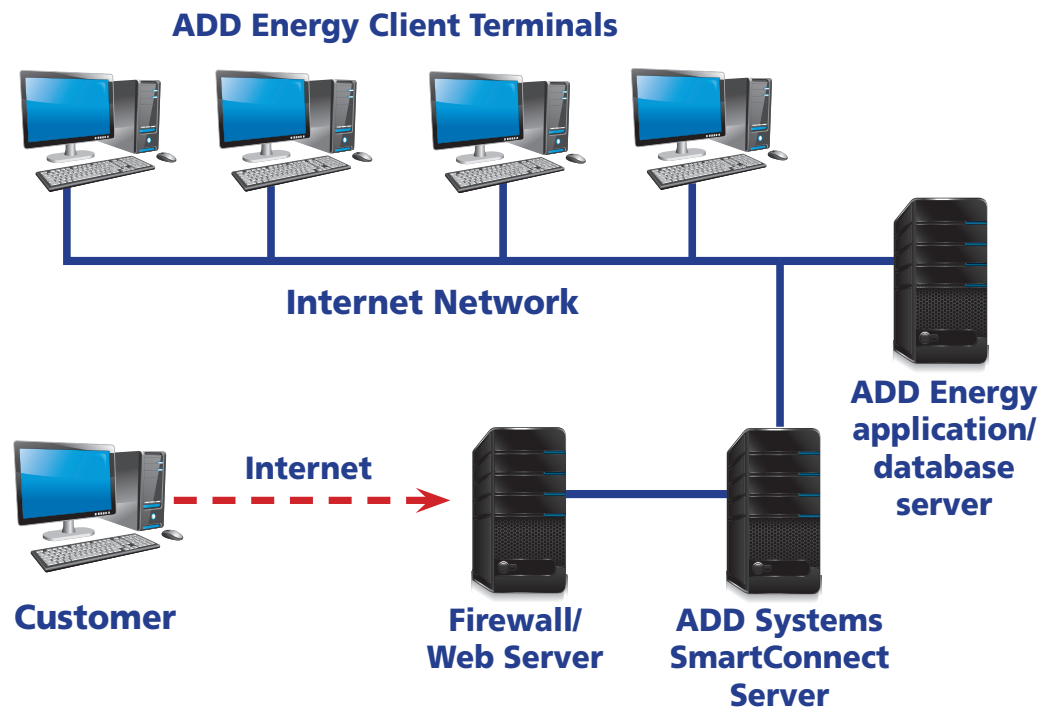


SmartConnect® provides the customer a choice of self-service. Answers to questions such as: “What is my balance?” can be provided without the customer talking to someone. The answers can be provided over the Internet via your web site or by implementing an IVR-enabled telephone system. The IVR Telephony interface also provides the functionality to locate customers within your database based on the caller’s phone number. It can automatically display the Customer Information screen before your customer service representative even picks up the phone to talk!

SmartConnect is an API, a gateway that can be used by your web site developer or telephone system integrator to retrieve real-time data or update your ADD Energy/E3 database. SmartConnect not only provides static information such as balance, last payment and delivery due date. It can be used to accept delivery orders or credit card payments over the Internet among other things.



Let's focus on the web interface. How does it work?

You would provide your customers an Internet sign-up process to create a username and password via your web site that enables the customer to access his account information within your ADD Energy/E3 database. The username and password are stored in ADD Energy/E3 Security. The customer provides the account number and 10-digit telephone number for the accounts they want to link to their web access account. Customers could link to multiple accounts in more than one Energy company. SmartConnect provides the ability to locate customer records across multiple databases. As soon as the customer completes the sign-up process, they have secure access to the account information you have elected to provide. They may view transaction history, service history, balance information, last payment information, forecasted delivery dates, credit status and more.

What if a customer requests a delivery?

SmartConnect provides the ability to accept delivery orders also. Customers log on with their secure user name and password and display their account(s). Using an interface designed by you and your web design firm, the customer can request a delivery. This automatically creates an electronic order just like the existing Energy/E3 phone order process used by your customer service representatives. The web order process will automatically update customer display screens, indicating a “web user” has logged a delivery order. A customer log entry is created recording the logged order. This process will be guided by normal system rules such as:

- If the ordered amount is greater than tank size, SmartConnect sends a message back to your web site telling the customer the order is too big.
- If an order is already outstanding, SmartConnect will reject the order request and send a message back to the customer via your web site.
- If the customer is on credit hold, your business rule may inform the customer they must talk with a credit representative before an order can be accepted.

The SmartConnect API provides a framework for accessing and updating Energy/E3 data from other applications. It enables the user to access the following modules:

- Web user profile
- Energy/E3 account validation
- Customer information lookup
- Delivery information lookup (including history)
- Service information lookup (including history)
- Transaction history
- Payment entry
- Delivery request
- Service request (including scheduling)
- Account modification (ADD/MODIFY)
- Create customer log entries
- Establish special customer pricing
- Maintain Customer Credit Card information
- Charge credit cards
- Maintain Customer EFT information
- Create EFT transactions
- Maintain Customer Contact information
- Access Customer Document information

SmartConnect is a collection of web-services that allow external applications to programmatically exchange data with the ADD Energy/E3 system. It uses XML documents to move data into and out of the E3 database(s), this allows SmartConnect to provide back office integration to any application capable of creating or consuming these XML documents.

The SmartConnect product offers support for web service communication based on the WS-I basic profile 1.1 (WS-BP 1.1) specification, this includes standards such SOAP 1.1, WSDL 1.1, and message security 1.0. It uses HTTP for the transport and offers interoperability across heterogeneous systems.

The API provides the ability to search and locate Energy/E3 accounts across multiple Energy/E3 databases. It uses an advanced data cache mechanism to minimize round-trips to database server(s).

Once an Energy/E3 account is located using a 10-digit telephone number, and optionally an account number the API will return the company (database) number. Each subsequent attempt to connect an Energy/E3 database requires a company number as well as a valid account number.

Security

Several layers of security are currently implemented before an end-user can establish a connection to databases:

- **Connect Authentication:** SmartConnect uses the authentication services provided by Microsoft Windows security to enable the identity verification and make sure the client identity is authentic.
- **Energy/E3 security layer:** an ID will be created in Energy/E3 security for each calling application. Any client application that doesn't have a valid caller ID will not have access to the SmartConnect
- **Security by Company:** Energy/E3 accounts will be accessed based on a list of companies to which each calling application has access
- **Security by user profile:** the status for a user profile must be "Active" in order to log on. The user profile password will be encrypted within the database

Hardware and Software Minimum Requirements

- Microsoft® Windows® Server 2003 edition with service pack 2 (SP2) or higher
- 800 MHz or higher Intel-compatible CPU
- 1GB of RAM
- 1 GB of available hard disk space
- Network adapter card (Recommended: 100 Mb)

ADD Energy/E3 SmartConnect - a new way of serving your customers.

In order to implement Smart Connect, you must be using ADD Energy E3 Release (V7.01 or higher.)

If your company has a web site, or is thinking about creating or redesigning one, please contact your ADD Systems sales representative by calling 800-922-0972 to get more information about SmartConnect.



Contact our National Sales office at 1-800-922-0972 or visit us on the web at www.addsys.com.