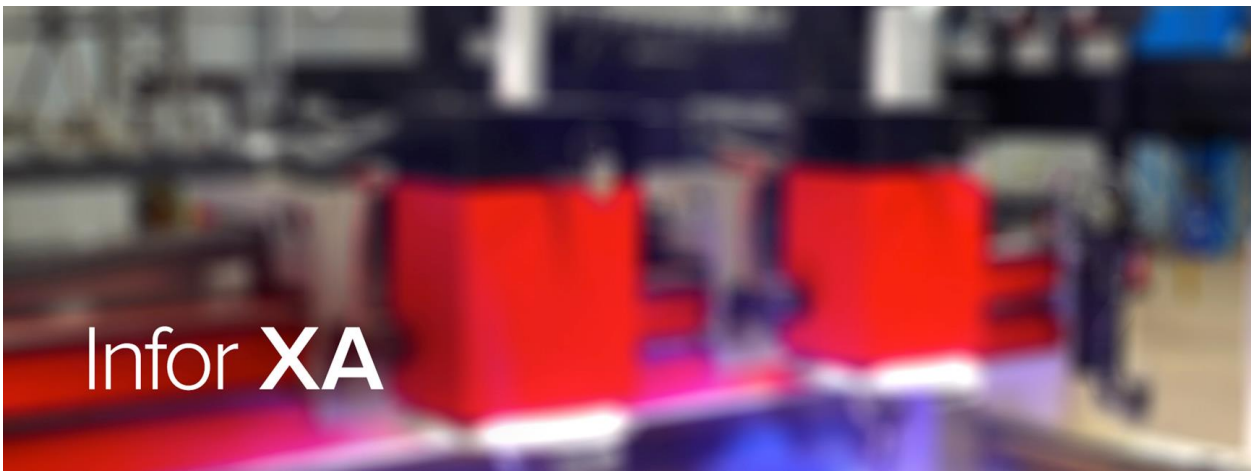


COM_Net2 CX

The Customer Experience Suite for Infor XA

General Information Manual

For more information, contact Lexel Corporation

www.lexel.com

(631) 501-0700

eCommerce for XA

- Electronic Catalog
- Online Ordering (B2B and B2C)
- Order/Shipment/Invoice Status
- Supports Infor CPQ
- Secure Document Portal
- Online Bill-Pay
- Point of Sale/Route Delivery
- Interface to CRM

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 CX 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 CX 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 CX 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.

