

A close-up photograph of a laptop. The laptop lid is black and features the 'CARPET ONE' logo in white, which includes a stylized Wi-Fi signal icon above the text. A person's hand is visible in the foreground, typing on the laptop's keyboard. The background is a plain, light color.

# Welcome to the Carpet One Digital Community

A quick guide to new features on [C1members.net](http://C1members.net)

[C1members.net](http://C1members.net)



Make a note of your user name and password on this form...to keep for your records.

(You'll need your store number as well, but don't record that here! Keep that separate to insure security.)

**LOGIN**

Username

Store Number

Password

**GO**

Forgot your password? Click [here](#).

First time user? Click [here](#).  
Have questions? [Email us](#).

# Faster Connections and Advanced Technology...C1members.net

With technology making several advances in the past two years, and the increased availability of new tools for the internet, we decided to use this as an opportunity to review the current format of C1members.net with the members to see if an update was needed.

After in-depth member interviews we found that members were happy with the product lookup and search tools, and that there was a benefit to having the "top downloads" and "quick links" accessible from the home page.



We also learned there were many things on the current C1members.net that could be strengthened. You wanted to see:

- more industry news
- what happens behind the scenes
- a better way to collect your news
- an exchange of best practices between members
- a more user-friendly look and feel

We're excited to unveil version 3 of C1members.net and want you to become as familiar and comfortable as possible with the new look and layout.

This version of C1members.net is more than just a new look. It's a change in philosophy – a new, fresh approach in communicating with our members.

Our goal is for members to want to come to C1members.net. We want members coming back week after week to read what's new and exciting in the flooring industry.

So we've added new features, editorial content and more industry news.

We believe that if we offer you more information about where the industry is trending, and provide you with organized and current information about our programs, we can help you stay ahead of the curve.



# What's New?

New look and feel.

The main navigation for the site is now at the top of the page, with secondary navigation located in the left column under Key Sections. Although it is the most noticeable difference, aesthetics is not the biggest change to the site.

Editorial content.

To keep members returning to the site, we've added three articles that will change every week. The first is a weekly feature article that will discuss issues that impact our members and will include contributed articles by renowned flooring-industry experts like Larry Nagle and Lew Migliore. The second is a venue for members to share their best business practices with other members. The third is a series of articles that give you an exclusive



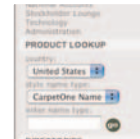
look behind the scenes at Carpet One. This is where you'll find a weekly C1members.net tip. As well as vital information on new or existing programs, and product information straight from your buyers.

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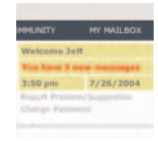
Tools.

The things you liked most about the old C1members.net like the Product Lookup tool and links are now conveniently located in the left-hand column under Tools. The Tools bar stays with you no matter where you are on the site.



My Mailbox.

You've got mail! Now, the news you receive from Carpet One will be located right on C1members.net. Simply click on my mailbox and you'll be able to read, organize and print all of your Carpet One electronic news.



Consistent Organization.

With making C1members.net a more user-friendly interface at the top of mind, we've organized all product information throughout the site into two sections: Exclusive Brands and Other Programs. Whether you're looking in Merchandising, Pricing or In-store Experience, you'll know where to find the information you need.

# Top Navigation

This is your primary navigation. It contains information that members visit most frequently and at regular intervals.

## Merchandising

Merchandising is a new section on C1members.net that brings together departments from the old c1members.net (SelectAFloor, Liz Claiborne, Products – from products & Pricing, and Fixtures – from Fixtures & Collateral) to make information about products, sample updates and pin placements for all Carpet One programs available in one location.

Our goal is to remove the hassle from merchandising your store to make finding information as quick and easy as possible. With ease of use in mind, we've organized all product information throughout the site into two sections: Exclusive Brands and Other Programs.

With displays being central to the merchandising of a store, information about Fixtures for all Carpet One programs are also included in this section.

