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[Jonar Systems Inc.]

The Jonar Journal

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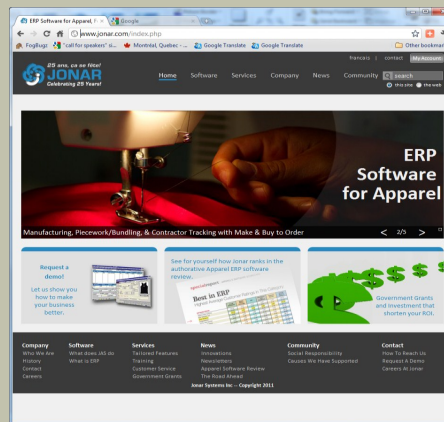
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Introducing the New Jonar Website

We are thrilled to announce the launch of our re-designed website. This exciting new site signals the beginning of the interactive Jonar Customer Community. It is the result of months of effort and the integration of numerous technologies. Over the coming months, this website will become an integral resource for our customer service and communication activities.

The new Jonar website enables existing and prospective customers to get a good idea of our expertise by visiting the Software and Services pages. There you will find more information about the features of our two applications, the Jonar Apparel System (JAS) and JSI account-

ing. Eventually all newsletters will be stored under the News section of the site. We've also included information on the causes we support and our core goals and values.



We've tried to write the content from both the head and the heart. We are looking forward to updating the site regularly with relevant and

compelling articles and how-to advice.

The most important feature for our customers is the "My Account" button. It provides you with access to our new online customer service application called Fogbugz. This online community is the first stage in an ongoing evolution of our relationship with you.

Our communications and design approach is to be clear, clean and intuitive. Please check it out and tell us what you like or where we could do better. While we love compliments, don't worry, we take criticism as an opportunity to improve!

New Features Requested by Jonar JAS and JSI+ Customers

Business Rule Notifications: Our customers have asked us to automatically notify users when specific business processes take place or when certain process criteria are not met. Some examples include user notifications when: a customer goes on hold, an order passes its cancellation date without being shipped, a PO exceeds a credit limit

or monetary value, and many others. Rules and requirements differ from company to company so we need to work with you to implement this feature so that it improves and protects your business.

Recognizing TPL Styles: In certain cases a specified quantity of certain yarns, fabrics, apparel, and textile

articles do not meet the rules of origin of NAFTA. However, they are eligible for tariff preference levels (TPLs). We have created a capability to track styles that meet TPL criteria and provide the necessary customs documentation. This is a special feature that can be requested by the customer. It will not be pushed out with upgrades.

Enriching Customer Support at Jonar

Over the past couple of months, you may have noticed changes in how the Jonar Customer Service Team communicates with you. We have been working hard to implement a new issue tracking system to better serve you. The new system is designed to keep track of all customer issues, reduce response times and most importantly, improve overall communication with our customers.



Customer Service is the strategic differentiator in today's economy

We have recently integrated the support system into our newly redesigned website. Since the launch of the new system, we have dramatically reduced our outstanding list of support cases. Customers now benefit from receiving an immediate email acknowledgement that their issue is being tracked in our system as soon as they submit. As in the past, support requests can be submitted either by email to jonar@jonar.com or by calling us.

The new tracking system is called "FogBugz" made by a company called FogCreek. This is a trusted system that is used by large companies such as eBay, Apple and Sony. You may be interested to know that the innovative ways we are using the system to support you have resulted in FogCreek asking us for permission to reference Jonar to their current customers and prospects.

Now that we have successfully launched the new system, we are looking to implement additional benefits for our customers. On our website, a new customer login area launches when you click

"My Account". Once you login, you will be able to track the status of your open cases, submit new requests, make feature suggestions, download helpful documentation and eventually participate in a dialogue with Jonar and other JAS users. Customers will receive login credentials that grant access to this area by the Jonar team over the next couple of months.

Once you login, you will be able to track the status of your open cases, submit new requests, make feature suggestions, download helpful documentation and eventually participate in a dialogue with Jonar and other JAS users.