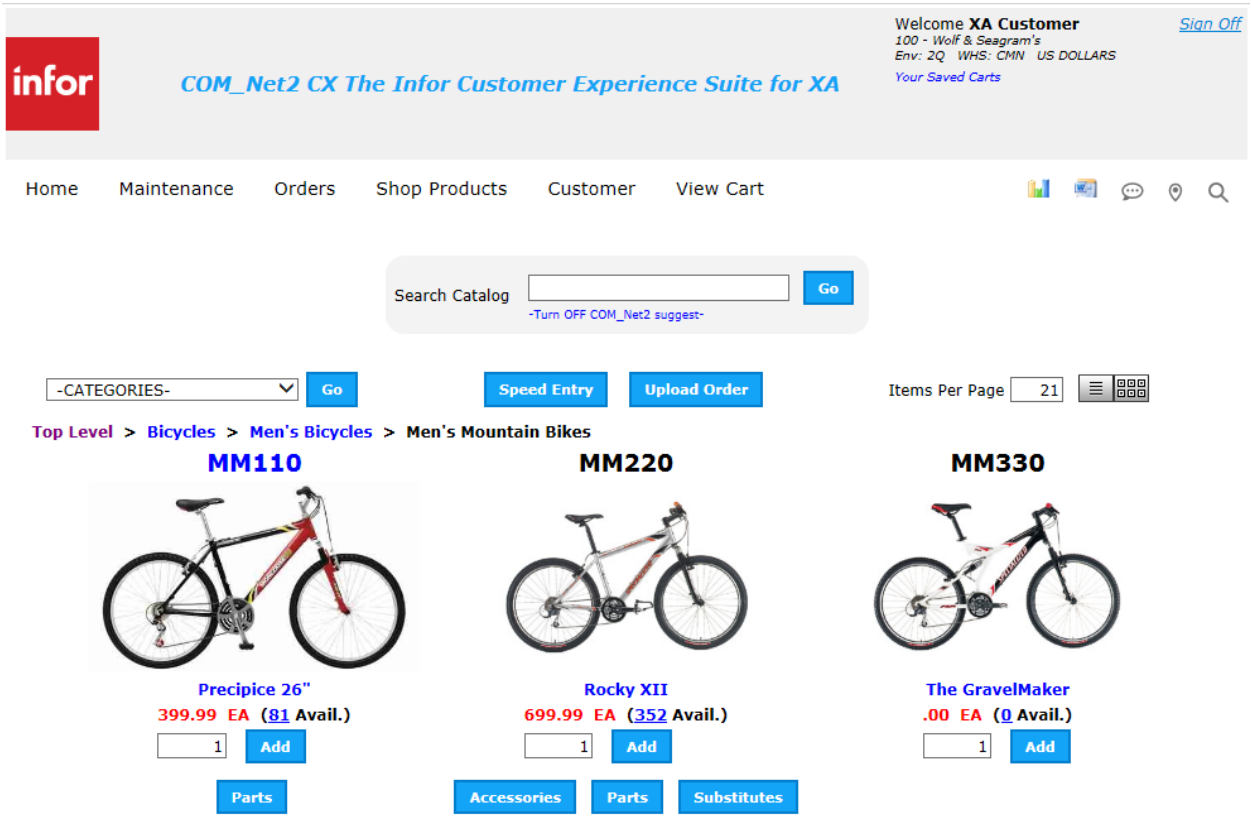
Simply stated, COM_Net2 CX provides a direct, interactive interface between you and your customers. Fully integrated with Infor XA, COM_Net2 CX provides customers real-time eBusiness, access to documents and Powerlink attachments, and online bill-pay 24 hours a day, 7 days a week.

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

Features:

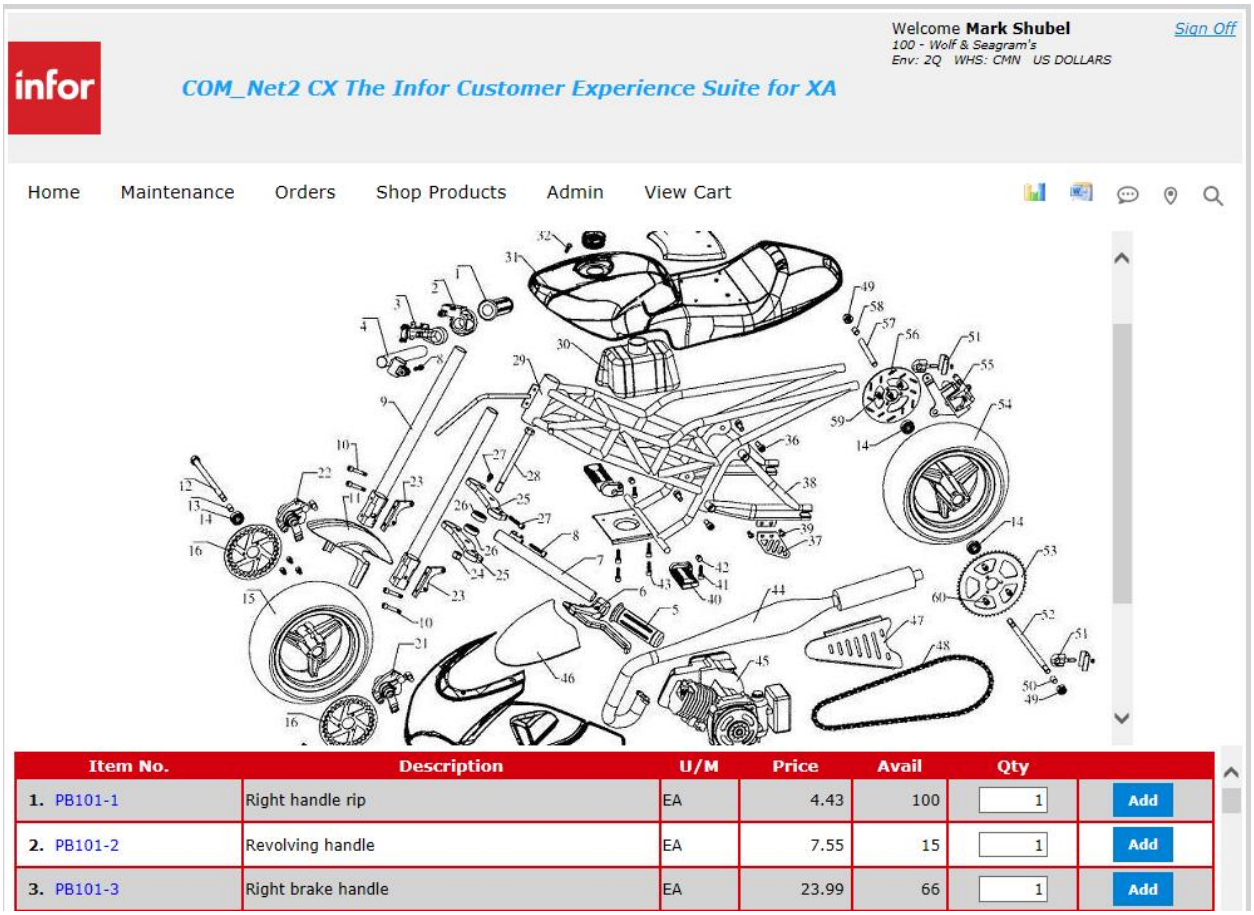
Product Catalogs

With either the base “Browse/Buy” Catalog or Optional Advanced Catalog, product information is easily maintained in COM_Net2’s CMS (Content Management System). Advanced Catalog offers unlimited categories, upsell, substitute and replacement items and extensive searching. Multiple catalogs are supported for B2B and B2C with different items and/or “skins”



Order from Graphics

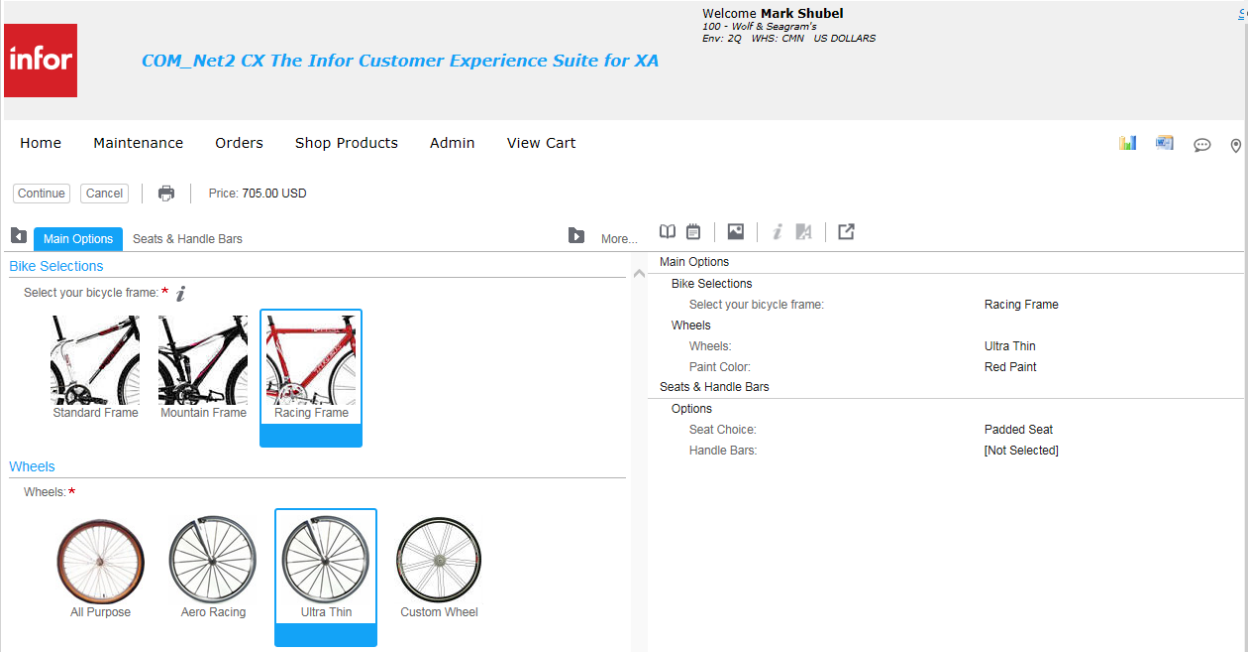
For the ultimate in spare parts ordering, Order from Graphics, or as we call it, “Pic-a-Part”* displays an exploded view of an assembly and a related parts list. The user can simply click on the item they wish to order and add it to the cart!



