

# webPortal

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## The webPortal Solution...

The webPortal solution is designed to be your *Enterprise Information Portal*. It is a fast, cost-effective way to enter the world of e-commerce without a large commitment of your valuable resources. In many cases, you can have an effective, robust Web site ready for your customers to use in only a week! With webPortal and only a few mouse clicks, your customers can view their current and historical orders or returns. webPortal also automatically links to UPS, Federal Express, DHL, or other carriers to track in-transit shipments.

## ORDER STATUS

Customers can view historic or currently active orders over the Web. The search criteria include status, purchase order, and date range. Details include products, pricing, shipping, serial number, and contact information.

## SHIPMENT TRACKING

Your customers can use your Web site to view shipment details and link to Federal Express, UPS, DHL, or other carrier's Web sites to track individual shipments in transit.

## PURCHASE HISTORY

A summary of historical purchases by product provides your customers a way to examine the frequency and volume of the products they buy. This can help them determine appropriate order levels and policies with your company. Combined with the webStoreFront solution, this becomes a quick order form that allows your customers to easily purchase new items by simply filling out the quantity desired for each product.

## RMA REQUESTS

Your customers will appreciate the ability to let them handle any problems with their order. Regardless of the time of day or the day of the week, customers can enter an RMA request with all the necessary information to process the return. Your customers can view current and historical RMAs status and replacement product information and track in-transit shipment information.

## RMA STATUS

Your customers can view active and historical RMAs over the Internet. RMA details include product quantity received or scrapped, receipt date, credit amount, and contact information. Replacement product information is also shown and in-transit shipments can be tracked.

## PDF DOCUMENT ARCHIVE

webPortal automatically displays PDF documents related to Sales Orders, Shipments, RMAs, or Invoices. When viewing one of these items in the webPortal, if a PDF document is available in the designated archive, the user will be able to click on a PDF icon to view and print the document.

## FOREIGN CURRENCY

Our enterprise information portal is global in scope. If you sell internationally, webPortal supports multiple currencies by customer account so they know how much they are paying in their terms. Both the foreign currency and the functional currency of your company are stored, so the display can be dependent upon who is looking at the data.

## VIRTUAL CUSTOMERS

Multiple customer accounts can share a master reference, thus grouping them into one *virtual* customer. This is ideal for large customers with many store locations. A buyer in one store can be granted the permission to follow up on an order and delivery status for any store within the virtual customer.

## CUSTOMER-MANAGED CONTACTS

With webPortal, you not only control which people (contacts) have access to your Web site, you also control which of those contacts are administrators. Contact administrators have the authority to create or remove contacts within their own company. This feature can save your staff valuable time managing contacts, especially for your large customers where there may be many buyers.

## PASSWORD HINTS

For those Web users who have trouble remembering their password, they can store "hints" for themselves, which are displayed during a failed login attempt. If they still can't remember their password, webPortal can send them a private e-mail with their personal contact information.



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