

Sage ERP X3 Xtend e-Commerce

Xtend e-Commerce gives your company the ability to dramatically expand its business by reaching new customers online, while keeping full control of your sales process within your Sage ERP X3 solution. Sage ERP X3 customers who experienced online business with Xtend e-Commerce increased their return on investment and discovered new sources of growth that they could not imagine before. Whatever your market is today, you will find with Xtend e-Commerce an easy and cost-effective solution to develop new business with your customers, increase customer loyalty, reduce the cost of sales, attract new customers, improve your relationship with distributors and much more ... With Xtend e-Commerce, you can make the most of your Sage ERP X3 solution and generate additional sales, while minimising the cost and risk associated to e-business development.



Benefits

With Xtend e-Commerce, companies can:

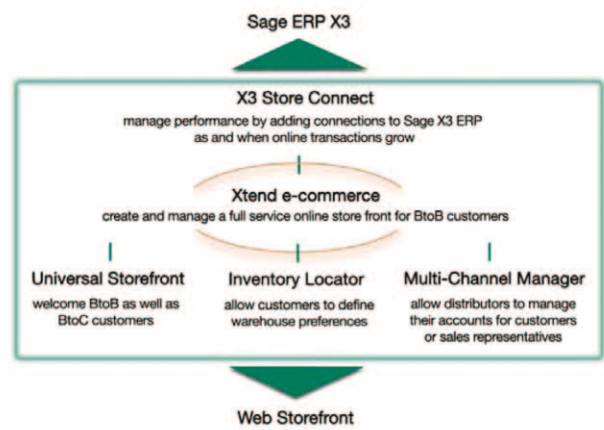
- Increase sales
- Reduce cost of sales
- Provide better service to customers and increase loyalty
- Encourage profitable buying behavior
- Keep control of online activities

Software and Options

The Xtend e-Commerce standard software package offers all the features you need to build and maintain an efficient BtoB storefront connected to your Sage ERP X3 back office. Requests coming from the website can flow seamlessly through to Sage ERP X3 functions according to pre-defined business rules. By streamlining the order acceptance process, orders can be fulfilled quickly and with fewer errors, resulting in more satisfied, loyal customers and more opportunities for repeat business.

For advanced needs, you may choose among the following options to improve your store:

- Add credit card processing functionality and welcome both BtoB and BtoC customers with Xtend Universal Storefront,
- Develop customer self-service and allow customers to select items from multiple warehouses with Xtend Inventory Locator,
- Open your storefront to resellers and allow them to create and manage new accounts with Xtend Multi-Channel Manager, or
- Improve real-time processing capability as and when you need it by simply adding connections to Sage ERP X3 with Xtend Store ConnectWeb Services.



Xtend e-Commerce Standard (core functions)

The standard Xtend e-Commerce package includes comprehensive tools to build and manage a business-to-business storefront efficiently.

Customer Management

- Manage customer logon and retrieve current account information from your ERP system such as account balance, credit limit, mailing address, ship-to address, phone numbers, e-mail address, etc.

Product Management

- Maintain product images, descriptions, list prices, and indexed search structure on the web server
- Manage online catalogues, categories, sub-categories, etc.
- Indicate item visibility in Sage ERP X3: define items to be hidden (not sold), shown (sold offline) or available for sale through the web store

Inventory and Shipping

- Online inventory availability: display available stock and/or availability flags on the web store
- Single shipping warehouse setup for availability (default is warehouse used for availability). If not available, the expected availability date of an item is displayed based on lead-time of the item
- Allow or not allow drop ship addresses across the web

Shopping Cart Processing

- Add items to shopping cart from search results, favorites list, previous orders, previous invoices or direct entry of the item (items may be left in the shopping cart for later access)
- Manage pricing according to current price process in Sage ERP X3 when added to the cart; customer based pricing by customer according to Sage ERP X3 rules
- Online credit checking (order placed on hold if credit exceeded according to Sage ERP X3 records and contact message given to user about the order)
- Perform inventory allocation immediately according to Sage ERP X3 rules when the order is placed, or defer allocation

Customer Service

- Online current order status of all orders (regardless of whether they were placed online or not) by multiple criteria (date range, PO number, order number, open/closed)
- Online invoice status attached to customer
- Status of customer returns
- Online payment status
- Favourites list
- E-mails

Database

- Web database provided with the software

Xtend Universal Storefront

In addition to the standard features, Xtend Universal Storefront gives your company the ability to process registration and payment from individual buyers effectively and securely.

