



eCommerce Integration

MYOB Advanced
ECOMMERCE INTEGRATION

momentum
SOFTWARE SOLUTIONS
Take your business to the next level

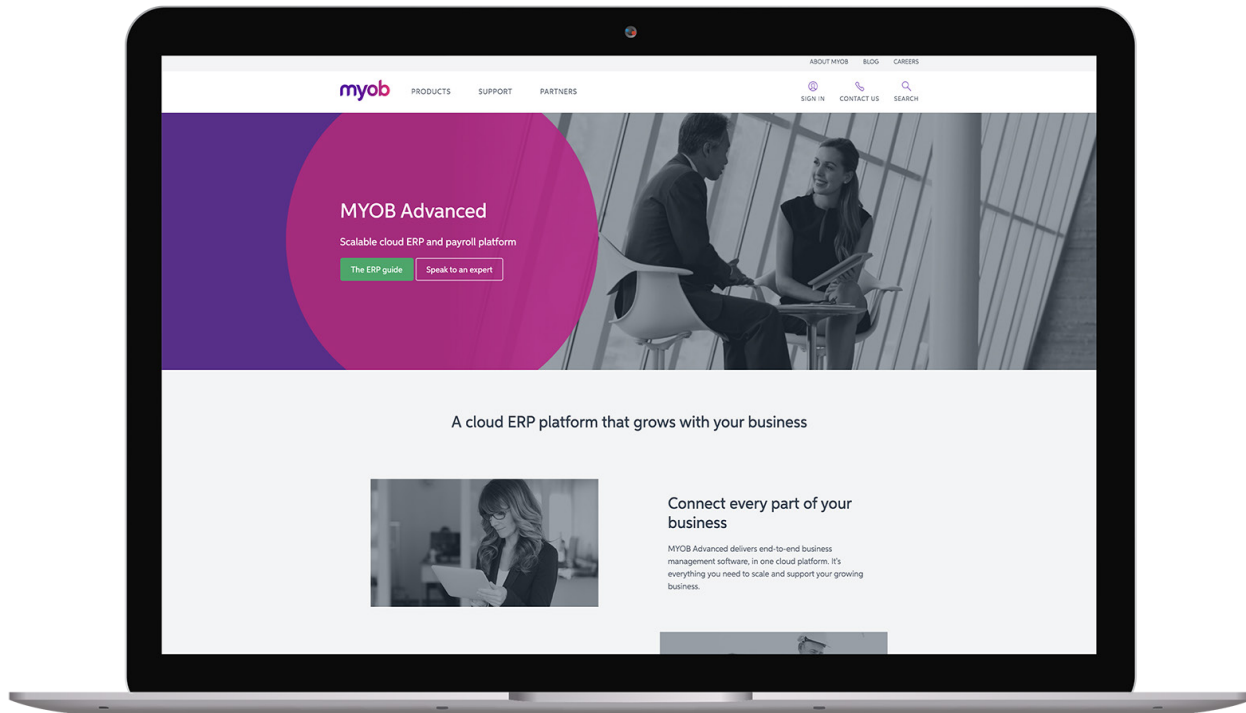
Weka Online
ERP • ECOMMERCE • INTEGRATION

eCommerce Integration.

We have created an extensive eCommerce integration with MYOB Advanced, offering connections with well-known eCommerce platforms on the market. Our base integration covers the synchronisation of data between critical endpoints to automatically fulfil sales orders and maintain MYOB Advanced as the source of truth.