Our hope is this new system will enhance our customer service and facilitate our ability to provide a personal connection with our users. We continue our commitment to always have a person answer the phone when you call Jonar.

Having Your Say...

We've mentioned that Jonar is working to develop an improved Apparel ERP system that will replace JAS.

Many of the features to be included in the first version will be based on your feedback. If there is a feature you really like or one you would really like to see included, send us an email at beta@jonar.com.



And Now A Word From the President

In our last newsletter I announced that my son, Jonathan Ruby, has taken over as my successor leading Jonar. As a result of his energy and drive, Jonathan is effectively streamlining operations.

In his first six months in this position, Jonathan has spearheaded the launch of the customer support system, the re-design of the website and the continued work towards redesigning our software to be more powerful, more portable and more flexible. Jonathan has met with many of our current customers and is working with them on new ways we can make their businesses better. I am pleased that Jonathan's

role with the company provides me the time to focus on consulting engagements with our customers. Without a doubt this expanded role provides me with challenging opportunities to work with you and your organizations for years to come.

Since 1986, Jonar has provided ap-

Jonathan is effectively streamlining operations.

parel Enterprise Resource Planning (ERP) solutions. During those 25 years we've accumulated a vast amount of experience and

knowledge of how to successfully implement ERP software. Customers also benefit by leveraging our apparel industry expertise. In addition, it's gratifying when we can help arrange for government grants to reduce your ERP implementation costs.

We have a customer base that I love to work with. I am truly amazed by how our customers' employees use JAS to satisfy their customers' needs and exceed their expectations on a daily basis. As the president of Jonar Systems, I feel very fortunate to serve such a talented and dedicated group of people.

Behind the Scenes

We are extremely pleased to welcome Robert Gillelan to the Jonar team as our new Vice President of Sales and Marketing.

Robert is an experienced executive in the software, apparel and ERP arenas and is as committed as the rest of us to customer service. Robert is a big believer in getting to know the customers as well, so

you'll likely hear from him at some point even if you are a long-time customer.

The addition of Robert to the team is more than just an attempt to increase our revenues by selling more. He is part of a new emphasis and strategy at Jonar that comes with Jon's new leadership.

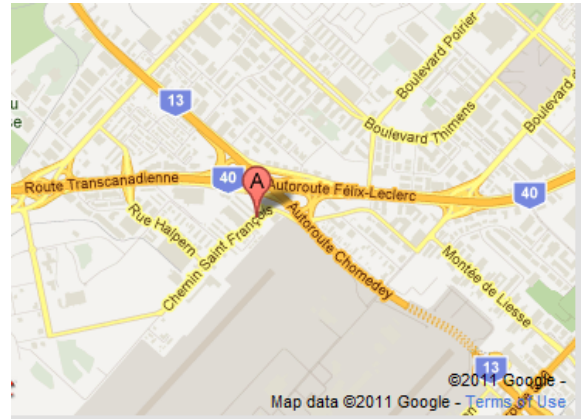
Robert is a big believer in getting to know customers and their businesses.

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Robert Gillelan
VP Sales and Marketing



Check out our new website!
<http://www.jonar.com>

IT'S OUR BUSINESS TO MAKE YOURS BETTER!



Items of Interest from Past Releases

Previous issues of the Jonar newsletter contain many relevant articles, notes and other pertinent matters. You can find our archive at www.jonar.com for topics such as:

- ◆ Consignment Invoices
- ◆ Pick and Pack
- ◆ Vendor Scorecard
- ◆ EDI 820's
- ◆ Discounts by EDI Mailbox
- ◆ RF Scanning
- ◆ Quick Entry
- ◆ Duty Drawbacks/Deferral
- ◆ Store Replenishment (VMI)
- ◆ Automatic E-mailing
- ◆ Electronic Customer Orders
- ◆ Electronic Purchase Orders
- ◆ Piecework
- ◆ Web Orders