

AXIS Diplomat

eBusiness

The eBusiness module is a sophisticated eCommerce solution providing extensions to the AXIS Diplomat Sales, Stock, and Sales Order Processing modules. The eBusiness module is designed to allow your business to trade electronically with ease and to maintain a web based shop with little or no additional administrative overhead.

The module is designed to be used without any requirement for specialist web-based technical knowledge. The eBusiness module integrates with AXIS VMerchant, the on-line web based catalogue and 'shopping cart' application, to provide a complete integrated front and back office solution.

The main facilities offered in the module are:

- ▶ Web product catalogue maintenance from within AXIS Diplomat
- ▶ Control access to your eBusiness web site by customer account
- ▶ Control authorised buyers (for Business-to-Business applications) by individual contact name and password
- ▶ Import Sales Orders from AXIS VMerchant directly into AXIS Diplomat Sales Order Processing
- ▶ Email Order Acknowledgements directly from within AXIS Diplomat
- ▶ Card Payment transaction processing
- ▶ Email despatch advice notes directly from AXIS Diplomat


The AXIS Diplomat eBusiness module handles both Business-to-Business (B2B) and Business-to-Consumer (B2C) trading. Business-to-Business trading supports invoicing on account with customer specific pricing and password protected login whilst Business-to-Consumer trading supports on-line or off-line credit card processing.

AXIS VMerchant sites may be B2Business only, B2C only, or a combination of both.

On-line Product Catalogue

Unlike other solutions, the AXIS Diplomat eBusiness module allows you to define the products you wish to sell on your shopping site by using facilities within the AXIS Diplomat Stock Ledger. The eBusiness module adds new stock groups and maintenance functions to allow entire groups and/or individual items to be defined as eBusiness saleable.

Existing stock information (part numbers, descriptions, pictures, pricing and discounting) is used by AXIS VMerchant to build and maintain your on-line shop - automatically. This powerful facility makes creation and maintenance of your on-line shop fast and simple. No re-keying of stock information is required. Stock items or entire ranges can be added or withdrawn when required by a simple amendment within AXIS Diplomat's stock ledger.



Price changes and other amendments made within the stock ledger are automatically replicated onto your web site, eliminating any duplication of effort and ensuring your eBusiness site and stock ledger prices are always in agreement!

If you have defined pictures of your stock items within AXIS Diplomat these may be uploaded automatically and displayed on your shopping site.

Customer Accounts

The Customer Account Maintenance function is extended to control which customers have access to any trade area on your shopping site. Individual customer accounts can be set to allow or disallow on-line shopping and the eBusiness module works with AXIS VMerchant to ensure that customer-specific pricing is presented on-line (for example where product discounts, customer/product discount matrices, or quantity break discounts are in use).

For Business-to-Business applications, the eBusiness module allows you to define individual authorised buyers for a given customer and grant password-protected access to your shopping site.

Sales Order Importing

Orders placed on the web site are imported directly into the Sales Order Processing module. Operators have the facility to review these orders, allowing a manual check on order quantities, pricing, despatch dates etc. Web orders can be acknowledged by a formal email order acknowledgement sent from AXIS Diplomat to the customer. This is in addition to any

confirmation that you may wish AXIS VMerchant to send when on-line orders are placed.

Card Payment Transaction Processing

The eBusiness module accepts sales orders which are to be paid either 'on account' (e.g. a trade customer) or via credit / debit card (e.g. a retail sale). Card transactions are normally authorised on-line using a third party Payment Service Provider (PSP) in conjunction with your card merchant facilities.

AXIS Diplomat also handles card transactions that you authorise yourself via traditional means, should you wish to operate in this manner (and have the agreement of your card merchant provider).

The eBusiness module records the payment method and generates the necessary accounting transactions (i.e. cash receipt and allocation).

Security

With any web-based system, security has to be a major concern. The AXIS Diplomat e-Business system includes a number of design principles that assist in protecting both you and your customer.

There is no need for your live AXIS Diplomat system to be exposed to the web. Your on-line shop (controlled by AXIS VMerchant) exists on a separate web based server which is self contained with only relevant data replicated out onto the Internet.

For more information, please contact Axis First or visit our web site

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