The Universal Storefront package adds the following capabilities to the software:

Self Registration

- Customer Self Registration process includes e-mail ID verification and bill-to/ship to address identification
- Customisable questionnaire for registration
- Bill-to address may be used for AVS verification in the credit card process
- Sales tax follows X3 rules according to related ship-to address

Shopping Cart Processing

- Specific web order type and sequence to identify web BtoC orders in X3 so that they can be easily distinguished from BtoB orders

- Credit Card processing: VeriSign® for credit card authorisations and payment when the order is invoiced (order is not placed if VeriSign rejects the credit card); orders follow the normal Sage ERP X3 order process for credit card orders once created
- Sage ERP X3 reports to reconcile with VeriSign reports

Xtend Inventory Locator

In addition to the standard features, Xtend Inventory Locator provides the ability for the customers to select an alternate warehouse when inventory is not available at their primary warehouse. Which warehouses a user can select from are controlled through parameters.

The Inventory Locator adds the following capabilities to the software:

Multi-Warehouse Inventory

- Ability to identify substitute warehouses to be used when insufficient inventory is available at the primary warehouse
- Ability to view inventory in different locations
- Ability to place an order and specify different locations for allocation and shipping based on available supply by line item
- Recommendations given to the user on which warehouse to select based on inventory availability

Xtend Multi-Channel Manager

In addition to the standard features, Xtend Multi-Channel Manager gives your company the ability to share the administration of its webstore with selected partners or resellers. For example, you may allow a reseller to setup and manage multiple customer logins that will be associated to his unique Sage ERP X3 customer ID.

The Multi-Channel Manager package adds the following capabilities to the software:

Administration Delegation

- Identifies a user that will be allowed to setup multiple associated logins
- Identifies the appropriate security settings and viewable options for the web user

Xtend Store Connect

Xtend e-Commerce provides unlimited access to your web storefront and handles transactions with your Sage ERP X3 back office separately, as and when it is needed during the buying process, using Xtend Store Connect web services.

The Xtend E-Commerce Standard package provides your storefront with one Sage ERP X3 connection service at no additional charge.

One Xtend Store Connect service may manage up to 20 concurrent transactions with the ERP system without uncomfortable wait for the users, which is sufficient in most cases (e.g., 20 customers placing orders simultaneously).

However, you can improve the performance gradually by simply adding more Xtend Store Connect services as the volume of concurrent requests coming from your web store grows.



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The Datel logo consists of the word "Datel" in white, bold, sans-serif font, centered within a solid red square.The Sage logo features the word "sage" in a lowercase, green, sans-serif font.

Business Partner

A large version of the Sage logo, with the word "sage" in green, lowercase, sans-serif font.

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About Datel

Datel is Sage's largest Business Partner in the UK and is acclaimed as its leading systems integration specialist. Headquartered in Warrington, Datel also has offices in Leeds and the Netherlands employing a loyal team of over 140 highly-skilled people who look after its growing base of over 900 customers worldwide.

We specialise in:

- Sage ERP X3
- Sage 200
- Sage Line 500
- Sage ERP 1000
- Sage CRM
- SalesLogix

We also have our own in-house products which we have developed to integrate with, and sit alongside, Sage solutions. Known as Datel FUSION, the suite of products enhances and extends the functionality provided by the core Sage applications.

Datel looks after a broad ranging base of customers including those in the following sectors:

- Distribution
- Manufacturing
- Food and drink
- Chemical Processing

Typically they are mid sized companies who rely upon Datel to make the most of their investment with Sage.

We pride ourselves in our approach to doing business. We seek to know and thoroughly understand our customers and their businesses so, in turn, we can appreciate fully all of the issues and challenges they face. Only then can we presume to offer a solution that will make a real difference to the way they do business. Everything Datel does is guided by our belief in providing only the very best in customer service.

To find out more about our products and services, visit our website at www.datel.info