



COM\_Net2 CX

The Customer Experience Suite for Infor XA

General Information Manual

For more information, contact Lexel Corporation



[www.lexel.com](http://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"

The screenshot displays the Infor COM\_Net2 CX web interface. At the top left is the Infor logo. The header area includes the text "COM\_Net2 CX The Infor Customer Experience Suite for XA" and a user greeting: "Welcome XA Customer" with details "100 - Wolf & Seagram's", "Env: 2Q WHS: CMN US DOLLARS", and a link for "Your Saved Carts". A navigation bar contains links for Home, Maintenance, Orders, Shop Products, Customer, and View Cart, along with utility icons for charts, help, chat, location, and search. A search bar is present with a "Go" button and a note to "Turn OFF COM\_Net2 suggest-". Below the search bar are buttons for "Speed Entry" and "Upload Order", and a "Go" button next to a "-CATEGORIES-" dropdown. The main content area shows a breadcrumb trail: "Top Level > Bicycles > Men's Bicycles > Men's Mountain Bikes". Three bicycle products are displayed in a grid:

- MM110**  
Precipice 26"  
399.99 EA (81 Avail.)  
Add button with quantity 1  
Parts button
- MM220**  
Rocky XII  
699.99 EA (352 Avail.)  
Add button with quantity 1  
Accessories, Parts, and Substitutes buttons
- MM330**  
The GravelMaker  
.00 EA (0 Avail.)  
Add button with quantity 1

At the top right of the product grid, there are "Items Per Page" controls set to 21 and a grid view icon.

## 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!

Welcome **Mark Shubel**  
 100 - Wolf & Seagram's  
 Env: 2Q WHS: CMN US DOLLARS

[Sign Off](#)

**COM\_Net2 CX The Infor Customer Experience Suite for XA**

[Home](#)
[Maintenance](#)
[Orders](#)
[Shop Products](#)
[Admin](#)
[View Cart](#)

Item No.	Description	U/M	Price	Avail	Qty	
1. <a href="#">PB101-1</a>	Right handle rip	EA	4.43	100	<input style="width: 40px;" type="text" value="1"/>	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Add</a>
2. <a href="#">PB101-2</a>	Revolving handle	EA	7.55	15	<input style="width: 40px;" type="text" value="1"/>	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Add</a>
3. <a href="#">PB101-3</a>	Right brake handle	EA	23.99	66	<input style="width: 40px;" type="text" value="1"/>	<a href="#" style="background-color: #0070c0; color: white; padding: 2px 5px;">Add</a>



### 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!

The screenshot shows the Infor CPQ configurator interface for a bicycle. The top navigation bar includes 'Home', 'Maintenance', 'Orders', 'Shop Products', 'Admin', and 'View Cart'. The user is identified as Mark Shubel, and the environment is '2Q WHS: CMN US DOLLARS'. The current price is 705.00 USD. The main configuration area is titled 'Main Options' and 'Seats & Handle Bars'. Under 'Bike Selections', three bicycle frames are shown: 'Standard Frame', 'Mountain Frame', and 'Racing Frame'. The 'Racing Frame' is selected. Under 'Wheels', four options are shown: 'All Purpose', 'Aero Racing', 'Ultra Thin', and 'Custom Wheel'. The 'Ultra Thin' wheel is selected. The 'Main Options' sidebar on the right shows the following selections: 'Bike Selections: Racing Frame', 'Wheels: Ultra Thin', 'Paint Color: Red Paint', 'Seats & Handle Bars', and 'Options: Seat Choice: Padded Seat, Handle Bars: [Not Selected]'.

