Infor XA

COM_Net2

General Information Manual

For more information, contact Lexel Corporation

The Sell-Side Portal for XA

- ○ Electronic Catalog
- ○ Online Ordering (B2B and B2C)
- ○ Order/Shipment Status
- ○ Supports Configured Items
- ○ Secure Document Portal
- ○ Online Bill-Pay

In today's global economy, connecting to your customers is a competitive necessity. It's not about just taking web orders. It is about offering your customers a full self-service portal, giving them access, reducing your cost and increasing sales. Everybody wins!

Infor XA COM_Net2 is a complete, sell-side portal that provides world class eBusiness (B2B and B2C*), a document/media portal and Online Bill-Pay*.

Whether you want to allow your customers to order spare parts with a credit card* or your dealers or distributors to place their orders online instead of phone or fax, COM_Net2 is your eBusiness platform for Infor XA. It leverages your existing Infor XA Customer Order Management (COM/CSM) business logic and files to extend your business beyond your four walls. It is designed especially for Infor XA users who want to offer their customers online customer service instantly.

COM_Net2 offers necessary COM/CSM functions in an easy-to-understand way, optimized for the Internet, without the need to deploy software or training to end-users.

Simply stated, COM_Net2 provides a direct, interactive interface between you and your customers. Fully integrated with Infor XA, COM_Net2 provides customers real-time eBusiness, access to documents and Powerlink attachments, and online bill-pay 24 hours a day, 7 days a week.

COM_Net2 supports B2B and B2C* with a single platform. Credit Card support is fully integrated and supports PCI compliance*

Features:

Electronic Product Catalog

Whether shopping or browsing, your customers will have the ability to search by Item Number, Item Description, or Foreign Language Description to see item data and any additional graphic and marketing information. Depending on your tailoring options, they may be able to view inventory availability and price. An Advanced Catalog* supports a hierarchical catalog, order from graphics, upsell and guided selling.

Supports the Infor PCM Configurator!

Customers or Salesreps can enter orders or quotations for configured items. The PCM configurator is automatically launched and the configured order or quote is sent to XA!

Flexible Order Entry

Know the part number? Pop up the Speed Entry window and key it in our *Speed Entry* mode. Want real speed? Upload a *Spreadsheet* with the items you wish to order. They

are instantly validated, priced and placed in the shopping cart. COM_Net2 "Suggest" will predict the desired item by keystroke!   When entering orders, your customers can search for or enter in their Customer Item Number, Industry Item Number, or your Item Number. Because COM_Net2 uses the existing COM/CSM pricing logic, each customer will see only their own pricing.

Order from Graphics

For the ultimate in spare parts ordering, Order from graphics, or as we call it, "Pic-a-Part"* displays an explode view of an assembly and a related parts list. The user can simply click on the item they wish to order and add it to the cart!

Copy an Order

Do your customers want to place repeat orders? If so, this usually means going through the catalog and ordering process all over again. With COM_Net2's order templates, this time consuming task is not necessary. The order template remembers any order your customer previously placed, and allows them to re-order items with a few clicks. They

can even make any necessary changes. Orders are re-priced with current pricing when they are copied to a new cart.

Order Status/Tracking

Order Status and Tracking options enable your customers to check on their Open, Backorder, and Completed Orders, as well as Quotations and Credit Memos. Details of each shipment are available and can be linked to carrier tracking (UPS, FedEx, etc.) pages for the most current shipping information available.

Invoice Inquiry/Reprint

Allow Customers to view, email or re-print their invoices and link to orders and shipments. No more calls to customer service asking about invoices.

Document/Media Management

Now, with a single login, your customers can access product, marketing and technical documents. Documents are categorized and grouped so you can secure them by user or group of users.

Customers can view, if authorized, Powerlink order and order line attachments. They can also attach files to their orders during checkout.

View Inventory and Available-to-Promise

If tailored to do so, the order quantity can be validated against inventory, provide ATP (Available-to-Promise) information, and even allow for selection of substitute items. When completing the order, your customers can select from a list of their ship-to addresses and even override the default ship-to with an entirely new address. Additionally, space is provided for them to enter in any specific line and order comments.

Online Bill-Pay

Give your customers the ability to pay open invoices online by credit card; extending their terms, getting your money faster and letting them accumulate credit card points!