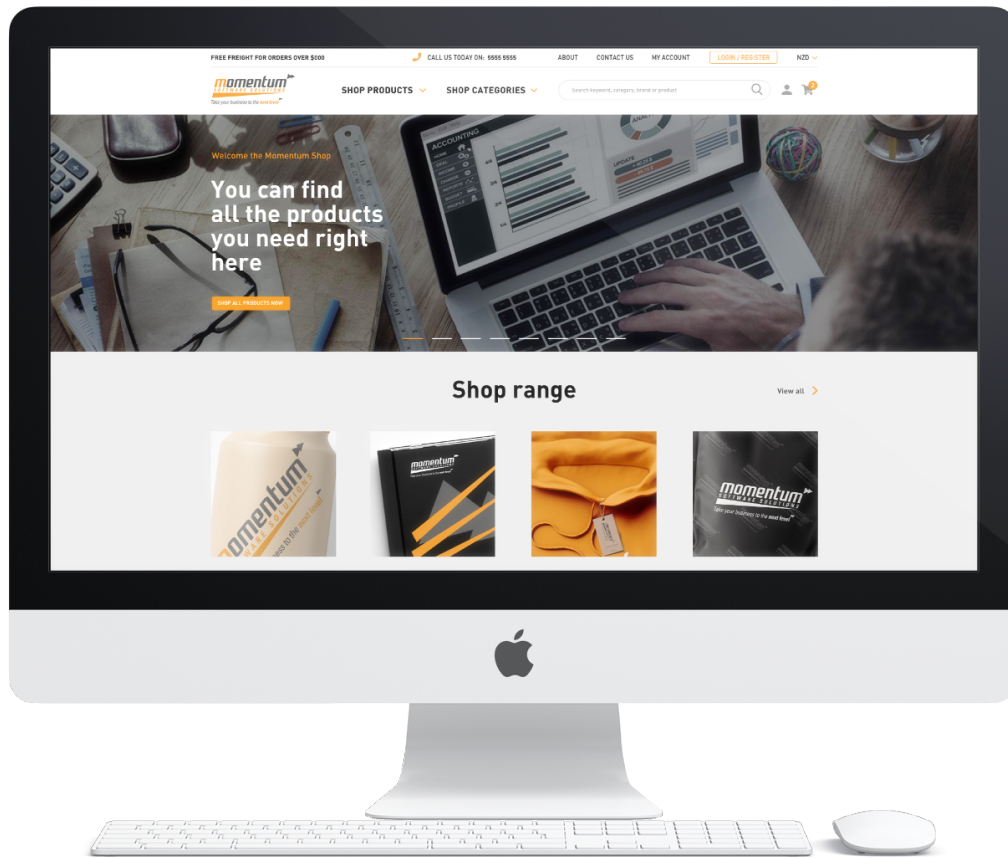
Connected eCommerce Platforms:





Stock Items, Matrix Items, and Non-Stock Items:

- ✓ The eCommerce platform will retrieve product data from MYOB Advanced, either hourly or through MYOB Advanced push notifications.
- ✓ The integration will sync through the title, description, attributes, image files, and connected sales categories.
- ✓ Stock quantities and stock management are optional.
- ✓ Stock items become simple products; non-stock items and matrix items become variation products.



Customers and Contacts:

- ✓ The website will create a new customer in MYOB Advanced on sales order completion if the customer does not exist.
- ✓ The integration will sync customers from MYOB Advanced to the eCommerce platform either daily or through a push notification.
- ✓ The fields synced are Customer ID, Customer Name, Main Contact, Main Address, Bill-To Contact, Bill-To Address, Shipping Contact, Shipping Address.

Sales Categories:

- ✓ Sales Categories sync daily.
- ✓ Sales Categories will sync from MYOB Advanced -> eCommerce Website.

Sales Orders:

- ✓ The integration will create a sales order in MYOB Advanced after the customer completes the purchase process.
- ✓ The sales order integration will trigger either hourly or through a webhook provided by the eCommerce platform.
- ✓ The fields set are: Customer, Customer Order => Website Order ID, Bill-To Contact, Bill-To Address, Ship-To Contact, Ship-To Address, Notes => Customer Note, Premium Freight Price => Shipping Total, SO Line Items.
- ✓ The fields set for a line item are: Inventory ID => SKU, Line Description => Product Name, Quantity, Unit Price => Final unit price (after any discounts on the website).

Payments:

- ✓ Each sales order in MYOB Advanced will include a payment line, if applicable.
- ✓ Payment methods between MYOB Advanced and the website will sync together.
- ✓ Paypal and Stripe payments will send through a finance charge as part of the integration.

Additional Integration.

Website Forms and Social Media

We can build a connection between your website forms or social media lead forms, i.e. Facebook. We can take the form data and create a new lead within MYOB Advanced. We will scan the website and social media leads on an hourly basis.

Sales Pricing

If you have an eCommerce website with customer-specific pricing, you will need to connect the MYOB Advanced sales prices to your website. Our sales price module will give your website account holders access to their customer prices. When a customer signs into the website, the regular product prices will change to their set price, based on the customer class inside MYOB Advanced.

Product Kits

This Add on will sync Product Kits in MYOB Advanced to product bundles on the website. Our integration will establish a connection between non-stock item kits and product bundles on the website.