Item No.	Description	U/M	Price	Avail	Qty	
1. PB101-1	Right handle rip	EA	4.43	100	1	Add
2. PB101-2	Revolving handle	EA	7.55	15	1	Add
3. PB101-3	Right brake handle	EA	23.99	66	1	Add

Supports the Infor CPQ Configurator!

Customers or salesreps can enter orders or generate proposals for configured items. The CPQ configurator is automatically launched and the configured order or quote is sent to XA!



COM_Net2 CX CPQ Configured Item Sample Proposal

LeXeL Corporation

QUOTE REPRINT

Quote #: 9001427
Line #: 1
Item #: BIKE
Entered: 05/11/2018
Expires: **06/10/2018**

Prepared For:
Wolf & Seagram's
1000 E. 133rd Street
Suite 100
New York, NY 10025
USA

NOTE:
The quoted price is only valid for **Wolf & Seagram's** up until and including **06/10/2018**. The quote can be renewed upon request. MAPICS XYZ. is not responsible for any misprints or typographical errors and reserves the right to rescind any quoted offers.

Contact:
Sharon Fearon - ship
(212) 456-3382

Custom Bike: TA-UT-RB **Configured Price: 760.00**

Image

Main Options

Bike Selections	
Select your bicycle frame:	Racing Frame
Wheels	
Wheels:	Ultra Thin
Paint Color:	Yellow Paint
Seats & Handle Bars	
Options	
Seat Choice:	Padded Seat
Handle Bars:	Racing Bars
Accessories	
Accessories:	
Air Pump:	Yes
Water Bottle:	No
Bike Rack (Shipped Separately):	No
Flag -- Red / White / Blue:	No
Front Reflectors:	No
Rear Reflectors:	No
Seat Cushion - Racing:	No
Seat Cushion - Standard:	No

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 CX "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 CX uses the existing COM/CSM pricing logic, each customer will see only their own pricing.

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.

