

Real-Time Order Entry and Customer Service direct to the UNISON Business System via the Internet

In order to offer our customers the most flexible eCommerce solutions, Global has developed a complete set of APIs to connect Web shopping cart processes to UNISON.

Running in conjunction with the UNISON application, euServer provides the interface between the installed UNISON Business System and the euClient application. At the heart of the server is a rich set of APIs used to transfer information between the user and the UNISON Business System.

This transfer happens when the user accesses your organization's Web site and from there requests information or sends information. The euClient component will handle the request by contacting the euServer and acting as an interface between the user and the euServer.

The euServer acts as an interface between the euClient and the UNISON Business System. Data integrity is preserved by using the euServer as a single point of contact to the UNISON Business System.

This means that your customers (the user) will be able to retrieve live information such as pricing and product availability using the business logic inherent in the UNISON Business System.

The UNISON Business System is a comprehensive solution designed to handle sophisticated pricing and discounting schemes. The capabilities of UNISON are automatically transferred to the Web because the processing is still accomplished within the UNISON system.

eUNISON



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With eUNISON...

- ✓ eUNISON is fully equipped to handle the new challenges facing your business and can quickly adapt to your ever-evolving business model.
- ✓ eUNISON is a customizable solution. You pick your images, colors and text ... we integrate it with your UNISON back-office system.

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Here is a description of eCommerce functionality within the UNISON system.

Order Processing

- ✓ Product Information - passes the customer number, promotion code and item number.
- ✓ Add an Order Line - passes the internet order number, item information, customer number, promotion code, mail source and quantity.
- ✓ Complete Order - this process is called when the customer completes their order.
- ✓ Remove Order - the internet order number is passed and all work records are removed which are not yet built/posted as actual orders.
- ✓ Confirmation of Authorized Order - this process is called when the customer reviews the information sent back by "Complete Order" and confirms that the order is correct.
- ✓ Delete an Order Line - the internet order number and line number are passed to this module. The corresponding euserver process deletes the line from the order which is not already confirmed.
- ✓ Line Item Display - this process retrieves line information for display by the customer. The internet order number and line number are passed as parameters.

Customer Maintenance

- ✓ Add a Customer - pass information for assigning customer number if customer number is not known.
- ✓ Add Ship-To Customer - allows for the adding of a new ship-to customer for an existing sold-to customer.

(The balance of APIs discussed below are standard for UNISON version 5 and higher unless otherwise noted)

- ✓ Customer Identification - the e-mail address is passed to this module. The process retrieves address information from the name and address table.
- ✓ Address Change - the address code and all necessary fields required for address correction are passed to this module.
- ✓ Apply AR Payment - the web customer can pay any open invoice using either a credit card or coupon (version 6 only)

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Order/Account Inquiry

- ✓ Order History - provides the ability to look-up all orders posted to history. It allows inquiry on Bill-to/Sold-to. Allows for a filter by providing the input of orders between two sets of transaction dates and Purchase Order numbers.
- ✓ Open Order - ability to look-up all open orders and also inquire on Bill-to/Sold-to. Allows for a filter by providing the input of orders between two sets of transaction dates and Purchase Order numbers.
- ✓ Line Item History - ability to look-up all the line items posted to history.
- ✓ Open Line Items - ability to look-up all line items posted to open orders by the reference number specified in the input parameter list
- ✓ Line Item Information - ability to look-up all orders posted to open orders and order history and tracking information. Allows for an inquiry on Bill-to/Sold-to and by item.
- ✓ Subscription Information - ability to look-up all subscriptions posted to the subscription detail table. Also allows for a query by customer by item.
- ✓ Subscription Shipping Information - ability to look-up all subscription shipments posted to the subscription detail shipment table. It also allows for a query on:
 - Ship-to
 - Item
 - Subscription sequence number
 - Subscription detail sequence
- ✓ Accounts Receivable Information - ability to look-up the specified AR Customer and display the total balance and reflect open and closed item transactions.
- ✓ Accounts Receivable Transaction Information - ability to look-up specified AR Customer and invoice # to reflect order specific information on open item transactions.

Custom development for publishers with UNISON

If your staff has the expertise, or you have an eCommerce/web infrastructure already in place, you may choose to tie your existing system to UNISON directly using eUNISON Business Extensions. Because you can easily access the UNISON databases via ODBC, SQL*Net (for Oracle systems), or batch transfers (ASCII or EDI), eUNISON fits well into whatever eCommerce strategy or framework is established at your company.

However, by choosing to use the same development tools that Global uses for your own intranet/extranet/Internet development effort, this process is not only a lot easier but opens the door to supporting all of the latest Internet technology. The Unify Corporation's Vision AppServer and AppBuilder make Internet development simple.

The Windows-standard applications you create using AppBuilder can also be compiled to Java components or HTML simultaneously, ready to deploy to your intranet/extranet/Internet site. Because they are completely database aware, you enjoy fast, easy, native access to the data in your UNISON 4.2d, UNISON 5.0, or UNISON6 system.