## Searching a Directory

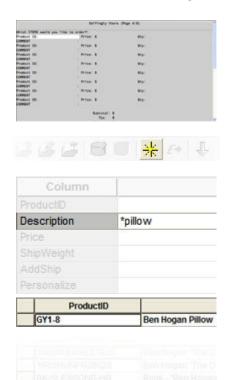
Instructions for searching a STARTEL directory.

Book - "Hogan - Th

Ben Hogan "Tourn:

Ben Hogan "Tourn:

Ben Hogan Pillow



FLYER-4A

FLYER-4B

GY1-8

For this example, let's say we're taking an order on Golfingly Yours (Acct 552) and the caller has requested a "Ben Hogan Pillow". The caller does not know the Product ID.

After pressing Alt + Return to open the catalog directory, click the 'Query Directory' button on the directory window.

In the search window that opens, enter an asterisk ('\*') and part of the description (in this case 'pillow') and click 'OK'.

This will return only items with 'pillow' in the description.

Alternately, we could have entered '\*Hogan' (don't forget the asterisk) and that would have returned only items with "Hogan" in the description.

With the ability to search the directory, our callers are no longer required to know the Product ID in order for us to quickly take their order. This will also making taking calls on accounts where callers don't know the Product IDs we use (such as Golfingly Yours) go much smoother. Always be sure if your first search doesn't return any results to try other key words (in this example, if '\*pillow' wouldn't have returned any results, '\*Hogan' would have).