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SAP Business One Integration For Your Retail Business.

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E-Commerce & POS (Point-of-Sale) Integration with SAP Business One

Putting resources into a SAP ERP is sizable however beneficial use for your business. Stretching out that venture to make it work for (and improve) your online business experience is an easy decision, particularly when you can depend on SAP web based business to give an incorporated information center to your business and for your web store.

In other words, integration services are a necessity for online business these days and a good third-party integration can make it easy for you.

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Transforming Ideas Into Solutions.

- +91 8668931702
- info@ensivosolutions.com
- www.ensivosolutions.com



Some of the Key Functionalities are

- Mobile Application
- Real time Product Inventory Store wise / Warehouse wise
- Item Allocation / Reservation based on FIFO
- Customer Information syncing with SAP B1
- Realtime Sales Order Syncing with SAP B1
- Order Tracking with multiple status flag
- Generate Sales Quotation Online
- CRM to follow-up customer's Inquiry and create opportunity
- Sales Employee Incentive management
- Auto Posting of Customer's Payment in SAP B1
- Cashbook management
- Multiple Pricelist
- Order Scheduling
- Order Dispatch Management
- Sales Employee Incentive management
- Transport Management
- Google Map Functionality to track the route
- Proof of Delivery with Digital Signature & Image
- Customer Feedback
- And So On...

Key Features

01 Stores & Inventory Management

Inventory Management gives the insight of realtime stock availability of all the items for processing the orders. It helps to manage the timely availability and delivery of the items through different channels. It also offers product informations like images, product specification, Customer rating etc.

02 Customer Relationship Management

CRM helps to manage the sales inquiry, follow-up with the potential customers. Sales Employee can do the mutiple follow-up with comments and mark the status. It acts as a tool which ensures the best after sale experience and might give enterprise crucial insight into customer needs and demand through data points and reports.

03 Revenue Tracking

E-Commerce handles payment through various payment options which are tightly integrated with SAP Business One. Multiple Payment options are available like Cash, Bank Transfer, Credit/ Debit Card, UPI etc.

04 Order Tracking

Real time tracking the status of the order like Order placed, Processing, Dispatched, Delivered, hold etc.... and the same status get synced with sales order in SAP Business One.

01 Order Scheduling

Date wise order scheduling is available, we can also see the the list of orders scheduled on a specific date.

03 Proof of Delivery

Once the product is delivered to customer, image can be taken once the installation is done and the digital signature of the customer as proof of delivery followed by feedback

02 Order Dispatch

During the order dispatch Fitter, Helper & Transporter can be assigned who will go for product delivery, Complete dispatch activity will happen through barcode scanning functionality.

Benefits of E-Commerce Integration with SAP B1

- Process Order Quickly
- Order Tracking
- Avoid Out of Stock Situation
- Improve Customer Satisfaction
- Order and Customer Sync
- Data Duplication is not required
- Stock Level and pricing
- Catalogue Management
- Easy Refund & Cancellation
- Enhance Customer Service
- Error Elimination
- & Many more



