

Feature Sheet for Sage Enterprise Management



Purpose built for Sage, Sage eCommerce is the world's only eCommerce solution certified by Sage. Right from the start, it seamlessly extends your Sage platform to the digital world with secure and real-time, two-way synchronization. Integration means Sage eCommerce is "aware" of the business logic you've defined in your Sage Enterprise Management solution, like customer specific pricing, inventory, sales order status, and account history. Because the integration is two-way, Sage eCommerce also writes orders directly into Sage Enterprise Management in real time. No need for rekeying of orders—ever.

Seamless integration with Sage Enterprise Management

With Sage eCommerce, you can easily extend your Sage Enterprise Management solution to the digital world and experience complete end-to-end digital functionality that drives incremental revenue and increases operating efficiencies. No disconnected databases. No manual re-entry of orders. No costly integration projects that inevitably go over budget and over time.

As a Sage customer, immediate benefits from integrating Sage eCommerce include:

1. Fully integrates with your Sage solution with secure, real-time connectivity
2. Cost-effective to maintain, delivering you a fast ROI on your investment
3. Easy to use and simple to manage, allowing your staff to focus on higher value initiatives
4. Responsive site design that reinforces your brand and scales to any device
5. No separate database means no worries about tedious and error prone data re-entry
6. An eCommerce solution that scales with your business without future customization

Real-time, two-way integration between Sage eCommerce and Sage Enterprise Management includes:

Order entry, inventory control, and accounts receivable	<ul style="list-style-type: none"> • Relevant changes in Sage are automatically updated in Sage eCommerce
Pricing and tax replication	<ul style="list-style-type: none"> • Sage eCommerce automatically replicates the business logic for key functions, like pricing, so it is not necessary to manually update changes in Sage Enterprise Management into Sage eCommerce
Inventory availability across multiple warehouse locations	<ul style="list-style-type: none"> • Item availability, what's on PO and what's on sales order by warehouse • Built-in support for items with variations (color/size)
Sage order and quote creation	<ul style="list-style-type: none"> • No rekeying or data imports; fully automated and support of Sage business logic to ensure data integrity • Sage eCommerce processes customer orders even if connection to Sage Enterprise Management is temporarily unavailable • Sage eCommerce generated order confirmation email/printouts include actual Sage order number
Order and shipment tracking	<ul style="list-style-type: none"> • Order status changes automatically reflected in the webstore • Links to carrier shipment tracking sites available

Integration points between Sage eCommerce and Sage Enterprise Management

More than 65 tables from Sage Enterprise Management are synchronized with Sage eCommerce with data updates occurring in real time when data is changed in Sage Enterprise Management. Tables synchronized with Sage eCommerce include ship-to details, pricing, sales and purchase order details, payment terms, products SKUs, and product inventory.

With two-way integration, a number of tables are written from Sage eCommerce to Sage Enterprise Management, including shipping information, order detail lines, billing information, prepayment information, invoice payments, and contact information.

Sage eCommerce is fully integrated with all versions of Sage Enterprise Management. There is no cost to migrate Sage eCommerce to the latest version of Sage Enterprise Management.

A single comprehensive platform for B2B and B2C eCommerce

Sage eCommerce provides a Sage Enterprise Management integrated B2B and B2C eCommerce solution, right from the start.

Features	B2B	B2C
Dynamic personalized catalog	✓	✓
Dynamic catalog capabilities	✓	✓
Customer specific pricing replicated from Sage Enterprise Management	✓	✓
Quick order entry form	✓	✓
Ability to save multiple order templates/saved carts	✓	✓
On-site promotions/coupons	✓	✓
Reorder using current pricing	✓	✓
Cross-sell/up-sell capabilities	✓	✓
Mobile shopping cart capability for access via phone/tablet	✓	✓
Flexible rules-based configurator	✓	✓
Real-time order/ship status	✓	✓
Reorder using current pricing	✓	✓
Real-time quantity on hand	✓	✓
Real-time display of customer transaction history	✓	✓
Intuitive content management system to easily manage your online experience	✓	✓
Sales reps can enter orders remotely	✓	✓
Easy-to-use, cloud-based eCommerce console	✓	✓
Set up web based product categories for easy navigation	✓	✓
Advanced on-site search capabilities using Elasticsearch	✓	✓
Built-in cross-selling and up selling capabilities	✓	✓
Web analytics and SEO capabilities	✓	✓
Multi-language and multi-currency options	✓	✓
Real-time integration with Sage Payment Systems	✓	✓
Payment options: on account, credit card, saved credit card, and PayPal	✓	✓
Integration and package tracking with global and regional carriers	✓	✓

A sophisticated eCommerce platform for your Sage run business

Sage eCommerce provides a rich set of features to help you increase revenue and improve operating efficiencies.

