

Line 500 / Sage 1000

# Internet Orders

Many business sectors are looking or have already turned to the internet to help increase sales or reduce order processing costs. Web Shops can be used to expand existing consumer markets or indeed to add a new consumer sales channel to market. Internet ordering for existing business to business customers can provide added ordering options for your customers as well as improving your own order taking efficiency.

Whether you are looking to venture into internet sales for the first time or have already developed an internet solution that would benefit from proven integration to Sage 1000 & Line 500 , the latest developments at Vection will be of great interest to you.

## Web Shops

If you are looking to provide product information and or make consumer style sales, a reliable, traditional visual web shop can be configured from a standard set of web shop applications. Available to existing and potential customers alike, orders and new customer details can be taken and passed to Sage 1000 / Line 500. Where new customers are identified, the interface creates customers 'on the fly' using a combination of a template customer in Sage 1000 / Line 500 and the details captured on the web shop. Credit card processing can be a standard feature of this style of webshop.



Simple Product 1  
Price: £4.95 (GBP)



Simple Product 2  
Regular Price: £4.95 (GBP)  
On Sale For: £1.95 (GBP)



Simple Product 3  
Price: £4.95 (GBP)



Simple Product 4  
Price: £4.95 (GBP)



Product 5 With Variants  
Price: £12.95 (GBP)



Product 6 With Text Option  
Price: £19.95 (GBP)



Product 7 With Sizes  
Price: £29.95 (GBP)



Product 8 With Sizes That  
Change Price  
Price: £29.95 (GBP)



## Internet Ordering

Traditional visual web shops can be very inefficient for quick and or large order processing by existing customers. However with the Vection solution, a simple, efficient and effective ordering system can allow existing customers to place orders at any time of day or night with purchase order details given as authority to raise the order on their account.



## Features List

<b>Architecture support</b>
x86 (32 bit OS support)
x64 (64 bit OS support)
<b>General Features</b>
Store management – Web Based
Provides complete web site solution, including shopping cart, content management, customer management etc...
Designed For Max Capacity
Designed for Stores up to 100,000 Products
Host Types Supported
Shared Server*
VPS Server
Dedicated Server
Up to 1000 Content/HTML (topic) pages
Dynamic data driven pages via XmlPackages
Installation Locales Supported – Worldwide
Database Schema Included
Databases Supported
MS SQL 2005
MS SQL 2008
<b>Product Categorisation Features</b>
Up to 2000 Categories, Departments or Manufacturers
Categories and Departments can also be fully nested to any level desired (e.g. sub-categories, sub-departments)
Supports cross-matrix of products by category and department. E.g. a product can be mapped to the shoe category, in the women's department
Products can be mapped to more than one category or department
Paged browsing for categories and sections: Keeps page size small, and optimizes user experience.
Category, Department, and Manufacturer "names" can be renamed (e.g. "Brochures",

