

SCHEDULE "B"

Ordering and Contact information

SHI has established the Dedicated Account Team as core in executing an effective customer service strategy. Based on your requirements, SHI has identified the following positions to be included in the team:

Account Executive—Direct sales related position with a mission of developing relationships with the appropriate representatives within the Province. Responsibilities include establishing a customized service and support plan, resolving licensing issues, and constructing a pricing strategy and other topics critical to account development. Your Account Executive is available for meetings with all clients within the Province. He will engage the SHI Licensing Representatives and other SHI representatives, as needed, to ensure complete coverage of the topics the client wants to discuss.

Peter Welgan
103-2609 Westview Drive
Vancouver, BC V7N 4N2
604-986-4518
Peter_Welgan@shi.com

Manager, Inside Sales Support—Coordinates, maintains and manages the activities of the Inside Sales Representatives.

Renee Mazzarella
2 Riverview Drive
Somerset, NJ 08873
800-527-6389
732-868-8872
Renee_Mazzarella@shi.com

Inside Sales Representative—Maintains direct relationships with the customers and has the responsibility of ensuring customer satisfaction. Functional areas such as pricing, availability, order entry, tracking, returns, product information and expedites are an integral part of his daily activities. He executes the plan established by the Account Executive for a customer.

Nick Stucka
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