

CRL ONLINE CATALOG USER'S GUIDE

Over 60,000 Quality Products
and Helpful Information are
Just Clicks Away, Anytime,
and at Your Fingertips!

CAT. NO.
UG15



Learn About These Helpful Features of crlaurence.com

- How to Create a User name and Password*
- How to Sign On*
- How to Recover Your Sign On Information*
- How to Search for Products*
- How to View/Print Product Information*
- How to Get Prices and Check Stock Availability*
- How to Place Orders and Track Your Shipments*
- How to Make Changes to an Open Order*
- How to Request, Process or Change a Quote*
- How to Manage Your Account Online*
- How to Pay Your Statement*
- How to View/Print/Email Invoices*
- How to Contact CRL*
- How to View and Download Catalogs*
- How to Build Your Personal Catalog*
- How to Request a Credit/Trade Reference*
- How to Get Web Site Help*
- How to Find Our Business Policies*
- How to Use the CRL Mobile Web Site*

Online is the Easiest Way to Shop at CRL!

New!



Our Mobile App
for Your Tablet
or Smartphone!

CRL
U.S. ALUMINUM

crlaurence.com

C.R. LAURENCE COMPANY

Worldwide Manufacturer and Supplier
Glazing, Architectural, Railing, Screen, Construction,
Industrial, and Automotive Supplies

usalum.com

crl-arch.com

CRL ONLINE CATALOG USER'S GUIDE

Introduction

Of all the products we bring you, our Online Catalog may be the most important. We know that the most efficient way for our customers to shop at CRL is by using this carefully planned and thoroughly prepared Online Catalog to make it easy for them to find exactly what they need. C.R. Laurence Company is committed to making our Online Catalog your best source for information and technical support.

What you will find at **crlaurence.com** is a link to who we are, what we do, and what we have to offer our customers. The CRL self-service web site allows us to use the powers of Electronic Commerce to bring you closer to all of the products and services that we offer.

We take a Business-to-Business approach of conducting business over the Internet because it gives us so many ways to connect to you. Methods of searching and ordering products that just a few years ago would have been impossible were it not for the versatility of this powerful tool.

Empowerment is what a good web site is all about. We let you make the decisions that will best serve you. You can build your orders and submit them 24 hours a day, seven days a week, at

your convenience. You can review our tens of thousands of products we make available, including pricing and current stock availability.

All of this and more is available to CRL customers who sign in to our web site and become part of the world of **crlaurence.com**. The next few pages will provide the 'How To' answers to the features you can access, making it more convenient to shop by using the CRL Online Catalog.

User's Guide Menu to CRL Online

- [How to Create a User Name and Password](#)
- [How to Sign On and Recover Your Log In Information](#)
- [How to Search for Products](#)
- [How to Check Prices](#)
- [How to Check Stock](#)
- [How to View/Print Invoices](#)
- [How to Place or Change Orders](#)

- [How to Request, Process or Change a Quote](#)
- [How to Request Product Data Sheets](#)
- [How to Pay Your Statement](#)
- [How to Contact Us](#)
- [How to View the Online Catalog Library](#)
- [How to Build Your Personal Catalog](#)
- **NEW MOBILE SITE!** See Pages UG27 to UG35



C.R. LAURENCE COMPANY

crlaurence.com

crl-arch.com

crlaurence.ca

crlaurence.com.au

crlaurence.co.uk

crlaurence.de

Navigation Menu



The Home Page is topped by a Navigation Menu that has buttons you can click on to link directly to the most popular areas of **crlaurence.com**. You can easily get to our Global Directory and choose the appropriate web site; Eight popular Product Groups; Phone and fax numbers for CRL Departments; Directions to all CRL Service Centers; Access to our Customer Support Center; Product Quotes in a timely fashion. All of this is just a click away.

The Navigation Menu is also where you'll find our all-important 'Enter Your Search Word(s) Here' box. This powerful tool lets you locate CRL Products by entering their Catalog Number, or just a portion of the number. You can also use it to find products by entering key words or the names of products.

Navigating a web site with so many products doesn't need to be difficult. The 'Enter Your Search Word(s) Here' box is the surest way to find exactly what you are looking for.

Customer Menu Bar

The Customer Menu Bar is a good starting point for navigating around **crlaurence.com**. It provides a direct link to virtually all areas that can be accessed after you sign on, or after you have reviewed and selected products and now wish to order them.

Near the top our **Customer Menu** is your link to **Express Ordering**, an easy to learn and quick to complete method of placing orders online whenever it's convenient for you. You set the schedule and the pace because you are in control. You can also build your **Personal Catalog** by matching your part numbers to our Catalog Numbers.



Next in the menu is **Searching on CRL**. We've gone into a lot of detail on this subject, and ask you to turn to page UG04 to review the different search methods we offer. There's also a link to our Document Library of Comparison, Cross-Reference, and Specification Charts, Application Guides, New Product Submittal Forms, and more by clicking on **CRL Total Search**. **Products and Services** has direct links to our "Information Centers" for many of our major product lines. They act like 'hubs' where you can reference the various categories of information pertaining to these product lines, including Product Offer Pages, Product Specs, Technical Drawings, Measurement Templates, and a variety of helpful information sources.



When you click into **General Information** you are presented with a selection that includes information about CRL's Business Policies, Videos, ways to contact us, our Service Center locations, and package tracking.

Online Applications Login allows customers who subscribe to any of CRL's Online Programs to login fast and easy.

News and Events lets you review CRL e-News, Press Releases, Technical Articles, upcoming Trade Show dates and locations, and useful Internet links. When you click on the link called "What's New" you'll see categories showing our recently added products.

As stated above, the "Customer Menu Bar" offers you so many directions you can use to navigate around **crlaurence.com**. Take some time to explore it all.

How to Create a User Name and Password

crlaurence.com/create

1 Have Your CRL Customer Number Ready.



2 Click **Sign On**.

The image shows the "Account Sign On Confirmation Page" on the website. At the top, it says "Select a Language". Below that, there is a paragraph of text: "If you have your 10 character CRL Customer Number available (not phone number), and wish to create a User Name so that you can Sign On to check pricing, request a quote, place an order, or check pricing, complete the form below. All items on this page are required." The form contains several fields: "CRL Customer Number", "Zip Code", "User Name You Prefer" (with a note "(4-12 letters or numbers, no spaces)"), "Password" (with a note "(4-12 letters or numbers, no spaces)"), "Confirm the Password", "Your Name", "Your e-mail Address", and "Confirm your e-mail Address". There is also a checkbox for "Do you wish to receive our Monthly e-mail Newsletter?" with "Yes" and "No" options. At the bottom, there is a "Submit" button. A red arrow points from the "Submit" button to the next step's instruction.

3 Click on **Don't Have a User Name Yet? Create One Here**.

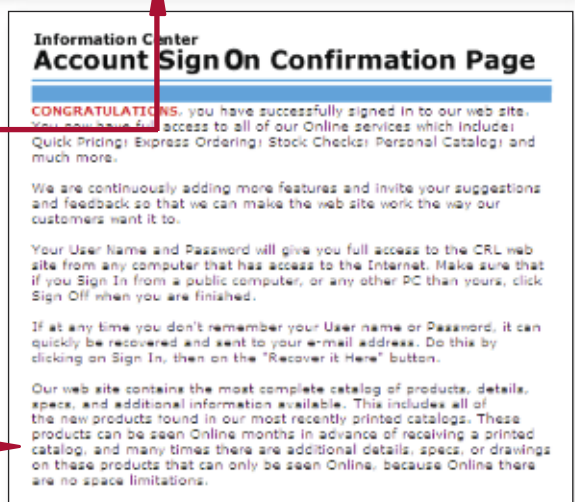


4 Fill out the page to create a user name and password, then click on **Submit**.

5 Correct any errors if they appear after clicking **Submit**.

6 Once the information is accepted, you will see this "Account Sign On Confirmation Page."

7 Click **Home** to begin using full web site services.



How to Sign On

crlaurence.com/signon

- 1 Click **Sign On** or enter "**LOGIN**" in the yellow search box.



- 2 Enter your user name and password, **Click Here to Sign On.**

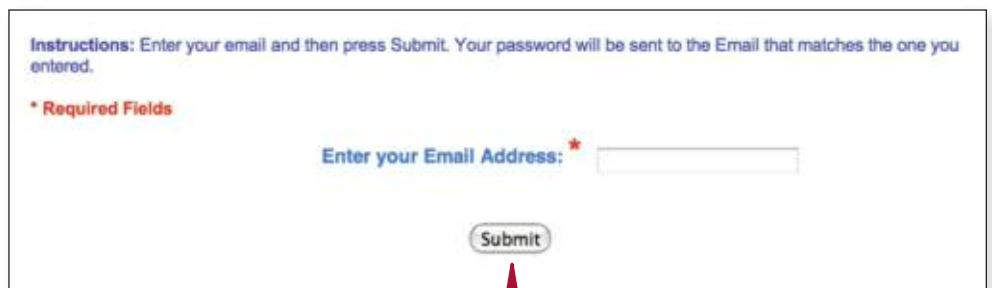


- 3 To confirm your user name and password, or to check if you have one set up, click on **Forgot Your User Name or Password? Recover It Here.**

How to Recover Your Sign On Information

crlaurence.com/recover

- 1 Click **Sign On** (see step 1 above).



- 2 Click **Forgot Your User Name or Password? Recover It Here** (see step 3 above).

- 3 Enter your Email Address, then click **Submit.**

CRL ONLINE CATALOG USER'S GUIDE

Best Ways to Search

Search methods to find products in order of importance

1 **Search Box** Search by Cat. No. and by Keyword(s).

2 **Sitemap** Used to be the same or a little more descriptive than mall pages.

3 **Products By Industry** Broader than mall pages, catering more to our core industries.

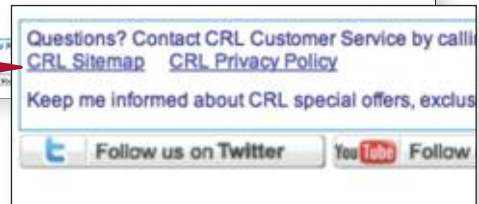
4 **Mall Pages** Overview of product lines to start drilling down to products.

Search methods to find other information

7 Click on **CRL Total Search**. On this page you have a search box to locate products, the same as the yellow search box on the top right of every page.

8 To find Technical Details, Drawings, MSDS, Spec Data, Instructions, User Guides, Catalog Pages, or anything else, you can click on one of the tabs located on this same page.

Product specific information and details can also be found on each product's offer page.



5 **Catalog Page Search**, will also search for product groups, then allow for page viewing.

6 **Online Catalogs** to find products by industry. When using Online Catalogs, you switch between catalogs while in individual catalogs.



CRL ONLINE CATALOG USER'S GUIDE

How to View/Print Product Information

- 1 Enter the **CRL Catalog Number** or **Product Description** in the Search Box, then click **Search**.

The screenshot shows the CRL website interface. At the top, there is a search bar with the text 'Enter Your Search Word(s) Here' and a 'Search' button. Below the search bar, there are navigation tabs for 'Frameless Shower Door', 'Storefronts & Entrances', 'Architectural Railings', 'Architectural Metals', and 'Transaction & Hospitality'. The main content area displays 'CRL 95C Silicone Building Sealant' with a 'Back To CRL 95C Silicone Building Sealant Models' link. There are three data links: 'MSDS', 'SPEC. Data', and 'Product Specification'. A 'Can Ship UPS' button is also visible. To the right, there is a table for 'CRL Gray 95C Silicone Building Sealant' showing service center locations and quantities. Below the table is a 'Click here to check stock at alternate CRL locations.' link and a table with columns 'Quantity' and 'U.S. Dollars Per Each'. On the left, there is a 'Customer Menu Bar' with various options like 'Express Ordering', 'Quick Pricing', and 'Your eStatements'.

- 2 Available link tabs will appear near the top of the product page.

- 3 Click on the desired data link.

- 4 You have the option to view links through **HTML** or **PDF Format**.

- 5 If you only want to view this information, click on **HTML Format**.

- 6 If you want to print this information, click on **PDF Format**.

The screenshot shows the 'Instructions on How to Use This Page' section. It contains the following text:

Instructions on How to Use This Page
To open a file if you already have that type of application installed on your computer. Click on the word for the file type associated with the type of file you wish to view.

To save a MSDS or Product Spec Sheet, open the type of file you want to view, then click on File, then Save.

To save a Spec Data Sheet or Technical Drawing
1. Right Click on the word View located under the heading for the type of file you want to save
2. Next, left (normal) click on words Save Target As Or Save File As
3. A dialog box should now appear you where the file is going to be saved on your computer
4. Click on the word Save.