Ways for integrating eCommerce and SAP Business One

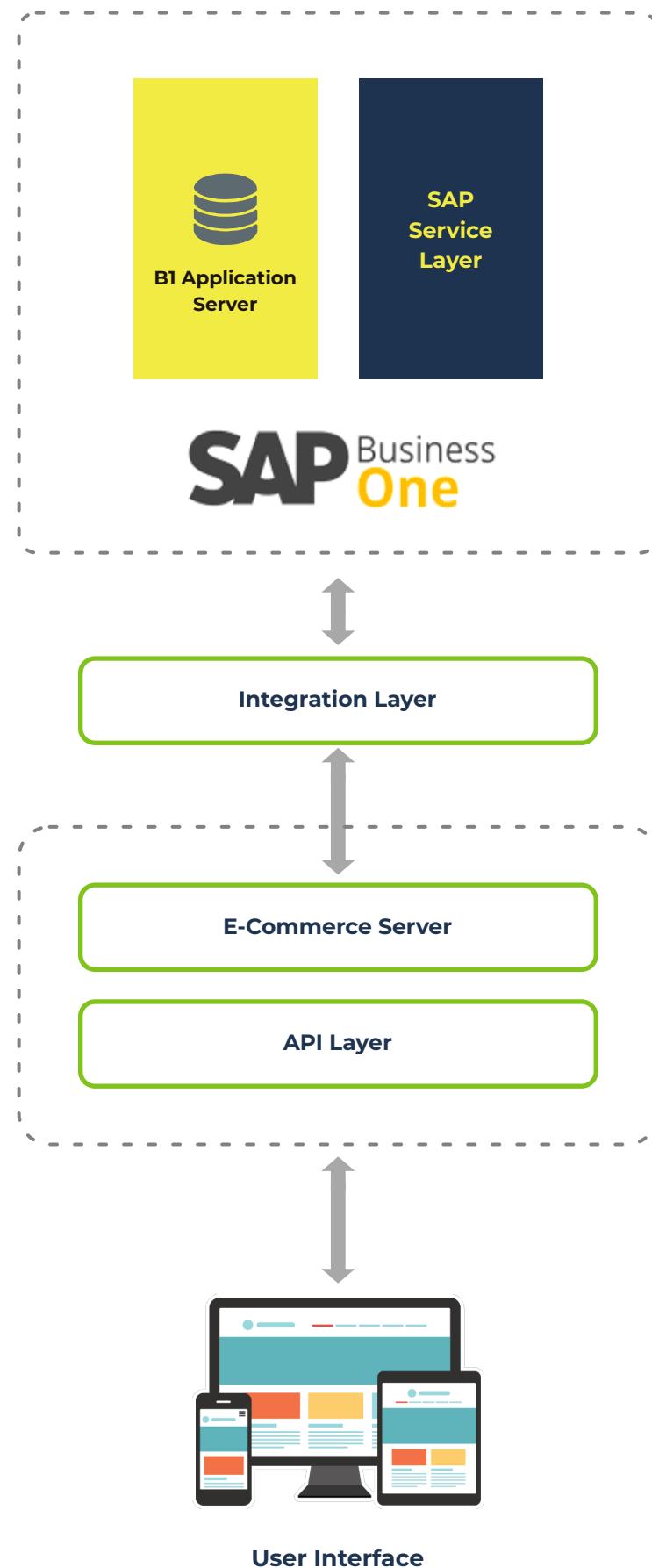


There are 2 ways to integrate E-Commerce application with SAP Business One Viz, Unidirectional & Bidirectional.

In Unidirectional Integration, Online order flows from E-commerce application to SAP Business One as a sales order document (No Need to manually create the sales order) Item creation would happen only in SAP Business One however all Item details will flow from SAP Business One to E-Commerce application Customer Creation will happen in the E-Commerce application and same will get synced.

	Unidirectional	Bidirectional
Online Order	Online Order Flows from E-Commerce Application to SAP B1	Online Order Flows from E-Commerce Application to SAP B1
Item Creation	New Item Creation Allowed only in SAP B1 however all item details will flow from SAP B1 to E-Commerce application	New Item Creation allowed in SAP B1 as well as in E-Commerce Application
New Customer Creation	New Customer Creation is possible in SAP B1 but there is no Syncing from SAP B1 to E-Commerce. However if customer is created through E-Commerce application then the same get synced in SAP B1	New Customer Creation is possible in SAP B1 as well as in Ecommerce application
Real Time Stock Tracking	Available	Available