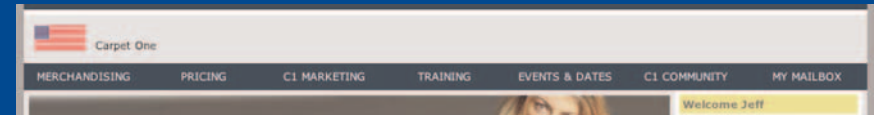
## Pricing

The Pricing section is similar to the Product & Pricing department on the old c1members.net with three differences.

First, the information in this section is specific to pricing, including pricing calculators. Second, the information about products that used to be in the Product & Pricing department can now be found in the Merchandising section. And third, all product information, including pricing, is organized into two sections: Exclusive Brands and Other Programs.

## C1 Marketing

The Virtual Ad Agency has been renamed C1 Marketing. The only thing that has changed is the name. You'll still be able to order your monthly promotions and direct mail pieces online, get your television and radio scripts, and find out about and participate in special private sale offers ... to name only a few of the great things you'll find in C1 Marketing.



## Training

Want to know when the next travelling university is going to be in your community? Find out everything you need to know about the Carpet One University in the Training section.

## Events & Dates

The Convention & Trips department has been renamed Events & Dates. In this section you'll find information about upcoming regional meetings, conventions and the annual trips.

## C1 Community

Welcome to the C1 Community! The C1 Community replaces the Communications department on the old c1members.net with some differences. Your Member Information, Discussion Board and Classifieds are features that have made the transition to the third version.

New to this section is information about the Advisory Council Members. An important function of Carpet One, your Advisory Council representatives attend meetings that act as a critical point of contact between you, our members, and Carpet One's executive.

## My Mailbox

You have new mail! My mailbox is a new feature on C1members.net. Instead of getting Carpet One's weekly news to your personal email, it will be located centrally on C1members.net.

Simply click on My Mailbox in the top navigation and you'll be able to read, organize and print all of your Carpet One electronic news. You'll even know if you have new messages before entering your email.

# From A to Z... your guide to "HOME" on C1members.net

The screenshot shows the homepage of C1members.net. At the top, there is a navigation bar with links for MERCHANDISING, PRICING, C1 MARKETING, TRAINING, EVENTS & DATES, C1 COMMUNITY, and MY MAILBOX. The main header features a large banner with the text "Angry customers. Big box weakness... Carpet One's strength." and a woman in a red shirt. Below the banner, there are several sections: "Tools" (WEEK IN REVIEW, SITE SEARCH, KEY SECTIONS, PRODUCT LOOKUP, DIRECTORIES, LINKS), "News" (Carpet One Announcements, Industry News, Best Practices), "Downloads", "Don't Forget", "Quick Link", and "Product Information". On the right side, there are sections for "Welcome Jeff" (with a message notification), "Featured this Week", "From Head Office", "C1members.net Tip", "Working for You", and "Carpet One Value". Red circles with letters A through O are overlaid on the page to highlight specific features: A (The Carpet One Claims Report), B (Tools), C (WEEK IN REVIEW), D (SITE SEARCH), E (KEY SECTIONS), F (PRODUCT LOOKUP), G (DIRECTORIES), H (LINKS), I (Welcome Jeff), J (From Head Office), K (Industry News), L (Best Practices), M (Downloads), N (Don't Forget), and O (Quick Link).

**A. Featured this Week**

Inline with adding more industry-related editorial content to the site is the feature of the week. With a new article every week, we will equip you with hard-hitting news about the flooring industry and Carpet One that will help you make more informed decisions when it comes to your business. Better yet, it will include contributed articles by renowned flooring-industry expert Larry Nagle, and flooring-claim expert Lew Migliore.

**B. Tools**

All of these new features and C1members.net still contains all of the tools for business. And to make accessing these tools easier, they'll appear in the left column of every page. All of this, and members.net still contains all of the tools for business. Site search, Product lookup, directories, links all conveniently located under tools. Staying with you where ever you go on the site. Top downloads, don't forget and quicklink – all literally at your finger tips.

