V3.0 Mini User Guide

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I Introduction

The main focus of this mini user guide is to show you how to place an order through Argosy application. We have also included instruction on login and basic navigation of the storefront to help you get around the Argosy storefront. You will also find information on order search, updating your Argosy user account as well as Argosy support and help.

II Login

II.1 Username and Password

Your username and password information is emailed to you once your user account is created. An example of a typical Argosy Login Information email is shown in Fig. 2-1.

If you do not have an Argosy user account, you can find out how to obtain one section *II.4 Self Registration*.

Note: Your default password is "**password**", which you will get to change after your first login. Please see section *II.2.3 Set New Password* for more detail.
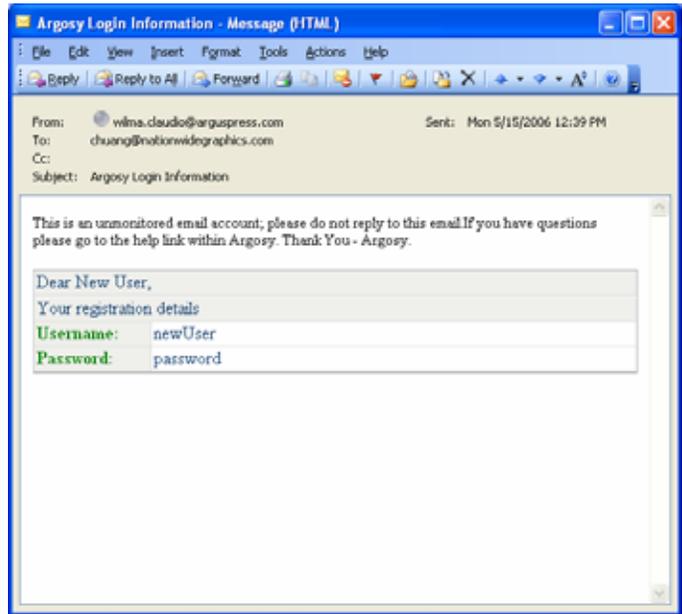

Fig. 2-1

II.2 First Time Login

II.2.1 The Login Page

The URL of your login page will be provided to you and the login page is shown in Fig. 2-2. Using the credentials outlined in section 1, enter your username and password into the fields shown in Fig. 2-2, and click **LOGIN**. Your username may not be your email address, but go ahead enter it in the **Email** field.
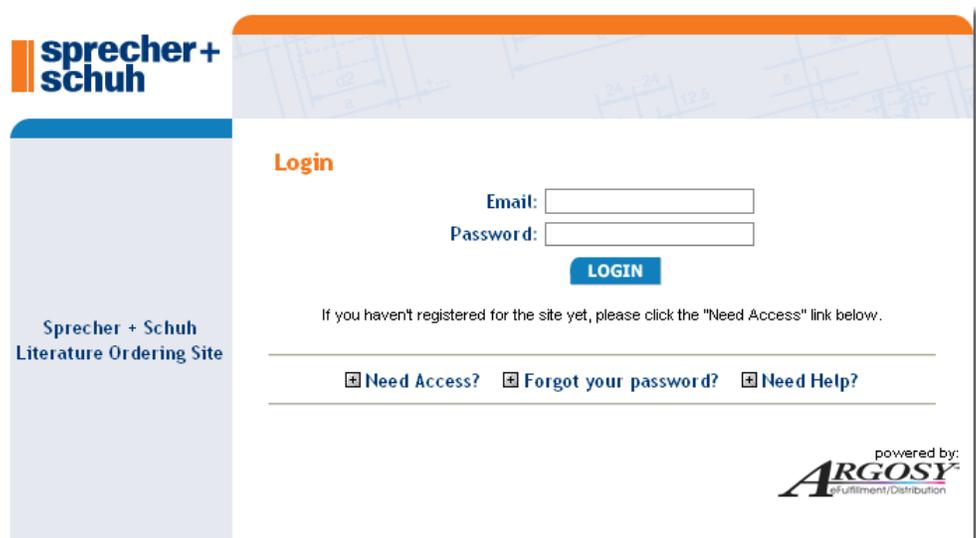

Fig. 2-2

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II.2.2   User Agreement

When you successfully log into Argosy for the very first time, you are prompted with the **User Agreement**. These terms *must* be accepted before you can begin using the Argosy application. You will only need to accept these terms *once*.

To accept the User Agreement:

1. Using the right scroll bar, scroll to the bottom of the agreement.

2. Enter your Name and Company in the highlighted fields, as shown in Fig. 2-3.

3. Click the "**I agree**" hyperlink.

Note: if you click **I disagree**, you will be taken back to the screen shown in Fig. 2-2 to start the process over.
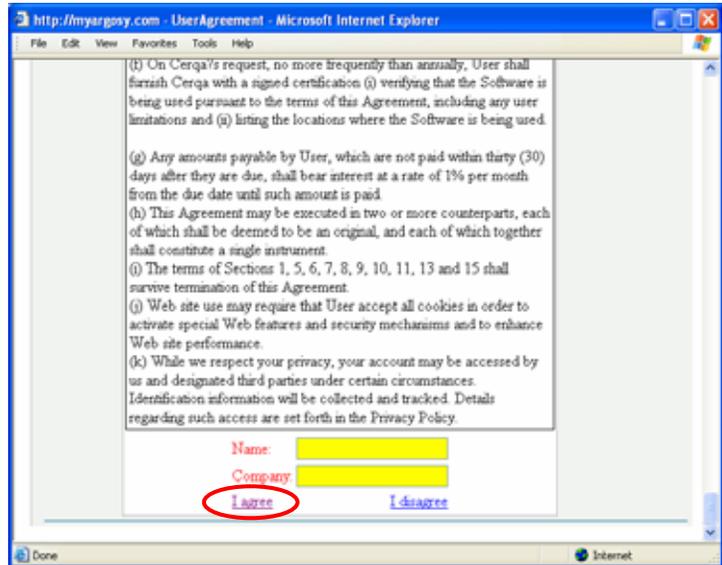
Fig. 2-3

II.2.3   Set New Password

After agreeing to the User Agreement, you will come to the screen shown in Fig. 2-4. All new users are required to change their default password.

To change your password:

1. Enter the password for your Argosy username that was provided in your login credential email in **Old Password** field.

2. Enter a new password (This field is case-sensitive) in **New Password** field.
    Note: Please use the password that is provided to you in the mailer.

3. Re-enter the new password in the **Confirm Password** field.

4. Click **Change Password**.

The system will save your new password and you will be placed into the Argosy Storefront, which will be discussed in *Chapter III Argosy Storefront*.