Sales Invoice

Our sales invoice integration will improve your overall online customer service. Customers can now view an invoice statement online, look up historical invoices, and download a PDF copy of their invoice. We can implement a credit card system, giving your customer the ability to settle their balance online.

Discounts

Control promotional codes and discounts from within MYOB Advanced. Create a coupon code with a set start and end time, a percentage discount or a fixed dollar amount. This option is essential if you want to control everything from MYOB Advanced.

Quotes

Customers can edit or create new Quotes on the website, and this will update/create new business opportunity/quotes in MYOB Advanced. Our integration quote module will improve your customer online experience; now, customers can view historical quotes, add the quote to the cart, and download a PDF copy of the quote.

Returns & Warranties

Standard business practice for online shops is to accept returns and honour warranties. We can automate the process to reduce the manual entry of data. The customer fills in a form online, on form submission, instruction on how to return the items displayed on the screen and emailed. When you receive the goods, you can accept or deny the return/warranty.



eCommerce Website.

Website Graphic Design.

With the expert website design package, you will work closely with our web designer, allowing you to have complete control over all elements of the design of your new website. Our web designer will design the website from the ground up, including navigation, banners using your brand imagery, page elements, custom pages and how it works on the mobile.

What's included:

- ✔ **Wireframe Design stage** where our designer will discuss the pages you need and the elements and create a wireframe stage to work out the layout before the visual design has begun.
- ✔ **Custom pages** the package includes the: Homepage, About us, Contact us, Product Category, & Product pages. We will also design up to 2 other custom pages for your website.
- ✔ **Website banners** for three of the pages you require, including a slider on the homepage linking to products and specials. These banners will be custom designed using your brand and photography style.
- ✔ **Page elements** for the required pages, custom-designed by our web designer with responsiveness in mind, allowing each section to look great on desktop, tablet, & mobile.
- ✔ **A mobile design** applied to all pages giving your developer a view of how each section will respond to a mobile device.
- ✔ As part of the Expert Website Design package, you will also be able to have **three rounds of alterations** to the final design and our web designer's help along the process of refining your new website till it's perfect for you.

Anything not covered above is considered additional customisation; we are happy to send through a proposal specific to your requirements.

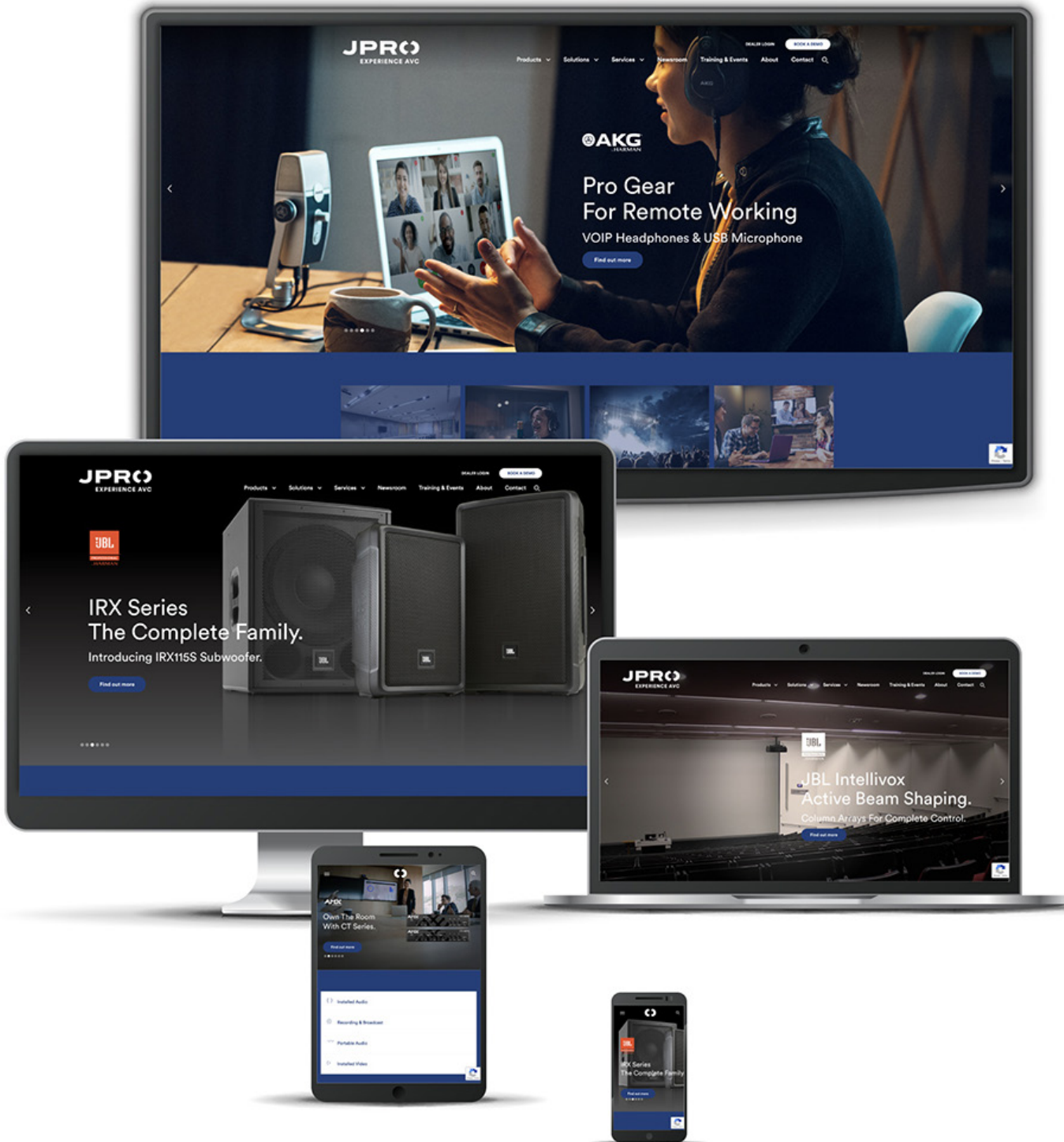
Website Development.