Content management system	<ul style="list-style-type: none"> The powerful CMS tool provides you with all the tools you need to extend your brand experience Easily manage all of your content using the built-in CKEditor CMS tool (using either a WYSIWYG intuitive graphical editor or HTML editor, or both) When constructing pages, simply drag and drop content up and down and across the page
Product items listing	<ul style="list-style-type: none"> Add up to 12 different images per item (from tiny thumbnail to full screen) Show featured items Create/add to wish list Auto-load pagination so items display as a user scrolls down the page
Product items with variants	<ul style="list-style-type: none"> Easily update items with variants, such as size and color Group item variations on a single page Present a variety of display options, such as drop downs, swatches or grid
Promotions	<ul style="list-style-type: none"> Cross sell additional products to drive incremental revenue Related items, featured items, kits, sale items, etc.
Filters	<ul style="list-style-type: none"> Option to activate up to 20 filters, including by price range, color and use
Digital marketing and search optimized	<ul style="list-style-type: none"> Built-in search engine friendly architecture and tools, such as custom URLs, H1 page titles, metadata, page descriptions and image alt text Advanced on-site search powered by Elasticsearch A wide array of personalized on-site banners and notices can be set up to communicate special offers, products, services, or paid advertisements to your customers
Responsive design	<ul style="list-style-type: none"> Leverage the latest in responsive design so that your Sage eCommerce platform will adjust to whatever device your customer is using
Social media	<ul style="list-style-type: none"> Integrate with social media platforms such as Facebook, LinkedIn, Twitter, Instagram, and Pinterest to easily get your message out to your customers WordPress integration allows you to improve your search rankings, provide value-add content to your customers, and effectively promote your products
Checkout	<ul style="list-style-type: none"> Single page checkout B2B customers can display list of existing Ship-to locations Users can be limited to specific ship-to locations or be allowed to create new ship-to locations at either an order or AR account level Option to display images in cart Integrated with Sage Sales Tax
Shipping	<ul style="list-style-type: none"> Built-in rate tables Real-time integration and package tracking with global and regional carriers such as UPS, DHL, FedEx, Australia Post, Royal Mail, USPS, Canada Post, Star Track Express and AFS Set free shipping over a dollar amount and you have the ability to restrict certain items to specific carriers
Integrated payment options	<ul style="list-style-type: none"> Sage Payment Solutions, via a Sage payment gateway, links your webstore to your processing network and merchant account Simplified Sage credit card processing setup by providing secure (SSL) certificates directly from Sage eCommerce as well as partnering with established international payment gateways, including Sage Exchange, E-xact Payment Solutions, and PayPal On-account option for trusted business partners Configure your Sage payment solutions setting for customer and guest orders, handle multi-currency transactions, define payment terms and payment methods

Sales rep portal	<ul style="list-style-type: none"> Your sales reps can create sales orders and sales quotes using any device and be able to access customer transaction activity in real time With the auto create order feature, you can create a list of items your customer has previously purchased by order, frequency, quantity or latest
Customer self-service portal	<ul style="list-style-type: none"> Track all Sage Enterprise Management sales orders and shipment activity status in real time Real-time account details for Sage Enterprise Management AR customer activity Option to activate "Pay Open Invoices Online" via credit card View paid and unpaid invoices with line detail
Multi-language and multi-currency	<ul style="list-style-type: none"> Easily extend Sage eCommerce globally with support for multiple languages and currencies

User management/credentials management

All user credentials are managed within Sage eCommerce, with the added convenience of being able to create different user groups with varying degrees of permissions. Users that have registered can be associated with a specific account to avoid duplication and controls are built in to the system to prompt a user if they have a pre-existing account.

Site administrators	<ul style="list-style-type: none"> Support for multiple site administrators each with unique permissions
Public users (B2C)	<ul style="list-style-type: none"> Option to allow non-registered users to make a purchase, or to force registration Web pricing Sales orders processed against CASH account in Sage Enterprise Management Can convert a registered B2C user to an AR Account user (B2B) via Sage eCommerce
Private users (B2B)	<ul style="list-style-type: none"> Synchronized with Sage Enterprise Management AR Account number and set up Support for multiple users per AR Account Each user can have access to different functions/information via permission settings Can limit each user to see only their transactions or all transactions related to an Account Can be provided permissions to convert quotes to sales orders
Sales reps	<ul style="list-style-type: none"> Tied to their customers in Sage Enterprise Management by default (access to all customers can be enabled) Place/track orders on behalf of clients with full access to real-time customer activity
User groups	<ul style="list-style-type: none"> User groups can be created to speed up and simplify user set up

eCommerce Console

Sage eCommerce includes a full featured self-service portal, the eCommerce console, providing you with 24/7 access to real-time information replicated directly from your Sage Enterprise Management solution.

