

## axis diplomat 2024 eBusiness Modules

# axis vMerchant Interface

The **axis vMerchant** Interface module is a sophisticated eCommerce solution providing extensions to the **axis diplomat** Sales, Stock, and Sales Order Processing modules.

The module is designed to allow your business to trade electronically with ease and to maintain a web based shop with little or no additional administrative overhead.

### No Specialist Knowledge Required

The module is designed to be used without any requirement for specialist web-based technical knowledge. The module integrates with **axis vMerchant**, the on-line web based catalogue and "shopping cart" application, to provide a complete integrated front and back office solution.

The main facilities offered in the module are:

- Web product catalogue maintenance from within **axis diplomat**
- Control access to your eBusiness web site by customer account
- Control authorised buyers (for Business-toBusiness applications) by individual contact name and password
- Import Sales Orders from **axis vMerchant** directly into **axis diplomat** Sales Order Processing
- Email Order Acknowledgements directly from within **axis diplomat**
- Card Payment transaction processing
- Email despatch advice notes directly from **axis diplomat**

The **axis vMerchant Interface** module handles both Business-to-Business (B2B) and Business-to-Consumer (B2C) trading. Business-toBusiness trading supports invoicing on account with customer specific pricing and password protected login whilst Business-to-Consumer trading supports on-line or off-line credit card processing.

Individual **axis vMerchant** sites may be B2B only, B2C only, or a combination of both.

### On-line Product Catalogue

Unlike other solutions, the **axis vMerchant Interface** module allows you to define the products you wish to sell on your shopping site(s) by using facilities within the **axis diplomat** Stock Ledger. The module adds new stock groups and maintenance functions to allow entire groups and/or individual items to be defined as eBusiness saleable.

Existing stock information (part numbers, descriptions, pictures, pricing and discounting) is used by **axis vMerchant** to build and maintain your on-line shop - automatically. This powerful facility makes creation and maintenance of your on-line shop fast and simple. No re-keying of stock information is required. Stock items or entire ranges can be added or withdrawn when required by a simple amendment within **axis diplomat** 's stock ledger.

## No Double Keying

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Price changes and other amendments made within the stock ledger are automatically replicated onto your web site, eliminating any duplication of effort and ensuring your web site and stock ledger prices are always in agreement!

If you have defined pictures of your stock items within **axis diplomat** these may be uploaded automatically and displayed on your shopping site.

## Customer Accounts

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The Customer Account Maintenance function is extended to control which customers have access to any trade area on your shopping site. Individual customer accounts can be set to allow or disallow on-line shopping and the module works with **axis vMerchant** to ensure that customer-specific pricing is presented on-line (for example where product discounts, customer/product discount matrices, or quantity break discounts are in use).

For Business-to-Business applications, the module allows you to define individual authorised buyers for a given customer and grant password-protected access to your shopping site.

## Sales Order Importing

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Orders placed on the web site are imported directly into the Sales Order Processing module. Operators have the facility to review these orders, allowing a manual check on order quantities, pricing, despatch dates etc. Web orders can be acknowledged by a formal email order acknowledgement sent from **axis diplomat** to the customer. This is in addition to any confirmation that you may wish **axis vMerchant** to send when on-line orders are placed.

## Card Payment Transaction Processing

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The module accepts sales orders which are to be paid either 'on account' (e.g. a trade customer) or via credit / debit card (e.g. a retail sale). Card payments are either collected immediately or authorised for later collection on-line using a third party Payment Service Provider (PSP) in conjunction with your card merchant facilities.

The **axis vMerchant** Interface module records the payment method and generates the necessary accounting transactions (i.e. cash receipt and allocation).

## Security

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With any web-based system, security has to be a major concern. The system includes a number of design principles that assist in protecting both you and your customer.

There is no need for your live **axis diplomat** system to be exposed to the web. Your on-line shop (controlled by **axis vMerchant**) exists on a separate web based server which is self contained with only relevant data replicated out onto the Internet.



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