



Customer Portal

OneOffice Customer Portal enables organisations using OneOffice to put the power of their distribution and supply chain software online, quickly and easily and with minimum cost or technical knowledge.

Key Features at a Glance

- An 'out of the box' e-business solution proven in successful B2B and B2C e-commerce sites
- Templates ready for you to customise with your company branding
- Scalable to corporate transaction volumes
- Real-time integration with core OneOffice system – online stock availability, accurate commit dates and stock re-order management
- Customer-specific pricing, credit checking and other key B2B e-business functionality
- Contact-specific order history, delivery addresses and purchase history
- Sophisticated online product search, plus support for product images

Benefits

- Rapid return on investment – start selling over the web in days!
- Ready to use templates avoid the need for specialist in-house web skills
- Reduce cost of sale by moving transactions to the web
- Enable sales people to spend more time with higher value customers

OneOffice Customer Portal uses the proven power and functionality of the OneOffice e-Commerce Components, the software components that lie at the heart of highly successful business-to-business (B2B) and business-to-consumer (B2C) websites such as azlan.com and virginmobile.com. By using these OneOffice e-Commerce components in conjunction with a library of pre-built web pages and templates your business can reduce the cost of entry into the e-commerce market and dramatically shorten time to market.

The e-Commerce Components include standard, pre-written and proven business logic to handle all the key processes involved in selling over the web:

- Sales price calculation
- Stock availability/commit date calculation
- Customer credit checks
- Order/quotation creation/amendment
- Find products by extended criteria

All the above can be configured on to support features such as customer specific pricing.

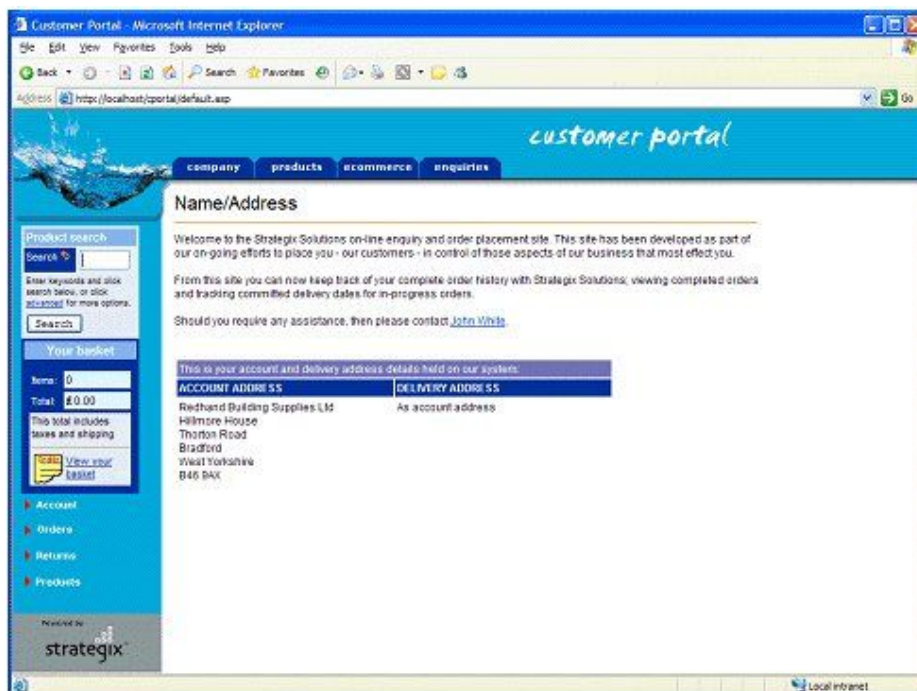


Figure 1. OneOffice Customer Portal enables customers and view and manage many aspects of their account on-line saving valuable time and resources



Ready to Use Templates

OneOffice Customer Portal offers you complete template websites and individual web pages, plus powerful tools to configure them to your requirements and adapt them to your branding. You can present your company and its products in a professional way to new and existing customers over the web, without the need for expensive and error-prone programming.

