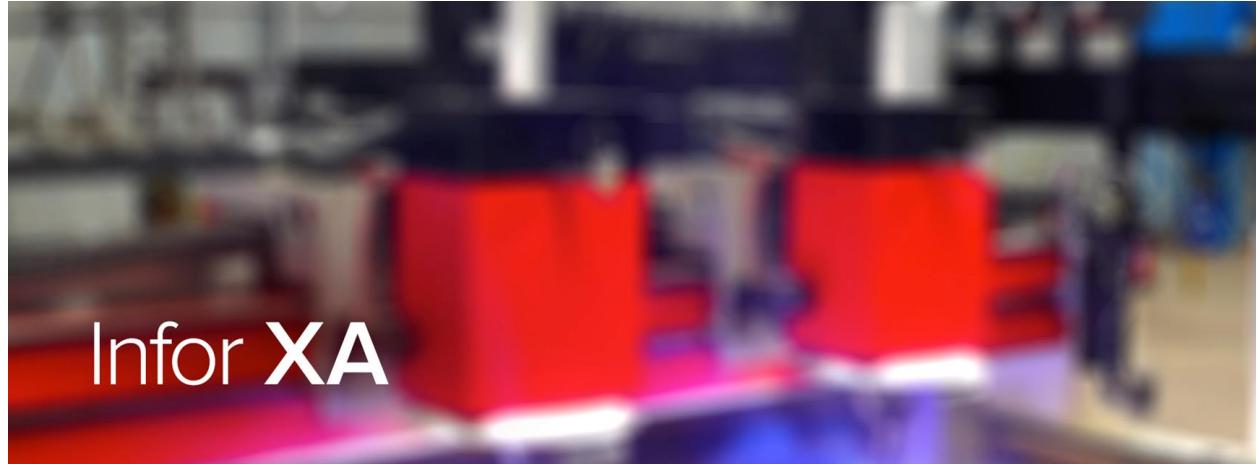


infor

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Infor **XA**

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.

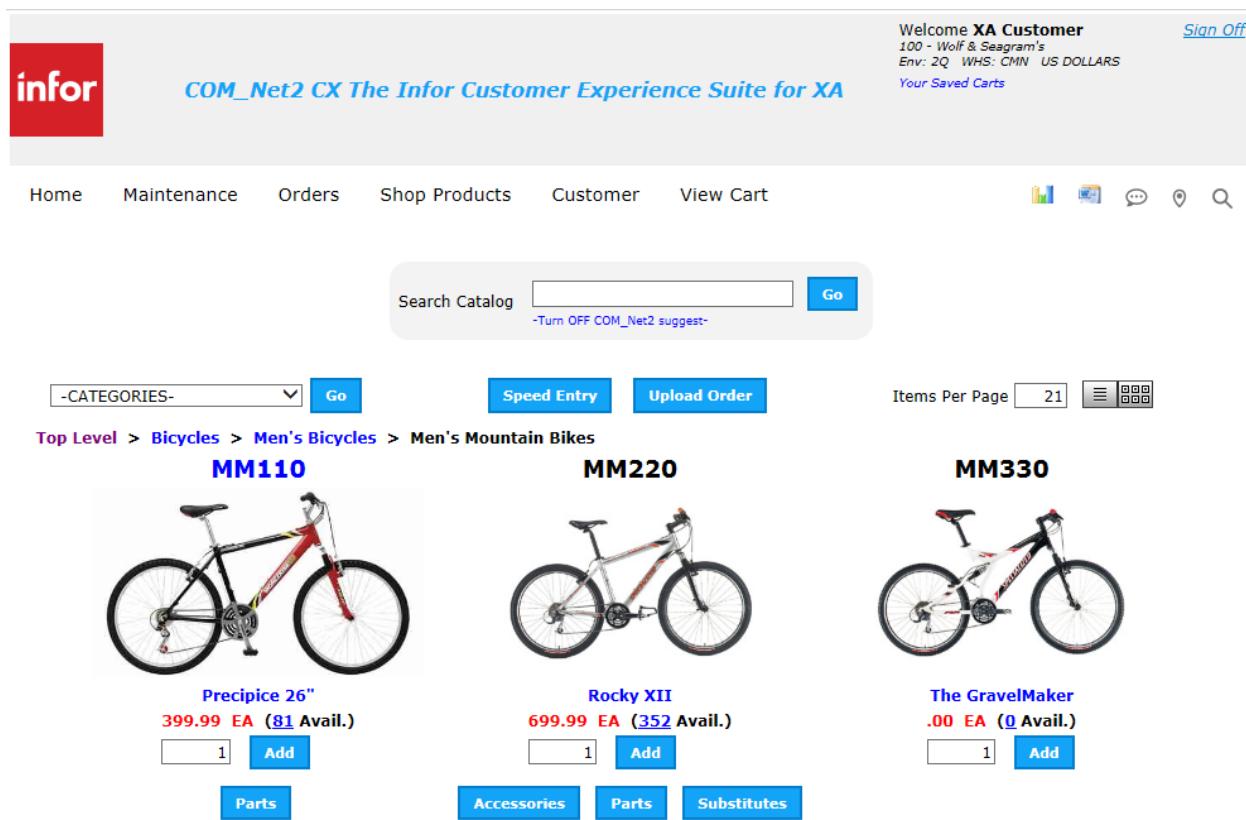
Simply stated, COM_Net2 CX provides a direct, interactive interface between you and your customers. Fully integrated with Infor XA, COM_Net2 CX provides customers real-time eBusiness, access to documents and Powerlink attachments, and online bill-pay 24 hours a day, 7 days a week.

