

The DON YOUNG COMPANY
“**WINDOWS OF OPPORTUNITY**” Program
Has gone electronic and is now on the Internet.

To view your Statement and Account

Go to the Don Young Co Internet site at <http://www.dycwindows.com>. In the menu at the top of the page under the DYC Logo, click on Dealer Programs. When the Windows of Opportunity heading comes up, go ahead and click on the designated spot.

In the USERNAME block - type in the following without any spaces between each item, in lower case: Your first name initial-your last name-your regional code(da/ho/sa/ok/lu)-and your DYC company account number, Example -- rhooverda61903

In the PASSWORD block type: dyc - Once you get into the program you will be able to change your password to whatever you like.

Click on the LOGIN button,

Notice at the top of this new page is your user ID, region, and account number. Also notice this is where you can also change your password. You may want to change your password at this time. Choose a word, a series of numbers, or a combination of letters and numbers as your new password. A Password should be something that is easy to remember. You will most likely be checking your account each month and will have the opportunity to make award redemptions automatically with this program. Whatever you choose as your new password, be sure to write it down and keep it in a safe place.

After logging on each time, this first page will offer a new idea as well as articles sorted by Category to help you find and close prospects. It will also provide excellent customer service ideas, provide business contacts and money saving ideas to run your business more profitably. In addition, you will find information on new products and happenings at DYC.

At the bottom of this information page, you can choose to “Continue” or “Log off” --- go ahead and hit the “continue” button.

This next page is your monthly statement for the latest completed month. You also have a month and year dropdown box to look at other months. The monthly statement lists your business activity and the credits for each invoice processed in the specified month. At the bottom is the Account Summary for this month.

NOTE: Your previous earned paper certificates will not be shown on this electronic statement. The new electronic statement certificates have no expiry date so they have to be handled separately. The existing paper certificates which you are holding are valid for two years from the printed date on the certificate and all non expired certificates will be honored for redemptions up to their expiry date. Continue to redeem those with a redemption order form which needs to be mailed in together with the paper certificates. We suggest you spend your paper certificates

first, before you redeem your electronic certificates because the paper certificates all have an expiry date. You will be able to combine the printed with the electronic certificates for any redemption. Simply mail it in with the printed certificates and a note of how many electronic certificates to apply to the order. Once all the printed certificates are redeemed all orders will be via the automatic internet redemption program.

The Account Summary

“Points Carried In” are points left over from the conversion process of 2500 points being exchanged for a \$25 Certificate from last month. They are added to “Points This Month” plus any “Bonus Points” to give you “Total Points”. To this total is applied the conversion of 2500 points for a \$25 Certificate for the current month. The result is shown in “Certs This Month” (Certs is the abbreviation for Certificates) and residual points are listed in “Points Carried On”.

The bottom line shows you all the “Active Certs”. From these we will subtract “Certs Redeemed” leaving “Certs Available” to be carried forward to next month.

At the bottom are two buttons for “redeem” and “exit”.

Let’s hit the redeem button.

This electronic Redeem Page is identical to the previous printed redeem page found on the back of each monthly statement. Down at the bottom of this page there is a “Print” button so you can print this page and there is an “instructions” button with all the details to make redemptions.

What is new is an “update” button. As you enter your order information for the number of each item ordered and price, if you hit the “update “ button, the program will do all the calculations for you including the sales tax, if you check the Texas Sales Tax box. All orders to be delivered in Texas must add the Texas sales tax. All non-Texas orders will “update” without adding a total in the tax line.

Once you have completed the redeem form and hit “update”, you can now send this order automatically, via email, by hitting the “submit” button. This will help speed up the delivery of your award to you. As you send in the order and it is processed, within 24 hours, the program deducts the redeemed certificates from your “certs available” total.

You can use all certificates to pay for your redemption but be aware that there is no change or credit applied to any amount that is tendered in certificates that may be more than the total due. You must use at least one certificate for each redemption, you can charge the balance on a credit card.

This new automated system will speed up the delivery time of your awards plus eliminates mountains of paper certificates which can be misplaced or destroyed. This new program also eliminates the possibility of expired certificates. DYC wants you to enjoy every award as their “Thank You” for your continued business.