

Integrated eCommerce Suite for Infor Cloudsuite LN

Introduction

eCommerce

eCommerce is the hottest topic today. Why? Because in today's marketplace, it's a competitive necessity. In short, you must offer eCommerce options if your competition is. And you must offer an eCommerce option if your competition is not.

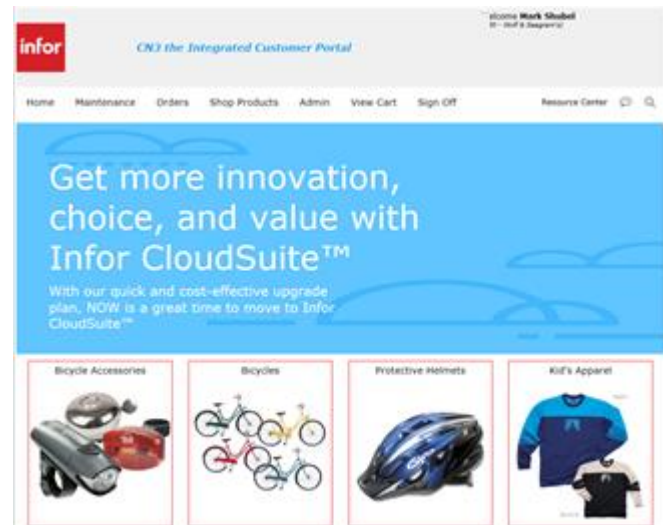
eCommerce can have significant effects on the Key Business Drivers at your company. It can help to increase sales, improve customer service, and decrease costs all at the same time. A compelling value case is that the cost of an 'e' order is far less than a paper order. Often, an eCommerce initiative will help reduce back orders, while minimizing returns.

If eCommerce is so beneficial, why isn't every company doing it TODAY? Common concerns are that of security, slow online response time, and difficulty integrating an eCommerce system into the backbone ERP system.

Luckily for you, there's CN3 for Infor Cloudsuite LN. The solution for conducting B2B or B2C transactions over the Internet. CN3 leverages your existing Cloudsuite LN Customer Service logic and files to extend your business beyond your four walls.



The CN3's cutting edge technology can be extended to a Smartphone or iPad



CN3's Product Catalog provides quick access to product information.

Designed especially for Infor Cloudsuite LN users who want to offer online customer service instantly, CN3 offers necessary functions optimized for the Internet, *without* the need to deploy software or training to end-users. Simply stated, CN3 provides a direct, interactive interface between you and your customers. Fully integrated with Infor Cloudsuite LN, CN3 provides **real-time** online order tracking and item information to customers 24 hours a day, 7 days a week.

Essentially, CN3 can establish your eCommerce presence immediately, provide speedy response time, and offer you solid security.

Features

Order Status/Tracking

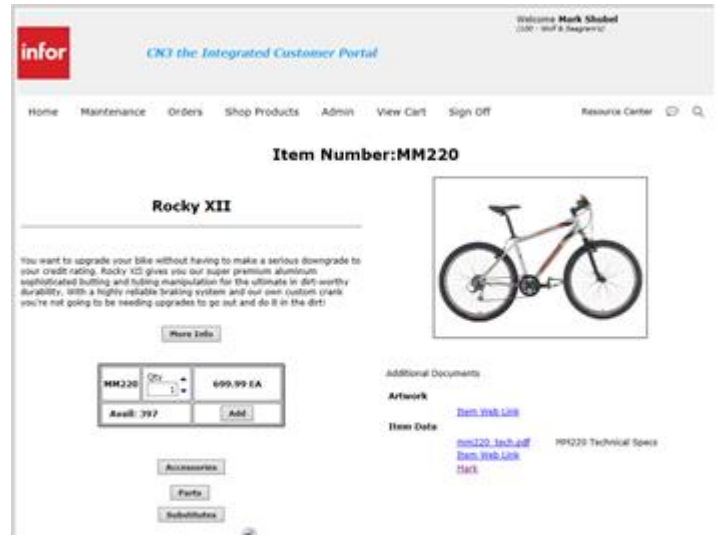
Order Status and Tracking options enable your customers to check on their orders, quotations and credit memos. Shipment information can be linked to carrier tracking data (UPS, FedEx, etc.) home pages for the most current shipping information available.

Electronic Product Catalog

Whether shopping or browsing, your customers will have the ability to Search by Item Number or Item Description, to see item data and any additional graphic and marketing information. Depending on your tailoring options, they may be able to view pricing and inventory availability by warehouse.

Order/Quote Entry

When entering orders, your customers can search for or enter the item number. Because CN3 uses the existing LN pricing logic, customers will see their true price! If tailored to do so, the order quantity can be validated against inventory. When completing the order, your customers can select from a list of their ship-to addresses, override the default ship-to with an entirely new address and even attach a file such as a spec or drawing to an order!



Drill down to view item details, pictures and marketing text.