Our web developers will take your website design and develop a custom-built WordPress website with WooCommerce. The development team will create the website based on design files supplied by the designer.

What's included:

- ✓ **The planning stage** involves collaboration between our development team, the chosen designer, and your management team.
- ✓ **Custom pages** included in this package are the Homepage, Contact us, Product Category, & Product pages. We will also develop up to 2 other custom pages for your website.
- ✓ **Website speed** is a top priority when developing your website. Our website programmer will compress pages and images to an optimal level.
- ✓ **Security** plugins are included in the package to ensure you will have a secure website.
- ✓ Your new website will be **fully responsive** for all devices including, Mac, PC, laptop, tablet and mobile.

Anything not covered above is considered additional customisation; we are happy to send through a proposal specific to your requirements.



Courier Integration.

Connected Courier Platforms:



Sales Orders

The integration will send sales order data from MYOB Advanced to the courier; the sales order data will include the shipping details and the order line data.

Tracking Link

The integration will request a tracking link from the courier company; we will update the sales order with the tracking link in a custom field.

Marketplace Integration.

Connected Marketplaces:



Stock Items

Our integration will maintain stock levels and pricing between MYOB Advanced and your chosen marketplace.

Sales orders

When you receive a sales order from the connected marketplace, our integration will take the information and create a new sales order in MYOB Advanced. The integration options include the ability to nominate a warehouse/branch and alter the sales order type. Please contact us if you have specific requirements for your marketplace integration, and we will come back with a proposal.

Email Marketing Integration.

Connected Email Marketing Platforms:



Contacts

The integration will connect contacts inside MYOB Advanced to your Email Marketing system. The contact data will flow both ways between the two systems, updating the full name, email address and checking if the contact has unsubscribed.

Marketing Lists

The integration will establish a connection between the marketing lists in MYOB Advanced and the audiences lists in your email marketing system.

CRM Integration.

Connected Marketplaces:



Leads

Leads uploaded into your CRM will flow back into MYOB Advanced. The lead data will include the marketing source and details about the prospect.

Quotes and or Business Opportunities

The integration will synchronise quotes/business opportunity between MYOB Advanced and your CRM.

Customers and Contacts

We can establish a two-way connection between customers and contacts in both MYOB Advanced and your CRM.

Marketing Lists

The integration will establish a connection between the marketing lists in MYOB Advanced and the audiences lists in your CRM.




8x8 Cloud Communications.

All-in-one communications

Phone system upgrade with Cloud Unified Communications; voice, integrated contact centre, team chat, and meetings. The only cloud platform-wide 99.99% uptime SLA.




Contact Center:

Make it easy to connect and collaborate with employees and customers.

-  Boost customer and employee engagement and operational effectiveness.
-  Ensure productivity by supporting work-from-home agents with a consistent experience.
-  Activate agent potential with timely feedback, intelligent coaching, and collaboration tools.