Standard pages are available for all commonly required scenarios – customer login, product search, order status enquiry etc. The Portal Designer ensures that branding and re-branding groups of pages is both quick and easy and can be completed at the touch of a button.

Commercial Focus

Many 'shop in a box' products are unsuited to industrial-strength, business-to-business e-commerce. Several factors that are important to the success of a B2B (and increasingly B2C) e-commerce sites, but two are critical to success:

- The site must be linked in real-time to the core supply chain system to provide accurate information such as stock availability
- The level of service the customer enjoys by using the site must be as good or ideally better than using traditional methods such as telephoning, therefore if the customer normally enjoys facilities such as 'customer specific pricing' then this must also be available via the site.

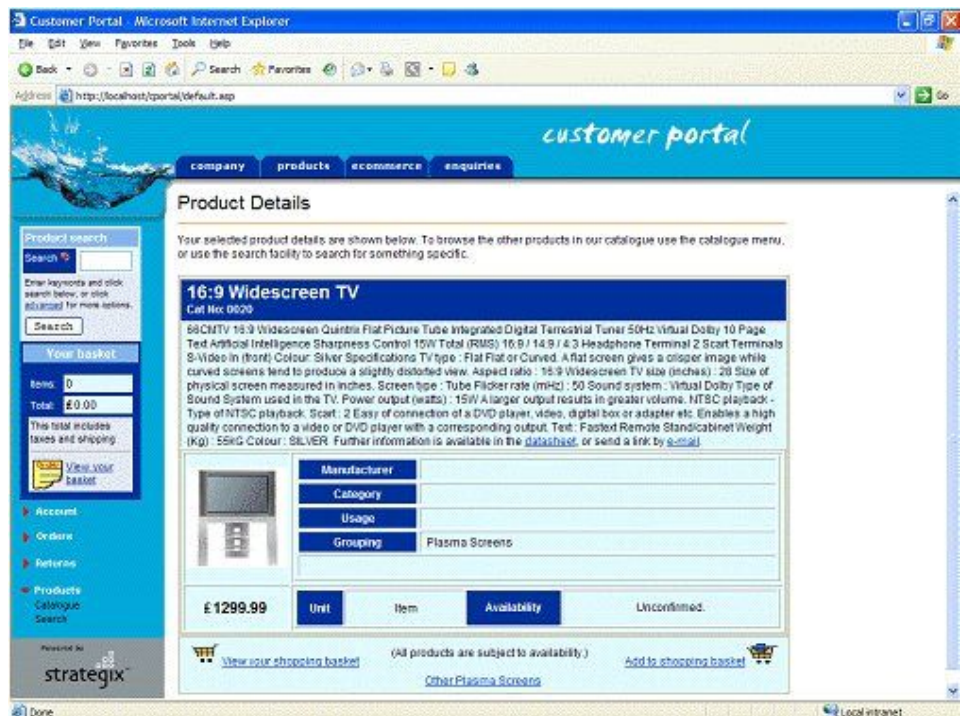


Figure 2. Customers can see detailed information on each product including price and availability, datasheets and links to other related products; this configuration also includes an option for the customer to ask a question via e-mail from the product page.



Customer Portal operates in real-time extending the capabilities in OneOffice to include the tools you need to transact over the web, for example:

- Special features for use by account managers/sales reps, who can access the website using their OneOffice login and then select an account from a list of customer accounts that they manage to check order processing and account status
- Option to show real-time stock availability, committed delivery dates and product pricing
- Customer-specific pricing and special offers
- Contact-specific delivery addresses (for customers with multiple sites), order enquiry and product sales history
- Built-in support for product/group images and viewing of product datasheets
- Company bulletin board/news system/special offers daily changeable web pages
- Supports server-side email notification
- Handles text and graphic currency symbols, with symbols supplied include UK Sterling, USD, and Euro currencies
- Transactions are instantly exposed to Active Intelligence™
- Makes full use of OneOffice Alert & Task Managers to monitor transactions in real-time

