

## **Detailed Feature Overview**

# **Integration between ePages 5 and SAP Business One 2004**



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## 1 General Overview

ePages 5 is an e-commerce software package for SMBs that has been integrated to SAP Business One 2004 via a standard interface. The integration enables the two systems to exchange Product, Stock, Order and Customer data automatically. Pre-requisites for a successful integration are:

- ePages 5.02 (Patch 1) or above, must be installed. ePages 5 includes an SAP Business One cartridge as a standard component of the software that is installed automatically with the package, and that integrates the store to SAP Business One. This cartridge needs to be activated with a valid ePages license key.
- SAP Business One 2004 (Patch 21) should also be installed. In order to communicate with ePages 5, SAP Business One needs an additional component called the “ePages Shop AddOn” to be installed on the SAP Business One Server. In order to operate the AddOn, a license is needed. In addition, an SAP Business One DI Server license is also required for the integration to work.

Once SAP Business One, the ePages Shop AddOn and ePages 5 have been correctly installed and properly licensed, a new option (“ePages”) will be added to the “Modules” menu in SAP Business One. Within this new menu, settings and actions related to ePages are configured and carried out.

ePages and SAP sometimes use different terms for the same objects. The following terms correspond to one another:

ePages 5	SAP Business One 2004
Customer	Business Partner
Product	Item
Order	Sales Order
Attribute	User Defined Field

## 2 Settings

The following settings are available in SAP Business One:

### 2.1 General Settings

- The user determines which languages attributes should be transferred between SAP Business One and ePages 5 (e.g. product name and description)
- The user can activate or deactivate logging in order to troubleshoot errors in data transfer.



## **2.2 Settings for ePages Web Service**

- The Web Service url for the shop, the shop name, and the ePages administrator's user name and password are all required in order to identify the ePages 5 shop with which SAP Business One will exchange data.

## **2.3 Product Settings**

- The user can choose a warehouse (or a group of warehouses) from which stock levels for products in the store will be displayed. Any orders from ePages 5 will automatically be attributed to stock in the selected warehouse(s).
- A price list from SAP Business One can be assigned to the store. This price list is maintained from SAP Business One, and can be a general price list, or a specific list set up for the online store.
- A standard tax class can be defined for the store (e.g. V.A.T at standard rate)
- A standard order unit can be defined for the store (e.g. "Each").
- The user can "Define Assignments" in SAP Business One, providing flexibility in the mapping of the following settings between ePages 5 and SAP Business One, e.g. for:
  - o ePages tax classes that correspond to those in SAP Business One
  - o ePages order units and their counterparts in SAP Business One
  - o ePages product attributes that relate to the fields in SAP Business One

## **2.4 Customer Settings**

- New customers that register on the online store will be assigned to the selected "customer group"
- The default payment method for new customers registering or buying from the store can also be defined.
- Passwords for individual customer accounts can be overwritten both in ePages 5 and in SAP Business One if required. Therefore, customers that have forgotten their store login details can obtain a new password either from the ePages 5 storefront, or a new one can be entered manually in SAP Business One by the user
- A default tax area is required for business partners that are transferred from SAP Business One to ePages 5.

# **3 Actions**

**The following new actions can be carried out from SAP Business One.**

## **3.1 Items**

- Items are transferred from SAP Business One to ePages 5 using the new "ePages" page in the "Item Master Data" window. In the store, new products can be created, or existing product details can be overwritten.
- Visibility of items in the storefront can be switched on and off by the user, and synchronized in bulk, or one by one. For example, if an article is invalid or set to "not visible" in SAP Business One, it will not be visible in the store.

- The catalog structure from ePages 5 can be uploaded to SAP Business One, allowing items to be displayed in a multi-level catalog. Items can then be assigned to the relevant categories by the user in SAP Business One. If the product-category assignment is changed in SAP Business One, the assignments in ePages 5 can be updated in bulk from the “Actions” menu.

### **3.2 Customers**

- Business Partner data can be transferred in bulk from SAP Business One to ePages 5.
- Once the Business Partner data has been uploaded to the store, customers may access their individual customer account from the storefront, provided their account is activated and they have a valid password. If, for example, a Business Partner in SAP Business One is invalid or inactive, s/he can no longer log into the storefront.

## **4 Item Master Data**

**The following features have been added to the “Item Master Data” window in SAP Business One, and can also be triggered by a command line prompt if required:**

- The user can choose to make items “visible” in the ePages 5 storefront.
- Items can be designated “special offers” in the storefront if they are marked by the user as a “Promotional Item” in SAP Business One. “Promotional Items” are shown in a prominent position on the storefront.
- Items can be assigned an ePages 5 “product type” to enable them to be properly presented and compared like-for-like in the storefront.
- “User Defined Fields” in SAP Business One can be transferred to the storefront and displayed as “product attributes”, making the display of images and additional product data very flexible and intuitive for the user.
- Changes made in SAP Business One can be transferred to ePages 5 with a single mouse click. In addition, multiple Items can be transferred in one go by searching for the relevant Items in SAP Business One and then transmitting these to the store.
- Scheduled synchronization of Item Master Data is also possible using a command line prompt, e.g. for transferring items from SAP Business One to ePages 5 every night at 4 o’clock.

**The following extra features have been added to ePages 5 for use with SAP Business One:**

- The stock level of a product can be shown numerically or as a traffic-light status in the storefront.
- Standard product prices are displayed in the ePages 5 storefront.
- Customer-specific prices, including discounts set in SAP Business One, are displayed in the customer’s basket page in real-time.
- URLs or FTP links to images can be transferred from the ePages 5 store to SAP Business One, or vice-versa. The actual image files themselves need to be uploaded to an FTP location or image library in order to enable this feature.

## 5 Business Partner Master Data

**The following features have been added to the “Business Partner Master Data” window in SAP Business One, and can also be triggered by a command line prompt if required:**

- Users creating, updating or administering Business Partners in SAP Business One are able to transfer Business Partner data to ePages 5 by simply clicking the “Transfer to Store” button. Multiple Business Partners can be transferred in one go by searching for a specific set of Business Partners in SAP Business One and sending the resulting records to ePages 5.
- Scheduled synchronization of Item Master Data is also possible using a command line prompt, e.g. for transferring Business Partners from SAP to ePages 5 every night at 4 o’clock.

**The following extra features have been added to ePages 5 for use with SAP Business One:**

- Customers registering in the storefront are automatically transferred to SAP Business One and appear as new Business Partners in the SAP Business One administration area.

## 6 Sales Orders

**The following features have been added to the “Sales Order” window in SAP Business One:**

- When the status of an order changes in SAP Business One, the updated order can be transferred to the shop by simply clicking the “Transfer to Store” button.

**The following extra features have been added to ePages 5 for use with SAP Business One:**

- Orders placed in the store are immediately transferred to SAP Business One. An SAP Business One Sales Order is created with a sequential order number dictated by the SAP Business One system. The order number is immediately returned to ePages 5 and is displayed in the order confirmation page on the customer’s screen.
- The customer can choose an alternate delivery address to that which already exists in SAP Business One. ePages 5 transfers this address to SAP Business One in real time where the new address is saved directly within the Sales Order details. The existing customer address is not deleted, but remains for future use.
- Customers can update their shipping addresses in ePages 5, and this immediately updates the Business Partner Master Data in SAP Business One.
- Any additional costs related to delivery method or payment type are transferred from the ePages 5 store to SAP Business One where they are saved with the Sales Order details.
- Customers can check the status of their order in the ePages 5 storefront by logging into their account and selecting the “Order Tracking” option. This will show the current order status of all orders for that customer – as set in SAP Business One.