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”



Welcome **XA Customer**
100 - Wolf & Seagram's
Env: 2Q WHS: CMN US DOLLARS
[Your Saved Carts](#) [Sign Off](#)

infor **COM_Net2 CX The Infor Customer Experience Suite for XA**

Home Maintenance Orders Shop Products Customer View Cart [Icons]

Search Catalog **Go**
-Turn OFF COM_Net2 suggest-

-CATEGORIES- **Go** **Speed Entry** **Upload Order** Items Per Page **21** [Grid Options]

Top Level > Bicycles > Men's Bicycles > Men's Mountain Bikes

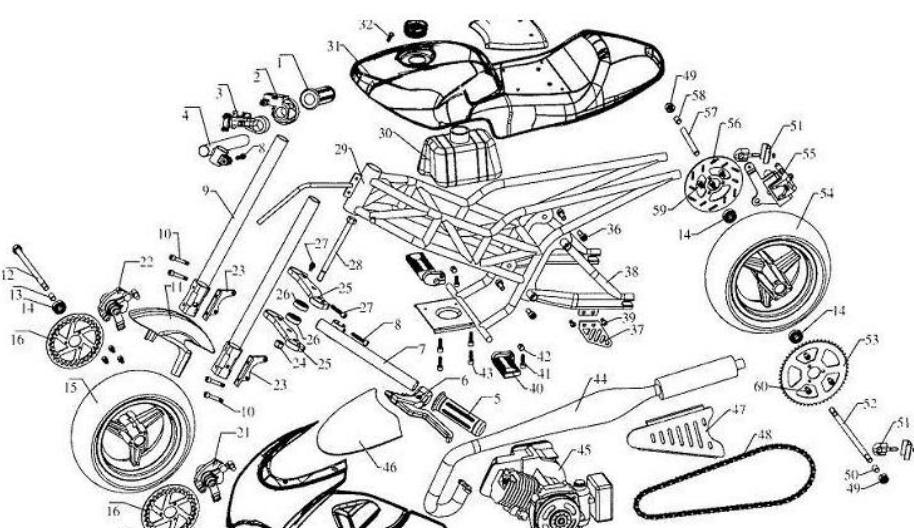
MM110  Precipice 26" 399.99 EA (81 Avail.) <input type="text" value="1"/> Add Parts	MM220  Rocky XII 699.99 EA (352 Avail.) <input type="text" value="1"/> Add Accessories	MM330  The GravelMaker .00 EA (0 Avail.) <input type="text" value="1"/> Add Parts Substitutes
---	--	--

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!

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[Sign Off](#)

Home
Maintenance
Orders
Shop Products
Admin
View Cart



Item No.	Description	U/M	Price	Avail	Qty	Add
1. PB101-1	Right handle rip	EA	4.43	100	<input type="text" value="1"/>	Add
2. PB101-2	Revolving handle	EA	7.55	15	<input type="text" value="1"/>	Add
3. PB101-3	Right brake handle	EA	23.99	66	<input type="text" value="1"/>	Add



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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!