Fig. 2-4

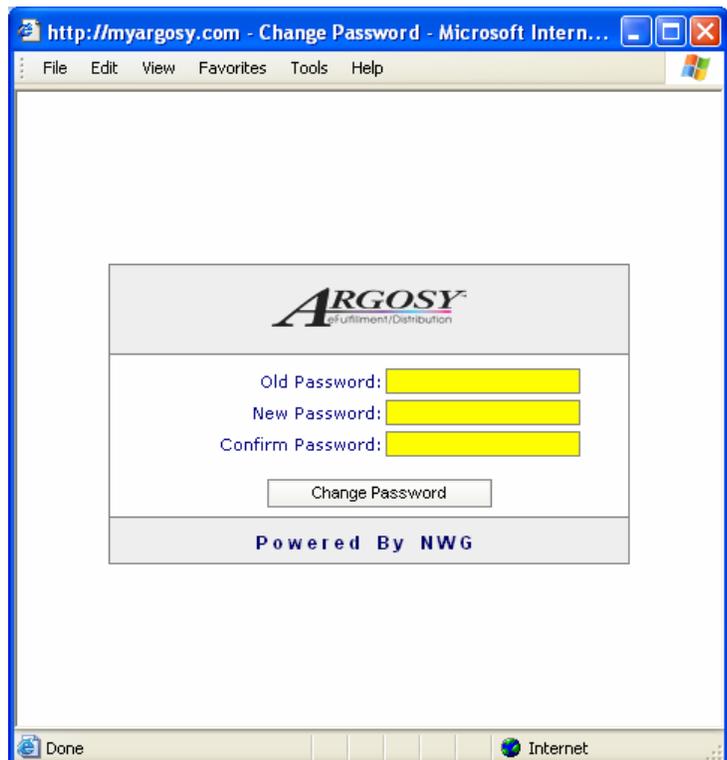**Note:** As a security measure, you are required to change your password every 90 days. The system will prompt you with the screen shown in Fig. 2-4 when it is time to change your password. Follow the same steps as described above to set your new password.

II.3   Forgot Password

If you forget your password, follow these to retrieve your password.

1. Click on **Forgot your password?** on the login page as shown in Fig. 2-2. You will see the additional section expands towards the bottom of the screen as shown in Fig. 2-5.

2. Enter your **username** in the field provided. (If your username is your email address, please enter you email address here.)

3. Click **SEND PASSWORD**. The screen will be refreshed with an onscreen message as shown in Fig. 2-6.

Within minutes, you will receive an automated email from Argosy administer displaying both your **Username** and **Password**. You may now proceed by entering the information provided.
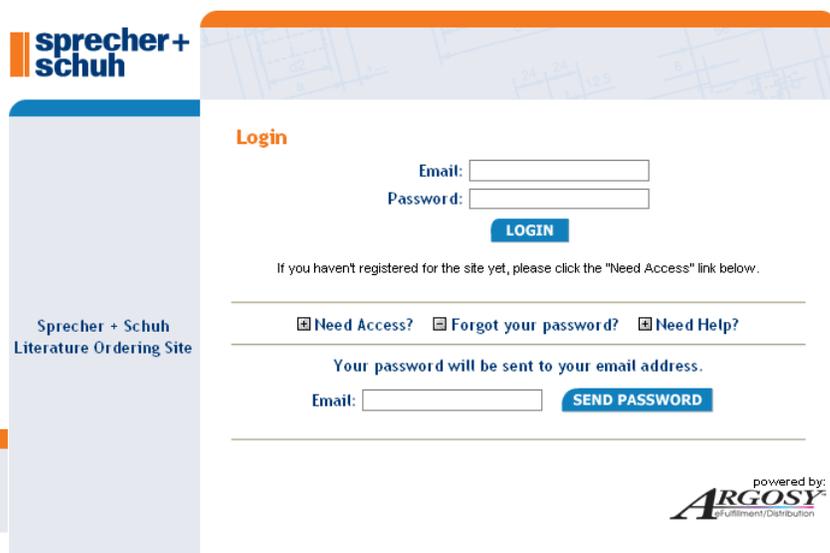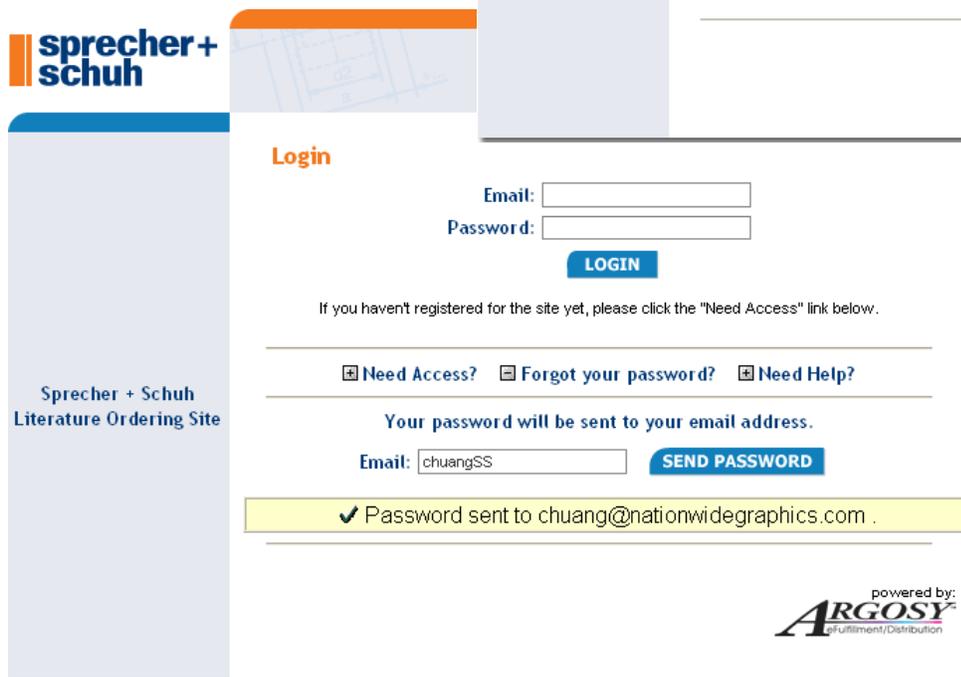
Fig. 2-5

Fig. 2-6

II.4　Self Registration

If you need to register yourself and have an Argosy account created, please follow these steps:

1. Click on **Need Access?** to expand the **Self Registration** portion of the login page as shown in Fig. 2-7.

2. Enter all listed fields.

   Note: Make you that you enter a valid email address which will be used as your username.

3. Click on **REGISTER NOW**. The screen will be refreshed with an onscreen message as shown in Fig. 2-8.

Fig. 2-7

Fig. 2-8

III Argosy Storefront

III.1　Menu & Layout

Once you successfully pass the login, you will enter the **Argosy Storefront** as shown in Fig. 3-1. The Storefront displays many options: Argosy Main Menu, Argosy Quick Menu, and more. To help you get familiarized with the Argosy Storefront, each main item is labeled and numbered in Fig. 3-1 and its brief description is listed below. Detailed discussions of these items are in the later chapters.

