



POWER FLAME INCORPORATED

2001 South 21st Street, Parsons, Kansas 67357

Phone 620-421-0480 Fax 620-421-0948

Web Site: <http://www.powerflame.com>

E-Mail: CSD@powerflame.com

SALES

SALES RELEASE #576

DATE: January 7, 2004

SUBJECT: **ON-LINE ORDER INQUIRY**

We are please to announce our new Internet on-line order inquiry screen. This powerful new feature will allow you unlimited access to your order information, on-line, real time from any Internet connection. You can access the Order Inquiry from our current web site www.powerflame.com. Select the Customer Service tab from the main menu, then the Customer Inquiry tab.

For your initial sign in:

- Select the "Link to Request Form" Tab.
- You will be asked to provide a personal user name, select a password and fill-in your e-mail address. This will in turn e-mail the information to Power Flame.
- Upon receipt of your e-mail we will to assign your individual account details.
- We will then e-mail back to you a confirmation of your personal user name and password.
- After you have received your personal user name and password you can sign in to your account information at the Customer Inquiry Tab on the web site.

The order inquiry displays information from our current database. The screen will display up to 200 orders by entering an order entry date or after approval entry date. All burner orders, parts orders and after approval orders from that date forward will be displayed. The resultant display will include information on parts orders, burner orders and after approval orders. Each inquiry screen is separated to make it easy to find the order(s) you are inquiring about.

Open or completed parts order inquiry section will show:

Our order number and Job number, your purchase order number, order date, Item on order, item description, quantity ordered and shipped, item status, scheduled ship date, rescheduled ship date, date shipped, shippers tracking number(s) and ship to name.

When a UPS® shipper tracking number is shown you can simply select the tracking number for the shipment. It is automatically linked to the UPS® tracking web site and will show you the current status of your shipment in one effortless click. The tracking number will be available by 9:00 AM the morning after the part(s) has shipped.

Open or completed burner order inquiry section will show:

Our order number and Job number, your purchase order number, order date, Item on the order, quantity ordered and shipped, item status, scheduled ship date, rescheduled ship date, date shipped, shippers LTL carrier Pro number once it has shipped and ship to name.

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The carrier PRO number will be available by 9:00 AM the morning after your burner(s) has shipped.

In addition, if you select the Job Number on a selected order, it will supply additional information about the order. The details include a detailed shipping address, freight carrier selected, and a note field where specific information about you order can be found. For example, if a parts shortage is delaying the shipment or we are waiting for additional information from you that information will be displayed here.

After approval order inquiry section will show:

Our order number and Job number, your purchase order number, order date, Item on the order, item description, quantity ordered, date the submittal shipped and ship to name.

There is also a help screen for each of the title descriptions, when selected, it will take you to a screen that provides a detailed description for each of column titles.

The following pages are samples of the Order Inquiry screens. I am confident that you will find the Order Inquiry addition a valuable new tool to keep you informed of your orders progress. If you have any suggestions or comments they are always welcome.

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Mark S. Dunlap

MARK S. DUNLAP
Sales Manager