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

COM_Net2 CX The Infor Customer Experience Suite for XA

Home Maintenance Orders Shop Products Admin View Cart

Continue Cancel | Print | Price: 705.00 USD

Main Options Seats & Handle Bars

Bike Selections

Select your bicycle frame:

Standard Frame Mountain Frame Racing Frame (Selected)

Wheels:

All Purpose Aero Racing Ultra Thin (Selected) Custom Wheel

Main Options

Bike Selections

Select your bicycle frame: Racing Frame

Wheels

Wheels: Ultra Thin

Paint Color: Red Paint

Seats & Handle Bars

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****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.

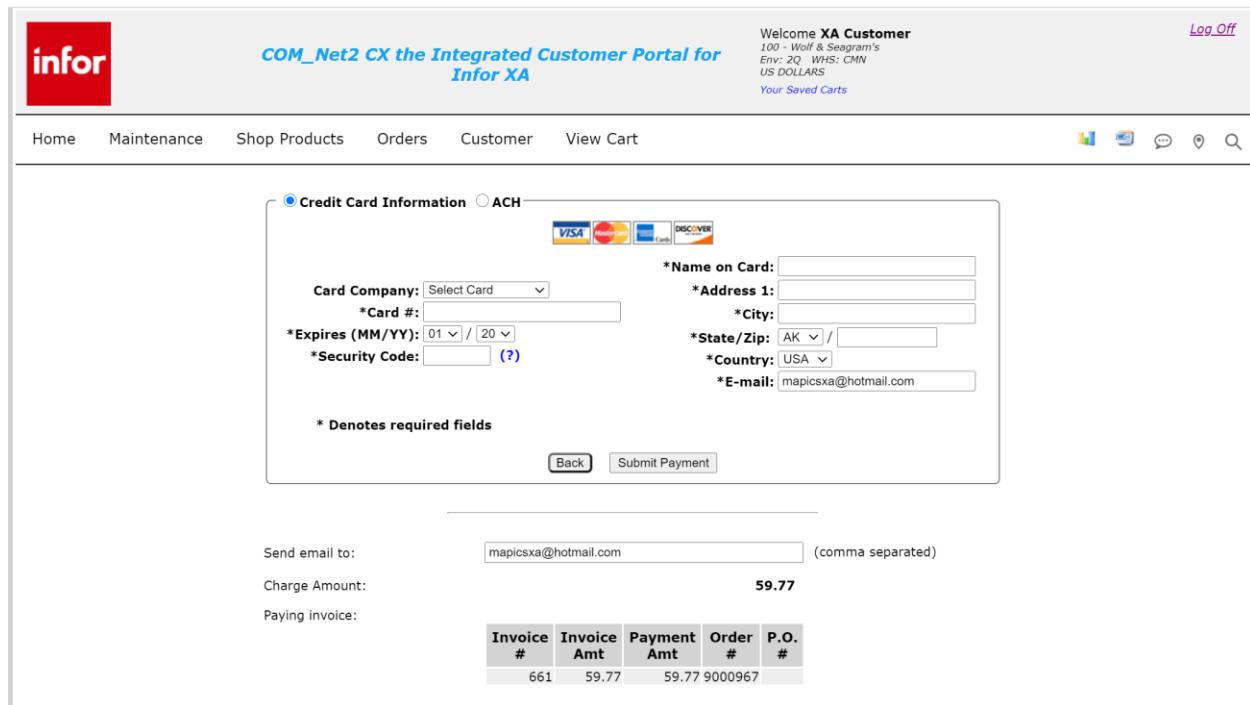
The screenshot shows the Infor CX interface. At the top, there's a red Infor logo and a blue header bar with the text "COM_Net2 CX The Infor Customer Experience Suite for XA". On the right side of the header, it says "Welcome XA Customer", "100 - Wolf & Seagram's", "Env: 2Q WHS: CMN US DOLLARS", "Your Saved Carts", and "Sign Off". Below the header, there's a navigation bar with links: Home, Maintenance, Orders, Shop Products, Customer, View Cart, and several icons for search, messaging, and location. A message "Welcome XA Customer to your personal Document Center" is displayed. Under "Artwork", there are links for "aipg.jpg" (Small Logo) and "Logo_Large.jpg" (Large Logo). Under "Safety", there are links for "Hazard.pdf" (Hazard Warnings) and "MSDS.pdf" (MSDS Sheets). Under "Videos", there are links for "Adv_Video.wmv" (Advanced Training Video), "Video_Training.wmv" (Training Video), and "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 XA customer portal interface. At the top, there's a red header bar with the Infor logo and the text "COM_Net2 CX the Integrated Customer Portal for Infor XA". Below the header, there are links for Home, Maintenance, Shop Products, Orders, Customer, and View Cart. On the right side, there are icons for Log Off, Help, and Search. The main content area is titled "Welcome XA Customer" with the address "100 - Wolf & Seagram's Env: Q2 WHS: CMN US DOLLARS" and a link to "Your Saved Carts". A large form is centered, titled "Credit Card Information" (radio button selected). It includes fields for Card Company (dropdown), Card # (text input), Expires (MM/YY) (dropdown), Security Code (text input), and Name on Card, Address 1, City, State/Zip, Country, and E-mail (all with validation asterisks). Below the form, a note says "* Denotes required fields" and there are Back and Submit Payment buttons. At the bottom, there are fields for Send email to (text input with placeholder "mapicsxa@hotmail.com (comma separated)"), Charge Amount (text input "59.77"), and Paying invoice (table with columns: Invoice #, Invoice Amt, Payment Amt, Order #, P.O. #). The table has one row with values: 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!