[Click Here to view this product's Warning](#) Don't see what you are looking for? [Search Again...](#)

Below the instructions, there is a table with the following structure:

| MSDS | | |
|------------------|----------------------|---------------------|
| Products I found | | |
| 33SAL | HTML | PDF |

The screenshot shows the 'MATERIAL SAFETY DATA SHEET' for CRL 95C Silicone Building Sealant. The sheet is divided into sections:

MATERIAL SAFETY DATA SHEET

Company Name: C.R. LAURENCE CO., INC.
Address: 2503 E. VERNON AVE.
City / State / Zip: LOS ANGELES / CA / 90058
US-CHEMTREC Phone(I): (800)424-9300
US-CHEMTREC Phone(II): (703)527-3887
CAN-CANUTEC Phone: (613)996-6666
Vendor Update: 4/7/2008
Date Prepared: 4/7/2008
MSDS Number: 33SAL ; 33SAL52GL ; 33SAL5GL ; 33SBL ; 33SBL52GL ; 33SBL5GL ; 33SBRZ ; 33SBRZ52GL ; 33SBRZ5GL ; 33SC ; 33SC52GL ; 33SC5GL ; 33SMRC ; 33SMRC52GL ; 33SMRC5GL ; 33ST ; 33ST48GL ; 33ST52GL ; 33ST5GL ; 33STW ; 33STW52GL ; 33STW5GL ; 33SW ; 33SW52GL ; 33SW5GL ; 33SXX ;

I. CHEMICAL PRODUCT IDENTIFICATION

Product Name: SILICONE SEALANT
HMIS Ratings:
NFPA Ratings:

CRL ONLINE CATALOG USER'S GUIDE

How to Check Prices

- On the **Product Page**:

 - Enter a CRL Catalog Number in the search box located at the top right of page, then click **Search**.
 - If you are signed on, pricing will automatically appear on the right hand side.

CRL 95C Silicone Building Sealant

Back To CRL 95C Silicone Building Sealant Models

MSDS | SPEC. Data | Product Specification

Can Ship UPS

CRL Gray 95C Silicone Building Sealant

| Service Center Location | Quantity Available | Intransit |
|-------------------------|--------------------|-----------|
| Los Angeles, California | 4352 | 0 |
| San Diego, California | 42 | 0 |

Click here to check stock at alternate CRL locations.

| Quantity | U.S. Dollars Per Each |
|----------|-----------------------|
| 1 | XX.XX |
| 30 | XX.XX |
| 90 | XX.XX |

- On the **Quick Pricing Page**:

 - Click on **Quick Pricing** under "Customer Menu Bar" located on the top left (see above image).
 - Enter the CRL Catalog Number then click **Look Up**.

Customer Menu Bar

- Express Ordering
- Quick Pricing**
- Your eStatements
- Your Quotes
- Your Orders
- Personal Catalog

To use this page, type in the CRL Catalog Number and click 'Look Up'

Catalog Number: 95CGRY | Look Up

Catalog Number: 95CGRY
Description: CRL Gray 95C Silicone Building Sealant

| Branch Location | Quantity Available | Intransit |
|-------------------------|--------------------|-----------|
| Los Angeles, California | 3335 | 0 |
| San Diego, California | 42 | 0 |

Check back to view alternate CRL locations

The highlighted branch location and quantity available shows your normal shipping branch

The quantity available shown above is deemed to be accurate as of last night. If you need a certain quantity shipped out immediately, add the item to your cart, process your order, and in the comments section of your order ask for stock to be verified. You can also contact Customer Service by calling (800) 421-6144 for immediate verification.

Availability is shown by each of our stocking branches listed. If your shipping location shows zero click here to read our stocking policy.

View Larger Image

More Choices | Product Details

View Cart | Add To Catalog | Add To Cart

Item(s) in Cart 1

Click here for warehouse locations.

| Quantity | U.S. Dollars Per Each |
|-------------------|-----------------------|
| 1 | 5.89 |
| 30 | 5.22 |
| 90 | 5.02 |
| 180 | 4.97 |
| Your Price | 5.71 |

- On the **Shopping Cart Page**:

 - Click on **View Cart** located at the top right of the page.
 - If you decide not to order this item, click **Remove Item**.

Your Account | **View Cart** | Help | Home

Search Word(s) Here | Search

Architectural Metals | Transaction Hardware

CRL Locations | Quote Request

- Enter the quantity and CRL Catalog Number then click **Add to Cart**.

| Quantity | Catalog Number | Update Order | Product Description | Check Stock | Product Warning | UM | UM Price | Est Price |
|----------|----------------|--------------|---|-------------|-----------------|----|----------|-----------|
| 30 | 95CGRY | Add To Cart | | | | | | |
| 1 | 1823 | Remove Item | | | | | | 22.65 |
| 100 | 818 | Remove Item | CRL Single Edge Razor Blades | Check | Red | EA | 0.0058 | 3.58 |
| 5 | 95C86 | Remove Item | CRL Black 95C Silicone Building Sealant | Check | Red | EA | 8.88 | 34.45 |

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How to Check Stock

- On the **Product Page**:

 - Enter a CRL Catalog Number in the search box located at the top right of page, then click **Search**.
 - If you are signed on, the page will show the quantity available at your local CRL Service Center, other Service Centers in your region, and CRL's Corporate Headquarters.

- On the **Quick Pricing Page**

 - Click on **Quick Pricing** under "Customer Menu Bar" located on the top left (see image above).
 - Enter the CRL Catalog Number then click **Look Up**.

- On the **Shopping Cart Page**:

 - Enter the quantity and CRL Catalog Number, then click **Add to Cart**.
 - Click on the word **Check** next to the product description to see available stock at each CRL Service Center.
 - If you decide not to order this item, click **Remove Item**.

How to Place an Order

- 1 Click on **Express Ordering** under "Customer Menu Bar".
- 2 Enter the quantity and CRL Catalog Number then click **Add to Cart**.
- 3 Continue adding items to the order or click **Secure Checkout**.

The screenshot shows the CRL website interface. At the top, there is a navigation bar with the CRL logo and company name "C.R. Laurence Co., Inc.". Below this is a search bar and several menu items. The "Customer Menu Bar" is expanded, showing options like "Express Ordering", "Quick Pricing", and "Your eStatements". The main content area displays a shopping cart with one item: "CRL Black Beaded Flexible Belt Molding for 1953 to 1964 Chrysler". The cart table has columns for Quantity, Catalog Number, Update Order, Product Description, Check Stock, Product Warning, UM, UM Price, and Ext Price. The quantity is 1, and the catalog number is M12396. Below the cart, there are buttons for "Update All Quantities" and "Secure Checkout". A note at the bottom states: "Shipping costs not included. Click here to view our shipping policies. Most of our stock length materials have a Packing Charge that will be added to your invoice if specified minimum quantities are not ordered. Similar materials of different finishes or shapes can usually be added together to reach the minimum quantity."

NOTE: To change a quantity, simply enter the new quantity next to the product you want to change and click **Update All Quantities**.

- 4 For Ship Via selection, click on the drop down arrow.

The screenshot shows the shipping selection screen. It has a "Ship via" dropdown menu currently set to "UPS Ground". Below this is a text area for "Special instructions regarding shipping, packaging, if any". There is a link for "Freight Allowance Policy". At the bottom, there are two buttons: "Return to Shopping Cart" and "Continue To Checkout".

- 5 Enter special instructions about your order (if any), then click **Continue to Checkout**.

- 6 Shipping to a different address? If no, click **Continue to Checkout**. If yes, enter the drop ship address, then click **Continue to Checkout** or **Make Additional Changes**.

The screenshot shows the address selection screen. It starts with a "Ship to different address" checkbox, which is currently checked. Below this are two columns of form fields: "Bill to Address" and "Ship to Address". The "Bill to Address" fields are filled with: Company: TEST GLASS CO, Contact: mike, Phone: 8004216144, Email: crl@crl.com, Street 1: 2503 E VERNON AVE, Street 2: (empty), City: LOS ANGELES, State: CA, Zip: 90058. The "Ship to Address" fields are empty. At the bottom, there are two buttons: "Make Additional Changes" and "Continue To Checkout".

How to Place an Order (Continued)

7 Enter PO Number or Name.

***Required**

PO number or name

Current terms for this account

Alternate payments methods

[Make Additional Changes](#) [Continue To Checkout](#)

[Order In Progress](#)

8 For alternate payment method selection, click on the drop down arrow, then click **Make Additional Changes** or **Continue to Checkout**.

9 Review the order confirmation page, then click **Make Additional Changes** or **Continue to Checkout**.

Email

| Quantity | Catalog Number | Product Description | UM | UM Price | Est Price |
|----------|----------------|---|----|--------------|-----------------|
| 7 | 882 | CRL 88oz Cleaner and Surface Prep | EA | 10.85 | 75.95 |
| 1 | 1303 | CRL 13oz Glass Polish | EA | 37.80 | 37.80 |
| 10 | 3382 | CRL Clear 338 88oz Bleach | EA | 3.39 | 33.90 |
| 3 | 3413 | CRL 3" Straight Jaw General Glass Polish (Pink) | EA | 6.70 | 20.10 |
| 4 | 4882 | CRL 16" Hex No.2 Point Universal Phillips Inset Bit | EA | 0.80 | 3.20 |
| 1 | 31303 | CRL Metal Handle Straight Head Oil Cutter | EA | 13.80 | 13.80 |
| 1 | 38163K | CRL Swivel Key - 1.35" Lg. 10" Wdth - Package of 25 | PK | 4.50 | 4.50 |
| 7308 | VTPH1 | CRL Park Handle Instructional Video Tape | EA | 0.80 | 6.80 |
| | | | | Total | \$165.95 |

[Make Additional Changes](#) [Continue To Checkout](#)

10 If your order does not yet qualify to receive one of our Internet Bonuses, you can click **Return to Shopping Cart** to increase your order, or click **Finalize Without Bonus**.

We thank you for your order. It is valued at **\$165.05** and does not yet qualify for one of our Free Internet Order Bonuses. If you wish to increase your order to qualify for one of the Bonus Items shown below just click on the Return to Shopping Cart button or on View Cart. If you want to process your order as-is click on the Finalize This Order As-Is button below. Thank you once again.

[Order In Progress](#)

[Return to Shopping Cart](#)

[Finalize Without Bonus](#)

Orders over \$500.00 qualify to receive one item from this category.

| | | | | |
|---|----------------------------------|--------------------------|---|---|
| | | | | |
| HCT205SPG CRL 4.5 Pound Can Hand Cleaner | LEV9SPG CRL 9" Magnetic Level | MUG5PG CRL Coffee Mug | SS403SPG CRL Glass Cutter and Pencil Pouch | SP101SPG CRL "Sparkle" Cleaner and Stain Remover |

11 If your order does qualify for an Internet Bonus, click on the **bonus item of your choice** or click **Finalize Without Bonus**.

Thank you for your order. Please print this page for your records. [Order Complete](#)

You will be able to check on, change, or view information about this or any other order by clicking on My CRL located on the top of every page. This order will be posted and viewable within minutes during regular business hours. Reference #: 38810

| Quantity | Catalog Number | Product Description | UM | UM Price | Est Price |
|----------|----------------|---|----|--------------|-----------------|
| 7 | 882 | CRL 88oz Cleaner and Surface Prep | EA | 10.85 | 75.95 |
| 1 | 1303 | CRL 13oz Glass Polish | EA | 37.80 | 37.80 |
| 10 | 3382 | CRL Clear 338 88oz Bleach | EA | 3.39 | 33.90 |
| 3 | 3413 | CRL 3" Straight Jaw General Glass Polish (Pink) | EA | 6.70 | 20.10 |
| 4 | 4882 | CRL 16" Hex No.2 Point Universal Phillips Inset Bit | EA | 0.80 | 3.20 |
| 1 | 31303 | CRL Metal Handle Straight Head Oil Cutter | EA | 13.80 | 13.80 |
| 1 | 38163K | CRL Swivel Key - 1.35" Lg. 10" Wdth - Package of 25 | PK | 4.50 | 4.50 |
| 7308 | VTPH1 | CRL Park Handle Instructional Video Tape | EA | 0.80 | 6.80 |
| | | | | Total | \$165.95 |

[Print](#) [Place Another Order](#)

12 Print the confirmation screen for your records or click **Place Another Order**.

How to Make Changes or Check Status on an Open Order

- 1 Click on **Your Account**, then Click on **View My Unshipped Orders**.

CRL C.R. Laurence Co., Inc.