**COM\_Net2 CX CPQ Configured Item Sample Proposal**



**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
	<b>Bike Selections</b> Select your bicycle frame: Racing Frame
	<b>Wheels</b> Wheels: Ultra Thin Paint Color: Yellow Paint
	<b>Seats &amp; Handle Bars</b>
	<b>Options</b> Seat Choice: Padded Seat Handle Bars: Racing Bars
	<b>Accessories</b>
	<b>Accessories:</b> 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.

infor **COM\_Net2 CX The Infor Customer Experience Suite for XA** Welcome **XA Customer** 100 - Wolf & Seagram's Env: 2Q WHS: CMN US DOLLARS Your Saved Carts [Sign Off](#)

Home Maintenance Orders Shop Products Customer View Cart

Welcome **XA Customer** to your personal **Document Center**

**Artwork**

- [ajpg.jpg](#) Small Logo
- [Logo\\_Large.jpg](#) Large Logo

**Safety**

- [Hazard.pdf](#) Hazard Warnings
- [MSDS.pdf](#) MSDS Sheets

**Videos**

- [Adv\\_Video.wmv](#) Advanced Training Video
- [Video\\_Training.wmv](#) Training Video
- [Collins](#)



### 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!

The screenshot shows the Infor COM\_Net2 CX Customer Portal interface. At the top, there is a navigation bar with the Infor logo, the portal title "COM\_Net2 CX the Integrated Customer Portal for Infor XA", and a welcome message for "XA Customer" with user details and a "Log Off" link. Below the navigation bar are menu items: Home, Maintenance, Shop Products, Orders, Customer, and View Cart. The main content area features a "Credit Card Information" form with radio buttons for "Credit Card Information" (selected) and "ACH". The form includes fields for Card Company (a dropdown menu), Card #, Expiry date (MM/YY), Security Code, Name on Card, Address 1, City, State/Zip, Country, and E-mail. There are "Back" and "Submit Payment" buttons. Below the form, there is a "Send email to:" field with the email address "mapicsxa@hotmail.com" and a "Charge Amount:" of "59.77". A "Paying invoice:" table is displayed below:

Invoice #	Invoice Amt	Payment Amt	Order #	P.O. #
661	59.77	59.77	9000967	

### 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

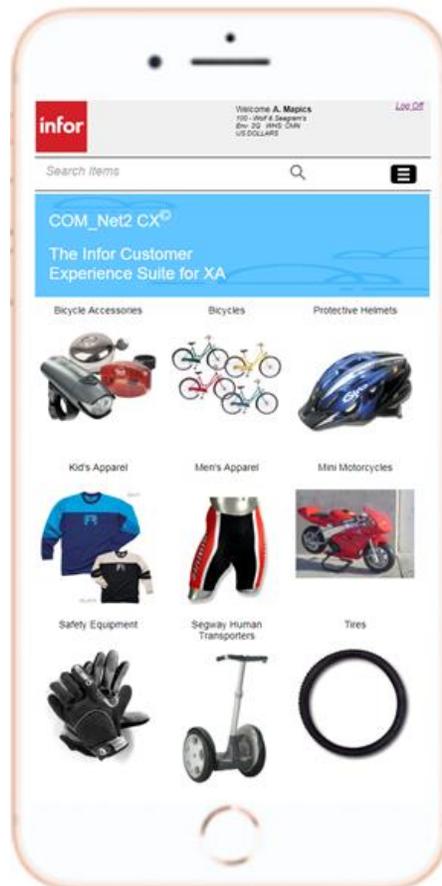
The Dashboard clearly shows the benefits of COM\_Net2 CX! Displays trend graphs on how the site is being used and by which customers. Click on the graph and drill down to details! Google Analytics is also supported!





### *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\_ponder®\* - Optimized Order Entry for Internal CSR's and Remote Sales Offices

COM\_ponder 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.