App & Software Integrations:

Make it easy to connect and collaborate with employees and customers.

-  Bring voice, video and chat to the applications you use every day.
-  Pop customer records, click-to-dial, record all contacts with customers.
-  Enhanced User Experience

B2B Portal.

The Weka B2B Portal is the face of your business and the new way to interact with customers. Customers can now view their invoices, orders, and quotes online.

Custom Dashboard

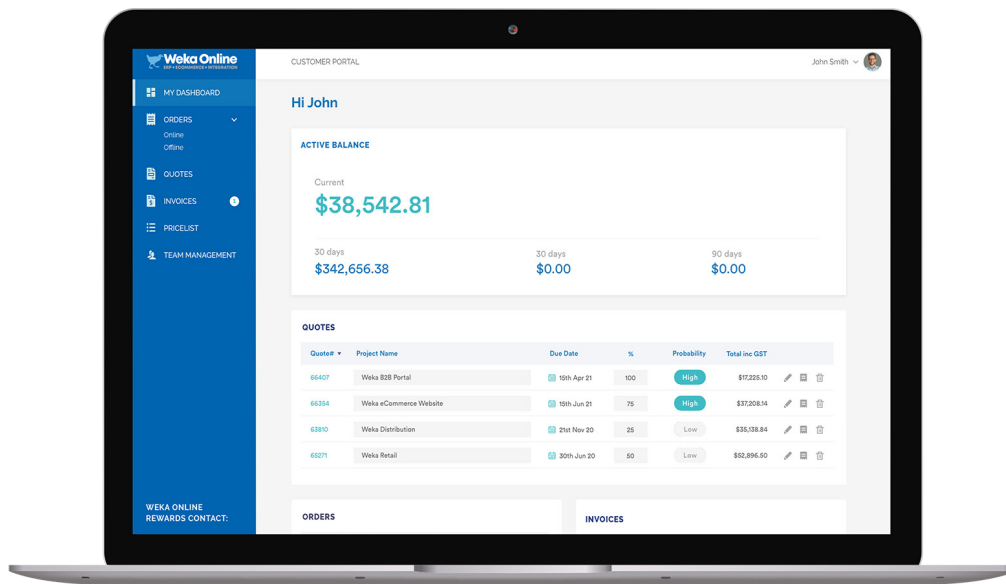
The dashboard is the first page your customer will see once logged into the website. The dashboard will summarise orders, invoices, quotes, and an overview of their credit balance. We can design a dashboard and experience to reflect your up to date branding guidelines.

Order Form

A B2B order form is different from a traditional online shopping cart. Weka Online have designed an order experience with speed in mind. A customer can add multiple items to the order on one screen and complete the order with a two-button checkout. A customer is not required to manually enter in their billing and shipping details, as you already have them on file.

Order History

Your customer can now view their complete order history, displaying both online and offline orders. Additional functionality includes searching through order history, using their purchase order number or the sales order number. The customer can view details of each order and can even re-order the products.



Quote Management

Your Customers' can now manage their quotes online. A customer can now create a quote, approve a quote, and view the quote history.

Invoice History

Tired of customers' ringing up requesting their invoice statement? Now your customers can view their invoice statement online, including their complete invoice history. The opening invoice history page will show all outstanding invoices, with the option of settling the balance using their credit card. The invoice details page will display the invoice items and a link to download the invoice as a PDF.

Role-based Pricing

Role-based pricing is a critical difference between B2B ordering and B2C ordering. You can now offer your customers tiered pricing and pricing specific to an individual customer. When your customers' log in, they will see their pricing and purchase the product based on their pricing level.

Customer Specific Products

As part of your new B2B portal, you may need to upload products specific to a customer or a group of customers. We have built-in functionality to showcase products based on set product attributes. We can even develop your website to hide the products from the public.

Team Management

The team management module gives your customers the ability to update, remove, and create logins for key staff members. The module contains b2b specific user roles, presenting your customers with different access levels to the B2B portal.

Custom Solutions

Weka Online's in-house development team can build you a custom B2B portal based on your specific requirements. Weka Online will assign a technical consultant to discuss your requirements, scoping out an initial brief. The Weka Online design and development team will work from the scope and produce a customer interface based on your needs.

A B2B portal can improve the way you do business with your customers. We are happy to demo our B2B portal to your team; please contact us to request a demo.



Let's chat! Come find us here.

momentumsoftwaresolutions.com.au