



Customer Portal Information Sheet

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Creation Date: January 2010

Last Updated: April 2011

Version: 2.1

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Customer Portal Ecommerce Application

Customer Portal

Customer Portal is an enterprise class Business-to-Business (B2B) ecommerce system.

Customer Portal was designed specifically to meet the B2B needs of manufacturing and distribution companies. Customer Portal is also fully integrated with the Oracle eBusiness Suite.

Easily configurable at many levels, with Customer Portal, your business can turn on ecommerce features as needed. For example your business can start with a simple customer portal and when ready, turn on features like order capture, or online invoice payments.

Customer Portal with the Oracle eBusiness Suite

Customer Portal (BOL) can interface to the Oracle EBS and other ERP legacy systems. This interface controls data that is transferred between systems. The interface also manages tasks such as creating catalogs.

In BOL, all functional data such as items and customers come from the legacy system via the interface.

There is no need to maintain catalogs, items, addresses, or any other data in BOL. All the data comes from the legacy system. Simply maintain data in your legacy system as normal and the interface will insure those same changes are reflected in BOL. The only functional data that is maintained in BOL are the user-ids.

To be safe and secure, the BOL system never contacts the legacy system to trade data. The trading of data between BOL and the legacy system is always initiated by the legacy system. This keeps the legacy system data safe and secure because only it can initiate communications.

A limited amount of data is sent from BOL to the legacy system. This data is limited to new Addresses, and new Customer Orders. Both are optional. A customer can use BOL to browse a catalog and place an order. The interface will insure that order is entered into the legacy system.

B2B Manufacturing and Distribution

BOL was created for Manufacturing and Distribution companies. It has features not typically found in more generic ecommerce packages.

Often manufacturing and Distribution companies do not have a typical "Catalog with Prices" like Amazon.com. M&D companies often have custom made products, special pricing, or proprietary products like military applications. BOL fully supports public and private catalogs. BOL also has deep pricing options for private pricing. These features are standard with BOL.

BOL also includes special features and processes to manage User-ids. Includes advanced features including support for customer user administration. Easily manage teams of buyers to support large distribution networks.

Customer Portal is Scalable

BOL is based on Oracle development and database technologies. Therefore; BOL is as scalable as the Oracle APEX application. BOL can easily manage hundreds of users and lots of Gigs of data.

BOL can be configured to communicate with multiple legacy systems. If you implement BOL today and purchase another Manufacturing company next year, BOL is ready. BOL has the intelligence to share one implementation with multiple legacy systems.

Customer Portal Setup and Options

Setup of BOL is easy. There are two main things to setup when implementing BOL

1. BOL features

Setup can be done by non-technical people. Simply fill out the options forms to control features.

2. Page Layout

Page layout including graphics selection and banner control is easy with BOL. BOL integrates with any existing website to share graphics and maintain continuity between BOL and any website. A non-technical person can use BOLs powerful page layout feature to include graphics and links.

Security

BOL is a value-added service application for your customers. The information shared between your business and a customer is specific to that customer. This may be sensitive data such as a military application. All BOL pages are served using Secure Socket Layer (SSL). This encryption helps insure a customer's information remains private and safe.

Page Layout – Personalizing BOL

BOL seamlessly integrates with any existing website. This allows BOL to share graphics with the main website to properly reflect your business personality.

Use the BOL page layout tool to define what graphics to share and where. It's so fast and easy, a caveman can do it. From your company logo to video, BOL will take on the "look" of your main website.

Sidebar Graphics and Banner Management

With BOL and the intelligent interface, it is easy to take advantage of the Sidebar Graphics options. Easily implement advanced ecommerce features like

- Cross-Selling
- Up-Selling
- Related Items
- Banner-ad Campaigns

Catalogs and Pricing

Designed for Manufacturing and Distribution, Customer Portal has deep features for automatically creating catalogs and pricing using data from the Oracle EBS.

Advanced options like private catalogs created using customer item cross reference data are "out of the box" with BOL. Customers can search catalogs using their own item numbers.

BOL provides deep pricing options. Private pricing and multiple-pricing levels are standard options with BOL. Not only can it handle different prices for different customers, it can also manage different pricing for different Bill-to addresses within a single customer.

Customer Order Features

BOL includes valuable Order Management tools.

- Online Ordering (using Your business or Customer Item numbers)
- Order Status queries
- Order history reporting
- Order (cart) save and re-call (for repeat ordering)
- Order change requests

Payment Options

BOL has multiple payment options. Options like Purchase Order Number and Credit card are included.

Customer Invoice Features

Customer Portal includes the following Customer Invoice options

- Invoice Inquiry
- Invoice History Reporting
- Invoice Re-print option
- Online Invoice payment

Customer Payments

Customer Portal includes the following Customer Payment features

- Checks received inquiry
- Reference and link to invoices paid

Address Management

Address information in BOL comes from the legacy system. BOL includes a feature that will allow the customer to enter a new ship-to or drop-ship address. Addresses added into BOL can be automatically added into the legacy system.

Customer Portal Technologies

Oracle Based Technology

Oracle is a world leader providing technology products. Workbench Software is an Oracle Partner and is fully committed to Oracle technologies. Customer Portal is based on 100% Oracle technology.

Customer Portal Development Platform

BOL was developed using Oracle's APEX development system. APEX is an application development tool used for creating internet (Web) based applications. APEX pages are fast. APEX pages are based on Cascading Style Sheets (CSS). Unlike most development tools, APEX provides advanced security and database transaction processing features.

Database for Customer Portal

Customer Portal requires the Oracle Database for transaction processing. Most experts agree that the Oracle database is the most secure, scalable, and fastest database available. It is the #1 database in the world.

Customer Portal Hosting

Customer Portal Infrastructure Options

Customer Portal requires a Server connected to the internet. A server can be installed in an existing network. An alternative is to use a Hosting service. A hosting service will provide a server and support services. Customer Portal can be installed on a network server or can be installed at a hosting service.

Workbench Software and [Revion.com](#)

Workbench Software can offer hosting services from [Revion.com](#). [Revion.com](#) is a host provider that specializes in Oracle database, and APEX hosting. When implementing Revion.com hosting through Workbench Software (recommended), Workbench Software provides the following services,

- BOL install and technical setup
- BOL patch / upgrade installations
- Install and setup of production and test BOL applications
- Support and resolution to any issues related to hosting service
- Daily monitoring of the BOL to Oracle EBS data transfers
- Monitor disk space (server and database) and data transfer sizes

Miscellaneous Considerations

Additional cost considerations

The following is not included with the purchase of Workbench Software SaaS service. These costs should be considered with planning to implement BOL.

- .com domain for the ecommerce website. E.g. www.your-domain-name.com
- Security Certificate. E.g. SSL certificate
- Credit Card authorization service, such as PayPal

Additional Services

Workbench Software can provide additional services as needed. Our standard rate for service is \$100.00 per hour.

- Consulting
- Programming
- Project Management
- Training

Workbench Hosting Value Add Support Service

Hosting with Workbench includes Value Add Services. These services are optional.

- Additional Value Add support service from Workbench Software
 - BOL install and technical setup
 - BOL patch / upgrade installations
 - Install and setup of production and test BOL applications
 - Support and resolution to any issues related to hosting service
 - Daily monitoring of the BOL to legacy data transfers
 - Monitor disk space (server and database) and data transfer sizes