Allow Order and Quote Changes

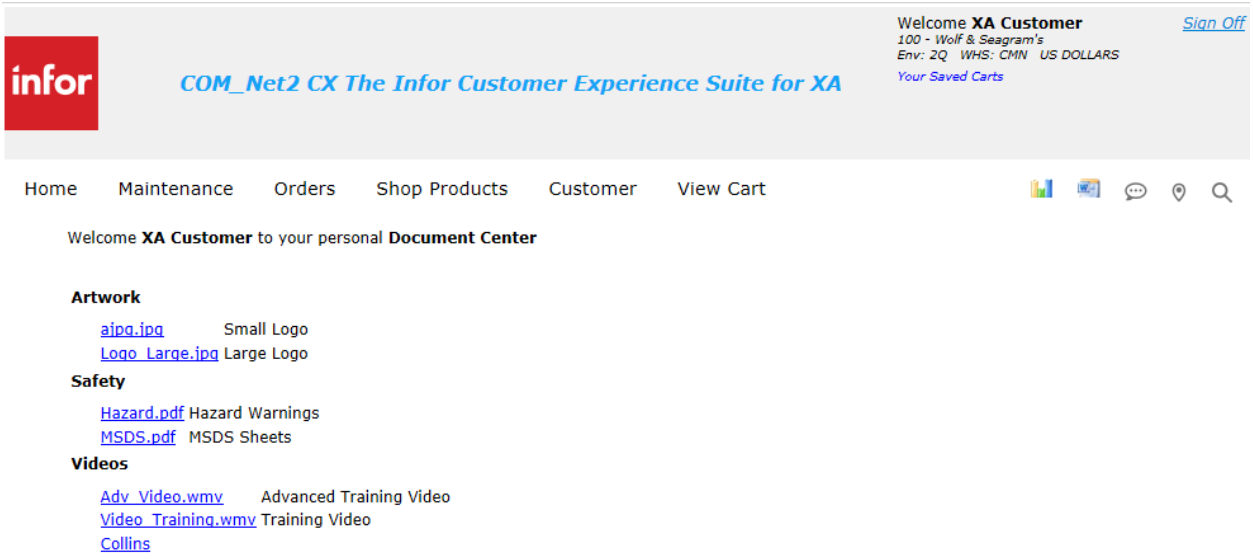
With the proper authority, users or salesreps can copy and change customer orders and quotations. Quotations can be copied or converted to orders.

Invoice Inquiry/Reprint

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

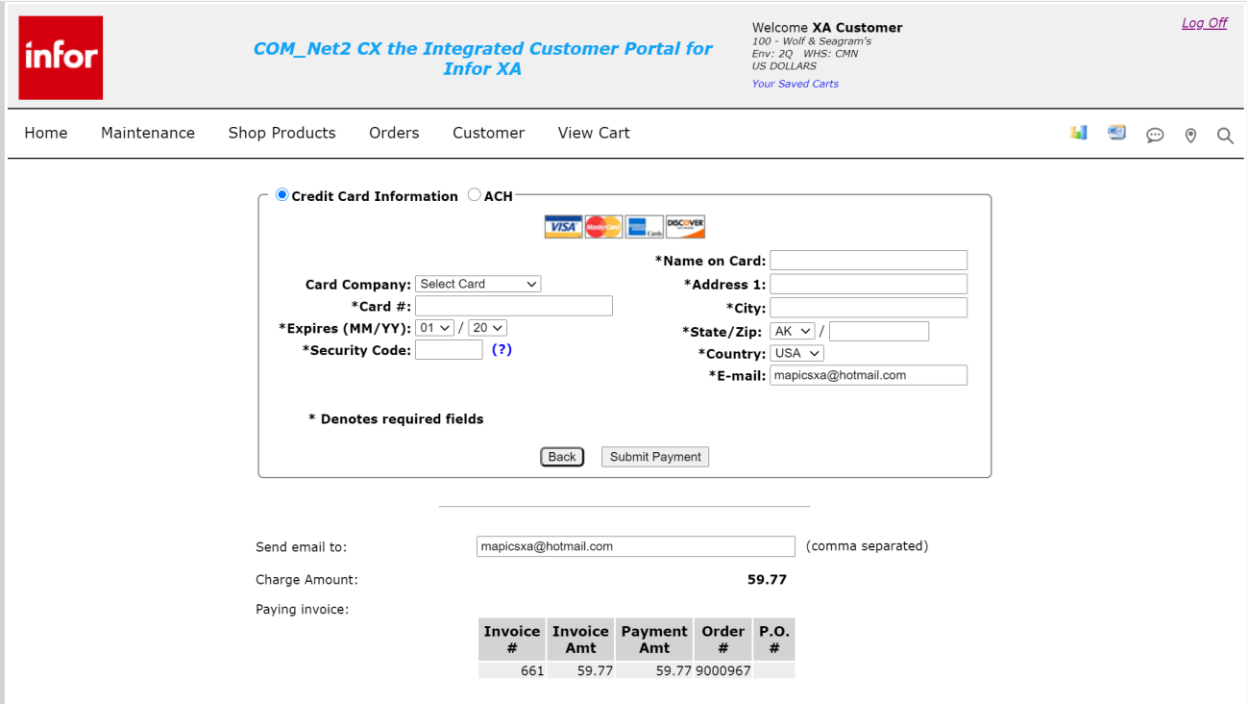


View Inventory and Available-to-Promise

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 or ACH; 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 CX delivers!