With the eCommerce Console, you have direct access to:

Account summary and details	View/print orders	Payment status	Order status
Order templates	Real-time order status	View invoices and quotes	Credit status
Transaction history	Active promotions	Real-time quote status	
Paid/unpaid Invoices	Preferences	Frequently purchased items	

Some of the sections in the eCommerce console include:

Dashboard	Provides you with an overview of the sales and customer activity in your store to give you visibility into the performance of your eCommerce channel.
Sales	Find everything related to processing an order, including current and past sales orders, invoices, shipments, credit memos, customer transactions and quotes.
Catalog	Controls everything related to your product catalog, including products, categories, attributes, URL rewrites, product variations, brands, product filters, and uploading product images.
Promotions	Set up catalog and shopping cart price rules and promo codes; the price rules you establish will automatically trigger intended actions when a set of specific conditions are met.
Content management	Create and manage content for your Sage eCommerce platform; includes sections such as the homepage, footer, and any other custom pages you may want to create.
System	Access tools to configure and maintain every aspect of your Sage eCommerce experience; install extensions and manage web services for integration with third-party applications.

Sage eCommerce add-on modules

In addition to eCommerce core functionality, there are a number of modules to enhance the entire eCommerce experience for your business and your customers.

Quick order with direct add to cart	Allows a user to search for items by partial item description or item number, select units of measure if applicable, and input quantity for multiple lines of items before adding to cart.
Gift registry	Allows a site administrator to create a gift registry for specific events; site users can search for a gift registry and then select items to purchase against the items and quantity of items listed.
Multi-language	Administrators can enable multi-language capabilities for Sage eCommerce; in-line editing of language content is provided and a default language can be set to display content in the selected language if no translations have been completed.
Product finder	Allows site users to quickly search for products listed in the online catalog.
Custom B2B registration with auto create AR Account	Facilitates the automatic creation of a new Sage AR Account once a new customer has both registered and placed an order; the creation of the AR Account profile is managed through the creation of default account profiles in Sage.
Mobile sales/web order entry/access multiple accounts with single login	Allows a sales rep or internal call center staff to place orders, view order status, view transaction history, on behalf of customers; also allows a customer that may have more than one AR account to log in once, but be provided access to all of their accounts.
Promotions	Promotions can be created for B2C and B2B customers. Promotions can be dollar based, % based, buy X/get Y free, set for a specific time period or be unlimited and can be set up for single or multi use.
Advanced Elasticsearch	Provides enhanced analytics reporting and the ability to search content pages in addition to the product catalog.
Auto filters for categories and search results page	Use of category filters and search results filters enables site users to quickly drill down on search criteria and hide products/features they're not interested in.
Access to Sphere API	Provides customers, partners, and developers with access to the data in a Sage eCommerce webstore (eg. items, prices, images) and to be able to push orders to Sage through Sage eCommerce.
Rules based configurator	Provides the ability to create a configured grouping or "kit" of items; rules are set up to determine what items can be grouped together to form a valid configuration.
Marketplace integration	Provides integration between the Sage eCommerce platform and eBay and Amazon marketplaces.
Marketing Bundle (cart abandonment, MailChimp, retargeting)	Provides integration with third-party digital marketing services, such as MailChimp and Magnetic to help increase incremental revenue.
Split order support	Provides split-order configuration: one web order creates multiple sales orders, split by different ship-to and split by warehouse quantity availability.
Site personalization by log in and child site support	Based on B2B user group login elements of the site can be change dynamically, including catalog, home page content, logo, footer, colors and fonts; site personalization also includes the ability to manage websites for multiple brands or divisions (e.g. unique theme or, URL) from one console.

Enterprise class cloud hosting and security infrastructure for Sage eCommerce

Sage eCommerce cloud hosting

Sage eCommerce is a true Sage cloud hosting solution utilizing enterprise class cloud hosting infrastructure from Amazon Web Services (AWS) within the Amazon EC2 cloud. This architecture provides an extremely robust, reliable, and secure environment for customer sites. Amazon EC2 web service presents a true virtual computing environment for Sage cloud costing, allowing us to use web service interfaces to launch instances with a variety of operating systems, load them with our custom application environment, manage our network's access permissions and run our image using as many systems as we desire.

With Sage eCommerce, there's no requirement for you to invest in computer hardware/software and related expertise. The software architecture is a true multi-tenanted Software-as-a-Service design, allowing for automatic updates to all sites for performance improvements, bug fixes, feature improvements, and new features.

Sage eCommerce security

Sage eCommerce utilizes 2048-bit encryption, SQL injection prevention, and SSH (Shell Secure) Tunneling allowing for safe, reliable data transfer between your Sage back office and your Sage eCommerce platform. With Sage eCommerce unique user-based architecture, you have complete control over who can access what information, and allow or restrict critical information such as QOH, prices, transaction history, and account balances.

We adhere strictly to industry standards to manage our network, secure our web and client applications, and set policies across our entire organization. Sage eCommerce is compliant with the Payment Card Industry Data Security Standards (PCI DSS), and we only work with PCI DSS Compliant payment gateways, including Sage Exchange.

Sage eCommerce

Focused exclusively on the development of eCommerce and payment processing solutions for Sage customers since 2005, Sage eCommerce has been successfully implemented for hundreds of customers across a wide range of industries, from small businesses to global organizations.

200+
Customers

\$500m+
Annual transaction volume

10+
Countries

1m+
SKUs

Discover how Sage eCommerce integrates seamlessly with your current Sage platform at <https://get.sage.com/eCommerce>.