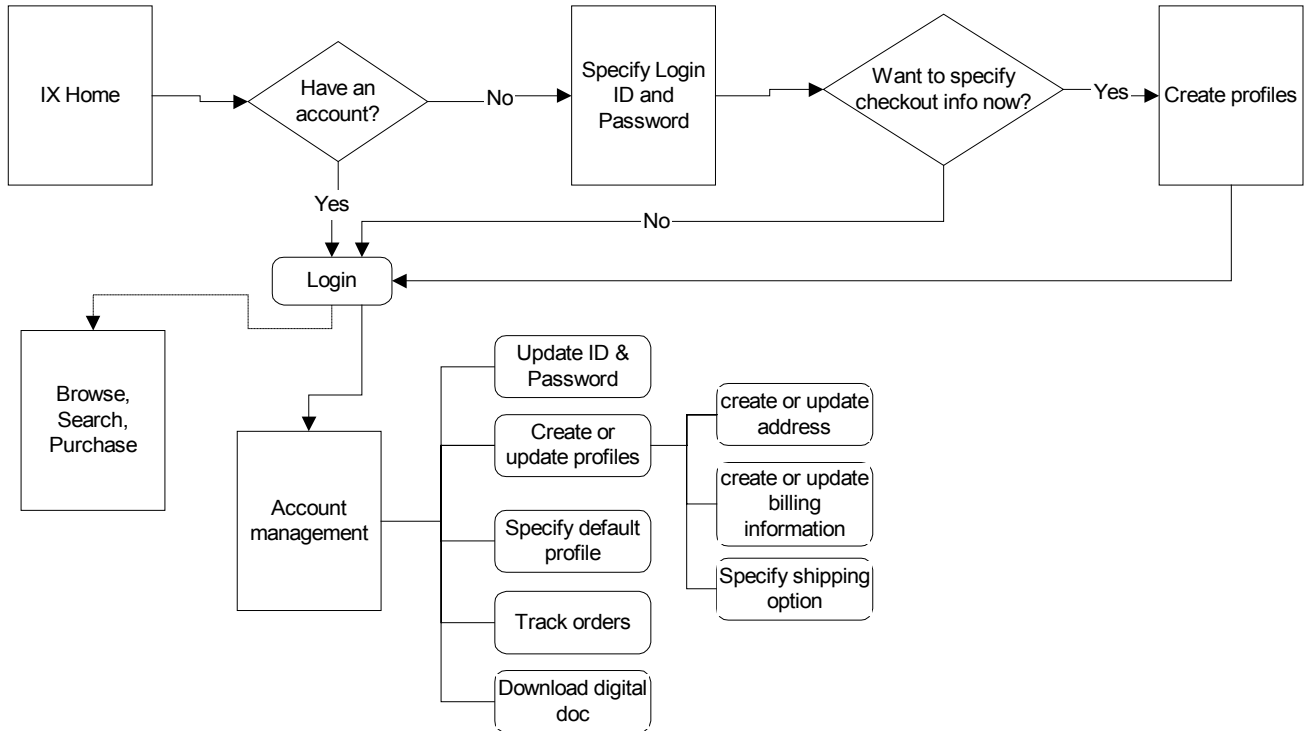


Account Management

Task Analysis of Account Management for IX AM module

Last Updated: 11/22/00

The account management in IX includes account creation, account maintenance, order status tracking, digital document downloads.



1. Account Creation

- User should be able to create an account by specifying an acceptable user ID, password, and appropriate authorization.
(Security and authorization TBD)
- The user is required to create an account before he/she can enter the site beyond portal page.
- User should not need to create a profile (the profiles contain their billing and shipping information) to gain access to the site.
- To create a valid profile, user needs to specify shipping and billing addresses, payment, shipping options.

The payment methods include:

- Corporate billing (which will bill to the company monthly)
- Purchase Order (may need to be changed on a per order basis)
- Credit Card
- User will have up to five customizable data fields for charge codes.
The charge codes are not considered the same category as billing. The charge codes are used internally in the company for finance tracking purpose. They are

not used as payment methods. They can be used with Purchase order, or credit card payment. Are these statements above correct.

2. Account Management

From my account area, user should be able to

- update Login ID
- change password
- create and update profiles
 - create and update addresses
 - create and update billing information
 - specify shipping options
- specify default checkout profile
- track previous orders status and shipping information
- download digital documentation

From checkout process, user should be able to make the following changes to the account information.

- select to use a different profile
- assign a different profile as default checkout information
- create a new profile and/or update existing profiles