Click Here For GLOBAL DIRECTORY | Sign Off | Your Account | View Cart | Help | Home

Enter Your Search Word(s) Here

Frameless Shower Door | Storefronts & Entrances | Architectural Railings | Architectural Metals | Transaction & Hospitality

U.S. Aluminum | Automotive Products | Guarda Protective Screens | Contact Us/ CRL Locations | Quote Request

Customer Menu Bar

- Express Ordering
- Quick Pricing
- Your eStatements
- Your Quotes
- Your Orders
- Your Invoices
- Your Products
- Personal Catalog
- Your Credit Reference

Searching on CRL

- CRL Total Search
- New Product Area
- Popular Product Lines
- Products by Industry

Products & Services

- Architectural Metal Systems
- Architectural Railing Systems
- Architectural Customers
- Automotive Products
- Blumcraft
- Display Systems
- Door & Window Hardware
- Entrance Systems
- Glass and Glazing
- Glass Machinery
- Hand Held and Power Tools
- Hospitality and Service
- Hardware
- Jackson Exit Systems
- Key Control Specialists
- Machinery and Large Equipment
- Monetary
- Post Systems
- Product Finishes/Galleries
- Shower Doors
- Standoffs
- Tajma
- TAPER-LOC® System
- Transaction Hardware
- U.S. Aluminum
- UV Glass Bonding

General Information

- About CRL
- Bulletin Board

My CRL Orders | My CRL Products & Ordering | My CRL Locations & Contacts | Other Information

My CRL Orders - Shipped and Unshipped

- CRL Express Checkout** - CRL Express Checkout can be enabled on your account when you edit your settings for each section listed in your CRL Express Checkout. Once complete simply click on the Turn Express Checkout On button. Now when you go to your shopping cart you will see the Express Checkout button visible. Your order will be automatically charged to the payment method on your Express Checkout account and shipped to the address indicated on your Express Checkout account--you skip the shopping cart checkout process! For more information on this new value-added application, click [here](#).
- View and Pay My Invoices** - This page will display your most recently shipped orders, while also displaying a list of all unpaid invoices. You can view tracking information and details for each invoice, as well as print and e-mail multiple invoices.
- View My CRL eStatements** - This page will display your CRL eStatements for the past 12 months. CRL eStatements are a safe, secure way to receive your CRL information. Instead of receiving a paper statement in the mail each month, you'll be able to access and view your monthly statement through My CRL. And, CRL eStatements are FREE to all our valued customers.
- View My Unshipped Orders** - This page will display all unshipped orders for your account. You can view, check on, or make changes to any open order.
- View My History of Shipped Orders** - This page will display your company's invoice history going back

- 2 Click on the **Sales Order Number** you want to change or inquire on.

View Your Unshipped Orders | View and Pay Your Invoices | View Your History of Shipped Orders | Open Quotes

This page will display all open (unshipped) orders placed by your company.

Click on the Sales Order Number that you want to view, when the order appears on your screen you can check on the status, request a change or even print the order.

| Order Date | PO Number | Sales Order Number | Order Dollar Amount |
|------------|-----------|--------------------|---------------------|
| 10/8/2009 | 17512 | PQ1254 | \$6.37 |
| 10/23/2009 | 17530 | PF0821 | \$14.52 |
| 10/22/2009 | 17749 | PQ1258 | \$160.50 |
| 10/26/2009 | 17785 | PQ8558 | \$585.00 |
| 10/27/2009 | 17802 | PH7789 | \$17.27 |
| 10/27/2009 | 17803 | PH8214 | \$23.33 |
| 10/27/2009 | 17804 | PH8172 | \$23.40 |
| 10/27/2009 | 17806 | PH0012 | \$11.74 |
| 10/27/2009 | 17807 | Q50148 | \$10.34 |
| 10/27/2009 | 17808 | PH1278 | \$25.58 |
| 10/27/2009 | 17809 | PQ0029 | \$12.37 |
| 10/28/2009 | 17810 | PQ9985 | \$6.37 |
| 10/28/2009 | 17811 | Q51862 | \$16.93 |
| 10/28/2009 | 17812 | PH1235 | \$0.61 |
| 10/28/2009 | 17813 | PF0942 | \$34.54 |
| 10/28/2009 | 17815 | PQ3551 | \$10.86 |
| 10/28/2009 | 17816 | PH1123 | \$25.30 |
| 10/28/2009 | 17817 | PQ7821 | \$18.88 |

How to Make Changes to an Open Order (Continued)

- 3 Click on **Change or Inquire on This Order** or **Return to Unshipped Orders**.
- 4 Enter the name and email address of person making the change or inquiry.
- 5 Select the type of change and enter comments regarding the change.
- 6 Click on **Submit**.
NOTE: If you are changing or adding to your order, continue with steps 7 through 9.
- 7 Make the changes to your order, then click on **Secure Checkout**.
- 8 Click **Continue to Checkout** on each page after confirming the Ship Via, PO#, and Payment Terms.
- 9 If your order qualifies to receive an Internet Bonus Item, select the one of your choice or click **Finalize Without Bonus**.

Order #: 1581103
Order Date: 10/26/2008

Customer Information
Contact: MIKE SMITH
Phone: 818 545-1159
Email Address: mike_schenck4@crlaurence.com
PO Number: 17785
Payment Method: 1% 10TH PROC, NET 25TH

<< Previous Order Next Order >>

Shipping Information
This order will ship from LOS ANGELES, CALIFORNIA
Ship Via: WILL CALL

Ship To:
TUSTI GLASS CO
2503 E VERNON AVE
LOS ANGELES CA 90058

Bill To:
TUSTI GLASS CO
2503 E VERNON AVE
LOS ANGELES CA 90058

Order Information
Click on Catalog Number to view product details and available stock.

| Quantity | UOM | Catalog Number | Product Description | Price UOM | Est Price |
|----------|-----|----------------|-------------------------|-----------|-----------|
| | | | NO CRL TUBE FOR HEADERS | | |
| | | | EMAIL HELP OR BVO INFO | | |
| 10 | EA | SOH150008 | 38" O3. RUS BRZ SHOWER | \$17.00 | \$170.00 |
| 21 | EA | SOH150008 | 38" BRUSH NICKEL SHOWER | \$19.90 | \$416.90 |

ORDER TOTAL: \$585.50

Click on the button below if you would like to Check On or Change this order.

<< Return To Unshipped Orders Change or Inquire on This Order >>

Check or Change Your Unshipped Order

To check or change this order in any way, click on one of the options below, type in any special instructions/details, and then click 'Submit'. If the change goes through and is accepted you will be given a confirmation number, please write this down for future reference. You will also receive an e-mail confirmation upon actual completion by a CRL Customer Service Representative that confirms the change is completed. (This will be e-mailed to you during regular business hours)

Person Making Change:

Email Response To:

When will this order ship?
 Ship and Backorder
 Ship and Cancel
 Change Order
 Add On to Order
 Other (explain below)

In order to better serve you, please add any comments here.

Return to Unshipped Orders Submit

How to Request a Quote

1 Click on **Quote Request**.

The screenshot shows the C.R. Laurence Co., Inc. website. At the top, there is a navigation bar with links for 'Sign Off', 'Your Account', 'View Cart', 'Help', and 'Home'. Below this is a search bar with the text 'Enter Your Search Word(s) Here' and a 'Search' button. A red arrow points from the instruction 'Click on Quote Request' to the 'Quote Request' link in the top navigation bar. Below the search bar is a grid of product categories: 'Frameless Shower Door', 'Storefronts & Entrances', 'Architectural Railings', 'Architectural Metals', 'Transaction & Hospitality', 'U.S. Aluminum', 'Automotive Products', 'Guarda Protective Screens', 'Contact Us/ CRL Locations', and 'Quote Request'. Below the grid is a 'Customer Menu Bar' with various options like 'Express Ordering', 'Quick Pricing', 'Your eStatements', etc. Below the menu bar is a section titled 'Request a Quote for Stock, Non-Stock or Special Item' with a sub-section for 'Request a Balanced Door Quote'.

2 Select one of the categories for a summary of the product line then click **Continue to Request Quote**.

The screenshot shows the 'e-Quotes' section of the website. It features a table with columns for 'Quantity', 'Similar CRL Catalog Number', 'Color', 'Size', and 'Description'. The table contains one row with the following data: Quantity: 1, Similar CRL Catalog Number: 325C, Color: GREEN, Size: (empty), Description: GREEN SILICONE. Below the table are three buttons: 'Add To My Quote', 'Update All Quantities', and 'Continue To Process Quote >>'. A red arrow points from the instruction 'Continue to Request Quote' to the 'Continue To Process Quote >>' button.

3 Enter the quantity, CRL Catalog Number, Color or Size (if applicable) and detailed Description, then click **Add To My Quote**.

4 Continue to add or click on **Continue to Process Quote**.

The screenshot shows the 'e-Quotes' section of the website. It features a form with the following fields: 'Name' (filled with 'John'), 'Fax' (filled with '8185541248'), 'Email' (filled with 'mike_schreck4@crlaurence.com'), and 'Project Name' (empty). Below the form is a text area for 'Special Instructions or Details (Limited to 60 characters)'. At the bottom of the form are two buttons: '<< Make Additional Changes' and 'Submit'. A red arrow points from the instruction 'Continue to Process Quote' to the 'Submit' button.

5 Review the information entered, add a project name and any instructions, then click **Submit**.

6 You will receive a quote number for your reference and an email response within one business day.

How to Change, Process or Cancel Quotes

- 1 Click on **Your Quotes** under "Customer Menu Bar".

| | Quote Date | Expiration Date | Job Name | Quote | Quote Amount |
|--------------------------|------------|-----------------|-----------------|--------|--------------|
| <input type="checkbox"/> | 4/18/2012 | 5/18/2012 | CHRYSLER DIME A | 864565 | \$2,893.35 |
| <input type="checkbox"/> | 4/18/2012 | 5/18/2012 | CHRYSLER DIME C | 864572 | \$7,828.35 |
| <input type="checkbox"/> | 4/18/2012 | 5/18/2012 | CHRYSLER DIME D | 864574 | \$10,450.40 |
| <input type="checkbox"/> | 4/18/2012 | 5/18/2012 | CHRYSLER DIME E | 864578 | \$1,365.40 |
| <input type="checkbox"/> | 4/18/2012 | 5/18/2012 | CHRYSLER DIME F | 864580 | \$3,926.40 |
| <input type="checkbox"/> | 4/18/2012 | 5/18/2012 | CHRYSLER DIME G | 864583 | \$1,743.69 |

- 2 Select the quote you want to change, process, or cancel.

- 3 When the quote appears on your screen, click on **Process This Quote Into an Order, Make Changes to This Quote, or Cancel This Quote**.

Quote 864565
Quote Date 07-23-09
Expiration Date 05-19-09
Request Quote 2428333

Customer Information
Contact: MR. GLASS
Phone: 800-421-6144
Email Address:

Shipping Information
This order will ship from LOS ANGELES, CALIFORNIA
Ship Via UPS GROUND

Ship To: T&E GLASS CO
7700 NOT SHIP RD 2503 E VERNON AVE
LOS ANGELES CA 90058

Quote Information

| Quantity | UM | Display Number | Product Description | Price UM | Est Price |
|----------|----|----------------|----------------------------|----------|-----------|
| 1 | EA | 84035C | 20-247-018-00L * 643 80WLT | \$13.00 | \$13.00 |

- 4 If processing into an order, review quote details, enter PO#, select Ship Via, Payment Terms, add any comments regarding the order, then click **Submit**.

NOTE: If you are changing a quote, continue with steps 5 through 8.

- 5 Make the necessary changes to your quote, then click **Continue to Process Quote**.

- 6 Review changed quote.

- 7 Enter instructions (if any) for the revised quote, then click **Submit**.

- 8 You will receive a copy of your revised quote within one business day.

Please review the information you entered below, and click submit to request a quote.

Name: MR. GLASS
Fax: 8004216144
Email: mrglass@glass.com
Project Name:

Special Instructions or Details (Limited to 60 characters)

| Quantity | Similar CRL Catalog Number | Color | Size | Description |
|----------|----------------------------|-------|------|---|
| 0 | NOTE | | | THIS QUOTE HAS BEEN GENERATED BY CRL STOREFRONTS ONLINE. IF THERE ARE ANY CUSTOM CONDITIONS OR COMMENTS THAT YOU WISH TO REVIEW CONTACT CRL TECHNICAL SALES AT EXT. 7700 FOR ASSISTANCE. REVIEW THIS QUOTE THOROUGHLY. FINAL DESIGN DETAILS, SIZES, FINISHES, AND QUANTITIES MAY CHANGE FINAL QUOTED PRICE. |
| 1 | CRLB010FK | | | CLOSER MOUNT CLIP ANCHOR SET ACCESS HARDWARE NISC PRODUCT [DH1504GBS] |
| 2 | SR4TBS3812CL | | | 4" TPR, C/S, BSS, SIDLITE RAIL |
| 2 | SR4TBS3812CL | | | 4" TPR, C/S, BSS, SIDLITE RAIL |
| 0 | NOTE | | | 77-3/8" CL |
| 1 | 1NT403 | | | BOTTOM ADJUSTABLE PIVOT |
| 1 | 20101M17 | | | 20-330 105 NH MECH ADJ O/RHTD |

How to Pay Your Statement

- 1 Click on **Your Account**.
- 2 Click on **View and Pay My Invoices**.