1. **Greeting –** the name saved with the user account is displayed.
2. Quick access to your **Message Center** – The **Message Center** is used to distribute system wide messages to all users. You may or may not find messages in the **Message Center**.
3. **Quick Menu –** includes **View Cart**, **Logout**, **Contact Us**, **Help**, and **About Argosy**.
4. **Main Menu –** includes **Store Front**, **My Orders**, **Reports**, and **My Account**. You may also see **Admin** if you are given the access right.
5. **Sub Menu – sub menu** options will appear when you mouse over one of the **Main Menu** options.
6. **Main Screen –** currently displays the **Browse Products** screen. The content of the **Main Screen** changes as you select different options from the menu.
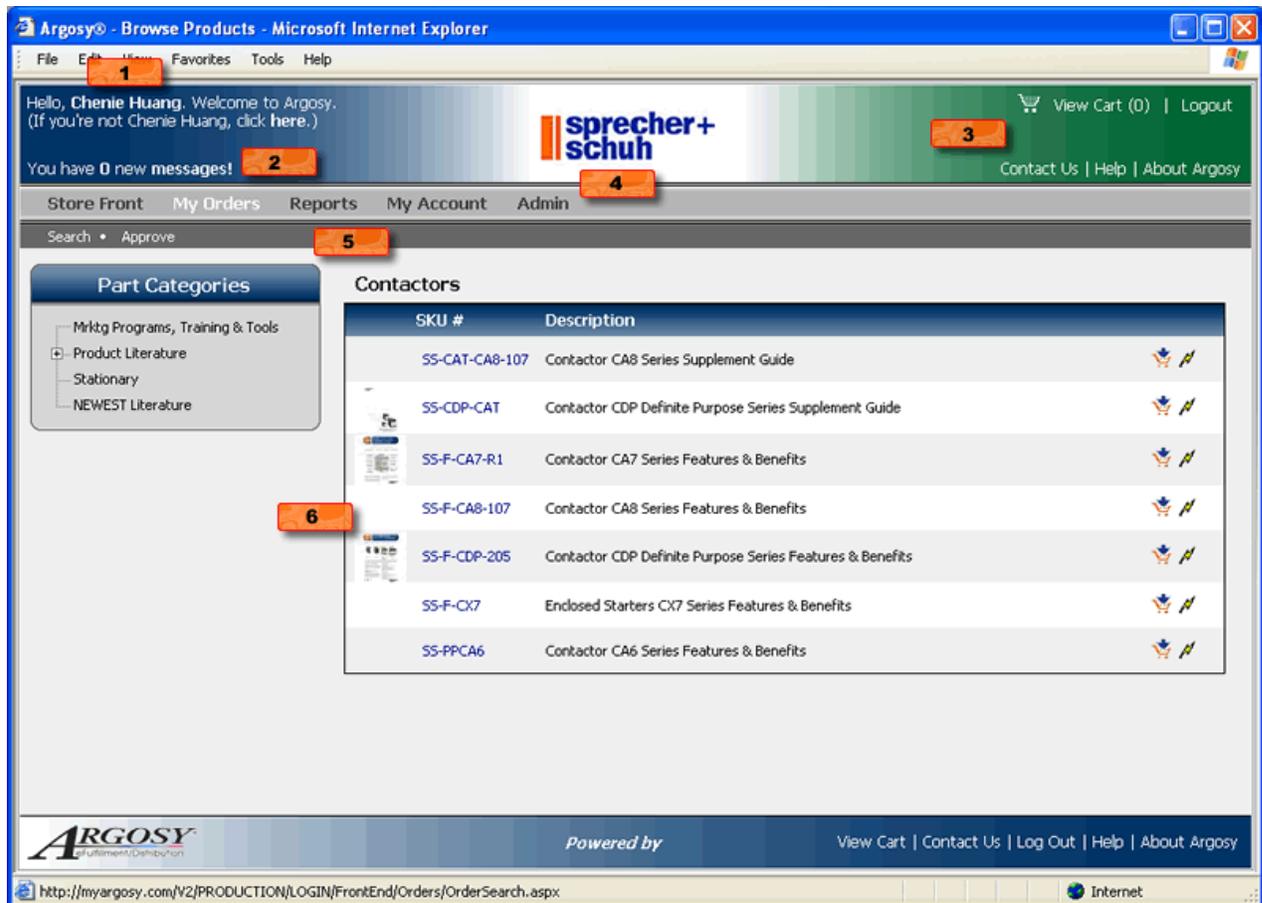

Fig. 3-1

III.2   Browse Products

By default, the **Browse Products** screen is displayed in the **Main Screen** area once you are logged in as shown in Fig. 3-1. Products are grouped into part categories and you may have more than one part category available. You should be able to expand different part categories and view part listing by clicking on the category name that is listed under **Part Categories** block.

III.2.1   Sub Part Categories

If you see a ⊞ sign in from a part category, as shown in Fig. 3-2, this means this part category contains sub part categories.

To view the sub part categories, click on the ⊞ sign associated with the part category. This expands the tree like structure and the ⊞ sign becomes a ⊟ sign. (Clicking on the ⊟ sign will collapse the tree like structure, thus hide the sub part categories.)

A **Sub Part Category** works just like a regular part category. Click on the name of the category to display parts that belong to the category.

Tip: A sub part category may contain its own sub categories as well.
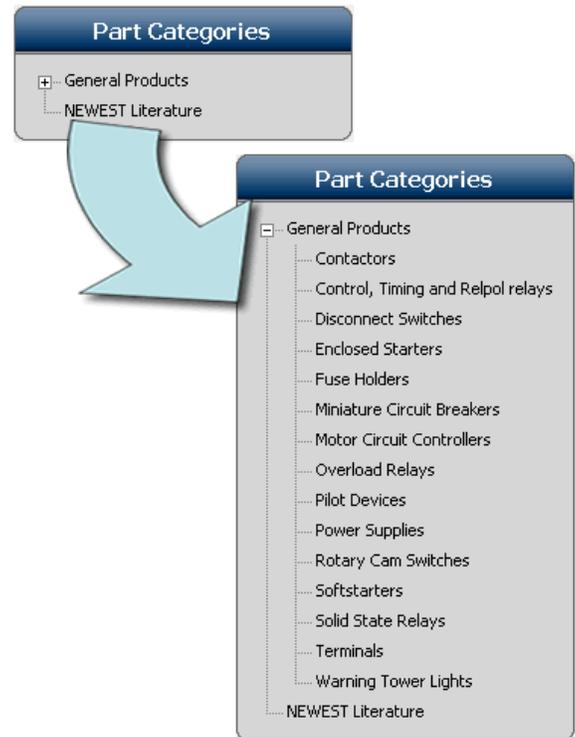
III.2.2   Expanded Part Category

You may encounter two different kinds of view of an expanded part category, **list view** and **large image view**. Each view is described and explained in the following sections.

Note: The display setting of a part category is controlled in the Argosy backend according to your company business rule and is applied to all users that belong to your company Argosy account.

Fig. 3-2

III.2.2.1   List View

Fig. 3-3 shows an enlarged image of an expanded **Softstarters** part category in **list view**. There are several columns in the display. And they are:

Fig. 3-3

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A. **Thumbnail Image** – Thumbnail images for parts may or may not be available. If the thumbnail image is available, you can click on the small image to bring up a large part image in a separate browser window. Large part images can be a PDF file as well.

B. **SKU #** – Each part within a category has a SKU number assigned to it and parts are listed by SKU number in ascending order by default. You can click on the column header "**SKU #**" to change the sort order. If you see an icon in front of a SKU number, this means the part is a customizable.

C. **Description** – Each part also has a brief description. You can also sort the part display by part description by clicking on the column header "**Description**".

D. – This is the "**Add To Cart**" button. Each listed part has an "**Add To Cart**" button.

E. **Price/Inventory** – Depending on your storefront setting, you may also have a **Price** column or an **Inventory** column. (In the screen shown in Fig. 3-3, no price or inventory information is listed.) The **Inventory** column gives you the available quantity for each listed part. You can also sort by price or inventory.

Tip: You will see or in the column header indicating ascending or descending sort order.

Note: If there are more than 25 parts in a part category, the expanded cart category view will have a **Pagination** menu at the bottom as shown in Fig. 3-4. To move from page to page, click on the desired page number that is listed. The page number of your current viewing page is without underline, while other non-viewing page number(s) are always underlined.

Fig. 3-4

III.2.2.2 Large Image View

Fig. 3-5 shows a **large image view** of an expanded part category.