Multi-Language/Multi-Currency

With the globalization of today's economy, you have to expect multi-currency and multi-language support in your eBusiness product. And, COM_Net2 delivers!
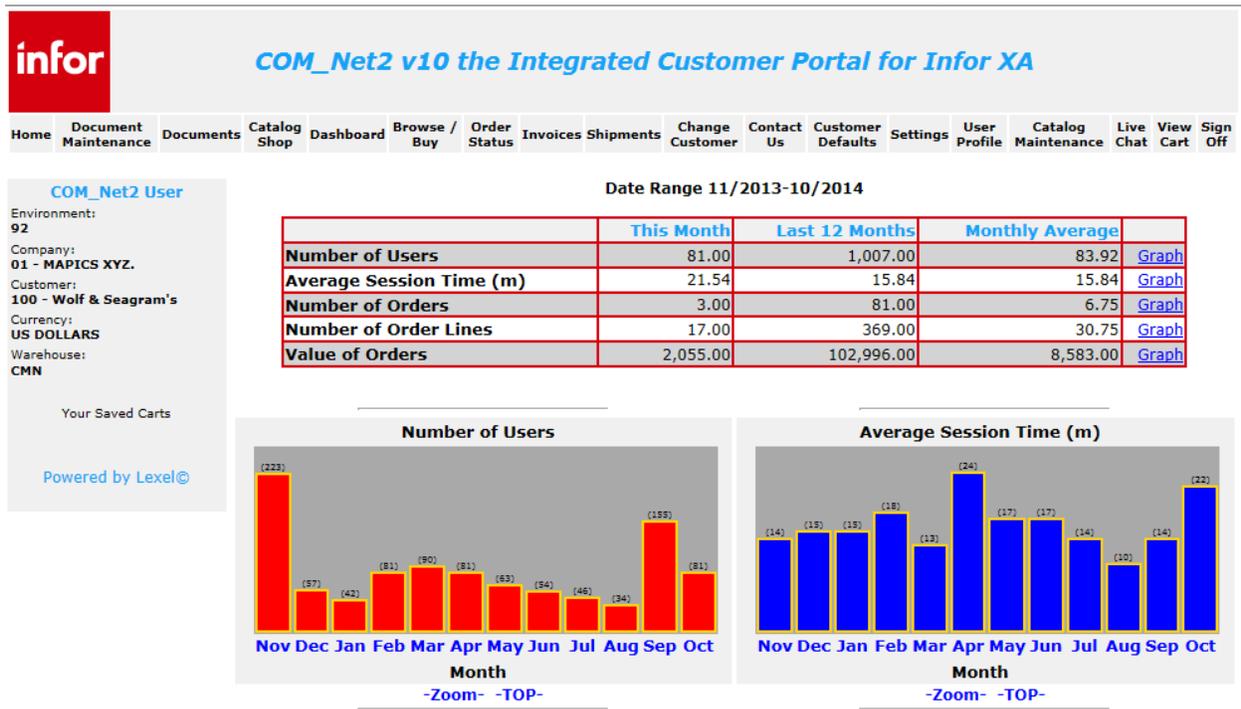
Salesrep Automation

Need to improve the productivity and timeliness of your salereps? The COM_Net2 power can also be leveraged as a salesrep automation tool. Deployed to your sales team, they can enter and price orders on behalf of their customers and view their customer's orders, shipments and invoices… WHILE ON THE ROAD!

Executive Dashboard

Clearly shows the benefits of COM_Net2! Displays trend graphs on how the site is being used and by which customers. Click on the graph and drill down to details!

Smartphone and iPad Support

On the road and need a price quote? Want to check an open order? Stay connected to the information you need, from anywhere, at any time! Tap into COM/CSM data from your choice of wireless devices, use a Smartphone such as iPhone or Android to perform inquiries, and obtain crucial sales data for your customers. In a matter of seconds, you can have real-time access into item availability and customer-specific

pricing, as well as open or completed order status. Leveraging wireless technology, this can be done without picking up the phone or logging into the Internet.

COM_mander®* - Optimized Order Entry for Internal CSR's and Remote Sales Offices

COM_mander takes COM_Net2's ease-of-use and high performance and applies it to the unique requirements of an internal CSR or remote sales office. It provides a web-based single page order entry system with access to all of the other COM_Net2 functions such as catalogs, inventory and order status.

Innovative Technology, Real-Time Data

COM_Net2's server sends real-time requests for data to Infor XA. The information is returned to the COM_Net2 server, converted to industry standard XML and merged with the appropriate XSL style sheet that contains the presentation format. Style sheets can be created for any output device such as Smartphones.

Simply put, the COM_Net2 server stands between your System i and the Internet. It brokers transaction requests to your Infor XA system and assures that even though you have real-time information, the System i is not directly on the Internet and the COM_Net2 users do not have an ID on the System I or XA!

COM_Net2 is Real-Time. It uses one database, your Infor XA COM/CSM database. No synchronizations. No out of date information. No Brand X database administrator is necessary. All this adds up to ONE proven, real-time answer to eCommerce…. COM_Net2.

Secure

Although COM_Net2 provides real-time access to Infor XA COM/CSM data and business logic, the COM_Net2 user does not sign on to the System i or XA! An authentication file on the COM_Net2 server relates a web exposed User ID and Password to the customer number in COM/CSM. COM_Net2 supports both secure (SSL) and non-secure implementation and coexists with many firewall topologies.

Scalable and Flexible

COM_Net2 is both scalable and flexible in that it can be made to suit the individual needs of different companies. As your company grows, COM_Net2 can be connected to multiple Infor XA environments on the same or multiple System i machines. You have the flexibility to create a customized infrastructure, even tailoring the language to specific catalogs for specific environments for specific customers!

Fully Integrated and Supported

Infor XA COM_Net2 is the only eCommerce solution that is fully integrated with your existing Infor XA system and is fully supported by the Infor XA support line.

Go Live with Install Pak!

Purchase the fixed price Install Pak, and get help from the experts! Have a COM_Net2 expert visit your site to install, setup and help customize your interface. After installation, our experts will train your staff, leaving your team with a working system and the solid "know how" of managing COM_Net2…in days!