The screenshot shows the C.R. Laurence Co., Inc. website interface. At the top, there is a navigation bar with the company logo, a search bar, and links for Sign Off, Your Account, View Cart, Help, and Home. Below this is a menu with categories like Frameless Shower Door, Storefronts & Entrances, Architectural Railings, Architectural Metals, Transaction & Hospitality, U.S. Aluminum, Automotive Products, Guarda Protective Screens, Contact Us/ CRL Locations, and Quote Request. A red arrow points from step 1 to the 'Your Account' link in the top navigation bar. Another red arrow points from step 2 to the 'View and Pay My Invoices' link in the 'My CRL Orders' section. The 'My CRL Orders' section is titled 'Shipped and Unshipped' and contains a list of links with descriptions:

- CRL Express Checkout** - CRL Express Checkout can be enabled on your account when you edit your settings for each section listed in your CRL Express Checkout. Once complete simply click on the Turn Express Checkout On button. Now when you go to your shopping cart you will see the Express Checkout button visible. Your order will be automatically charged to the payment method on your Express Checkout account and shipped to the address indicated on your Express Checkout account--you skip the shopping cart checkout process! For more information on this new value-added application, click [here](#).
- View and Pay My Invoices** - This page will display your most recently shipped orders, while also displaying a list of all unpaid invoices. You can view tracking information and details for each invoice, as well as print and e-mail multiple invoices.
- View My CRL eStatements** - This page will display your CRL eStatements for the past 12 months. CRL eStatements are a safe, secure way to receive your CRL information. Instead of receiving a paper statement in the mail each month, you'll be able to access and view your monthly statement through My CRL. And, CRL eStatements are FREE to all our valued customers.
- View My Unshipped Orders** - This page will display all unshipped orders for your account. You can view, check on, or make changes to any open order.
- View My History of Shipped Orders** - This page will display your company's invoice history going back approximately 90 days. You can view tracking information and details for each invoice, as well as print and e-mail multiple invoices.
- View My Pending Quotes** - This page will display your company's pending quotes. You can view or change and re-submit them. You will also be able to submit/approve them to be purchased and converted into an order online.
- View My Product History** - This page will display a list of the CRL products that you have purchased this year and last year. Here you can gain valued insight into your product purchase history, and also add products directly to your personal catalog for quick ordering.
- Change My Account Sign In Information or Payment Options** - Keep your mailing and shipping information current, along with changing your password to Sign On, along with adding, deleting or updating credit cards associated with your account.


How to Pay Your Statement (Continued)

- 3** Click on the box next to each Invoice you want to pay, then click **Pay with Check** or **Pay with Credit Card**.

| | | | | | | | | | |
|-------------------------------------|--------|---------|--------|----------|------|----------|------|------|----------|
| <input type="checkbox"/> | L37569 | 3192581 | 1757 | 2/1/2013 | 0.00 | 2,462.75 | 0.00 | 0.00 | 2,462.75 |
| <input checked="" type="checkbox"/> | L48103 | 3195428 | 1758 | 2/4/2013 | 0.00 | 156.29 | 0.00 | 0.00 | 156.29 |
| <input type="checkbox"/> | L50179 | 3195890 | 1757 | 2/4/2013 | 0.00 | 185.20 | 0.00 | 0.00 | 185.20 |
| <input type="checkbox"/> | L51379 | 3195901 | 206554 | 2/4/2013 | 0.00 | 59.20 | 0.00 | 0.00 | 59.20 |
| <input type="checkbox"/> | L51145 | 3196528 | 1758 | 2/4/2013 | 0.00 | 13.68 | 0.00 | 0.00 | 13.68 |
| <input checked="" type="checkbox"/> | L57976 | 3200694 | 1757 | 2/5/2013 | 0.00 | 443.89 | 0.00 | 0.00 | 443.89 |
| <input type="checkbox"/> | L26608 | 3200794 | 1754 | 2/5/2013 | 0.00 | 1,368.15 | 0.00 | 0.00 | 1,368.15 |
| <input checked="" type="checkbox"/> | L41588 | 3204089 | 205428 | 2/8/2013 | 0.00 | 377.73 | 0.00 | 0.00 | 377.73 |


1

Pay with Check




FEB
28825.78

Pay with Credit Card...



JAN
36830.53

Send Email Invoices Copies



DEC
36230.90

NOV 0.00 OCT 0.00 SEP 0.00

To print multiple invoices, click the box in front of each invoice that you want to print, and then click on Email Checked Invoices button to process. You will then be emailed each invoice individually for your records.

- 4** Enter comments about your payment (if any) then click **Process Online**.

Comments:
Enter any comments about this payment here

Total Being Paid: 977.91 **Date 2/6/2013**

Details:

| Order Number | Reference Number | PO Number | Reference Date | Adjustment Amount | Charges | Payments | Credit Memo | Balance | Pay Amount? |
|--------------|------------------|-----------|----------------|-------------------|---------|----------|-------------|---------|-------------|
| L41588 | 3204089 | 205428 | 2/6/2013 | 0.00 | 377.73 | 0.00 | 0.00 | 377.73 | 377.73 |

[View Invoices](#) [Process Online](#)

- 5** You will be given a Confirmation Number for your payment.

Confirmation #: 11042009-72
Thank you for the payment.

CRL ONLINE CATALOG USER'S GUIDE

How to View/Print/Email Invoices

1 Click on **Your Account**.

My CRL Orders - Shipped and Unshipped

- CRL Express Checkout** - CRL Express Checkout can be enabled on your account when you edit your settings for each section listed in your CRL Express Checkout. Once complete simply click on the Turn Express Checkout On button. Now when you go to your shopping cart you will see the Express Checkout button visible. Your order will be automatically charged to the payment method on your Express Checkout account and shipped to the address indicated on your Express Checkout account—you skip the shopping cart checkout process! For more information on this new value-added application, click [here](#).
- View and Pay My Invoices** - This page will display your most recently shipped orders, while also displaying a list of all unpaid invoices. You can view tracking information and details for each invoice, as well as print and e-mail multiple invoices.
- View My CRL eStatements** - This page will display your CRL eStatements for the past 12 months. CRL eStatements are a safe, secure way to receive your CRL information. Instead of receiving a paper statement in the mail each month, you'll be able to access and view your monthly statement through My CRL. And, CRL eStatements are FREE to all our valued customers.
- View My Unshipped Orders** - This page will display all unshipped orders for your account. You can view, check on, or make changes to any open order.
- View My History of Shipped Orders** - This page will display your company's invoice history going back approximately 90 days. You can view tracking information and details for each invoice, as well as print and e-mail

2 Click on **View and Pay My Invoices**.

3 To Email one or more Invoices click on the box in front of each Invoice you would like to receive and then click on **Send Email Invoice Copies**.

| Invoice # | Order # | Invoice # | Order # | Date | Net | Tax | Freight | Discount | Total |
|-------------------------------------|---------|-----------|---------|----------|------|----------|---------|----------|----------|
| <input type="checkbox"/> | L57560 | 3190581 | 1757 | 2/1/2013 | 0.00 | 2,482.75 | 0.00 | 0.00 | 2,482.75 |
| <input checked="" type="checkbox"/> | L48103 | 3190522 | 1758 | 2/4/2013 | 0.00 | 158.29 | 0.00 | 0.00 | 158.29 |
| <input type="checkbox"/> | L50179 | 3190692 | 1757 | 2/4/2013 | 0.00 | 165.20 | 0.00 | 0.00 | 165.20 |
| <input type="checkbox"/> | L51378 | 3190901 | 206654 | 2/4/2013 | 0.00 | 59.20 | 0.00 | 0.00 | 59.20 |
| <input type="checkbox"/> | L51145 | 3190523 | 1758 | 2/4/2013 | 0.00 | 13.88 | 0.00 | 0.00 | 13.88 |
| <input checked="" type="checkbox"/> | L57578 | 3200894 | 1758 | 2/5/2013 | 0.00 | 443.89 | 0.00 | 0.00 | 443.89 |
| <input type="checkbox"/> | L28200 | 3200794 | 1754 | 2/5/2013 | 0.00 | 1,365.15 | 0.00 | 0.00 | 1,365.15 |
| <input checked="" type="checkbox"/> | L41560 | 3201095 | 206103 | 2/6/2013 | 0.00 | 377.73 | 0.00 | 0.00 | 377.73 |

Send Email Invoice Copies

To print multiple invoices, click the box in front of each invoice that you want to print, and then click on Email Checked Invoices button to process. You will then be emailed each invoice individually for your records.

4 To view or print Invoices click on the **Invoice Number**.

5 Click on **Print This Invoice**.

Order # L57976-1
Invoice Number: 8200264
Date Ordered: 7/2/2009
Date Shipped: 7/2/2009

Customer Information
Contact: TEST GLASS CO
Phone: 818-546-1183
PO Number: 6284299

Payment Method: Open Account

Shipping Information
 This order was shipped from LOS ANGELES, CALIFORNIA
Via: UPS

Ship To
 TEST GLASS CO
 2501 E. VIKING AVE
 LOS ANGELES CA 90068

Bill To
 TEST GLASS CO
 2501 E. VIKING AVE
 LOS ANGELES CA 90068

Order Information
 Click on Catalog Number to view product details

| Quantity Ordered | Quantity Shipped | Code | Catalog Number | Description | UM | Price UM | Amount |
|------------------|------------------|------|----------------|-------------|----|----------|--------|
|------------------|------------------|------|----------------|-------------|----|----------|--------|

Prev Next
Print This Invoice

How to Track Your UPS Packages

1 Click on **Your Account**.

My CRL Orders - Shipped and Unshipped

- CRL Express Checkout** - CRL Express Checkout can be enabled on your account when you edit your settings for each section listed in your CRL Express Checkout. Once complete simply click on the Turn Express Checkout On button. Now when you go to your shopping cart you will see the Express Checkout button visible. Your order will be automatically charged to the payment method on your Express Checkout account and shipped to the address indicated on your Express Checkout account—you skip the shopping cart checkout process! For more information on this new value-added application, click [here](#).
- View and Pay My Invoices** - This page will display your most recently shipped orders, while also displaying a list of all unpaid invoices. You can view tracking information and details for each invoice, as well as print and e-mail multiple invoices.
- View My CRL eStatements** - This page will display your CRL eStatements for the past 12 months. CRL eStatements are a safe, secure way to receive your CRL information. Instead of receiving a paper statement in the mail each month, you'll be able to access and view your monthly statement through My CRL. And, CRL eStatements are FREE to all our valued customers.
- View My Unshipped Orders** - This page will display all unshipped orders for your account. You can view, check on, or make changes to any open order.
- View My History of Shipped Orders** - This page will display your company's invoice history going back approximately 90 days. You can view tracking information and details for each invoice, as well as print and e-mail multiple invoices.

2 Click on **View My History of Shipped Orders**.

3 Click on the **Reference Number** or **Order Number** for the order you want to track.

This page will display all shipped orders from today and going back approximately 90 days. Click anywhere on the line for the order that you would like to view the details on. Each column can be resorted by clicking on the column heading.

| Reference Number | Order Number | Order Date | Ship Date | PAID | PO Number | Payments |
|------------------|--------------|------------|------------|--------------|-----------|----------|
| 7953848 | MB3139 | 11/15/2012 | 11/15/2012 | PAT | | -350 |
| 7955650 | J12476 | 11/16/2012 | 11/16/2012 | 303639 | | -71.42 |
| 7956742 | J12492 | 11/16/2012 | 11/16/2012 | 303640 | | -24.26 |
| 7964156 | J21221 | 11/18/2012 | 11/20/2012 | 303647 | | -265.85 |
| 7965678 | J23704 | 11/20/2012 | 11/20/2012 | 1687-2 | | -24.29 |
| 7969003 | J21976 | 11/19/2012 | 11/21/2012 | 303646 | | -176.63 |
| 7978313 | J34719 | 11/19/2012 | 11/28/2012 | 303649 | | -203.57 |
| 7978836 | J34655 | 11/19/2012 | 11/28/2012 | 303648 | | -58.82 |
| 7981738 | J36690 | 11/27/2012 | 11/27/2012 | MGM/LEX DREW | | -1020.06 |
| 7982772 | J38922 | 11/27/2012 | 11/27/2012 | 1700-ALBA | | -855.7 |
| 7982832 | J38436 | 11/27/2012 | 11/27/2012 | MIKE I | | -647.94 |
| 7983833 | J41186 | 11/27/2012 | 11/27/2012 | EURO STOCK | | -1778.89 |
| 7985606 | J42969 | 11/27/2012 | 11/27/2012 | 7910784 | | -88.45 |
| 7989134 | J45276 | 11/28/2012 | 11/28/2012 | 67989 | | -197.4 |
| 7989277 | J45943 | 11/28/2012 | 11/28/2012 | 1682 | | -66.39 |
| 7995182 | J51212 | 11/29/2012 | 11/29/2012 | 1705-TODDS | | -612.55 |

4 You can either click on the **Tracking Number(s)** shown under "Shipping Information" or on the **Track Your Packages** button. You will be linked to the UPS Package Tracking site.