Notice how it is different from the **list view**. Description, Inventory/Price information, and icon are not available in the large image view. No sorting feature is available either. However large part image is more appealing.
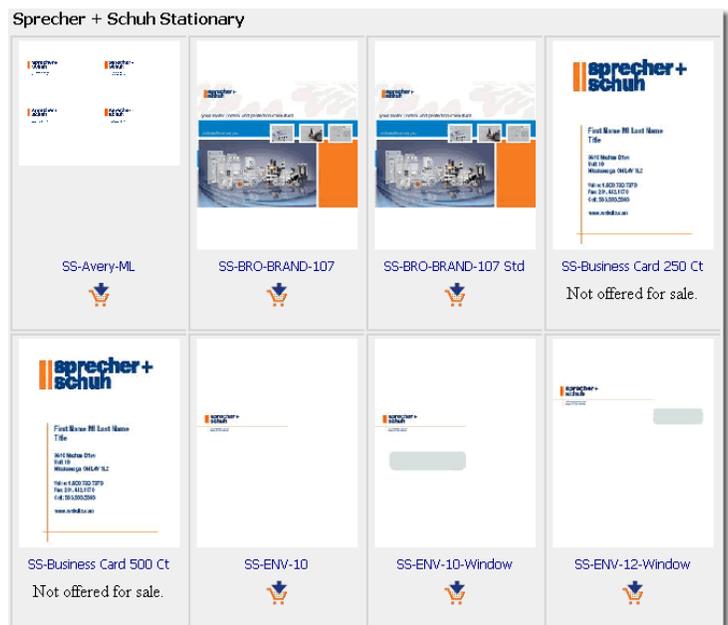

Fig. 3-5

III.2.3 Part Details

If you want to see the detail information about a part, click on the SKU number listed. In our example shown in Fig. 3-6, we clicked on SKU number **EST1001**.

The product detail screen displays more indepth information on inventory, packing specification, a preview of the product if an image is available for viewing and more. If an image is available, you can click on the image itself to bring up a large part preview image in a separate browser window.

From this screen, you can:

A. Add the part to your shopping cart by clicking on [Add To Cart] button

Or

B. Click [Back] to return to the Storefront browser window.

IV How to Customize a Part

Please follow the steps described in the subsequent sections on part customization. You will also learn how to utilize the **Profile** feature to make part customization more efficient.

IV.1   Pick Your Part

To start the customization process, first you need to pick a part by adding it into your shopping cart. You can:

A. Click on the [icon] button that is associated with each part while browsing the **Browse Products** screen.

Or

B. Click on the ![Add To Cart] button associated with the part when you view the item in the **Part Details** screen.

Once you add a customizable part into your shopping cart, the Argosy application will load the **Customization Interface** for you to customize the part.

IV.1.1   Using Customization Interface

You should see two blocks in the **Customization Interface**, **Parameters** and **Proof**, as shown in the screen shot below. The **Parameters** block contains all the customizable fields of the selected part. There might be a combination of dropdown boxes and text boxes in the **Parameters** block and some of the fields may have values in them already. The **Proof** block gives you a preview of the customization.

As shown in Fig. 4-1a the **Proof** block has built-in Adobe Acrobat functions including a tool bar on the top and pagination bar on the bottom. Make sure you use the built-in scroll bar to see all pages of your proof.
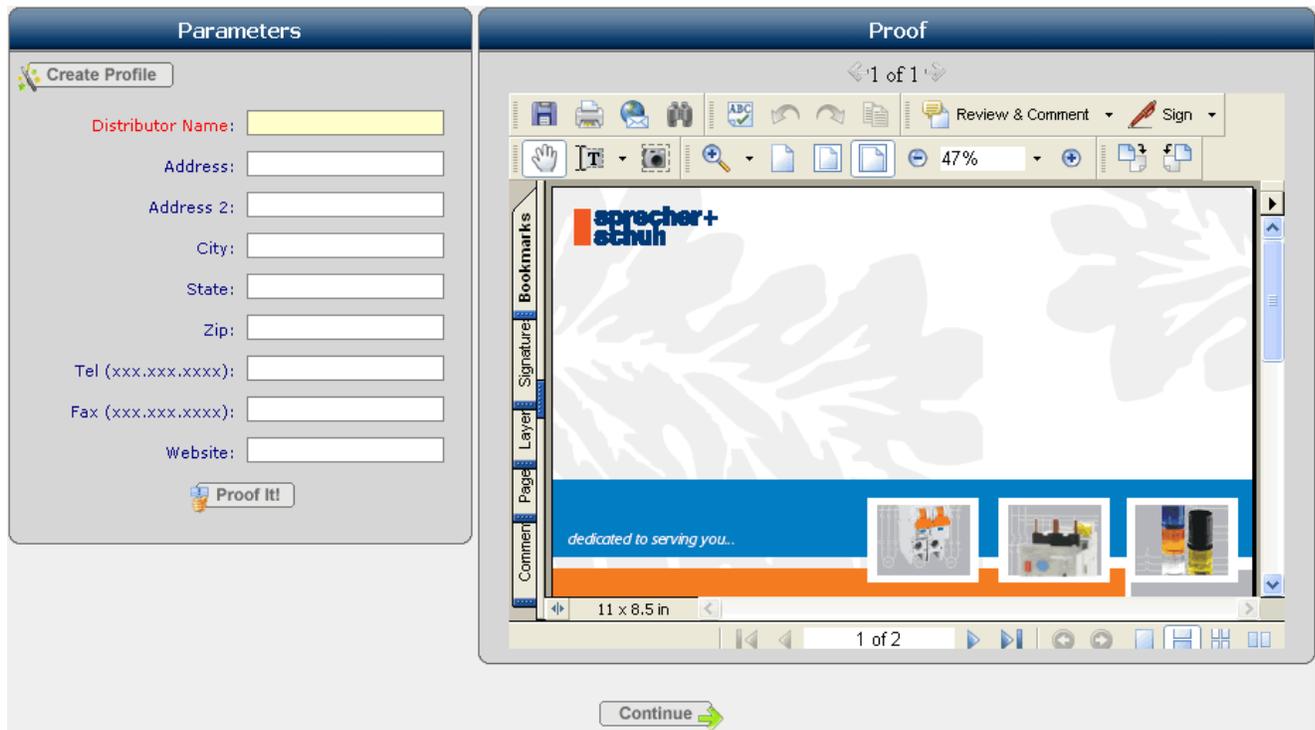

Fig. 4-1a

IV.2   Customize and View Proof

With the **Customization Interface** loaded, you can proceed with customizing the part. Please follow these steps.

1. Fill in the customizable fields accordingly or make modifications as needed. Fields displayed in **red** are required and you must fill them out.

2. Click ![Proof It!] to generate a new preview in the **Proof** block with your customized information. Fig. 4-1b shows a proof generated with the custom data.

