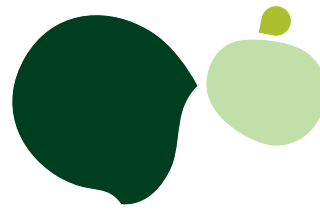# eBusiness Suite
for Sage 500 ERP
by RKL eSolutions

eBusiness Suite for Sage 500 ERP by RKL eSolutions provides an intuitive extension to Sage 500 ERP in the form of a browser based solution. This product can empower your customers, salespeople and customer service representatives to increase their efficiency and productivity in order to boost sales. Originally designed as an enhanced replacement to eCustomer and eSalesforce, eBusiness Suite has evolved into a solution that can serve as a B2B and B2C interface as well as a sales team, Customer Service Representative (CSR) and remote location alternative interface to Sage 500 ERP.

B2B and B2C Capabilities

When customers, salespeople and customer service representatives enter your on-line store they have the ability to place orders and get accurate and up to the minute information about items, prices, inventory, account status and expected delivery dates. eBusiness Suite provides the ability to pick, pack, and ship invoices for on-line orders and enables Credit Card processing of payments through integration with the Sage 500 ERP Credit Card module version 7.30.

eBusiness Suite supports B2C functionality in two ways. A "lite" B2C interface is included that allows for entry of a cart and creation of a Sage 500 ERP customer that must be credit approved prior to shipping. These pages can be enhanced based on client needs. In addition, a custom B2C interface can be connected to Sage 500 ERP using Web Services for Sage 500 ERP which is included in eBusiness Suite.

Online Access to Account Information

eBusiness Suite can function as a remote interface for Sage 500 ERP. The user can view customer's orders, shipments, invoices, payments and backorder information. It is ideal for salespeople or customer service representatives to see a comprehensive overview of customer accounts in order to respond quickly to customer requests and follow up on orders or payments due. This feature can be utilized at the Customer level, Sales Team, Salesperson or Company depending on user login rights.

Streamlined Order Entry/Processing and RMA Entry

Choose from multiple interfaces to enter a quote or an order directly into Sage 500 ERP or copy or edit an existing order. Users can filter items by Sales Product Line, Item Category or Item Class during entry. Sales product lines can also be filtered by Login ID to allow for customer specific price lists. To further streamline the process use e8usiness Suite to enter an RMA in Sage 500 ERP and email the customer the RMA packing sheet and label. Autoship functionality enables processing of sales orders and lines through pick/pack/

BENEFITS

- Generate revenue with B2B andB2C capabilities.
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- Maximize the use of your Sage 500 ERP system utilizing eBusiness Suite for remote user access.
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- Improve customer service by providing salespeople and CSR's the tools to access customer information quickly and easily.
....
- Retain current customers by expanding your customer service options with online customer self-service capabilities.
....
- Increase the efficiency of order entry and processing routines and speed order fulfillment.

sage

Endorsed Solution

Features

Pricing and Inventory Inquiry

- Look up Customer specific pricing on items.

- Access up to date information on Warehouse and Bin quantities.

- Inquire on the history of Serial Number Items.

- Display Item/Inventory Summary History by Inventory Period (SO, PO, IM, etc) by Company by Warehouse by Customer.

- View item promotions created in Sage 500 ERP Maintain Inventory Pricing.

Data Import/Export Tools

- Export inquiry information from every inquiry screen to Excel.

- Import Sage MAS 500 orders from files from a customer or from a third party order site.

Security

Control each level of the application by user to grant or deny access. This allows the administrator to control which users can view, edit or be denied access for each component of eBusiness Suite. It allows for different roles and users other than B2B customers and salespeople.

Configurability Options

eBusiness Suite was designed with the ease of configuration and flexibility in mind. The Administrative component of the application allows configuration in order to meet the unique needs of your company. There are over 100 attributes and events that can be configured from an appearance and functionality standpoint. Configuration can be set at the user level.

Technical Requirements

Requires .NET Framework 3.5 SP1 to be installed

- Uses AJAX Technology

- Supports Microsoft® IIS 6.0, IIS 7.0

- Supports Microsoft® SOL Server 2005, SOL Server 2008

- Supports Microsoft® Windows Server 2003 and Windows Server 2008 (supports 32-bit and 64-bit versions)

- Supports Microsoft® Internet Explorer 6.0, 7 .0 and 8.0

- Supports Firefox, Safari and Chrome browsers

- Integrates with Sage 500 ERP AR, IM, SO, PO

FEATURES

- Full integration with Sage 500 ERP v. 7.3, 7.2 and 7.05

- Browser Based Solution (thin-client web technology)

- Customer Requisition

- Multi-Company Support

- PO Receipt of Goods Processing

- Supports Sage MAS 500 Credit Card Processing

- Enter 3-Step Transfer Orders

We can enhance your current systems by improving efficiencies with the latest in IT software and hardware. We'll help you extend your IT footprint by providing new technologies that bring improved functionalities. And we'll help you evolve as technology progresses, helping you stay current with the latest solutions.

eBusiness Suite is available in Standard and Advanced Platforms. Basic Platform is available at no charge for clients upgrading Sage eCustomer and/or eSalesforce. Sage annual maintenance must be current to receive the Basic Platform. Features vary by platform.