Order # 00000-000
Invoice Number: 000000
Date Ordered: 01/10/06
View Shipped Invoices

Customer Information
Contact: MIKE SMITH
Phone: (818)-448-1188
PO Number: 0000
Payment Method: Open Account

Shipping Information
This order was picked up from LOS ANGELES, CALIFORNIA
Via: UPS GROUND
Tracking Number(s): 10KJ1E57823390E1

Ship To: TEST GLASS CO
2503 E VERNON AVE
LOS ANGELES CA 90058

Bill To: TEST GLASS CO
2503 E VERNON AVE
LOS ANGELES CA 90058

Order Information
Click on Catalog Number to view product details

| Quantity Ordered | Quantity Shipped | Code | Catalog Number | Description | UM | Price UM | Amount |
|------------------|------------------|------|----------------|------------------------|---------|----------|---------|
| 1 | 1 | 1 | 11 INVOICE WAG | EMAILED ** | | | |
| | | | NOTE | ANY ? CALL DORINDA BRY | | | |
| | | | NOTE | JEFF VIA EMAIL ON 6/10 | | | |
| | | | NOTE | WPOLE-CHART SERIES | 5028.00 | 5028.00 | 5028.00 |

Order Total: 5028.00

Shipped in 1 Package(s) Weighing 1 Pounds

[Track Your Package\(s\)](#)

How to Contact CRL

crlaurence.com/locations

1 Click on **Contact Us/CRL Locations**.

2 Click on the **department** you want to contact via email or fax.

CRL US LOCATIONS

USALUMINUM LOCATIONS

C.R. Laurence Co., Inc.
 Corporate Headquarters
 2503 E. Vernon Ave. Los Angeles, CA 90058-1826
 Toll Free Phone (800) 421-8144
 Toll Free Fax (800) 262-3299

| DEPARTMENT | FAX | DEPARTMENT | FAX |
|--|----------------|--|----------------|
| Architectural Business Development Contact Architectural Services Division About Specifications, CAD Details, LEEDS® Statement and Receiving Architectural Orders | (866) 921-6633 | Tajima Metals Division Contact Our Tajima Metals Division About any Tajima Metals Specific Product Question | (866) 921-6632 |
| Manufacture of Millwork Click on the link to view the Contact Us page for Millwork | (412) 681-6840 | Technical Sales for Automotive Products Contact Automotive Technical Sales About any Detailed Product Specific Question | (800) 848-6832 |
| Credit Contact the Credit Department About Your Statement or an Invoice | (800) 848-6833 | Technical Sales for Architectural Metals Products Contact Architectural Metals Technical Sales About any Detailed Product Specific Question | (866) 921-6632 |
| Customer Service Contact Customer Service About any Order or Customer Service Issue | (800) 262-3299 | Technical Sales for Door and Window Products Contact Door and Window Technical Sales About any Detailed Product Specific Question | (866) 921-6631 |
| Tajima Tajima LOGS System Transaction Hardware Tajima Services | | Technical Sales for Commercial Products Contact Commercial Technical Sales About any Detailed Product Specific Question | (800) 587-7601 |

How to Find Addresses for CRL Service Centers

1 Click on **Contact Us/CRL Locations** (see above image).

CRL US LOCATIONS

USALUMINUM LOCATIONS

C.R. Laurence Co., Inc.
 Corporate Headquarters
 2503 E. Vernon Ave. Los Angeles, CA 90058-1826
 Toll Free Phone (800) 421-8144
 Toll Free Fax (800) 262-3299
 International Phone (323) 588-1261
 International Fax (323) 581-6622

Remittance Address
 P.O. Box 58923 Los Angeles, CA 90058-0923

I'm online [Get Status and call CRL Tech](#)

| | |
|---|--|
| 1. Los Angeles, California (323) 588-1261 | 16. Miami Area (954) 846-9233 |
| 2. Dallas, Texas (214) 694-7305 | 17. Chicago, Illinois (800) 323-8480 |
| 3. Chicago Area (847) 428-3900 | 18. San Diego, California (858) 679-8054 |

2 Click on the **CRL Service Center** nearest you.

3 View and/or print map directions.

CRL of Southern California

View All CRL Locations

16. Miami Area (954) 846-9233

17. Chicago, Illinois (800) 323-8480

18. San Diego, California (858) 679-8054

1. Los Angeles, California (323) 588-1261

2. Dallas, Texas (214) 694-7305

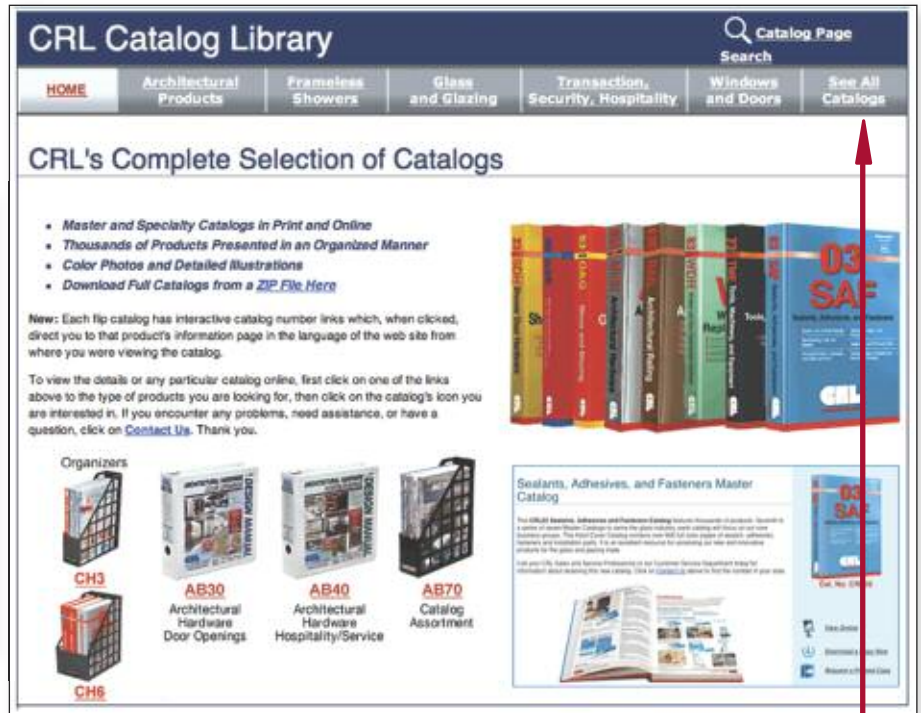
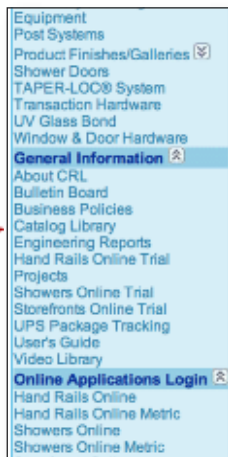
3. Chicago Area (847) 428-3900

How to View, Download or Request a Catalog

crlaurence.com/library



1 On the left side of our Home Page click on **Catalog Library**.



2 Click on **See All Catalogs**.



3 Click the image for the catalog you want to view, then select **View/Download Online**, or **Request a Printed Copy**.

How to Build Your Personal Catalog

1 Click on **Personal Catalog** under "Customer Menu Bar".

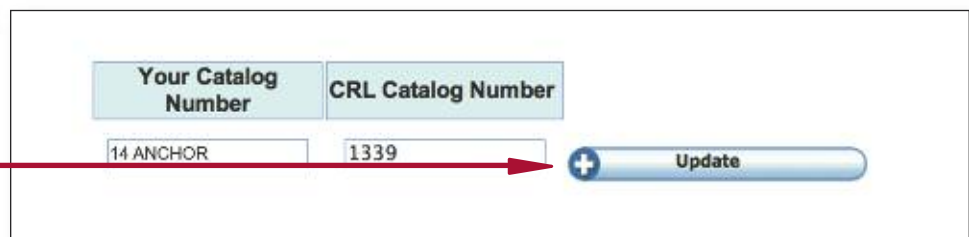
2 You can choose to automatically build your Personal Catalog by selecting the Quantity and then click on **Auto Populate**. This option uses the most commonly ordered items you previously purchased from CRL. Or you can type your Catalog Number or Description, the CRL Catalog Number, and then click **Add to My Personal Catalog**.



NOTE: Your Catalog Number must consist of digits and/or letters. No punctuation can be included.

NOTE: You can edit catalog numbers by clicking on the green pencil icon.

Simply change the catalog number, then click **Update**.



How to Build Your Personal Catalog (Continued)

NOTE: Your Personal Catalog is most commonly used to place orders for products you regularly order. (See instructions below on How to Order through your Personal Catalog.)

3 Type in the quantity for each item you want to place in your shopping cart and click **Add to Cart**.

The screenshot shows the C.R. Laurence Co., Inc. website interface. At the top, there are navigation links for 'Click Here For GLOBAL DIRECTORY', 'Sign Out', 'Your Account', 'View Cart', 'Help', and 'Home'. Below this is a search bar with the text 'Enter Your Search Words Here' and a 'Search' button. The main navigation menu includes categories like 'Framless Shower Door', 'Storefronts & Entrances', 'Architectural Railings', 'Architectural Metals', and 'Transaction & Hospitality'. A 'Customer Menu Bar' is on the left, with options like 'Express Ordering', 'Quick Pricing', 'Your Statements', 'Your Quotes', 'Your Orders', 'Your Invoices', 'Personal Catalog', 'Your Products', 'Your Credit Reference', and 'Searching on CRL'. The main content area shows a table of products with columns for 'Delete', 'Quantity', 'CRL Catalog Number', 'Your Catalog Number', 'Product Description', 'Warning', 'U/M', 'Unit Price', and 'Minimum Quantity'. Several items have quantities entered in the 'Quantity' column. At the bottom of the table, there is an 'Add to Cart' button. A red arrow points from this button to the 'Add to Cart' button in the text above.

4 Once all items have been added to your shopping cart you can proceed with **Secure Checkout**.

The screenshot shows the C.R. Laurence Co., Inc. website interface, specifically the shopping cart and checkout area. At the top, there are navigation links for 'Click Here For GLOBAL DIRECTORY', 'Sign Out', 'Your Account', 'View Cart', 'Help', and 'Home'. Below this is a search bar with the text 'Enter Your Search Words Here' and a 'Search' button. The main navigation menu includes categories like 'Framless Shower Door', 'Storefronts & Entrances', 'Architectural Railings', 'Architectural Metals', and 'Transaction & Hospitality'. A 'Customer Menu Bar' is on the left, with options like 'Express Ordering', 'Quick Pricing', 'Your Statements', 'Your Quotes', 'Your Orders', 'Your Invoices', 'Personal Catalog', 'Your Products', 'Your Credit Reference', and 'Searching on CRL'. The main content area shows a table of products with columns for 'Quantity', 'Catalog Number', 'Update Order', 'Product Description', 'Check Stock', 'Product Warning', 'U/M', 'UM Price', and 'Ext Price'. Several items have quantities entered in the 'Quantity' column. Below the table, there are buttons for 'Update All Quantities', 'Secure Checkout', and 'Express Checkout'. A red arrow points from the 'Secure Checkout' button to the text above.

NOTE: If Express Checkout is enabled, the **Express Checkout** will allow you to place your order with "One Click". If you don't see it, you can enable this time saving feature by going to **Your Account**.

How to Request a Credit/Trade Reference

1 Click on **Customers**, then **Request a Credit/Trade Reference**.

The screenshot shows the CRL website home page. The navigation menu includes: Homeless Shower Door, Storefronts & Entrances, Architectural Railings, Architectural Metals, Transaction & Hospitality, U.S. Aluminum, Automotive Products, Guards/Protective Screens, Contact Us/ CRL Locations, and Quote Request. The 'Customers' link is highlighted in red, and a red arrow points from it to the 'Request a Credit / Trade Reference' link in the same menu. The main content area features a large banner for the 'CRL Monterey Bi-Folding Glass Wall System' with a video player and a 'Click Here to view available configurations' button. Below the banner is a 'Door and Entrance Catalog' section. The right sidebar contains various links and social media icons.

2 Are you a current CRL customer? Click on **Yes** or **No**.

The screenshot shows the 'Credit Reference Request Form' on the CRL website. The form includes a header with the CRL logo and company name. Below the header is a navigation menu with the same items as the home page. The main content area features a large image of a credit reference request form. Below the image is the 'Credit Reference Request Form' section. The first question is 'Are you a current CRL customer?' with radio buttons for 'No' and 'Yes'. A red arrow points from the 'Yes' radio button to the 'Are you a current CRL customer?' question. Below the question is a note: '* All fields are required.'

How to Request a Credit/Trade Reference (Continued)

3 Enter all required fields, then click on **Next**.

If **Yes**, enter 10 digit account number. After the 10th digit is entered, if a match is found, the left hand side of the form fills in the account information.