3. Repeat these two steps as needed. You must click [Proof It!] each time you make changes in the customizable fields.
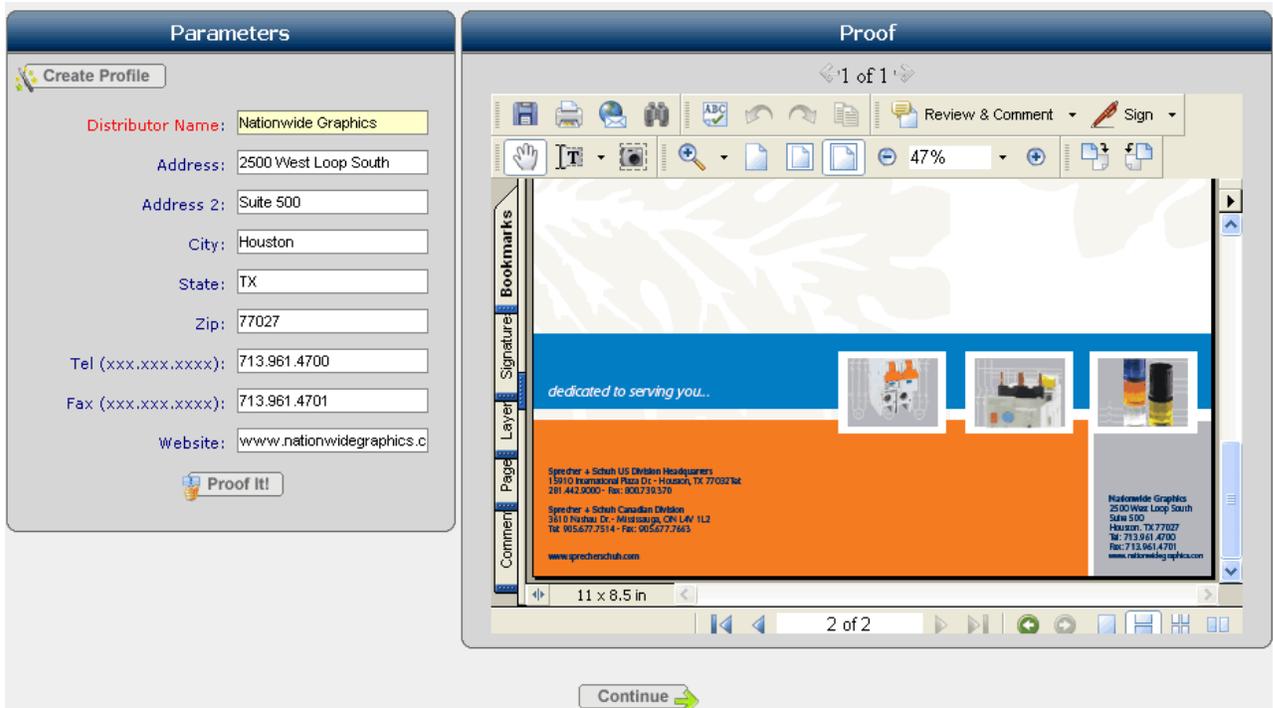

Fig. 4-1b

IV.3   Profile

Once you are satisfied with the customization, you can save the custom data by creating a profile for future use. This is not a required step. If you do not wish to create a profile, you can skip this section. If you are interested in utilizing the **Profile** feature, please read the subsequent sections for instruction on how to create profile, update a saved profile and how to generate a proof using a saved profile.

IV.3.1   Create a Profile

To create a profile, please follow these steps:

1. Click on [Create Profile] button to bring up the **New Profile Name** window as shown in the figure to the right, Fig. 4-2.

2. Type in the name of the profile that you would like to use. For example, if you are customizing a business card, the person's name that appears on the business card would be a good choice for profile name.

Fig. 4-2

Fig. 4-3

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3. Click on **OK**. The **New Profile Name** window will be closed and the **Customization Interface** screen will refresh. You should see a **Select Profile** dropdown box which contains the newly created profile and a ⊟ Save Profiles button added to the **Parameters** block as shown in Fig. 4-3.

   a. Once you have created a profile for a part, the **Select Profile** dropdown box and the ⊟ Save Profiles button will always be available in the **Customization Interface**.

IV.3.2   Update an Existing Profile

To update an existing profile, please follow these steps:

1. From the customization interface as shown in Fig. 4-1a, click on the **Select Profile** dropdown list and select an existing profile that you would like to update.

2. The page will refresh with the profile data loaded in the corresponding customizable fields.

3. Make changes to the customizable fields as needed.

4. Click on ⊟ Save Profiles button to save all the changes under the same profile name.

IV.3.3   Create Proof Using a Profile

To create a proof using an existing profile, please follow these steps:

1. From the customization interface as shown in Fig. 4-1a, click on the **Select Profile** dropdown list and select an existing profile that you would like to use.

2. The page will refresh with the profile data loaded in the corresponding customizable fields.

3. Make changes as needed. If no change in the data is needed, please go to the next step.

4. Click ⊞ Proof It! to generate a new preview in the **Proof** block.

If you need approval on the proof prior to ordering, please proceed with the next section; otherwise skip to **Section IV.6 Accept Proof**.

IV.4   Save a Copy of the Proof

Follow these steps to save a copy of the proof to your computer.

1. If you have an **Image Preview** in the **Proof** block, click on the ⅍ **View PDF File** link to bring up a PDF file preview in a separate browser window. If you have a **PDF Preview** in the **Proof** block, go to step 2.

2. Click on the ⊟ **Save a Copy** button from the tool bar. This will bring up the **Save a Copy** dialogue window from your Windows operating system as shown in Fig. 4-4.

3. Locate the destination folder or directory and type in file name.

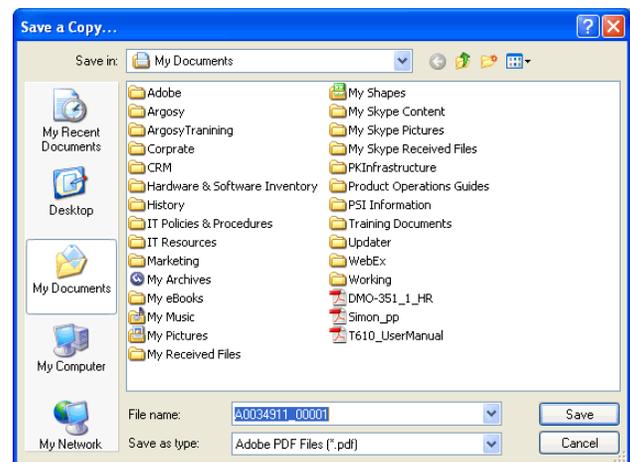4. Click **Save**. This will close out the **Save a Copy** window.

You can repeat the steps described in section IV.2 to IV.4 if you need copies of proofs with different custom

Fig. 4-4

data. Include the steps in section IV.1 if you need proof on a different part.

IV.5   Approval Process

Obtaining the approval on a proof is not part of the Argosy application thus has to be handled offline. So before you proceed with the approval process offline, make sure that you clear out your shopping cart to avoid confusion and log out of Argosy.

To clear out your shopping cart, please follow these steps:

1. Click on 🛒 **View Cart** hyperlink located at the top right hand corner of the screen to bring up the **Shopping Cart** screen shown in Fig. 4-5.

