

## Fully Integrated Web Storefront for Infor ERP Syteline®

### Introduction

#### eCommerce

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

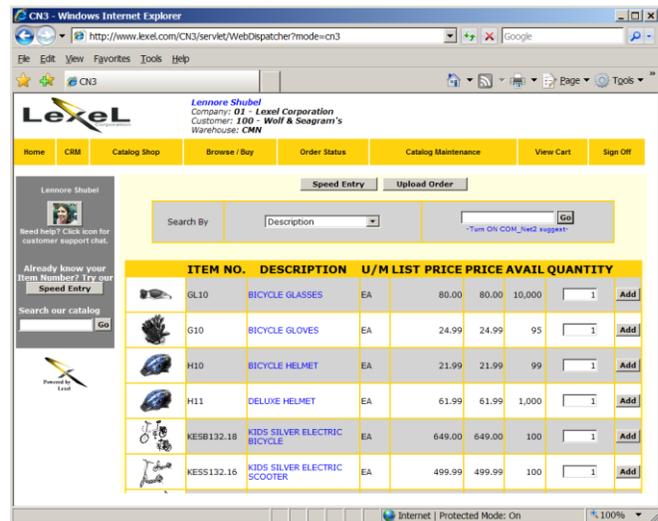
eCommerce can have significant affects on the Key Business Drivers at your company. It can help to increase sales, improve customer service, and decrease costs all at the same time. A compelling value case is that the cost of an 'e' order is far less than a paper order. Often, an eCommerce initiative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

If eCommerce is so beneficial, why isn't every manufacturing 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 ERP Syteline. The solution for conducting B2B or B2C transactions over the Internet. CN3 leverages your existing Syteline 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 ERP Syteline 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 ERP Syteline, 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

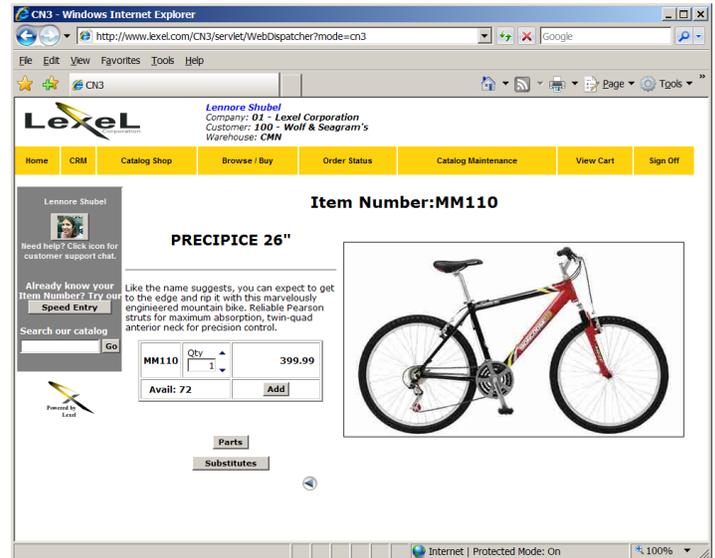
Order Status and Tracking options enable your customers to check on their Open, Backorder, and Completed Orders, as well as Quotations and Credit Memos. Shipment information can be linked to carrier tracking data (UPS, FedEx, etc.) home pages for the most current shipping information available.

## 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 Syteline 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 which 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, View Available to Promise, and to place the order via Credit Card.

## Print Capabilities

CN3 allows your customers to print out their Order Lists and Order Confirmation Information.

## 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 XSL Style Sheets, customization can be done with your favorite tools. A quick start XSL template is also provided. Insert your logo and colors and you can be doing eCommerce in one day!



**Order Summary**

Advanced Search [Open orders](#) [Completed orders](#) [Back orders](#)

Order Number	P.O. Number	Entered Date	Contact	Order Total	Status
8210031	3213213	03/23/2009	CMN-	577.84	Open
8210030	232132213	03/23/2009	CMN-	151.18	Open
8210029	321321223	03/23/2009	CMN-	100.49	Open
8210028	12345	03/23/2009	CMN-	477.82	Open
8210027	1321321	03/23/2009	CMN-	25.58	Open
8210026		03/23/2009	CMN-	39.12	Held
8210024	1321321	03/20/2009	CMN-	502.49	Open
8210023	54564	03/20/2009	CMN-	452.24	Open
8210022		03/20/2009	CMN-	111.77	Held
8210021		03/20/2009	CMN-	66.42	Held
8210018		03/20/2009	CMN-	1,050.99	Held
8210017	1222	03/20/2009	CMN-	39.12	Held
8210008	1313213	03/20/2009	CMN-	477.82	Open
8202048	P.O. Visual 2	02/04/2009	CMN-	838.59	Open
8202047	P.O. Visual	02/04/2009	CMN-	728.60	Complete
8202046	12132	02/04/2009	CMN-bob	25.58	Open

### 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!

### Speed

Using industry leading thin client technology, CN3 has sub-second response time to customer queries even when utilizing a dial up connection. Information is accessed in real-time data because there is a direct connection to Infor ERP Syteline.

### Security

Although CN3 provides real-time access to Syteline Customer Order data and business logic the CN3 user does not sign on to Syteline! An authentication file on the CN3 server relates a web exposed user ID and Password to the customer number in Syteline. 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, 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.

**Payment**

P.O. Number

**Credit Card Information (Optional)**

VISA  M/C  AMEX  DISCOVER

Card Company:  Select Card  Name:  Wolf & Seagram's  
 Card #:  Address 1:  1000 E. 133rd Street  
 Expires (MM/YY):  01 /  09 Address 2:  Suite 100  
 Name on Card:  City:  New York  
 Security Code:  (3) State/Zip/Country:  NY /  10025 /  USA

**Shipping**

Shipping Method:  FED EX - B2C CUSTOMERS  
Ship Instr.:

Check out fast and easy by entering shipping and Credit Information

### ***Reduce Operations Cost***

CN3 helps to reduce paper work 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 service, how often and which CN3 functions are being used.

### ***Fixed Price Implementation***

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

### ***A Suite of eCommerce Applications***

Leveraging the real-time connection to Infor ERP Syteline, 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!
- **SPY\_Net** - Capture all navigation on your site by user. See what they looked at and didn't buy!
- **Wizard** – With the click of a wand, customers are guided to the exact item they are looking for!



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