If No match found, or if you said **No**, then fill out the left hand side of the form with your complete information.

The right hand side, **Reference Information**, is the 10 digit phone number for the business you want to receive a Credit Reference on. Type in 10 digits (no spaces, dashes or other characters are allowed). If a match is found, the right hand side will self-populate.

After both sides of the form are populated, press **Next**. If all fields are completed, the form will change, if not, a Red Warning explaining the additional information required will appear.

Credit Reference Request Form

Are you a current CRL customer: No Yes

* All field's are required.

Recipient Information:

Company:

Address:

City:

State:

Zip:

Phone:

Fax:

Entered By:

Title:

Email:

Reference Information:

Phone:

Next

4 Uncheck any fields for information you do not need, then click on **Submit Request**.

Credit Reference Request Form

Select Questions:

Customer Related:

Customer Since

Date of Last Sale

Terms

Credit:

Credit Limit

Present Balance

Past Due Balance

NSF

Payment Trend:

Trend

Submit Request

5 Please read Terms of Use, then click on **I Accept**.

Credit Reference Request Form

Warning

TERMS OF USE

Please note that our customer, the inquired-upon party, will receive an e-mail confirmation to approve this trade reference request.

This credit reference is provided on an "as is" basis as an accommodation to you and to our customer without representation of any kind, either expressed or implied. C.R. Laurence Co., Inc. uses its best efforts to maintain the accuracy of data provided but cannot be responsible for the correctness of the information or the results of its use. The credit reference should not be construed to either imply the acceptance or rejection of credit risk. Under no circumstances will C.R. Laurence Co., Inc. be liable to you or any other party for damages arising from the use of information provided.

By using this site you agree that this information will be limited to use within your organization solely on a "need to know" basis, will not be divulged to anyone outside your organization, will not be copied in any way and its use will not violate applicable laws and regulations.

By clicking below, you agree to these terms and expressly agree to hold harmless C.R. Laurence Co., Inc., its affiliates, officers, directors and employees from and against your use of this information. C.R. Laurence Co., Inc. reserves the right to terminate or suspend your use of this site, with or without cause, at any time without notice.

I Accept

CRL ONLINE CATALOG USER'S GUIDE

Some Other Features of crlaurence.com



CRL Express Checkout

If you want to be able to complete your online orders in one click, and if you use the same billing and shipping methods on most orders, this is for you. To turn this valuable time-saving feature on:



Express Checkout

- 1 Click on **Your Account**.
- 2 Click on **CRL Express Checkout**.
- 3 Click on **Turn Express Checkout On**.

CRL e-News



Subscribers to this free service get once a month updates on new products, our monthly promotion, industry events, technical bulletins, and more.



- 1 Sign up and view past issues by clicking on **News/Events**, then on the **CRL e-Newsletter** link.



CRL Online Software



Subscribers to our Showers Online, Storefronts Online, and Hand Rails Online Optimization Programs access them by clicking on Online Programs. These web-based programs save subscribers countless man-hours, helping reduce labor costs.



CRL Webinars (Web Seminars)

crlaurence.com/webinars



Register to join us online by clicking on News/Events, then clicking on Webinars for live training by industry professionals, or view previous Webinars. New topics are added regularly, so check in frequently.

Connect With CRL While You Are Online

If you wish to contact or connect with CRL while you are online, you can reach us on Facebook, Twitter, YouTube, LinkedIn, Behance, Google Plus, Flickr, and you can even use Skype to call us for free from anywhere in the world.

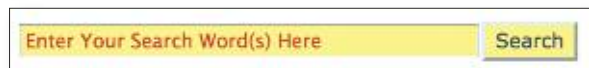
Be the first to know about new content, videos, press releases, and more by connecting with CRL from these pages.

You can connect with CRL using any of these methods right from our home page.



Shortcut URL's

Enter the word SHORTCUT into the Search Box and you will be shown our list of shortcut URL's that speed your access to many of our most popular product lines, catalogs, and other features of crlaurence.com.



C.R. LAURENCE COMPANY

UG24 | crl-arch.com

crlaurence.ca

crlaurence.com.au

crlaurence.co.uk

crlaurence.de

crlaurence.com

How to Get Help

- 1 Click on **Help** in the upper right hand corner on the Home Page.



- 2 Click on the link under **Pick a Topic** for the type of assistance you require or to email a specific department.



How to Find Our Business Policies

crlaurence.com/policies

- 1 Click on **General Information**, then click on **Business Policies**.

The screenshot shows the CRL website homepage. The left sidebar contains a 'General Information' menu with items like 'About CRL', 'Bulletin Board', 'Business Policies', 'Catalog Library', etc. The main content area features a banner for 'INTRODUCING NEW CATALOGS' with 'DC14 DOOR CONTROLS' and 'CRL14D DOORS CATALOG'. Below this is a section for 'CRL Redefines the Standard for Glass Railings. Again.' with an ICC ESR-3269 report. The right sidebar includes '2012 Pricing Through 3/31/13' and 'Visit CRL February 5-8 at World of Concrete in Las Vegas Booth C6603'. A red arrow points from the 'Business Policies' link in the 'Information Center' to the 'Business Policies' page shown in the next screenshot.

- 2 Click on the topic you want to view under **Information Center**.

The screenshot shows the 'Business Policies' page. The 'Information Center' at the top lists various policy categories: Catalog Policy, Credit Terms, CRL International, Customer Service, Custom Orders, FAX Service, Image Use, Ordering Information, Privacy Policy, Product Information, Shipping Information, Warranty Information, and Web Chat. The 'Catalog Policy' section is highlighted, containing the following text:

Catalog Policy

C.R. Laurence Company has a Catalog Policy that we believe you will agree is fair to all businesses.

CRL Catalogs Online at crlaurence.com
 CRL Catalogs are available for online viewing or download any time you visit crlaurence.com. Each catalog is linked to our product database, making detailed information about any CRL product just a click or two away. And because our online catalogs are updated daily with the latest product information, new products are available for immediate viewing. There is never any charge for this service.

Specialty Catalog Policy
 CRL Specialty Catalogs are available for online viewing or download any time you visit crlaurence.com. These include catalogs tailored to the needs of specific industries, such as our Frameless Shower Door Hardware, our Architectural Glass Door Hardware, our Architectural Railings, our Architectural Metals, our Door Hardware, our Transaction and Hospitality Hardware, and our Automotive Truck and Van Windows. Accounts in good standing can request that we include a printed version of any Specialty Catalog free with any open order.

Businesses who wish to open a new account with CRL can use a valid major bankcard to purchase any CRL Specialty Catalog for \$5.00, plus the cost of postage.

Master Catalog Policy for North American Businesses
 Businesses who wish to open a new account with CRL can use a valid major bankcard to purchase any CRL Master Catalog for \$40.00, plus the cost of shipping. New accounts must use a valid major bankcard to purchase a CRL Catalog.

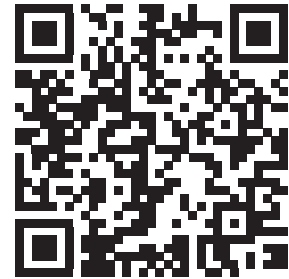
How to Use CRL Mobile

With the New CRL Mobile Web Site One Can:

- Search CRL's Vast Database of Products and Services (More Being Continually Added)
- Retrieve CRL Service Center Addresses, Phone Numbers, as Well as Maps and Driving Directions to Each Location

Sign In and Also Have Access To:

- Instant Stock Checks and Pricing
- Ordering While on the Job or on the Go
- Express Checkout



This QR Code is readable by QR scanners and smartphones equipped with a QR Reader Application. Free QR smartphone apps are available in all app stores/markets.



Whether You're on the Job or on the Go, CRL's New Mobile Web Site is the Way to Go

Smartphone and tablet devices will now be automatically redirected to our new mobile web site, however they will also have the option of viewing the standard CRL web site as well. The new mobile web site is available for use by CRL customers worldwide, and can be accessed by using a customer's current user name and password.

"The upward trend in business-to-business smartphone and tablet use is significant, and more and more of our customers are using these devices to view and order from crlaurence.com," says Lloyd Talbert, President of C.R. Laurence. "The convenience of being able to search for products and order them while on the go is remarkable. As a company that leverages technology in providing excellent customer service, we created this mobile web site to provide additional ordering convenience and flexibility so that our customers can operate their businesses more efficiently."

On Your Mobile Device, Go to crlaurence.com

1 Press **Sign On**.



2 Type in your **User Name**.

Type in your **Password**.

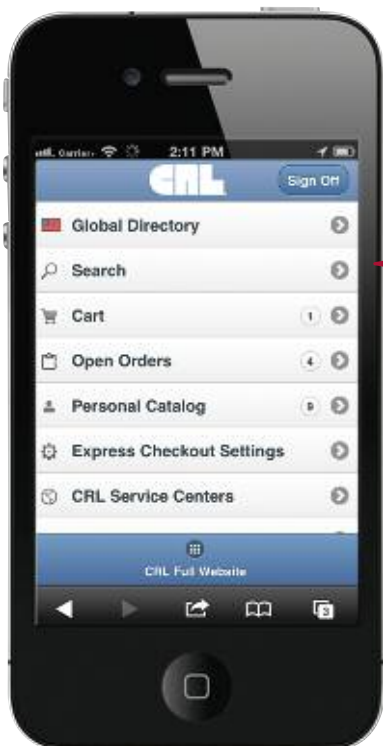
Press **Sign On**.



NOTE: MAKE SURE TO TURN OFF TX9 SETTING

How to Search for Information

1 Press **Search**.

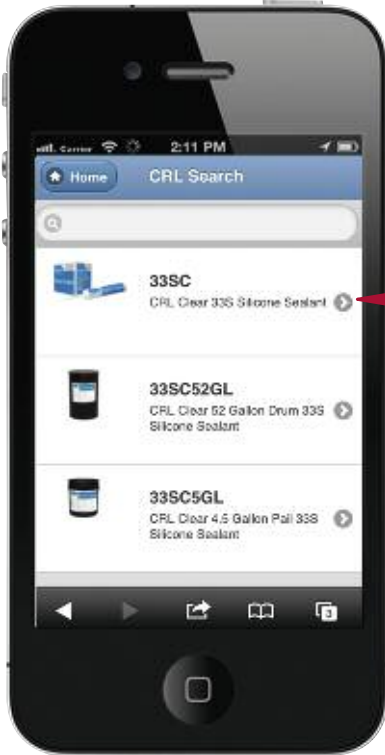


2 Press in the blank box and the keyboard will appear.



3 Type in the CRL Catalog Number or search word(s) and press **Go**.

How to Search for Information (Continued)



Once the product you are trying to locate is found, press it.

If the part you are searching for is displayed, press it, if not, scroll through the results by moving the screen up and down by swiping the screen.



Product: The main page with a picture, title, along with pricing if you are Signed On, and an order quantity box.

The top row shows the links to the product information available on each product page.

This area displays the pricing for the product with quantity price breaks plus an **Add to Cart** box. Swipe the screen to view additional information further down the page.

Details: Additional product details with descriptions of features and functions.



Colors: Will list any other colors or finishes of this product that are available.



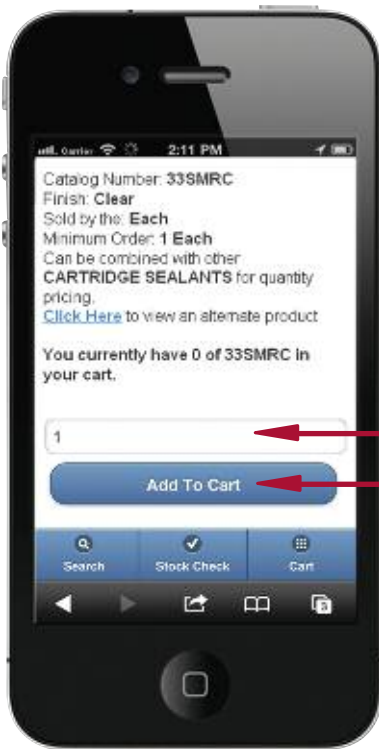
Notes: Displays product warnings or very important information (if any).



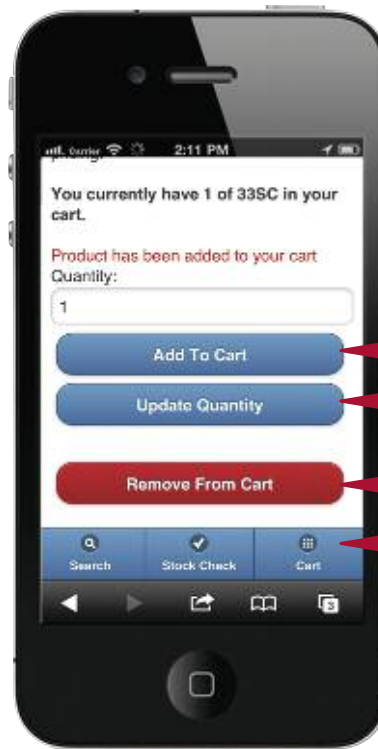
Related: Will list any similar or related items used with this product.