2. Click on the checkbox associated with part to make your selection.
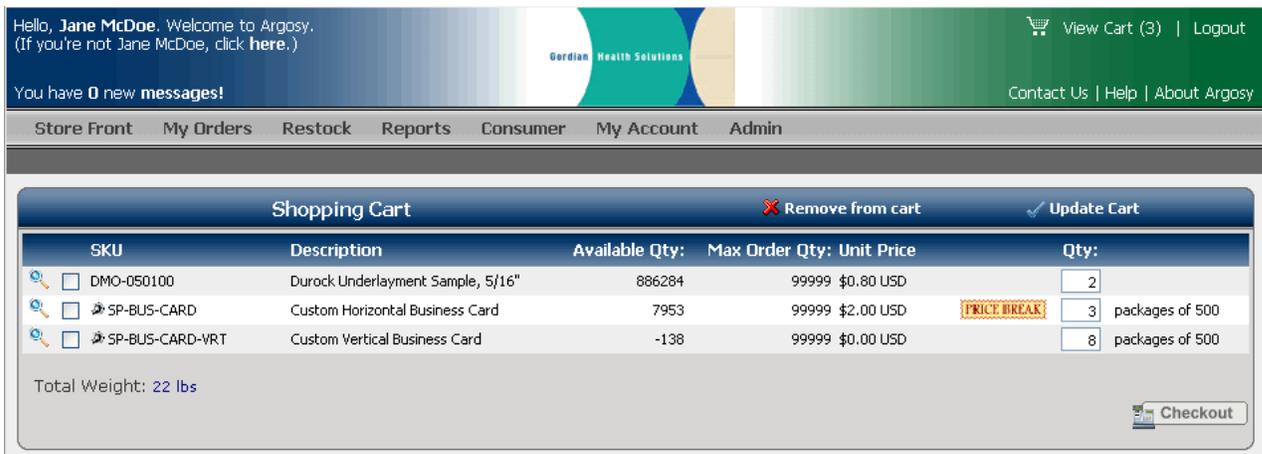
Fig. 4-5

3. Click on **Remove from cart** button. The screen will fresh and the selected part should be removed from your shopping cart.

Click on the **Logout** hyperlink located at the top right hand corner of the screen to log out of Argosy application.

Please follow your company procedure to get the proofs approved for printing. The PDF format of the proof that you have saved can be emailed or printed.

Once all proofs have been approved, please log back into the Argosy application. Revisit **Chapter II Login** for instructions on login if needed. Please visit section **IV.3.3 Create Proof Using a Profile** for instruction on how to create a proofing using a profile. Or visit section **IV.2 Customize and View Proof** if you did not save a profile previously.

IV.6   Accept Proof

From the **Customization Interface** shown in Fig. 4-1a or Fig.4-1b:

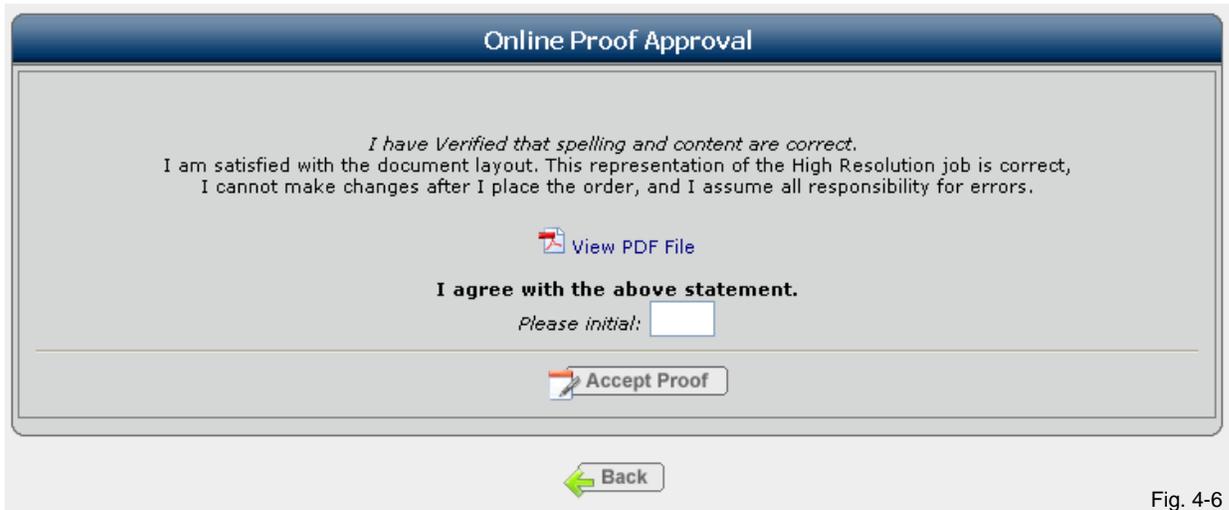1. Click [Continue]. You will be taken to the **Accept Proof** screen as shown in the figure below.

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Online Proof Approval

I have Verified that spelling and content are correct.
I am satisfied with the document layout. This representation of the High Resolution job is correct,
I cannot make changes after I place the order, and I assume all responsibility for errors.

View PDF File

I agree with the above statement.
Please initial:

Accept Proof

Back

Fig. 4-6

2. In the **Accept Proof** screen you can review the final proof before final acceptance by clicking on the **View PDF File** link to bring up a PDF file preview. Please note that once you accept the proof, you can no longer make changes to the customization. So please review your final proof carefully and make sure that spelling and content are correct and you are satisfied with the layout. If you do need to make additional changes, click on Back so you can return to the previous screen to make changes.

3. To accept the proof, type your initials in the textbox provided, next to "***Please initial***".

4. Click on Accept Proof. You should be taken to the **Shopping Cart** screen once the screen finishes loading.

If you need to add other customizable parts to the same order, please repeat all sections in chapter *IV How to Customize a Part* until you have added all parts that you would like to order. Then please proceed with next chapter, *V How to Submit an Order* for instruction on order submission.

V How to Place an Order

V.1   Add To Cart

First of all, you need to start building the order by adding desired items into the shopping cart. Review section *III.2 Browse Products* if you need instruction on how to browse and find parts. To add part, you can:

A. Click on the button that is associated with each part while browsing the **Browse Products** screen as shown in Fig. 3-3.

Or

B. Click on the Add To Cart button associated with the part when you view the item in the **Part Details** screen as shown in Fig. 3-6

V.2   View Shopping Cart

Once you have added all needed parts into your shopping cart, please proceed with the following steps.
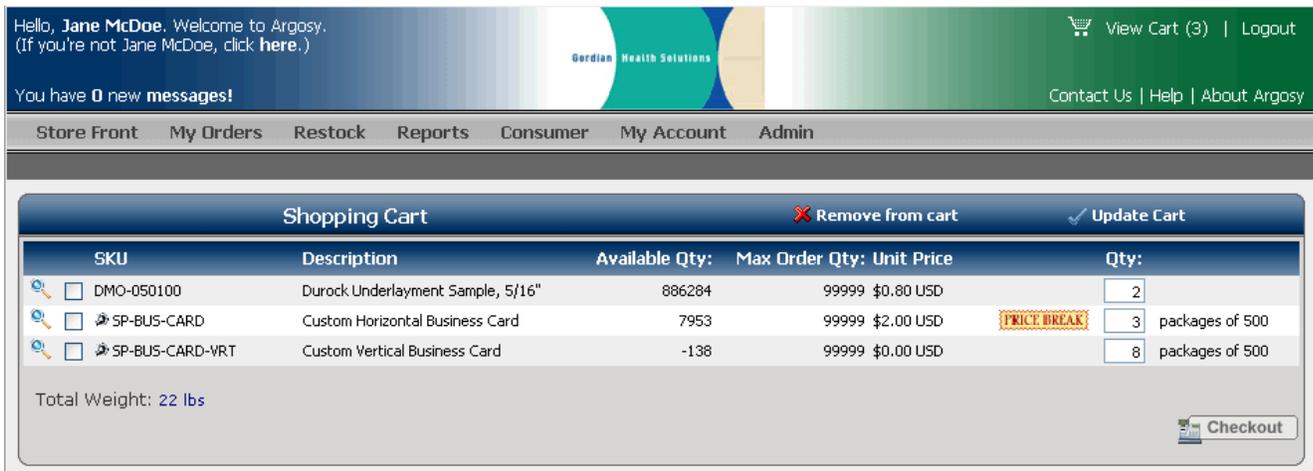

Fig. 5-1

1. Click on the **View Cart** hyperlink that is located at the upper right hand corner of the screen. This will take you to the **Shopping Cart** screen shown in Fig. 5-1.