Salesrep Automation

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

Executive Dashboard

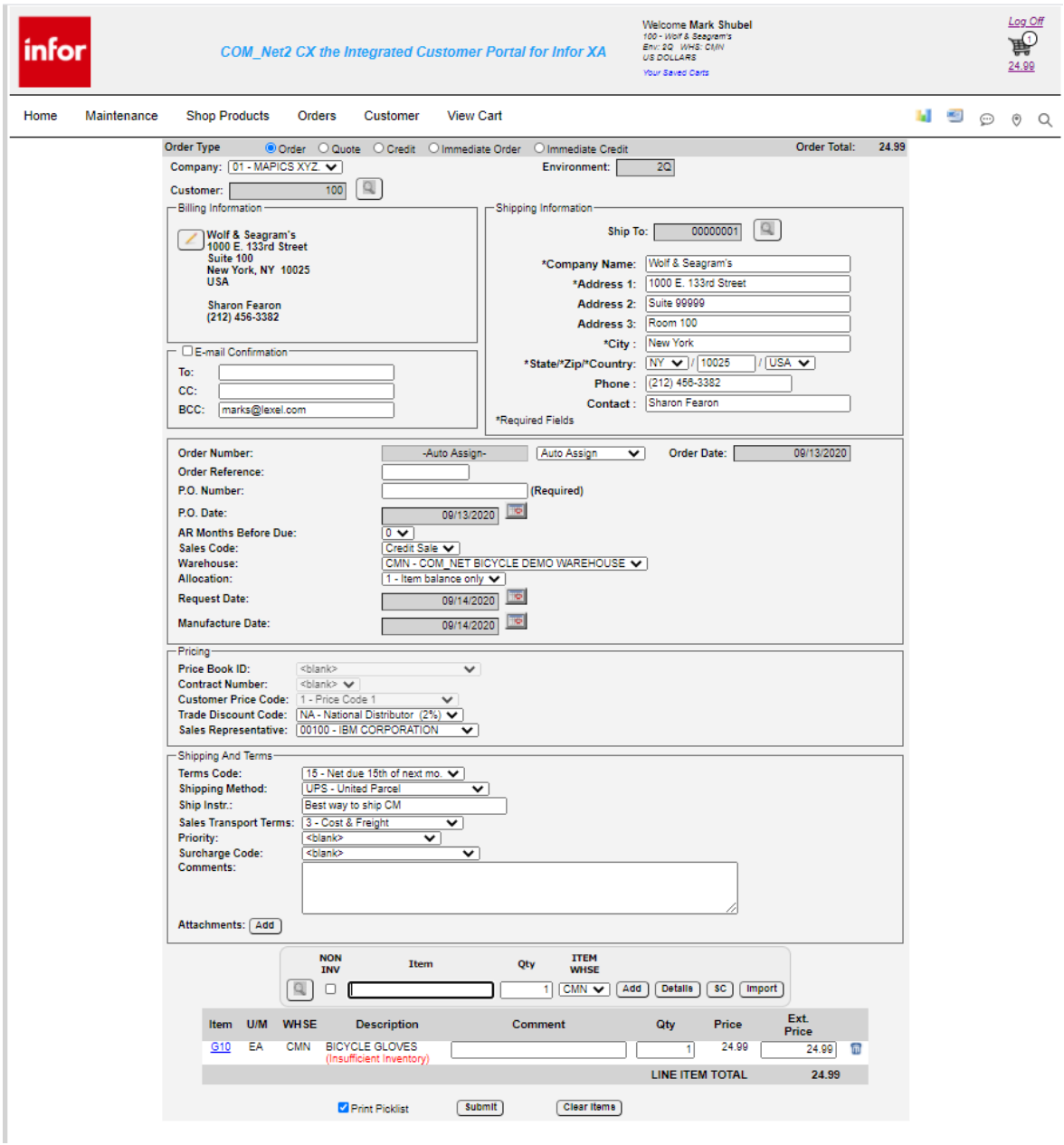
The Dashboard clearly shows the benefits of COM_Net2 CX! Displays trend graphs on how the site is being used and by which customers. Click on the graph and drill down to details! Google Analytics is also supported!