"Products", "Car Parts", whatever you need that is appropriate for your unique store site products).
Disable buy buttons for specific products
Supports Wholesale Only Sites (Prices not shown to general site customers)
<b>Shipping Features</b>
Calculate Shipping By Order Total
Calculate Shipping By Order Weight
Calculate Shipping By Order Weight & Zip code Zone
Calculate Shipping By Order Total & Zip code Zone
Calculate Shipping By Fixed Item Shipping Costs (e.g. Shipping Cost By Product)
Calculate Shipping By Fixed Percent of Order Total
Specify All Orders As Free Shipping
Admin defined shipping methods (e.g. Ground, Next Day, 2nd Day, Priority, etc)
Real Time Shipping carriers can vary based on Domestic or International shipping address
Filter Real Time Shipping Rates You Want To Allow
Add Shipping & Handling Extra Fee To Orders
Shipping Methods Verified Against User Addresses During Checkout (this avoids the ground shipping to Hawaii situations!)
Shipping Tracking #'s e-mailed to Customers
Support for Download Products
Support for "No Shipping Required" Products (e.g. services)
Allow "Free shipping over £X" for site
Batch Shipping Order Printing/Tracking Integration with UPS WorldShip and FedEx Shipping Mgr.
Multiple ship-to addresses per order (a customer on one order can ship some items to address A, and other items to address B)
Mark Customer Levels/Profiles as free shipping (or tax exempt)
ShipWire Interface Supported
<b>Bulk Product Import Features</b>
From Xml File
From Excel File
Web Services Automation Interface (WSI). Allows automated import, export, data updates and synchronization.
Event Notification callbacks to external Web Service which you register, on storefront events (e.g. new order created, customer created, etc).
<b>Wish List Features</b>
Customer Add To Wish List Supported (Persists over Customer Visits also)
<b>MaxMind Integration</b>
Integration of invaluable industry leading MaxMind fraud prevention/scoring technologies. Requires separate service agreement with MaxMind.com.
<b>buySAFE Integration (BETA)</b>
Integration with buySAFE buyer protection service
<b>Multi-Lingual Features</b>
(Multi-Lingual) Store site can support dynamic run-time language switching. Customer can select store language at run-time. Store administrator controls allowed languages.
(Multi-Currency). Customer can select store currency to view at run-time. Allowed currencies are under control of store administrator. Support for various leading exchange rate feed suppliers will be supported (via XmlPackages). Sign-up for some exchange rate feeds is optional, through 3rd parties, and they may have fees associated with them (e.g. xe.com, x-rates.com, etc).
Store developer/admin has full control over all store site strings used (e.g. prompt used for SKU, Product, Color, Size, shopping cart, etc). Every string used in the storefront can be edited.

<b>Search Engine Features</b>
EVERY product, category, and department page can have their own custom search engine meta tags (title, keywords, description, no script blocks, etc)...
Static Product & Category Pages: Designed to allow search engines to fully crawl and index EVERY product & category page in your store. This can have a dramatic increase in site traffic from search engines.
Google Xml Site Maps Supported: a direct Google search engine submission method sanctioned by Google
Yahoo! Xml Site Maps Supported: a direct Yahoo! search engine submission method sanctioned by Yahoo!
Fully dynamic page titles, and search engine meta-tags
Google Analytics (Urchin) Site Metrics & E-Commerce Tracking Compatible
<b>Product Capabilities &amp; Features</b>
Support for 3 images sizes: icon, medium, large
Auto Image Resizing
Supports multiple images per product (icon, medium, and large)
Support for swatch color image changing
Automatic image watermarking for protection
Image Galleries Supported
"Zoomify" Images Supported (requires separate service from Zoomify.com)
Donation Products (e.g. Customer Enters Price)
Restrict product quantities to preset values (e.g. 5, 10, 15, 20, 25, ...)
Enforce product minimum order quantities (i.e. must order at least 10, etc).
Recurring products can have varying intervals (days, weeks, months, years)
Subscription based products & content access
Downloadable products supported, with automatic e-mail to customer with download instructions
Text options on products (e.g. require initials for monogrammed products, require text name for product customization, etc)
Support for sizes & colors. All color/size site "prompts" can be customized in admin site, so you could rename those two options to have completely different meaning.
Two Attributes Per Product (e.g. Size/Color)
Inventory By Attribute (e.g. Size/Color)
Price can vary by size/color option chosen
Prices can vary by customer or customer level (group)
Sort products in any order desired
Fully dynamic site map (optimized for search engines)
Second tree-form dynamic site map (optimized for users)
Support for simple products (e.g. a book) or products with variants
Setup variants within each product
Each variant can have a different price
Each variant can have different attributes (e.g. size, color, etc)
Each variant can require a text option input (e.g. monogram)
Each variant can have a separate SKU modifier, and price, description, etc
Tell store to locate product pictures by ID (icon, medium, large)
Tell store to locate product pictures by SKU (icon, medium, large)
Support for sale prices
Vary product prices for each customer level (e.g. wholesale/retail)
Phone Order Entry Module
Product Descriptions can include HTML formatting: We know that having complete control over each product description is important, and no two products are alike. You can use the administration site to enter product descriptions, or even link to fully custom external product description HTML files. Additionally, each product can have an inline or pop-up "specifications" window, providing more detail to the customer, without distracting them from making a purchase

