

- 🟡 Provide customers, vendors and employees access across the Internet
- 🟡 Record information to be used for other applications
- 🟡 3 main portals, Customer, Vendor, Employee
- 🟡 Secure, self service solutions
- 🟡 Fully integrated with other Answer modules

## **What is Answer e-Business?**

Answer e-Business means that you can provide your Customers, Vendors and Employees with Internet access to your core Answer applications.

We have designed our e-Business module to go beyond simply buying and selling electronically and into true e-Business where you can also record information to be used for other applications, leading to full collaboration.

We have not attempted to provide a Business to Customer (B2C) facility. We have created three portals, Customer, Vendor and Employee. These are for Business-to-Business (B2B) functions.

These portals offer solutions that enable secure, self-service business transactions to take place between Companies and their authorised Customers, Vendors and Employees over the Internet.

Each Answer portal provides facilities to enquire, request document prints and reprints, place orders, make or enquire on shipments and receipts or payments and receipts.

As an integral component of the Answer Application, Answer e-Business integrates with the Answer Purchasing, Inventory, Sales Order Processing, Accounts Receivable and Accounts Payable modules.

## **Will my transactions be secure?**

Direct connections to your Customers and Vendors is a valuable feature of your Answer Sales, Purchasing and Finance facilities but you need to have confidence in your security.

A key feature of the e-Business portals is the security. This operates on a registered user basis. Your Customers, Vendors and Employees can register for access online via the internet, or be provided with access from a back office function.

All registration requests must be authorised from a back office function, which will also indicate the allocation of Customer Number, Vendor Number, Company, Inventory Centre and Employer Number details etc, and the period of effectivity for the registration.

Once a Customer, Vendor and/or Employee is registered and authorised, they can access the appropriate portal.

## **Vendor Portal**

A self-service solution giving authorised Vendors internet access to Purchasing, Receiving and Payment information.

This means that Vendors have the capability to easily process their own transactions, making processing more efficient across the whole Supply Chain.

Vendors can use a standard web browser to directly access information and to enter and process transactions in a secure, self-service environment.

We have designed this portal so that Vendors have total visibility in the Planning, Procuring and Payment Cycles, leading to a more collaborative environment between companies and their Vendors.

Reduce the time that your company spends on the telephone, writing emails and so on. Use this portal to let Vendors provide information to your company regarding shipments, purchase order acknowledgements, order rescheduling, capacity and outside processing.

## **Customer Portal**

A self-service solution giving authorised Customers internet access to Sales, Shipping and Receivables information.

Customers can use a standard web browser to directly access information and to enter and process transactions in a secure, self-service environment.

Customers have total visibility in the entry, shipping and receivable cycles, leading to a more collaborative relationship for companies and their customers.

Pro-actively develop good customer relationships. Customers can provide information on Orders, Returns, Complaints, Proof of Delivery (POD), request reprints of Output Documents and more. This reduces the time your customer service professionals spend on telephone calls and responding to emails.

Performing transactions over the internet is key for e-Business and using Answer portals means that these transactions can be performed by the people best equipped with the required knowledge. The ability to submit requests, acknowledge orders, notify upcoming shipments and to increase delivery capabilities is now put into the hands of the Vendor, who as the transaction owner, is best able to initiate and monitor the transaction.

Using this portal option, Vendors can integrate with your Answer Purchasing and Payables facilities to perform tasks.

Performing transactions over the internet is key for e-Business and using Answer Portals means that these transactions can be performed by the people best equipped with the required knowledge.

The ability to submit Orders, review Shipments, request Returns and to enter Payment details is now put into the hands of the Customer who, as the transaction owner, is in the best position to initiate and monitor the transaction.

Using this portal option, Customers can integrate with your Answer Sales and Receivable facilities to perform tasks

## **Employee Portal**

A self-service solution giving authorised Employees internet access to Sales, Purchasing, Inventory, Finance and related information.

It provides Employees with the capability to easily process their own transactions that extend processing efficiencies and access virtually all of the core company processes.

Employees can use a standard web browser to directly access information and to enter and process transactions in a secure, self-service environment.

Employees are also able to provide information to your company, regarding Expense Claims, Stores and Purchase Requisitions, enquiries and more. Leading to a reduction in the time your Company Purchasing, Customer Service and Finance professionals spend dealing on the telephone, by fax and email, with your remote employees.