

[Your name here]

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**From:** [Arden Project Manager name here]  
**Sent:** Friday, August 15, 2003 1:10 PM  
**To:** [Your name here]  
**Subject:** RE: Notes on the *Customer Name Withheld* company meeting

[Your name here],

Thank you for your email on the proposed *Customer Name Withheld* project. We have studied the requirements in detail and have a few clarifications. Please see below.

1. We are assuming that the Admin functionality is only in English while the Reseller and Customer functionalities require English + Japanese.
2. What does FOB in this context mean?
3. How many days in advance do products have to be ordered? Can they be ordered with less than 24 hours notice?
4. Will any products be held in stock for any reason?
5. How are all the payments made for resellers and customers?
  - a. Credit Card: Which ones?
  - b. COD
  - c. Bank Transfer
  - d. Any other?
6. How are payments made to the suppliers in Holland, Cuba and Vietnam?
  - a. Credit Card: Which ones?
  - b. COD
  - c. Bank Transfer
  - d. Any other?
7. Are the prices the same for all resellers?
8. Is the functionality the same for all resellers? If different, what is unique for each of the resellers
9. You mentioned that the cost of goods sold is based on the stem counts in box.
  - a. Does length of a stem have anything to do with this?

- b. Does the number of stems in a box differ for each box?
  - c. Are the products always sold in boxes of stems?
  - d. What is the minimum quantity of products that can be ordered by a reseller/customer?
10. Does accounting integration include any or all of the following?
- a. Payments to Holland, Cuba and Vietnam in US\$?
  - b. Receipts from Resellers and Customers?
  - c. Any other expenses incurred relating to the purchase and sale of products?

Regards,

[Arden Project Manager name here]