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 with COM_Net2 CX's fully "responsive" user interface. 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.

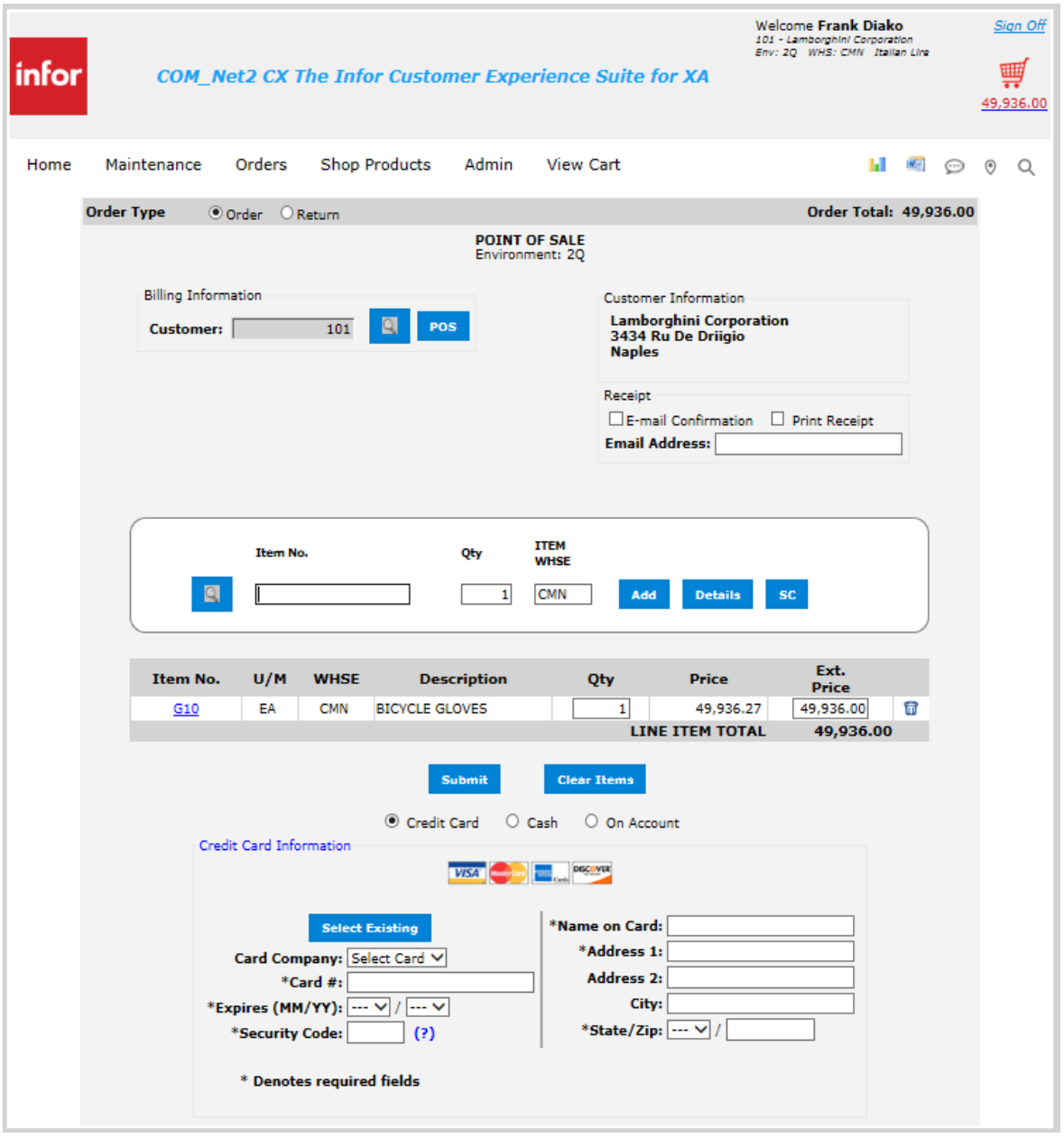
COM_mander® - Optimized Order Entry for Internal CSR's and Remote Sales Offices*