Support for Kits (build to order products). Kits can have dynamic pricing and component selection (e.g. build your own PC) and more specification as to what items can be added, whether they are required, etc... Kit Items cannot be ordered separately
Support for Packs. A pack is a product with a fixed price that can hold up to N other arbitrary products. When the pack is full, it can be added to the cart and purchased. Pack items are products themselves, which could be ordered separately
Disable buy buttons by product
Set Site to Wholesale Only (Prices not shown to general site customers)
<b>Inventory Features</b>
Inventory Tracking
ERP class inventory tracking: FIFO, LIFO, Average Costing, Inventory Tracking, Multi-Warehouse, Drop-Ship, etc.
Limit orders to quantity on hand inventory, or allow customers to place orders for items out of stock (admin configurable)
Manage Inventory by variant or attribute (e.g. size, color, etc)
Show inventory on hand status on product page to customer (optional)
<b>Coupon Features</b>
Order Based Coupons (apply to entire order)
Product Specific Coupons (apply to only specified product)
Coupon discounts by amount or percent
Coupons can offer free shipping
Coupons have expiration date
Coupons can be marked as use once per customer, use once by only one customer, use N times, etc.
Coupons requires minimum order amount before they are valid (e.g. save ££10 if you order £100 or more, etc)
Coupons can be excluded from sale products
Customer specific coupons
<b>Configuration Features</b>
Use custom receipt formats & templates
Use custom "your order has shipped" e-mail formats and templates
Automatic e-mail notification to customer with receipt
Receipt can be fully customized
Receipt Formats Supported – HTML
Automatic e-mail notification to store admin of new order received
Notification to Cell Phone of new order received
Mini-Cart (optional small box on every page showing cart summary contents and checkout link)
<b>Customer Accounts</b>
Customer can view Order History
Customer has address book
Customer one click re-order any prior order
Multiple billing/shipping addresses per customer (similar to Amazon.com style checkout)
Recurring orders (e.g. for auto ship products, subscription sites, monthly service type products, etc)
Recurring Gateway AutoBill Products Supported (gateway stores credit cards). Gateways supported for this feature are Authorize.net and PayPal Payflow Pro (used to be Verisign Payflow PRO)
This feature enables direct gateway recurring autobill processing, for Authorize.net and PayPal Payflow Pro (used to be Verisign Payflow PRO). This feature is used in combination with recurring or auto-ship products or subscription sites to perform repeated billing at specified intervals (daily, weekly, monthly, annually, etc). This feature expands on our prior support for recurring products, and eliminates the need to store credit cards on your storefront in order to do recurring products. With the new system, you do not have to store any credit card information, the gateways store them for you, and send billing status reports every day to the storefront, which

then turns the approvals into new orders by customer.

This feature works nicely in combination with our subscription topic content protection, to enable subscription web sites providing data to customers during their subscription. It also works with recurring auto-bill types of sites, such as wine of the month club, etc. Any recurring product can be used with the new AutoBill gateway feature.

Skip account creation on checkout (Anonymous Checkout)

"One Page" Checkout

### Payment Methods Supported

Credit Cards: Accept Credit Cards in Real Time: Cards can be processed & verified in real-time, or you can delay processing until a later time

C.O.D.

Purchase Order

PayPal

PayPal Express Checkout (see below for PayPal website Payments PRO)

Request For Quote

Gift Cards



Support for Verified By Visa/MasterCard Secure initiatives. Now, you can have the same fraud protection available to all retail stores. Eliminate your fraud liability. Guaranteed Payments.

Reduce chargebacks by up to 70%. These authentication initiatives make Internet commerce safe and secure, for both buyers and sellers. Integrates directly with your Authorize.net, Verisign, Paymentech, or CyberSource payment gateways. Integration is seamless into the storefront for merchants, and easy to use for consumers. [Click here for more information.](#)

Requires separate service from Cardinal Commerce.