Ordering



Swipe down to the bottom of the Product Screen and press the **Quantity** box to type in a quantity, then press the **Add To Cart** button.

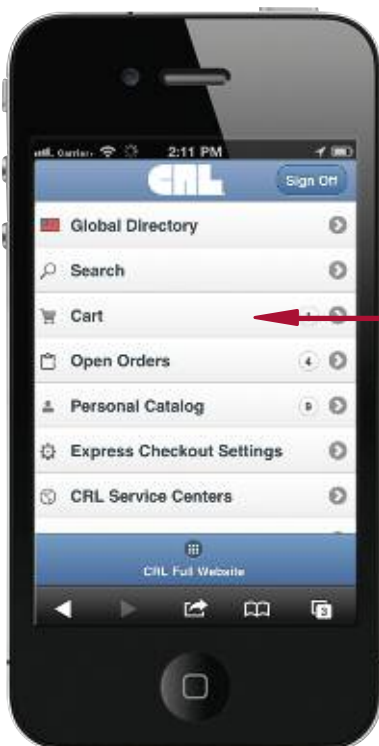


After pressing **Add To Cart**, the screen confirms the item was added.

NOTE: To change the quantity type in the new number into the box and press **Update Quantity**, or if you no longer want the item, press **Remove From Cart**.

Under these buttons you can do a new **Search**, **Check Stock**, or go to the **Cart** to process your order. Or swipe back to the top of the page and press **Home** to make another selection.

Your Shopping Cart



From the Home screen press **Cart**.



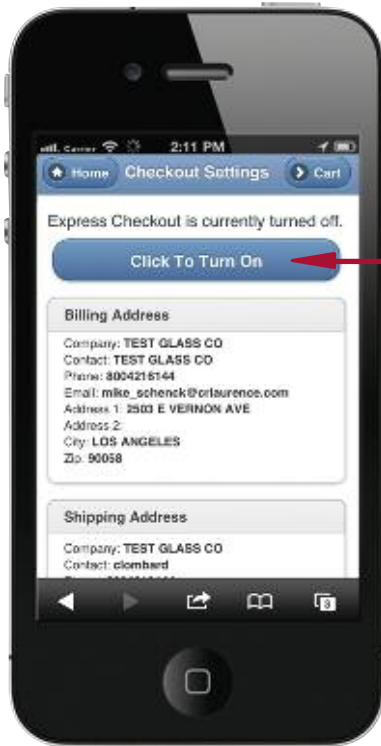
NOTE: Screen shown if Express Checkout is not turned on yet. See next page for instructions on activating Express Checkout function.

From this screen, press **Checkout Settings** or, from the Home screen, press **Express Checkout Settings**. If it is turned on you will see the words Express Checkout on this button instead.



Press **Express Checkout** and your order is placed quickly into our order processing system.

Your Shopping Cart (Continued)



"Express Checkout"
 These settings can be done one time, from your mobile device on this screen, or from our full web site. From this screen press **Click To Turn On**. Doing this will either turn it on or will return a warning letting you know what information needs to be updated before this service can be activated.

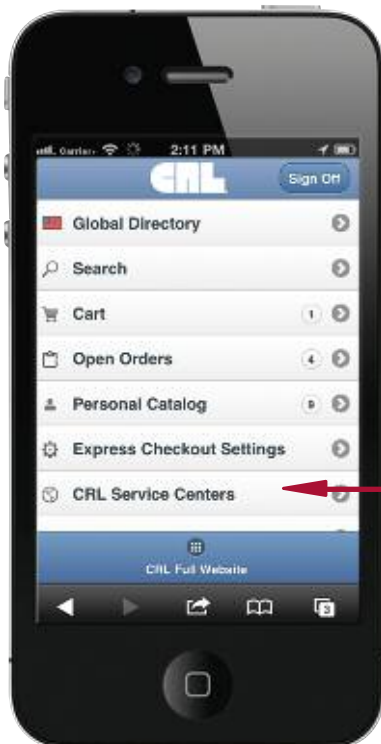


Each section will need to be reviewed, updated, and approved one time so that all settings needed become your User Name's default settings.

After completing each section, press the Save button at the bottom. Once each section has been reviewed and saved, and you press the Click to Turn On button shown to the left, this button will change as shown below, and you can complete all online shopping with one press.



Locate CRL Service Centers



Press **CRL Service Centers**.

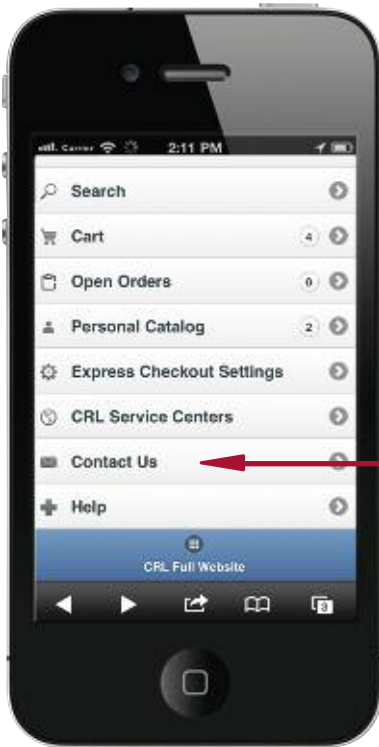
Then press on a **Country** for the location you would like to view.

Now swipe up and down to view the Service Center location you are interested in getting directions to or telephoning.

Press **Call** or **Map**. To return to **Locations** or the **Home** page, simply press the appropriate button at the top of the screen.



Contact Us



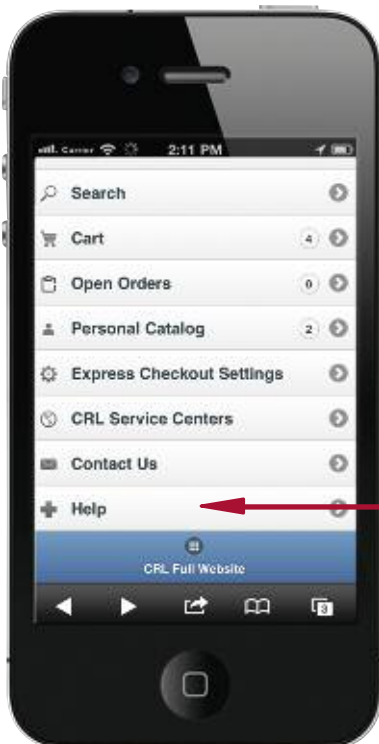
Press Here.



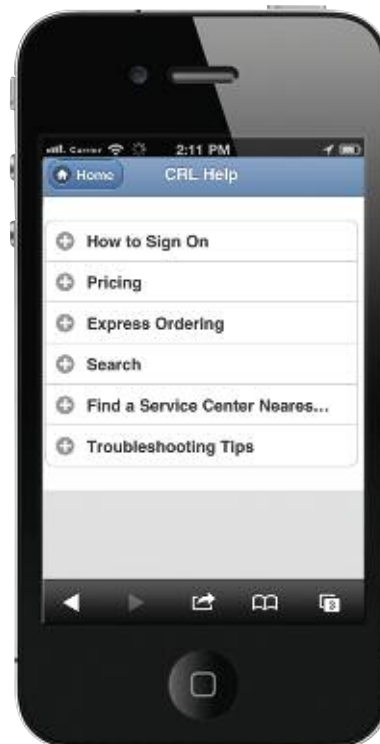
If you are Signed On, your default contact name and email address associated with your user name will appear. Simply enter your comments and press **Submit**.

Customer Service will reply promptly during regular business hours.

Mobile Web Site Help

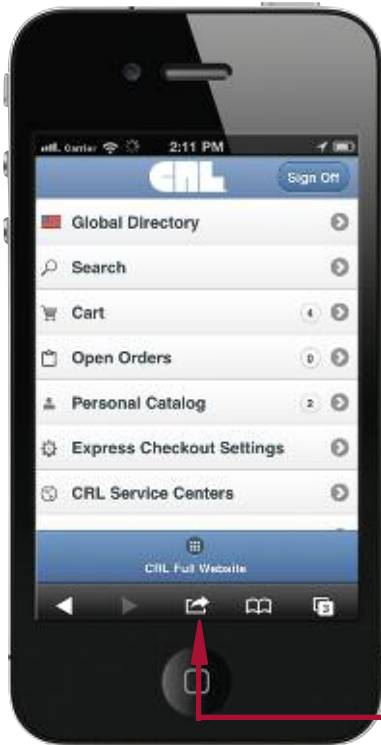


Press Here.



Topics covering each of the available mobile functions are available. Press on the topic for the assistance you require, and follow the instructions shown. If you still require assistance, go back to the **Home** screen and press **Contact Us** on your mobile phone, or give your local CRL Service Center a call.

The Easiest Way to Keep the CRL Mobile Web Site Accessible is to Add the CRL Icon to Your Home Screen



Press Here.



You will now have this screen available.

Make your selection by pressing on what you would like to do.

To add an icon to your device's home screen, press **Add to Home Screen**.



The icon and name you want on your device is shown. To complete adding it, press **Add**.

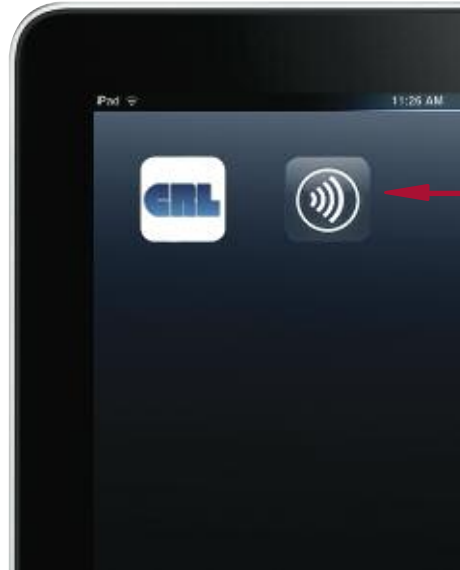


Now you can easily access the CRL Mobile Web Site by just pressing the Icon from Your Mobile Device's Home Screen.

Steps to Install, Start, and Use CRL Online Programs on Your Tablet



1
Download and Install **Citrix Receiver™** from the APP Store.



2
Start **Citrix Receiver™** from your tablet's desktop by pressing the icon.



3
Press in the **Address Box** to begin typing. Type in the **complete URL** for the program you are adding.

For example: <http://www.crlaurence.com/shower/storefrontsapp.ica> then press **Next**.

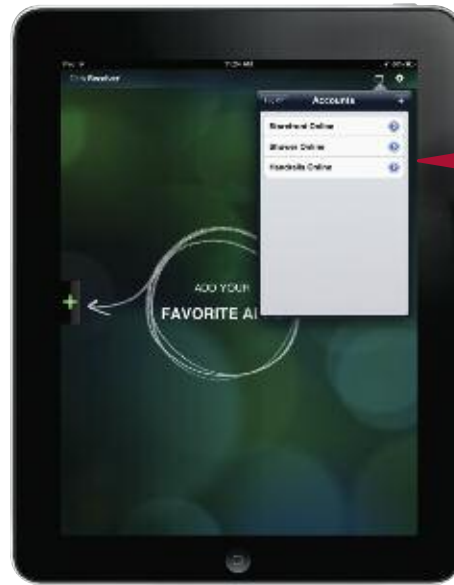


4
When this error appears, press **Manual Setup**.

Steps to Install, Start, and Use CRL Online Programs on Your Tablet (Continued)



- 5 When this screen appears, press in the **Description Box** to type in the Description that you want to appear.
- 6 After typing in the Description, Press **Save** in the top right corner.



- 7 Now each time you start the **Citrix Receiver™**, the **Accounts Log On** page will appear. Simply press your selection to begin.

Input Any of These URL's Into the Citrix Receiver™ New Account Screen for Easy Access to CRL's Online Programs

URL's for Specific Programs

| | |
|------------------------------------|---|
| CRL 'All-Glass' Storefronts | http://www.crlaurence.com/shower/storefrontsapp.ica |
| CRL 'All-Glass' Storefronts Metric | http://www.crlaurence.com/shower/storefrontsappmetric.ica |
| CRL Hand Rails Online | http://www.crlaurence.com/shower/railingsapp.ica |
| CRL Hand Rails Online Metric | http://www.crlaurence.com/shower/railingsappmetric.ica |
| CRL Showers Online | http://www.crlaurence.com/shower/showerapp.ica |
| CRL Showers Online Metric | http://www.crlaurence.com/shower/showermetric.ica |

CRL Global Service

CRL Provides Global Service With Regionally Oriented Web Sites

- Access to All CRL Products and Services is Available 24 Hours a Day, Seven Days a Week When You Visit Us Online
- Our Sites are Updated Continually to Bring You Our Newest Products and Special Offers
- The Entry Port for 'All-Glass' Store Fronts Online®, Showers Online, Hand Rails Online, and Our Other Web-Based Services



As a global supplier to the industries we serve, CRL recognizes that the power of electronic commerce strengthens our ability to serve you locally, as well as our other customers worldwide. And while the Internet had created a virtual "global village", it's important to also have the capability to tailor our web sites to the specific needs and business conditions of the continents on which we are based. That being said, it became apparent that our web site, crlaurence.com, had to at the same time be global in appeal, but still local enough to be relevant.