COM_mander takes COM_Net2 CX'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 CX functions such as catalogs, inventory and order status.



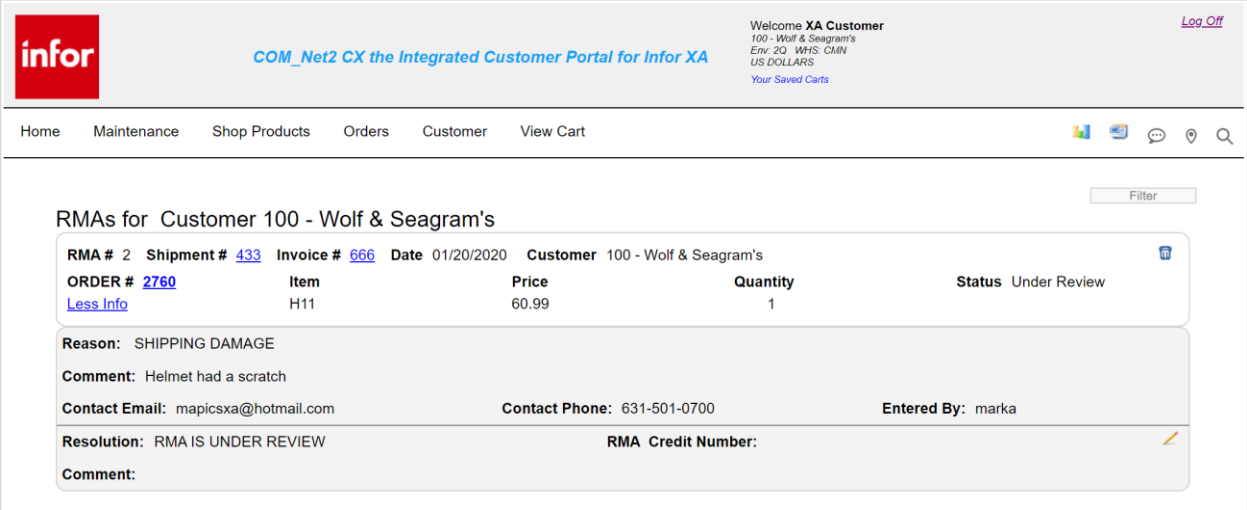
Integrated Point of Sale (POS) and Route Delivery

COM_mander's POS mode supports "cash register" functionality. COM_mander POS generates an XA Immediate Release order which reduces inventory, generates an invoice, and accepts cash, credit card or on-account orders. In addition, for route delivery, an order can be created with supporting attachments and/or pictures with a smartphone or tablet camera.



RMA Processing

COM_Net2 CX RMA processing* supports the ability for a customer to enter and track RMA requests. Internal users can approve or disapprove the requests.



Innovative Technology, Secure, Real-Time Data

COM_Net2 CX's server sends real-time requests for data to Infor XA. The information is returned to the COM_Net2 CX 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 CX server stands between your IBM 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 CX users do not have an ID on the IBM i or XA! An authentication file on the COM_Net2 CX server relates a web exposed User ID and password to the customer number in COM/CSM. COM_Net2 CX supports both secure (SSL) and non-secure implementation and coexists with many firewall technologies.

COM_Net2 CX 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 CX.

Scalable and Flexible

COM_Net2 CX 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 CX can be connected to multiple Infor XA environments on the same or multiple IBM 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 CX 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 FAST with Install Pak!

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

www.infor.com

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