### Payment Gateways Supported

MANUAL Gateway (just collects order & payment information for offline processing)

Authorize.net

Bank Of America

Central Payments

Cardia Services (Norway)

Chase Paymentech Salem and Orbital (Certified)

CyberSource

ECX QuickCommerce

EFSNet

eProcessingNetwork

eWay (Australia)

eSELECT Plus (US, Moneris)

eSELECT Plus (Canada, Moneris)



HSBC

IATS TicketMaster (Non Profit Gateway)

iDeposit


Innovative Merchant Services (QuickBooks QBMS)

ITransact

JetPay

Linkpoint Select API

Merchant Anywhere

Moneris eSELECT Plus (US)
Moneris eSELECT Plus (Canada)
MyECheck (added in ML v7.0.2.5)
NetBilling
OGONE Gateway
Paymentech Salem and Orbital Certified (Now Chase Paymentech)
PayFuse
PayJunction
PayPal Website Payments Pro
PayPal Express Checkout
PayPal
Pinnacle Payments
PlugNPay
 ProtX (U.K. Stores Only)
QuickBooks Merchant Services (Innovative)
QuickBooks Batch Mode, Non Real Time (Requires T-HUB Add-On from Marketplace)
QuickCommerce
SecureNet
S-InternetKasse (German Gateway), supported via our reseller in Germany
Transaction Central (i.e. Merchant Anywhere) Gateway Supported
USA ePay (certified)
Verisign Payflo PRO (Now PayPal Payflow PRO)
Worldpay Junior
YourPay Gateway (This gateway is the same as Linkpoint and can be difficult to install, as they use very outdated COM interface technology!)
<b>Transaction Features</b>
Integrates with your own merchant account ( <a href="#">click here</a> for information on obtaining a merchant account if you do not have one)
Store can be set to authorize only, or auth-capture credit card mode. You can then capture payment at shipment if desired
Void & Refund supported
Partial Refund and Add-Hoc Charges Supported
Mark Transactions As Fraud
Ban Fraud Users from Site
Support for recurring orders/payments (auto-ship products)
Support for CV2 (credit card security code) entry and checking (fraud prevention)
Address Verification codes reported to administrator with order
Credit card numbers never displayed on site, but remembered for user in an encrypted state shown as ****1111 on site). Storage can be disabled by both store admin and customers if the choose.
Disable storing of credit cards if desired (we recommend that you don't store credit cards on your site...it is almost never needed anymore)
Don't require account signup on checkout (e.g. skip registration on checkout or anon checkout)
Hide all references to "shipping" (e.g. useful for software, or download sites)
Force billing address to be the same as shipping address
Set a minimum order total threshold for proceed to checkout (e.g. must purchase over \$100)
Automatically create drop-ship and special order/purchase order to vendor
Multi-level pricing list
<b>Additional Features</b>
Customer Subscriptions for protected content
Mini-Cart display, so add to cart action leaves user on same page, and updates mini-cart display in left or right column of page
Password Protected HTML Pages (password protected topics)