User Administration

The extensive user administration capabilities allow you to define roles which determine the functions each of your end users can access, such as Order Status, Order Entry, and Product Inquiry. Within each of those functions, you have more specific options to offer your users, such as the authority to Override Price (for your Salesreps), View Inventory, and View Available to Promise.

Executive Dashboard

The Executive Dashboard provides easy to understand metrics on how the site is being used. Keep tabs on who is entering orders and what is the value of the web orders.

Web Linking

Optionally add links from CN3 to other sites/web pages or PDF's.

Easily Customized

Since the CN3 user interface is based on industry standard responsive HTML5 technology, customization can be done with your favorite tools. As part of the Install Pak, a "skin" with your company's branding will be installed. Start using CN3 right away!



Welcome Mark Shabel
(100 - WLF & Segram)

Home Maintenance Orders Shop Products Admin View Cart Sign Off Resource Center

All Orders

ORDER #	ORDER PLACED	EXPECTED BY	PO NUMBER	STATUS	TOTAL
9000641	03/10/2017	01/02/2020	TaylorMade	Open	\$4,448.06
9000640	03/10/2017	03/11/2017	bob	Open	\$24.49
9000639	03/10/2017	03/11/2017	test order	Open	\$24.49
9000638	03/24/2017	01/02/2020	PO Mark	Open	\$24.49
9000637	03/24/2017	02/29/2017	123	Open	\$24.29
9000636	03/24/2017	01/02/2020	PO wsr	Open	\$24.49

Flexible Catalog

Customers or groups of customers will only be able to view/order the specific items you define for them.

Salesrep Automation

Need to improve the productivity and timeliness of your salesreps? The CN3 power can also be leveraged as a salesrep automation tool. Deployed to your sales team, they can enter and price orders for customers and view their customers order status WHILE ON THE ROAD!

Infor CPQ Integration

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

Security

Although CN3 provides real-time access to Cloudsuite LN Customer Order data and business logic, the CN3 user does not sign on to Cloudsuite LN! An authentication file on the CN3 server relates a web exposed user ID and Password to the customer number in Cloudsuite LN. CN3 supports both secure (SSL) and non-secure implementations and coexists with many firewall topologies.

Intuitiveness

CN3 screens are easy to use, requiring no training to the end user: your customer.

Document Management

Provide your customers or salesreps access to documents or files. Now with a single logon, they can not only do eBusiness, but access marketing collateral, MSDS safety sheets, training videos, software downloads, etc. You can securely create groups of documents or files that are either general or item-related and allow 24 hour access by your customers.

Benefits

Increase Sales

Organizations implementing eCommerce solutions can increase sales as customers become dependent on the convenience and efficiency of the service. In fact, you can expect up to 20% more line items per order when your customers have the ability to browse in an online catalog.

Welcome Mark Shabel
(100 - WLF & Segram)

Home Maintenance Orders Shop Products Admin View Cart Sign Off Resource Center

24.28

Billing & Shipping > Payment & Shipping > Confirmation > Completed

Payment

*P.O. Number:

Credit Card Information (Optional)

Card Company:

*Card #:

*Expires (MM/YY): /

Security Code: ()

*Name on Card:

*Address 1:

*City:

*State/**Zip/**Country: / /

* Denotes required fields

Shipping

Shipping Method:

Ship Instr.:

Check out fast and easy by entering shipping and Credit Information

Reduce Operations Cost

CN3 helps to reduce paperwork and other processing costs. It also helps improve order accuracy, reducing costly returns.

Enhance Customer Service

CN3 enables customers to order products and perform inquiries about products 7 days a week, 24 hours a day. It also provides customers instant access to specific pricing, inventory availability, back-order status, and product specification with an easy-to-use interface.

Scalable and Flexible

CN3 is both scalable and flexible in that it can be made to suit the individual needs of different companies. In addition, CN3 provides usage statistics for determining who is using the system, how often and which CN3 functions are being used.

Fixed Price Implementation

CN3 was designed to install and work with Cloudsuite LN. So, unlike other products, this is not a “services project”. Our fixed price Install Pak includes installation, site customization, and training. You are doing eCommerce in days...not months or years!

A Suite of eCommerce Applications

Leveraging the real-time connection to Infor Cloudsuite LN, CN3 customers can optionally add the following applications that will complete your eCommerce offering. Examples include:

- **Advanced Catalog** - Advanced Hierarchical Catalog with up sell.
- **Pic-A-Part©** - Allow Ordering from engineering drawings, pictures and graphics. Click on a drawing and add the part to the order!
- **CN3 Chat!** – New live chat interface. Let your customers ask you questions on-line!
- **Wizard** – With the click of a wand, customers are guided to the exact item they are looking for!

Infor CPQ Integration – Configure Cloudsuite LN Orders or Estimates with Infor CPQ!



532 Broadhollow Rd • Suite 125 • Melville, NY 11747 USA
Tel. 631.501.0700 • Fax 631.501.1930 • www.lexel.com