2. Enter the ordering quantity for each item in your shopping cart.

3. Click on the [Checkout] button to proceed. You will come to the **Check Out** screen shown in Fig. 5-2. Please continue with section *V.2 Check Out*.

Note: Pay attention to the **Max Order Qty** column; it indicates the maximum quantity you could order for each individual item.

Tip: You can remove items from your shopping cart. Click on the checkbox for the item you wish to remove and then click on "**Remove from cart**".

Tip: You can go back to **Store Front** to add more items into your shopping cart as long as the order has not been submitted.

V.3   Check Out

At the **Check Out** screen, shown in Fig. 5-2, you will get to specify the shipping address of your order and fill out any additional information that is needed to fulfill your order.

Fig. 5-2

V.3.1 Shipping Address

In the **Step 1: Order Information** block, you can decide whether you would like to use the address that is saved in your user profile or select the preloaded Sprecher + Schuh addresses.

- By default "**My**" is pre-selected and the address that you see in **Step 2: Address Information** block should be the address that is saved with your user profile.

- Click on "**Company**" radio button and you will get a dropdown box, called "**Alternate Address**", shown in Fig. 5-2a. And you can select the preloaded "Sprecher + Schuh" address.

Fig. 5-2a

- You can also directly edit any of the address fields as needed.

V.3.2 Additional Information

In **Step 3: Other Information** block, you can do the following:

- Add an **Alternate Email** address to receive order confirmation email in addition to the email address that is saved with your user profile. You can add multiple email addresses here just separate them by comma.

- Specify **Desired Ship Date** if available, as shown in Fig. 5-2b.

- Enter any additional required fields, also shown in Fig. 5-2b.

- Add **Comments**.

Click on ![Checkout] button to proceed once you are satisfied with all the shipping and fulfillment information entered. This will take you to the final **Place Order** screen, as shown in Fig. 5-3.
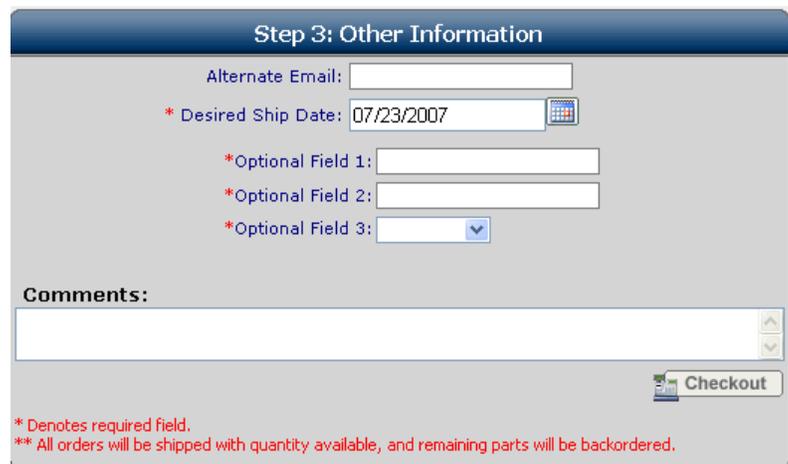
Fig. 5-2b

V.4 Place Order

At the final **Place Order** screen, shown in Fig. 5-3, you get to review your entire order before final submission. The system also displays the **Availability** of each item that you are ordering, whether it is **In-Stock** or on **Backorder**, and an estimated shipping date for all in-stock items. Complete the following steps for order submission:

1. Select the shipping carrier that you would like to use by clicking on the radio button of associated carrier option in the **Carriers** block.

2. Select payment method if applicable.

3. Click on ![Place Order - Submit your order for fulfillment] button to submit your order.

Fig. 5-3

The screen will refresh, and a **Thank You** message, shown in Fig. 5-4, will be displayed if the order is successfully submitted.

Shortly after you have submitted your order, an automated email message from Argosy confirming the receipt of your order will be sent to your email account.

Order Placed Successfully

Thank you Jane McDoe, your Order Number is DMO-535 .
Please feel free to check this site, to get update information for the status of
your order. You can view all of your orders anytime, by going to the "My Orders"
Section. Once again we would like to thank you for your business!
Have a great day!

Fig. 5-4

VI Place Order for Other Users

You may or may not have the ability to place an order for other Argosy user while using your own user account. If you are given the security right to do so, you should see the additional **Add User** and **Remove** buttons in the **Step 1: Order Information** block of the check out screen as shown in Fig. 6-1.

Fig. 6-1

Please follow the instructions in the subsequent sections on how to add and remove user from an order.

VI.1   Add User

The **Add User** feature will allow you to place an order for other Argosy user while logged in using your own user account. To add user to the order you are placing, please follow these steps:

1. From the check out screen, click on [Add User] button in the **Step 1: Order Information** block. This will launch the **Select User** interface shown in Fig. 6-2.

2. Utilize the build-in search feature and locate the user you need to add.

3. Check the radio button associated with the user that you wish to add.

4. Click on [OK] button at the bottom of the **Select User** interface. This will close out the **Select User** interface and **Step 2: Address Information** block on the check out screen will be loaded with the address information of the selected user.

You can now proceed with the remaining ordering steps shown in chapter *V How to Place an Order*.
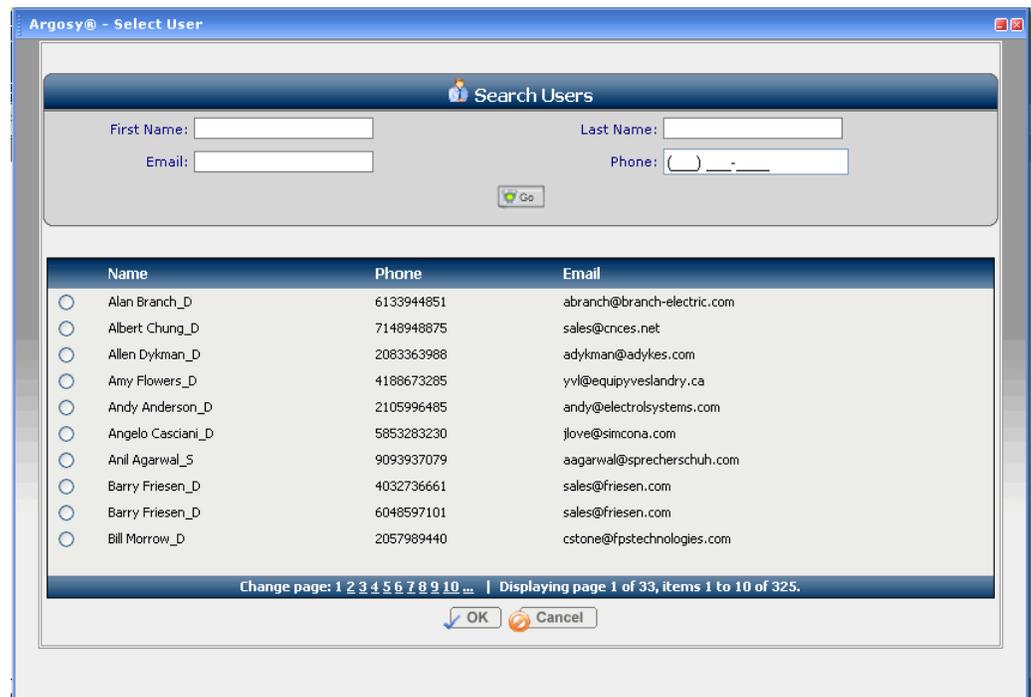
Tip: You can exit the **Select User** interface by clicking on [Cancel] button located at the bottom of the interface or ☒ located at the upper right hand corner of the interface.