COM\_Net2 CX the Integrated Customer Portal for Infor XAWelcome Mark Shubel  
100 - Wolf & Seagram's  
Env: 2Q WHSE: CMN  
US DOLLARS  
Your Saved Cards[Log Off](#)  
  
24.99

Home Maintenance Shop Products Orders Customer View Cart

Order Type:  Order  Quote  Credit  Immediate Order  Immediate Credit Order Total: 24.99

Company: 01 - MAPICS XYZ Environment: 2Q

Customer: 100

**Billing Information**

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

Sharon Fearon  
(212) 456-3382

E-mail Confirmation

To:   
CC:   
BCC: marks@level.com

**Shipping Information**

Ship To: 00000001

\*Company Name: Wolf & Seagram's  
\*Address 1: 1000 E. 133rd Street  
Address 2: Suite 99999  
Address 3: Room 100  
\*City: New York  
\*State/Zip/Country: NY / 10025 / USA  
Phone: (212) 456-3382  
Contact: Sharon Fearon

\*Required Fields

Order Number:  -Auto Assign- (Auto Assign) Order Date: 09/13/2020

Order Reference:

P.O. Number:  (Required)

P.O. Date: 09/13/2020

AR Months Before Due: 0

Sales Code: Credit Sale

Warehouse: CMN - COM\_NET BICYCLE DEMO WAREHOUSE

Allocation: 1 - Item balance only

Request Date: 09/14/2020

Manufacture Date: 09/14/2020

**Pricing**

Price Book ID: <blank>

Contract Number: <blank>

Customer Price Code: 1 - Price Code 1

Trade Discount Code: NA - National Distributor (2%)

Sales Representative: 00100 - IBM CORPORATION

**Shipping And Terms**

Terms Code: 15 - Net due 15th of next mo.

Shipping Method: UPS - United Parcel

Ship Instr.: Best way to ship CM

Sales Transport Terms: 3 - Cost & Freight

Priority: <blank>

Surcharge Code: <blank>

Comments:

Attachments:

NON INV  Item Qty ITEM WISE

1 CMN

Item	U/M	WHSE	Description	Comment	Qty	Price	Ext. Price
G10	EA	CMN	BICYCLE GLOVES <small>(Insufficient Inventory)</small>		1	24.99	24.99
LINE ITEM TOTAL							24.99

Print Picklist



## 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.

Welcome **Frank Diako**  
101 - Lamborghini Corporation  
Env: 2Q WHS: CMN Italian Line

[Sign Off](#)

49,936.00

**COM\_Net2 CX The Infor Customer Experience Suite for XA**

Home Maintenance Orders Shop Products Admin View Cart

Order Type  Order  Return **Order Total: 49,936.00**

**POINT OF SALE**  
Environment: 2Q

**Billing Information**  
Customer: 101

**Customer Information**  
Lamborghini Corporation  
3434 Ru De Driigio  
Naples

**Receipt**  
 E-mail Confirmation  Print Receipt  
Email Address:

Item No. Qty ITEM WHSE  
 1 CMN

Item No.	U/M	WHSE	Description	Qty	Price	Ext. Price
<a href="#">G10</a>	EA	CMN	BICYCLE GLOVES	1	49,936.27	49,936.00
<b>LINE ITEM TOTAL</b>						<b>49,936.00</b>

Credit Card  Cash  On Account

**Credit Card Information**

Card Company:  Select Card

\*Card #:

\*Expires (MM/YY):  /

\*Security Code:  (?)

\*Name on Card:

\*Address 1:

Address 2:

City:

\*State/Zip:  /

\* Denotes required fields



## 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.

COM\_Net2 CX the Integrated Customer Portal for Infor XA

Welcome XA Customer  
100 - Wolf & Seagram's  
Env: 20 WHS: CMN  
US DOLLARS  
Your Saved Carts

Home Maintenance Shop Products Orders Customer View Cart

RMA # 2 Shipment # 433 Invoice # 666 Date 01/20/2020 Customer 100 - Wolf & Seagram's

ORDER #	Item	Price	Quantity	Status
2760	H11	60.99	1	Under Review

Reason: SHIPPING DAMAGE  
Comment: Helmet had a scratch  
Contact Email: mapicsxa@hotmail.com Contact Phone: 631-501-0700 Entered By: marka  
Resolution: RMA IS UNDER REVIEW RMA Credit Number:

## 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](http://www.infor.com)

Infor Global Solutions  
New York, NY 10011 USA  
Phone: +1 866.244.5479

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