**C. New this week! The audio feed.**

One of the most exciting new capabilities on C1members.net is the audio feed. You can listen to a preview of what's new to the site every week with the click of a button.

**D. Site Search**

Can't find what you're looking for? Try looking it up on the site search.

**E. Key Sections**

Your secondary navigation, Key Sections is located within the tools section. It's easy to use, and you'll always know how to get back to where you began.

**Distribution One**

Find out more about Distribution One and how you can take advantage of special pricing on flooring.

**In-store Experience**

The In-store Experience section is similar to the Fixtures & Collateral department on the old c1members.net with some differences. First, the information in this section is specific to your customers' experience at your Carpet One store with information about the national identity program, posters, labels, price tags and literature. Second, the information about fixtures that used to be in the Fixtures & Collateral department can now be found in the Merchandising section under Fixtures. Finally, the information in this section is broken down into Exclusive Brands and Miscellaneous.

**Member Programs**

The National Programs team has developed many national business programs to assist in making Carpet One's partnership with your company a success. Information about benefits and insurance for your store is also available here.

**Member Services**

Meet your new Member Services team now located in the Manchester office. If your customers are interested in speaking directly with Carpet One, you can find your Consumer Liaison contact here. This is also where new members can get their standard member packages.

**National Accounts**

The National Accounts team is responsible for bringing Carpet One members the National Insurance Program. This is where you can find out about the insurance programs that are available in your area and how to get involved.

**Stockholder Lounge**

The Stockholder Lounge is the same as the Stockholder's Only department from the old c1members.net. And, the information contained in this section is also the same.

**Technology**

The Technology section contains the same information as it did on the old site.

**F. Product Lookup**

Product Lookup is a tool that was developed with the second version of C1members.net and still has the same functionality.

**G. Directories**

Member, Employee and Vendor directories are now available from anywhere on the site.

**H. Links**

A tool available on the home page of the second version of C1members.net. Links will give you access to information at the click of a link.

**I. Welcome! box**

The Welcome! box will appear on every page, regardless of how deep into the site you become.

Within the Welcome! box you will be notified of how many new messages you have waiting to be read in your mailbox, and it provides you with quick access to change your password, logout and provide feedback on the site.

**J. From Head Office**

Do you want to know more about what happens behind the scenes at Carpet One? From Head Office will give you an up close and personal look at programs and services available through Carpet One.

**C1members.net Tip**

Check back here every week to find out how to make your visit to C1members.net more efficient and effective.

**Working For You**

Get a Carpet One perspective on a new or existing program like make a difference day or national advertising.

**Carpet One Value**

Find out more about the programs that are available to you through Carpet One and the benefits your business can realize.

**Product Information**

Carpet One's product team will provide you with an edge on where the flooring industry is trending, what products are new, what's hot and what's not.

**K. News**

**Carpet One Announcements**

Known previously as eNews, Carpet One Announcements is your source for news updates from Carpet One.

**Industry News**

Industry News is similar to Buyer's Buzz, but it will be more focused on information from industry publications to keep you abreast of the trends in flooring.

**L. Best Practices**

Want to find out what other members are doing to help their businesses grow? Now you can read about the “Best Practices” of our members in this weekly feature.

**M. Downloads**

Interested in finding out what the most popular downloads are? This is where you’ll see find the top five files that have been downloaded by other members.

**N. Don’t Forget**

This is where important dates are posted to remind you of upcoming conventions, regional meetings or education days.

**O. Quick Link**

This is your quick reference to find out who you need to contact or where to look to get more information about a certain program. Simply click the drop down menu and scroll down to select the program you are interested in.

**HAVE QUESTIONS?**

**Contact:**

**Cindy Mantione at  
800-363-0282, or  
cmantione@carpetone.com**

**OR,**

**Ashley Kelders at  
800-363-0282, or  
akelders@carpetone.com**