VI.2   Remove User

To remove the user that you have added to the order, simply click on the [Remove] button shown in Fig. 6-1. The check out screen will refresh and the order should be no longer have any other user attached.

VII Order Search

The Argosy application stores all of your ordering history and you can access these order information by utilizing the **Order Search** feature. To get to **Order Search**:

- From the Argosy Main Menu, navigate to the following path: **>My Orders -->Order Search**. You will see the **Basic Search** screen as shown in Fig. 7-1.
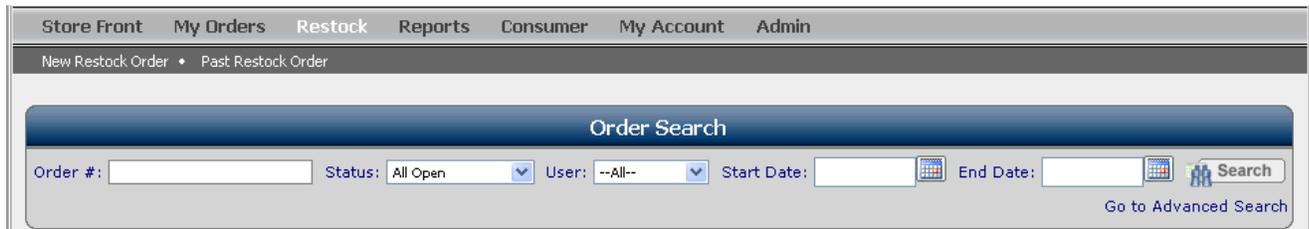
You will have the option of performing a basic search or an advanced search. Proceed with the following sections for details on these two searches.

VII.1   Basic Search

The **Basic Search** function, shown in Fig. 7-1, allows you to find your orders using 5 different paramters.

Note: None of these fields are required to perform search.

The details of these 5 parameters for basic search are listed below:

A.   You can enter the **Order Number**.

B.   You can search by **Order Status.** Currently there are 6 different order statuses to choose from:

- **All Open**: Displays orders that have been submitted and received by your supplier, but have not shipped and closed yet.
- **All Orders**: All orders you have ever submitted display no matter what the status is.
- **Closed**: Displays orders that have been fulfilled and shipped.
- **Canceled**: Displays all canceled orders.
- **Approval Pending**: These are orders that have to be approved by your manager, but your manager has not yet given approval for the order.
- **Approval denied**: Your approving manager or supplier's division administrator has denied approval of this/these orders for some reason.

C.   You can search by **User**. This menu will display all the users that fall under you in the "hierarch." if you are setup as an approving manager in the system.

D.   **Start Date:** allows you to search for orders that were created **on or after** the date entered. You may use the button to display an electronic calendar.

E.   **End Date:** allows you to search for orders that were created **on or before** the date entered. Again, you may use the button to display an electronic calendar.

Note: if you use both date searches discussed in D & E, you can select orders created between and including a certain date parameter.

To perform a basic search:

1. Specify your search criteria. You can search my **Order Number**, **Order Status**, **User**, **Start Date** and **End Date**. You can perform your order search in any combination of these five fields.

2. Click [Search] button to perform your search.

Fig. 7-2 displays the results of an order search. Click on the ✏ icon in front of the order number, will display the order detail as shown in Fig. 7-3.

Fig. 7-2

Fig. 7-3

Tip: Once your order has shipped, you will receive an automatic email notification of order shipment. And from the **Order details** screen shown in Fig. 7-3, by clicking individual shipments listed under **Shipments:** you can display the packing list for the order and print a hard copy of the packing list if required. Once in the packing list screen, you will also have the opportunity to view the carrier's website utilizing the provided hyperlink to track your shipment.

Tip: you can also easily reorder more of the same product that was on this order by clicking on **Re-Order**. This will take you to your shopping cart where you can add and/or remove line items or change quantities as necessary.

VII.2   Advanced Search

As mentioned earlier, clicking on "**Go to Advanced Search**" link at the **Basic Search** screen will take you to the **Advanced Search** screen as shown in Fig. 7-4.

Fig. 7-4

The **Advanced Search** feature allows you to search orders by contact, company, address, state, city, zip code, country, and phone number that were entered as part of the **Ship To** information, as well as **Part Number** of the line item in the order, **User** who placed order and **PO #** if applicable.

To perform an advanced search:

1.   Specify your search criteria.

2.   Click button to perform your search.

Note: you can go back to **Basic Search** by clicking on "**Back to Basic Search**" link circled in red.

Tip: you can view order detail and re-order in **Advanced Search** just like in the **Basic Search** feature.

VIII   Update User Account Information

The Argosy application has some basic contact information saved with your user account, which includes your phone number, email address and your mailing address. If any of your contact information has changed, here is how to update that information within Argosy application.

1.   From the Argosy **Main Menu**, navigate to the following path: **>My Account -->Personal Info**. And you will come to the **Personal Information** screen shown in Fig. 8-1.

2. Click on **Edit Details** button. This will take you to the **Modify Personal Information** screen shown in Fig. 8-2.

3. Make changes as needed.

4. Click on **Save** button to save your changes.

Personal Information

Name: Jane McDoe
Phone: 5124395200
Email: chuang@nationwidegraphics.com
Title:

AddressInformation

Address Line 1: 1234 Main Street
Address Line 2: suite 400
City: Houston
Country: United States of America
State: Texas
Zip: 77027

Workflow

Approving Manager: N/A   Spending Limit w/o approval: 0
Approvee

User Name	Name
cnealis	Chuck Nealis
tuser	Test User

Edit Details

Fig. 8-1

Modify Personal Information

Personal

Name: Jane McDoe
* Phone: (512) 439-5200
* Email: chuang@nationwidegraphics.c
* Title:

Address

* Address Line 1: 1234 Main Street
Address Line 2: suite 400
* City: Houston
* Country: United States of America
* State: Texas
* Zip: 77027

Save   Fig. 8-2

IX Argosy Support and Help

If you need help with using the Argosy application or have questions regarding your orders, follow the instructions in the following sections.

IX.1 Argosy Frequently Asked Questions

Click on the "**Help**" link in the **Quick Navigation Menu**, located at the upper right hand corner of the window. You will come to the **Argosy FAQ** screen shown in Fig. 9-1find a list of frequently asked questions from other Argosy users

(Please refer to section **II. Argosy's Storefront**, if you need more information regarding the layout of the storefront window.)

Fig. 9-1

IX.2   Contact Us

Click on the "**Contact Us**" link in the **Quick Navigation Menu**, located at the upper right hand corner of the window. This will take you to the **Contact Us** screen shown in Fig. 9-2.

You will find a contact phone number and several email addresses listed, which you can contact for questions and support.

Contact Information

NWG ARGOSY

ADDRESS: 1234 Anystreet
CITY: Anytown
STATE: Texas
TELEPHONE: (512)439-5200
FAX: (512)439-5200
CONTACT: NWG Argosy
GENERAL QUESTIONS: support@myargosy.com
ORDER QUESTIONS: chuang@nationwidegraphics.com

TECHNICAL SUPPORT

PHONE: N/A
EMAIL: support@myargosy.com

Fig. 9-2