General Site Disclaimer Message (Agree Before Entering) supported
Can set minimum order product quantities before allowing checkout
Order options supported (e.g. gift wrapping, ship in unmarked box, etc). Additionally, each order option can have a price associated with it. User can optionally select order options during checkout.
Order & Customer & Product Export to Xml
Customer e-mail lists to XML (i.e. produce list of all registered customer e-mails for your mailing manager)
Product & Site Photo Galleries: Create photo galleries of products, activities or other important corporate or store fun events. Showing prospective customers more than just a "store facade" is VITAL in creating brand loyalty
Recent Products Page
Best-Seller Products Page
Shopping cart can persist over visits
Shopping cart can be told to age in N days
Built in support for the most common display formats: grid, table expanded, table condensed, simple form, right variant bars, and you can completely customize the product pages by altering the output code HTML
Catalog Only Sites (e.g. turn buy buttons off)
Support for Informational Catalog Only Sites: A simple configuration setting removes all "buy" buttons from the site, in effect turning your site into an informational site, still complete with categories, subcategories, sections, product info, product photos, etc
Store News Items Supported (editable via Admin Site): Add real-time news announcements, and items to the site. Inform customers about important new items, or promotions
Password protected topic (html content) pages
Order notes can be entered by customer with special instructions
Each cart item can also have notes entered by the customer
Shopping "cart" can be renamed (e.g. Shopping Bag)
Can require customer to agree to Terms and Conditions block (user defined) before proceeding with payment
Support for subscription products. Each product can add N months to a customer subscription. Administration control panel allows override of subscription expiration date
External Product HTML description files supported (e.g. product descriptions can be stored in external HTML files)
External Product Specifications/Details Supported (e.g. product "specs" can be stored in external PDF or HTML file, and linked into product page)
Hide products, categories departments (publish or un-publish capability)
Integrated Product Search
Advanced Product Search Page (by category, section, manufacturer, price range, SKU, etc)
Quantity discounts on products (tiered Pricing)
E-Mail Product To A Friend: Product pages can be e-mailed to friends by site visitors
<b>Tax/VAT Features</b>
Apply Tax by State
Apply Tax by ZipCode
Apply Tax by Country
Tax can be applied to shipping costs
Individual Products can be marked Taxable or tax-exempt
Customer Levels can be tax-exempt (e.g. wholesale)
Tax Classes Supported By Product (e.g. Goods, Services, Alcohol, etc)
<b>Product/Pricing Feed &amp; Comparison Shopping Support Features</b>
GoogleBase Feed (formerly called Froogle) Supported -w- automatic generation and FTP upload to your Froogle account
Add other product feeds (e.g. ShopZilla, shopper.com, etc)

<b>Upsell Product Features</b>
Related Products: Entice additional sales by listing related products/accessories on each product page
Show Upsell Products Directly On Cart Page
Product prices can be set to "Call for Price"
Product prices can be hidden until product added to cart
Products can require that other products are added to the cart (e.g. Product X requires Product Y)
<b>Affiliate Tracking Features</b>
Affiliate sign-up/account pages provided in store and admin site
Customers can be tracked to affiliates
Orders can be tracked to affiliates
Products visible on the site can be filtered by affiliate source id
Real-Time skin changing based on URL/invocation/affiliate id
<b>Customer Level Features</b>
Customer levels supported, which you can define (e.g. wholesale, retail, or gold, silver, platinum, etc..)
Customers can be tracked to customer levels
Customer levels can have special product pricing, can offer percent discounts, free shipping, tax exception, etc.
Products visible on the site can be filtered by customer level
<b>Operational Features</b>
Easy Store Management - Web
Once installed, all operational store tasks can be performed via easy to use control panel (e.g. no need to know databases, etc)
Does not require any special components on the server (Gateway COM objects may be needed)
You can configure products, prices, taxes, shipping, etc all from the administration site (or smart client in the case of IS version)
SQL Database initialization script provided
Automatic database installation - via provided SQL Script
Automatic database upgrades for new versions – via provided SQL Script
Customer Service Web Administration: Comprehensive administrative reports, including revenue trends & graphs, visitor trends & graphs, customer order percentages, affiliate revenue reports, tax reports, etc. You can also search for order by almost any customer record criteria to assist with customer support calls
Customer & Order Reports, Compatible with Google Analytics -w- E-Commerce ROI Conversion tracking: <ul style="list-style-type: none"> <li>1. Easily integrate with your Google Analytics account</li> <li>2. Tax Reports by Month/State</li> <li>3. Total Customers by Date/Trend</li> <li>4. Customer to Purchase Stats (% of visitors that convert, etc)</li> </ul>
Built In Customer Mailing Manager: Send e-mails or HTML newsletters to registered customers. Design your newsletter in FrontPage or DreamWeaver and send to registered customers, or send to only customer with orders
Customer can define multiple billing/shipping addresses and select during checkout
Remember me option for returning users
Order History Pages: Customers can get their prior order histories, check order status, etc all online
Shopping Cart items can persist over time (even months if desired). Great for return customers, who later wanted to order a product, but forgot which one they wanted
Customer can view all of their prior orders