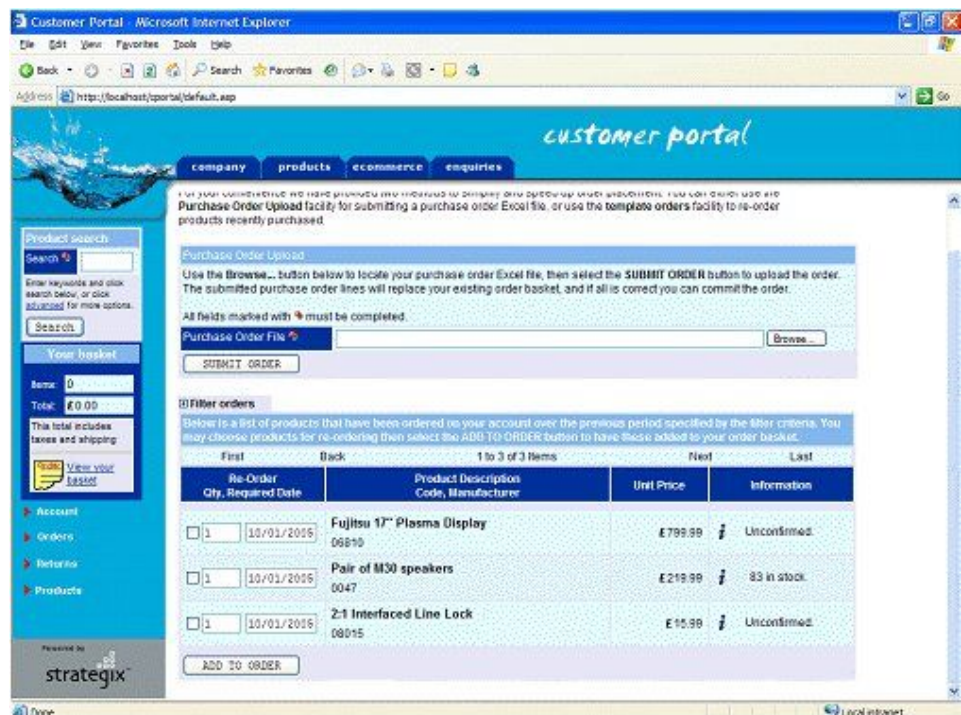


Figure 3. Customers can build orders line-by-line or upload a Purchase Order in an Excel spreadsheet built off-line or output from their own purchasing/procurement system. The uploading capability is popular with many organisations, saving valuable time and offering faster confirmation of availability than traditional methods.



Quick and Easy to Learn

The Customer Portal user guide is provided as a series of inter-linked web pages. This document provides information on late breaking news, installation & setup, product enhancements and configuration, as well as on-going management.

System Requirements

- Windows 98SE or later for Customer Portal builder
- Windows 2000 Server or later with IIS on web server
- Client-side JavaScript 1.2 (Microsoft Internet Explorer 3/Netscape Navigator 4 or later)
- Server-side JavaScript 1.5/ECMAScript (ECMA-262 Edition 3 standard)/Microsoft JScript 5.0
- Microsoft virtual machine build 3802 or later for Customer Portal builder
- OneOffice e-Commerce Components, release 2.4 or later, on web server
- Microsoft Remote Scripting 5.5 or later must be installed on the web server machine if you wish to use the web pages and components provided with the Customer Portal. The 5.5 release provides server-side JavaScript 1.5/ECMAScript (ECMA-262 Edition 3 standard)/Microsoft JScript 5.0 compatibility.
- The Microsoft Virtual Machine (Microsoft VM) build 3802 or later is a prerequisite for running the Customer Portal builder. It is released with many newer Microsoft products, but may not be on your computer if you are running older versions of Microsoft operating systems, such as Microsoft Windows NT® operating systems, or Microsoft Windows 9x family of operating systems. Please note that once you have installed the updated Microsoft VM it cannot be uninstalled.

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