Architecture of E-Commerce Application

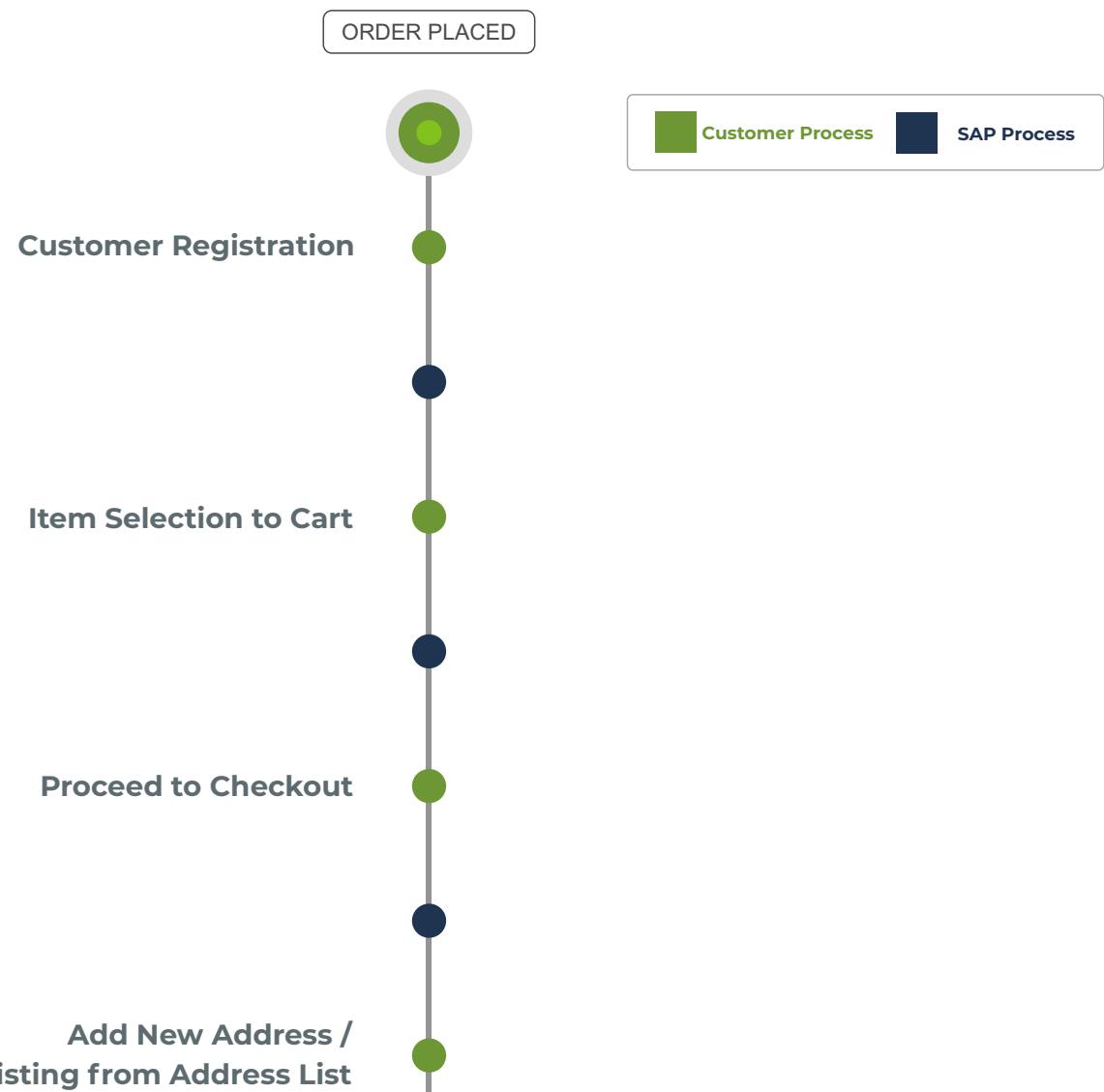


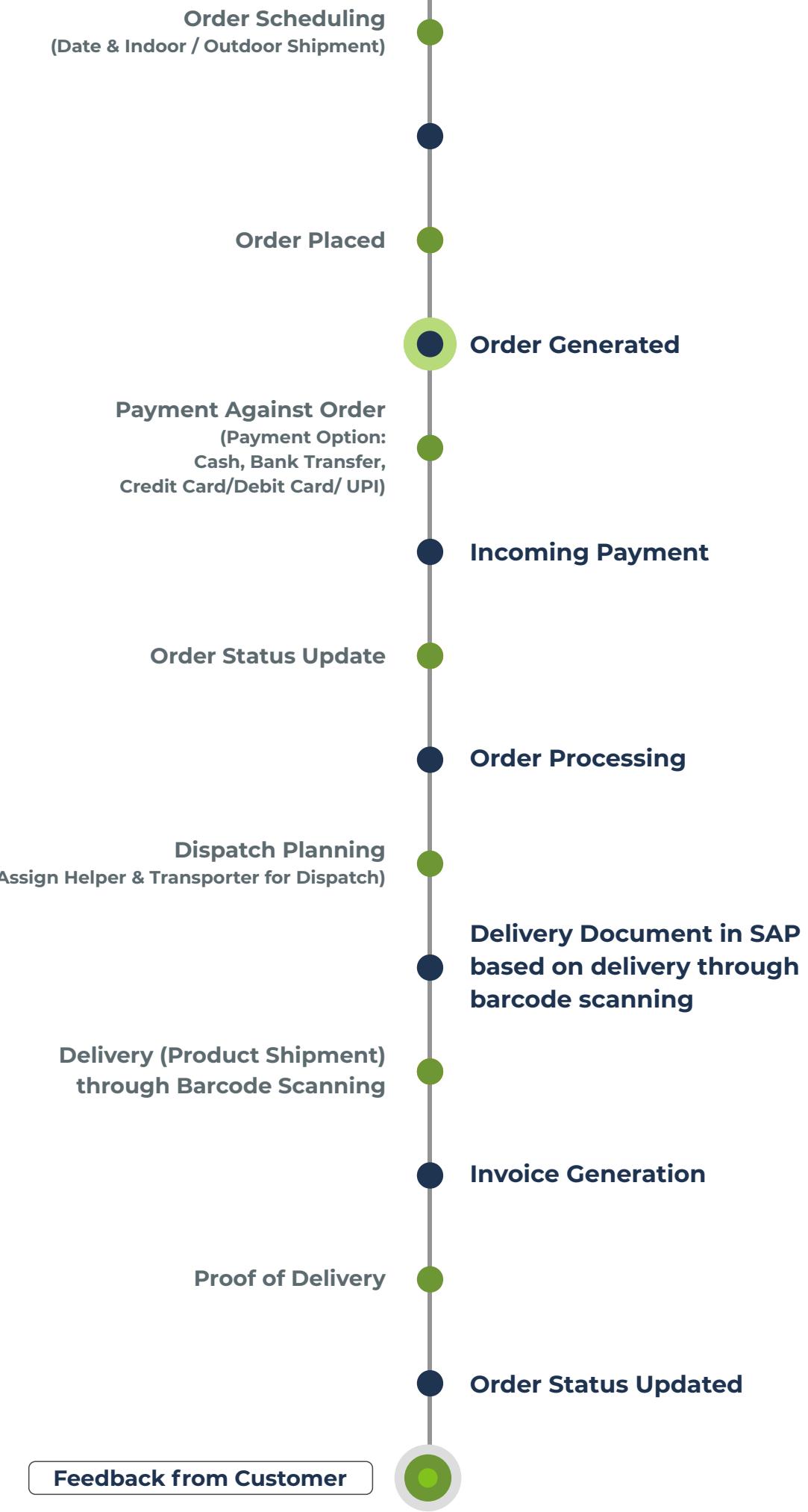


Our Solution Process



The below roadmap shows how MIY Dashboard by using SAP FIORI enhances productivity and provide a solution for the production department team to efficiently manage the assembly line.







Conclusion



For enabling multiple channels to engage your business, you will need an omni-channel solution that will make it easier for your business to reach them. SAP Business One with E-commerce integration offers a reliable platform that will help you target your customers and engage them regardless of the device they use. You can also address the challenges associated with managing and running your business using SAP E-Commerce platform, as it provides a meaningful and consistent shopping experience to customers. The solution integrates all physical and digital customer touch points into single platform, including social media, online, point-of-sale, and mobile devices.

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