Administrators can edit customer profiles, delete customers, update their address books, billing information, etc.
Administrator can edit/enter service notes visible by customer regarding order status, special notes, etc
<b>Product Ratings &amp; Reviews</b>
Customers can review & rate products (if enabled)
Administrator can moderate product review comments
Profanity checking provided on product review comment entry
User Polls (find out what your customers are thinking!)
<b>Security Features</b>
PABP VISA/MasterCard Certified PABP certification indicates adherence to strict security policy and procedural guidelines outlined by VISA/MasterCard to help ensure PCI compliance in your installation. We have worked with one of the best independent VISA/MasterCard approved auditing firms for our certification.
PABP release fully tested in PCI compliant environment for VISA/MasterCard Certification
Supports SSL Encryption for secure ordering. Cart automatically switches into secure mode appropriately. Supports any brand SSL certificate. (Contact your hosting company for certificates). Dedicated SSL certificate required.
Medium Trust Hosted Servers fully supported
IP Address Tracking: For safety and auditing, IP addresses are logged (PABP)
AVS (Address Verification) reporting from gateways in all orders
Integrated MaxMind Geolocation Fraud Detection (requires optional MaxMind account)
Require periodic password changes (PABP)
Password Salting + Hashing (PABP)
Store Admin can lock out any customer account for security/fraud reasons (PABP)
Any order can be marked as fraud for later forensics (PABP)
CAPTCHA Image login protection (protects against automated BOT login attacks (PABP)
Comprehensive 1 Year Aged Read Only Security Log built into admin site. Viewable only by admin Super User. (PABP)
Give individual admin operations permissions to view full credit cards or not (PABP)
Allow Customers to individually select if they want their credit card information stored (overrides by store admin possible) (PABP)
All Password Change Operations Logged (PABP)
RegEx AppConfig control over strength of passwords required for store logins and admin logins (PABP)
Support for dynamic encryption key changes via admin site (PABP)
Store Admin specified encryption salting so every order record contains a separate encryption key (PABP)
Encrypted database connection strings in web.config files (PABP)
Secured password protected Store Administrator Control Panel (Web)
Integrated .net security roles and support
<p>Independent Security Audits Performed. Assessment included checks for:</p> <ul style="list-style-type: none"> <li>▶ Secure Coding Practices and Encryption</li> <li>▶ Validating parameter length that could lead to a Buffer Overflow</li> <li>▶ Various Buffer Overflows</li> <li>▶ Cookie manipulation / Cookie Poisoning</li> <li>▶ SQL Injections</li> <li>▶ Cross Site Scripting Attacks</li> <li>▶ Mis-Configured Servers</li> <li>▶ Man In The Middle Attacks using a Web Proxy</li> <li>▶ SSL Version Hacking</li> </ul>

<b>Notification Features</b>
Order receipts automatically e-mailed to customer
Distributor Pic Lists automatically e-mailed to Distributors for Drop Shipping
Customizable Receipt Formats: Customize the format and layout of your store receipts by using a simple HTML template
E-mail notification sent to store Administrator when new order arrives
Mobile-Phone SMS Messages sent to store Administrator when new order arrives. Stop wondering how your site is doing while you are at the gym, at lunch or on vacation...don't miss that big order with next-day shipping specified! You can even customize notifications with an order amount threshold, if you only want to be notified when an order exceeds a certain dollar amount
"Order Has Shipped" e-mail notifications sent to customers with tracking numbers
"Order Has Download Items" e-mail notifications sent to customers for orders with download components. This e-mail can be sent on time of payment clearance or delayed
Delayed Downloads (gives you time to verify buyer payment/fraud metrics before releasing download files)
<b>System Requirements</b>
Databases Supported Microsoft SQL Server 2005 or Microsoft SQL Server 2008
Asp.net 2.0
Asp.net 3.0 Compatible
Windows NT Server 2003 or 2008 for production sites.
IIS 5/6/7 for development or production supported
Visual Studio 2005 Fully Supported
Visual Studio 2008 Support
FAST SQL option on queries (increased db performance)
Support for SQL Server locale different than Web Server Locale (important for international sites on U.S. hosting company servers)
Support for non U.S. locales (e.g. en-GB, sv-SE, etc). Support for foreign date-time formats (non US locales)
Built in page and data caching (optionally enabled)