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Sage Line 500 / Sage 1000 Sales Order Processing

Integrated Web Shops

Designed to effectively capture Retail sales, Trade sales or a combination of both, Vection's web shops solutions have proven to be an attractive proposition. With our understanding of both the web shop user experience and the requirements to integrate closely with Sage Line 500 / Sage 1000, you are able to source a fully integrated webshop from a single supplier.

With our existing knowledge of the Sage data entities you are able to focus on defining the web shop look and feel without having to worry about defining the technical attributes of customers, products, pricing etc.. The overall result is an integrated webshop delivered in minimum timescales.

- Fast start options using standard templates.
- Fully customisable solutions providing a unique solution.
- Full integration with customer, product and pricing synchronisation.
- Real time automatic sales order creation in Sage.
- Auto customer create 'on-the-fly' if order is for a new customer.
- Telesales features such as special offers and repetitive route scheduling supported.

Web Shop User Experience

Design

If you already have a web presence and want to keep the same style, we can create your web shop based around that same style. If you'd like to start afresh, we'd be happy to work with you to create a brand new image. Alternatively your web shop project could be based an existing Vection template.

Signing in

Returning customers can sign in at any time during their visit to the web shop. For Retail web shops potential customers will be asked for their details during check out. For Trade sites where customers need to be validated, the potential customer is asked to provide details to allow validation to take place.

Searching

Customers who know what they are looking for can use a search option that be as simple or sophisticated are you require.
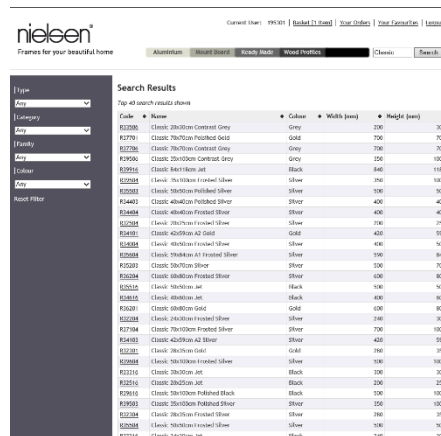

Browsing

With an unlimited number of categories available to start browsing, your customer or prospective customer can click on a category and drill down to the either a sub-category or direct to product details to help them choose the most appropriate product.

Product Details

Product details, pictures, codes, pricing and discounts can all be displayed for each product. Alternative, related and up-sell products can also be used.

A single non discountable price is often the norm for Retail sites. For Trade sites, customer specific prices with or without discounts are available.

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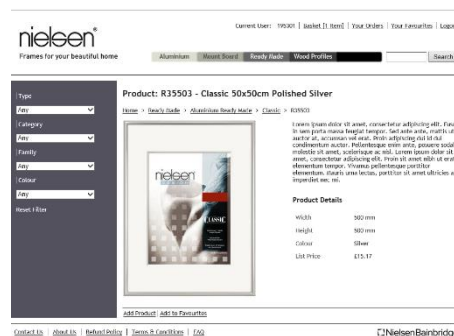
Shopping Basket

One click on the product details page and the item is added to the basket. Your customer can continue to shop or complete delivery options to continue the checkout process.
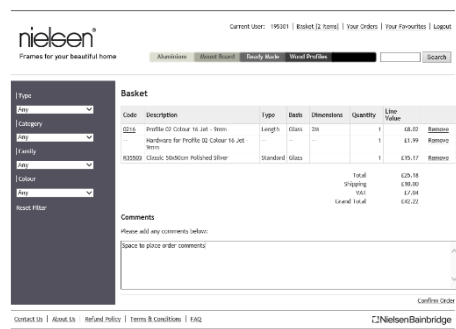

Taking Payment or Purchase Orders

For Retail focussed web shops the checkout process includes creditcard processing. For Trade sites, an option to pay by creditcard or by purchase order can be offered, depending on the customer's credit status.
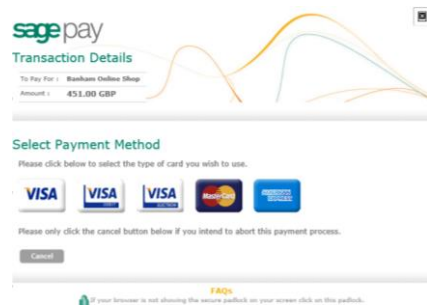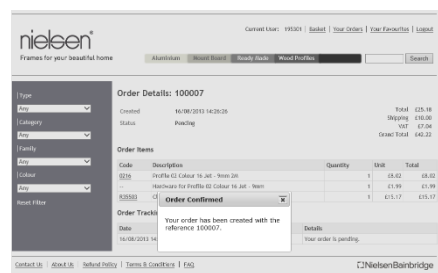

Payment Taking Errors

I'm sure we've all had instances when we've not been sure if our creditcards have been processed successfully. Order tracking details can provide details of errors encountered.
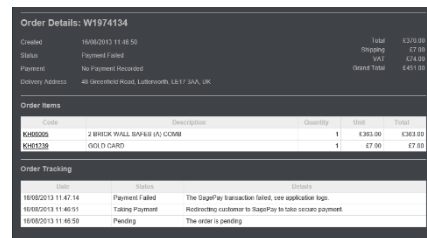
Order Confirmation

Once the order process is complete, a message to the customer is shown.

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Web Shop Integration

Overview

The integration suite comprises a set of integration services, one for each data type. Some of the services pull data from the web shop whilst others push data into the web shop. All data is managed via staging point database tables. Utilising the Vection Export functionality, where desirable, data exchanges are limited to the data deltas and not mass transfers of data that already exist in the target database.

Pull Services

Sales Orders	**Payment Details**
The sales order pull service extracts new sales orders from the web shop and stores the data as an XML message in the Staging Point database. An XML Updater processes waiting sales order transactions, creating orders in Sage. A number of configuration options are available when creating the Sage order.	Where payments have been taken for an order, these are pulled from the web shop at the same time as the sales order details. An XML Updater processes waiting payment details, creating a Sage Accounts Receivable cash batch. Payments are collated in to a single cash batch per day.

Push Services

Sales Order Status	**Sales Order History**
Selected status updates for web shop sales orders are pushed back to the web shop to allow your customer to enquire on progress of their order.	Sales order history for web shop sales orders are pushed back to the web shop. This allows customers to see their previous purchases along with the Sage order reference numbers.
Product Load	**Customer**
New products and updated stock level & product prices pushed back to the web shop. Where appropriate the Vection Export functionality will identify only records that are new or have changed to save the inefficiencies of transferring mass data when not necessary.	The webshop can be configured to utilise a single Sage customer account for all web shop orders or create new accounts on the fly. Where appropriate, new and amended customer details processed in Sage are pushed back to the web shop, keeping customer details in sync.

Prices / Discounts
New and amended prices and or discounts details are pushed back to the web shop so orders placed on the web can use the same pricing and discount details as an order entered directly in to Sage.