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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.





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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.

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 COM_Net2 CX the Integrated Customer Portal for Infor XA

[Log Off](#)  24.99

Home
Maintenance
Shop Products
Orders
Customer
View Cart

Order Type Order Quote Credit Immediate Order Immediate Credit

Company: Environment:

Customer: 

Billing Information

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

Sharon Fearn
(212) 456-3382

E-mail Confirmation

To:
CC:
BCC:

Welcome Mark Shubel

Wolf & Seagram's
Env 20 WHS: CMN
US DOLLARS

Your Saved Carts

Ship To: 

*Company Name:
 *Address 1:
 Address 2:
 Address 3:
 *City:
 *State/*Zip*/Country: / /
 Phone:
 Contact:

*Required Fields

Order Number: Order Date:

Order Reference:
P.O. Number: (Required)

P.O. Date: 

AR Months Before Due:  Credit Sale  CMN - COM_NET BICYCLE DEMO WAREHOUSE  1 - Item balance only 

Request Date: 
Manufacture Date: 

Pricing

Price Book ID: Contract Number:
 Customer Price Code: Trade Discount Code: Sales Representative:

Shipping And Terms

Terms Code: Shipping Method:  Ship Instr.: Best way to ship CM
 Sales Transport Terms: Priority: Surcharge Code:
 Comments:

Attachments:

NON INV	Item	Qty	ITEM WHSE				
 <input type="checkbox"/>	<input type="text"/>	<input type="text" value="1"/>  CMN  Add Details SC Import					
Item	U/M	WHSE	Description	Comment	Qty	Price	Ext. Price
G10	EA	CMN	BICYCLE GLOVES (Insufficient Inventory)	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="24.99"/>	<input type="text" value="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.

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

COM_Net2 CX The Infor Customer Experience Suite for XA

49,936.00

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:  

Customer Information

Lamborghini Corporation
3434 Ru De Driigio
Naples

Receipt

E-mail Confirmation Print Receipt
Email Address:

Item No.	Qty	ITEM WHSE
 <input type="text"/>	<input type="text" value="1"/>	<input type="text" value="CMN"/>   

Item No.	U/M	WHSE	Description	Qty	Price	Ext. Price
G10	EA	CMN	BICYCLE GLOVES	<input type="text" value="1"/>	49,936.27	49,936.00 
LINE ITEM TOTAL						49,936.00

Submit **Clear Items**

Credit Card Cash On Account

Credit Card Information

Select Existing

Card Company:

*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.

The screenshot shows a web-based application interface for managing RMA requests. At the top, there's a red header bar with the Infor logo and the text "COM_Net2 CX the Integrated Customer Portal for Infor XA". Below the header, a navigation bar includes links for Home, Maintenance, Shop Products, Orders, Customer, View Cart, and icons for Home, Mail, Chat, Location, and Search. On the right side of the header, there are "Welcome XA Customer" details (Customer 100 - Wolf & Seagram's, Env 2Q, WHS: CMN, US DOLLARS) and a "Log Off" link. The main content area displays an RMA ticket for Customer 100. The ticket details are as follows:

RMA #	Shipment #	Invoice #	Date	Customer	Status
2	433	666	01/20/2020	100 - Wolf & Seagram's	Under Review
ORDER #	2760	Item	Price	Quantity	
	Less Info	H11	60.99	1	

Below the table, there are sections for 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, and Comment.

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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Phone: +1 866.244.5479

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