Thus the creation of our Global Web Site Directory. When you visit our web site you are directed to the home page of the individual site designated to host your home country.

You can also move from one site to another simply by clicking on the directory icon at the top of the home page. From here you have access to all of our sites, giving you the opportunity to explore the entire scope of CRL's online world.

As we progress in this global strategy, look for us to include new language options, and translation of our Online Catalog into many more languages. We are committed to bringing you the virtual world of C.R. Laurence and making your online shopping experience at crlaurence.com pleasant and easy to understand. We want you to be comfortable with CRL, and will work hard to make that possible.

Welcome to the C.R. Laurence Global Web Site Directory
Please select from one of these web sites to begin your visit.

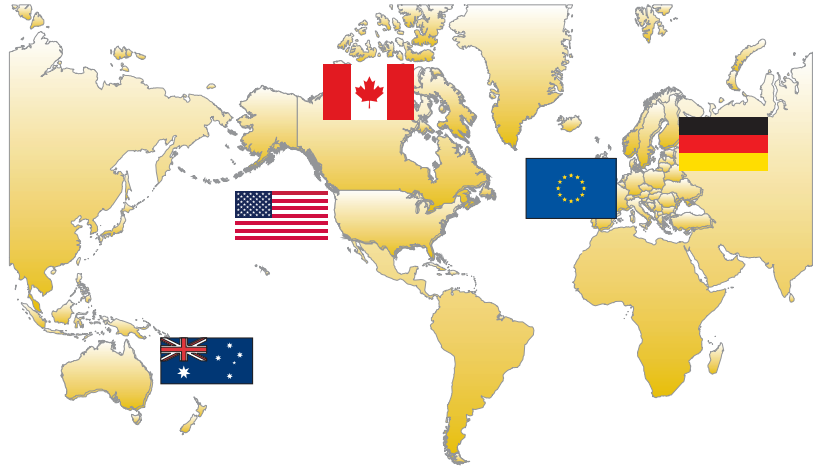
| | | | |
|--|---|---|--|
|  UNITED STATES and INTERNATIONAL English Language crlaurence.com |  CANADA - English Language crlaurence.ca |  EUROPE - UK - English Language crlaurence.co.uk |  EUROPE - DE - Deutsche Sprache crlaurence.de |
|  UNITED STATES and INTERNATIONAL MX idioma español crlaurence.com.mx |  CANADA - FR en français crlaurence.qc.ca |  EUROPE - FR en français crlaurence.fr |  EUROPE - English Language crlaurence.eu |
|  EUROPE - IT - Lingua Italiana crlaurence.it |  AUSTRALIA crlaurence.com.au |  EUROPE - Spanish Language crlaurence.es |  SCANDINAVIA ApS crlaurence.dk |
|  usalum.com |  MS ALUMINUM Architectural Products & Services crl-arch.com |  SOMMA'S ARCH GLASS MACHINERY DIVISION A Division of C.R. Laurence Co., Inc. somaca.com |  CRL STONE A Division C.R. Laurence of Europe LTD crlaurence.co.uk |
|  THE COLUMBIA MANUFACTURING CORP. A Division of C.R. Laurence Co., Inc. | |  mobile web site | |

**CRL Mobile
Web Site!
See Pages
UG27 to UG35
for More
Information**

CRL Global Service

**CRL Serves the World
With Ever-Improving
Service Capabilities
From Three Continents**

• North America • Europe • Australia



C.R. Laurence has been a supplier to customers worldwide for decades, and can now offer our unmatched range of products and services from CRL locations on three continents: North America, Europe, and Australia. In our history we have prospered as a company because we've followed a path of innovation and growth, always seeking new ways to use the latest technology to expand our service capabilities.

Communicating

Major advancements in the world of communications have made much of this possible. We've always been among the first to introduce new ways of reaching our customers, and in return, have made it easier for them to do business with us.

C.R. Laurence was the first in our industry to offer toll free telephone ordering. For over thirty years our customers have been able to call our 1-800 number to place orders, ask questions about products, get prices, and communicate with us without it costing them a cent. Our recent expansion into Europe lets us offer the same free phone and free fax service to our customers on this continent.

In the early '80's we added toll free fax ordering, making it possible for our customers to fax their purchase orders, parts lists, shop drawings and the like directly to our Customer Service Department at CRL Corporate Headquarters. It was during this time that we also introduced CRL FastFax, providing customers instant notification that their orders had been shipped.

One of our most important advances was the installation of the CRL Computer System in 1978. The power of our abilities multiplied many times when we went 'online' because we were better able to track inventory levels throughout our distribution network, and better able to process your orders quickly and more accurately. The ongoing evolution of the CRL Computer System now includes our Internet and fax servers, which empowers us to offer our customers in every corner of the world ever-improving service at every step in the process, from order entry through shipping and billing.

Some say our most important communications advancement was our entry into the business of Electronic Commerce with the introduction of the CRL web site in 1997. What was once a fledgling effort has blossomed into a self-service web site featuring information regarding all of the products and services CRL has to offer. Customers who use crlaurence.com find an enlightening and comprehensive web site that is constantly improving with the addition of new features that make it quicker and easier to use. And we now have globally-oriented web sites especially tailored to the countries from which we do business.

C.R. Laurence makes a serious effort to promote ever-improving service by making the investments required to improve communications at every level. We want your business dealings with CRL to be simple, clear, and convenient. If you feel that we can improve communications at any level, we would like to hear from you. To submit comments, go to crlaurence.com and click on Contact Us, then click on Web Comments.

Building A Network

To provide the ever-improving service level we strive for has meant bringing CRL to our customers. From a single Los Angeles, California location we have grown to a network of Service Centers in six countries on three continents.

Each of our Service Centers are connected to Corporate Headquarters through our computer system, which monitors and updates inventory levels with the arrival of each new delivery truck and the shipment of each customer order. Every Service Center receives fresh inventory each week through our Inter-Branch Transfer System so stock levels can remain high. This improves the percentage of your orders we can ship complete, and usually on the same day we receive them.

Another advantage of having regionally located Service Centers in or near major metropolitan areas is the opportunity to serve our customers in person. Each CRL Service Center has a Will Call/Trade Counter open six days a week. See page UG18 for information on how to find your nearest location.

And in order to provide ever-improving service the CRL network of Service Centers will continue to grow. In recent years CRL service has come to Australia and Europe with the opening of locations to serve customers on these continents. New or enlarged locations are planned for metropolitan areas throughout the U.S. With the opening of each new facility, we make getting what you want from CRL faster and easier.

Investing In People To Serve You

The best way we can serve you is to have capable people available to answer your questions, take and expedite your orders, suggest solutions to problems you may be having with a job, or to assist you in any manner we can. We maintain ongoing training programs so that the CRL people who serve you will have at their command the resources to make your business transactions with us a pleasant experience.

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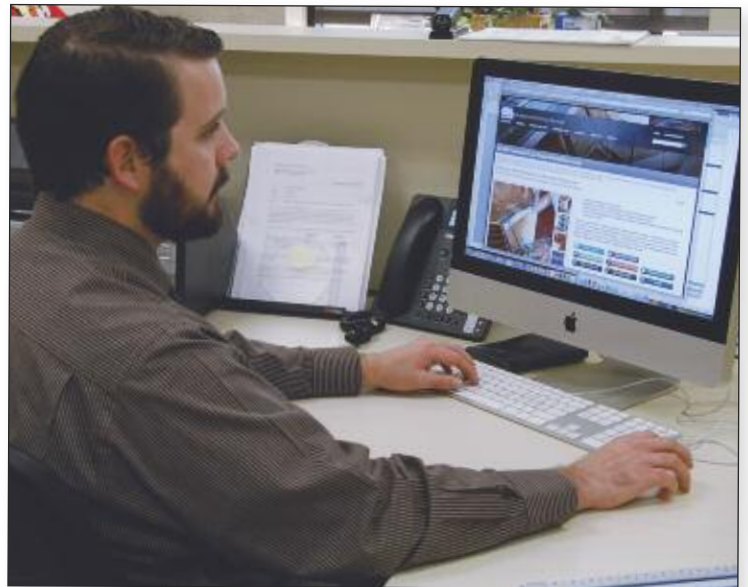
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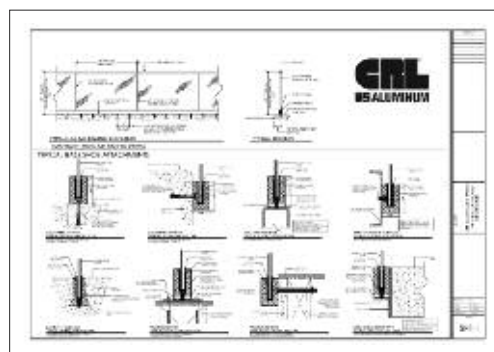
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For over 40 years CRL has provided toll free ordering at **(800) 421-6144**. When you call our Customer Service Order Desk you'll find CRL people who are trained to provide assistance with CRL products and services. They have instant access to pricing, stock availability, and the status of your account, plus they can connect you to CRL Technical Sales personnel if you need specialized product assistance. Order Desk hours are 6 am to 5 pm (Pacific Time) Monday through Friday, and 7 am to 12 pm Saturdays.



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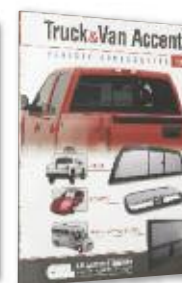
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U.S. Aluminum, Blumcraft and Jackson are a Big Part of the Future of C.R. Laurence

CRL U.S. Aluminum

C.R. Laurence Company is pleased to announce the acquisition of United States Aluminum. Originally founded in 1960, United States Aluminum offers the glass and glazing industry a broad range of high-quality storefront and curtain wall products available through a North American network of customer-focused service centers.

Their engineers and fabrication specialists developed many architectural systems widely used in the construction of residential, commercial, and institutional buildings. Through precise engineering and testing in a variety of climate conditions, the company improved upon their designs, resulting in architectural systems known throughout the industry as being innovative, durable, and reliable. Architects and designers who are familiar with the qualities found in United States Aluminum systems know that they can specify them with confidence to their clients. The company has invested the time and effort required to assure their systems are properly tested to meet the conditions required to pass local and national building codes; including some of the very strictest, such as the Miami/Dade County Protocols for impact resistance in hurricane-prone areas.

Now renamed U.S. Aluminum in its partnership with C.R. Laurence, the company continues to make available the architectural systems that have made them a leader in the industry for so long. For more information, contact U.S. Aluminum Technical Sales at (800) 262-5151, or visit our web site at usalum.com.



CRL-Blumcraft

Blumcraft of Pittsburgh is a member of the C.R. Laurence family of companies. An icon in the architectural metal and glass industry, Blumcraft has been designing, manufacturing, and delivering high quality products to the architectural metal and glass industry for over 95 years. The company's tempered glass doors, panic hardware, hand rails, and display doors are well known to architects, contractors, and installers in their building trades. Blumcraft has close ties to many architectural firms, customizing products to their specifications.

Blumcraft metalwork elements have been installed in more than 80,000 buildings throughout the world, including the White House, the Smithsonian Institute, the Metropolitan Museum of Art, the Louvre in Paris, and many other prestigious buildings.

The acquisition of Blumcraft benefits CRL customers by providing even more choices of high quality architectural hardware products. We value the experience, reputation, and technical expertise of the Blumcraft staff, and are pleased they are part of the CRL team.

For more information about the Blumcraft line, please contact CRL Technical Sales for Architectural Products or visit our web site at crlaurence.com.



CRL Jackson

Jackson Corporation is now a member of CRL Manufacturing. Jackson has been a leading manufacturer of door hardware for the aluminum and tempered glass door industry for over 50 years. In 1995 they became the first U.S. hardware manufacturer to be certified to ISO 9001 quality standards. The manufacturing operations are housed in our new facility in Los Angeles, and Jackson products are distributed through CRL's worldwide network.

This joining provides CRL customers more choices than ever of traditionally high quality Jackson architectural hardware. Jackson's very popular Transom Closer was originally developed and patented over 35 years ago. The innovative features of today's versions continue to make the Jackson Transom Closer a top choice. The company's Panic Exit Hardware is universally recognized as the standard for the aluminum storefront market.

The experience gained through this move is invaluable, and we welcome the Jackson staff into our Technical Sales and Manufacturing efforts. For more information, to place an order or request a quote, contact CRL Jackson Technical Sales or visit our web site at crlaurence.com.





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