

# **EASYCommerce Case Study: Client Personalization**

African + Eastern

Dubai, UAE

# Price Variance Functionality 1:

## Add Item to Cart

The screenshot shows a web application interface for 'african+eastern'. At the top, there is a navigation bar with a search bar, user information 'Hello, Ryan Anderson MY ACCOUNT', and a shopping cart icon with a '2' notification. Below the navigation bar, there are category tabs: WINE, SPIRITS, POS, BEER, and CHAMPAGNE. The main content area is titled 'Create New Order' and features a table of items. A red arrow points from the shopping cart icon to the 'ADD TO CART' button of the first item in the table. The table has columns for Item Number, Description, Description 2, UOM, Unit Price, Unit Price with M. Tax Excl VAT, Availability, Qty, and an 'ADD TO CART' button. The first two items are Carlsberg Cans and Carlsberg Club Bottles, both with 'ADD TO CART' buttons. The third item is Carlsberg Cans (RTM) and the fourth is Somersby 33CL Cans (Apple). On the left side, there are filter options for 'SPECIAL CATEGORIES' and 'CATEGORY'. A 'FILTER RESULT BY' search box is also present.

Item Number	Description	Description 2	UOM	Unit Price	Unit Price with M. Tax Excl VAT	Availability	Qty	ADD TO CART
90010002	CARLSBERG CANS	24X33CL	CA	AED 169.20	AED 219.96	In Stock	Qty	+ ADD TO CART
90010003	CARLSBERG CLUB BOTTLES	24X33CL	CA	AED 173.52	AED 225.58	Limited Stock	Qty	+ ADD TO CART
90010008	CARLSBERG CANS	24X50CL (RTM)	CA	AED 120.00	AED 156.00	Limited Stock	Qty	+ ADD TO CART
90010018	SOMERSBY 33CL CANS (APPLE)	24X33CL(DELIST)	CA	AED 205.20	AED 266.76	Limited Stock	Qty	+ ADD TO CART

# Price Variance Functionality 2:

## Cart – Line Level Option to Select “Price Variance”

The screenshot displays a shopping cart interface for 'african+eastern'. The cart contains two items: 'CARLSBERG CANS' and 'CARLSBERG CLUB BOTTLES'. A red box highlights the 'Price Variance' checkbox column, which is currently unchecked for both items. The cart summary on the right shows a Grand Total of AED 467.81. Navigation buttons at the bottom include 'Empty Cart', 'Update Cart', 'Save Cart', and 'Add To List'.

Image	Item Number	Description	Description 2	UOM	Price Variance	Unit Price	Unit Price with M. Tax Excl VAT	Total Amount With M. Tax	Grand Total	Quantity	
	90010002	CARLSBERG CANS	24X33CL	CA	<input type="checkbox"/>	AED 169.20	AED 219.96	AED 219.96	AED 230.96	1	DELETE
	90010003	CARLSBERG CLUB BOTTLES	24X33CL	CA	<input type="checkbox"/>	AED 173.52	AED 225.58	AED 225.58	AED 236.85	1	DELETE

Displaying record 1 to 2.

Order Summary

Sub Total with Municipality Tax: AED 445.54  
Vat Total: AED 22.28  
**GrandTotal (Including M Tax AED 467.81 and VAT):**

Add an additional AED 2,357.46 to proceed to checkout.

Empty Cart Update Cart Save Cart Add To List

# Price Variance Functionality 3: User Enters Price Variance

Select **Yes**: User accepts  
cart noted price

Select **No**: Merchant has to either

- Accept Price Variance
- Doesn't Accept Price Variance leading to Email/Phone Price Discussion or Cancellation of Item

The screenshot shows a web browser window with the URL `eu.krisecloud.com/AfricanEastern_QA2/AfricanEastern_EASYCommerce/Page/ShoppingCart2`. The page title is "SHOPPING CART PRICE VARIANCE - AFRICAN + EASTERN". The dialog box displays the following information:

- Item: CARLSBERG CLUB BOTTLES
- Unit Price: AED 173.52
- Question: Do You the Accept Price Variance?
- Options:  Yes,  No
- Expected Price input field: 170.00
- Buttons: SAVE, DELETE

The background shows a shopping cart table with the following data:

Image	Item Number	Description	Description 2	UOM	Unit Price	Original Price	Total Price	Quantity	
	90010002	CARLSBERG CANS	24X33CL	CA					
	90010003	CARLSBERG CLUB BOTTLES	24X33CL	CA	AED 173.52	AED 225.58	AED 3,383.64	AED 3,552.82	15

Order Summary:

- Sub Total with Municipality Tax: AED 3,603.60
- Vat Total: AED 180.18
- GrandTotal (including M Tax and VAT): AED 3,783.78

Buttons: Empty Cart, Update Cart, Save Cart, Add To List, CHECKOUT

# Price Variance Functionality 4: Variance Noted on Sales Order

The screenshot displays a web browser window with the URL `eu.krisedcloud.com/AfricanEastern_QA2/AfricanEastern_EASYCommerce/Page/ShoppingCart2`. The page title is "Shopping Cart". The header includes the "african+eastern" logo, a search bar, and user information: "Hello, Ryan Anderson MY ACCOUNT". Navigation tabs for "WINE", "SPIRITS", "POS", "BEER", and "CHAMPAGNE" are visible. The main content area shows a table of items in the cart. The second item, "CARLSBERG CLUB BOTTLES", has a "Price Variance Accepted?" checkbox checked. A red box highlights the "Price Variance Accepted?" section, showing "Yes Expected Price AED 170.00". The "Order Summary" on the right shows a "GrandTotal (Including M Tax and VAT)" of AED 3,783.78. A "CHECKOUT" button is at the bottom right.

Image	Item Number	Description	Description 2	UOM	Price Variance	Price Variance Details	Unit Price	Unit Price with M. Tax Excl VAT	Total Amount With M. Tax	Grand Total	Quantity	
	90010002	CARLSBERG CANS	24X33CL	CA	<input type="checkbox"/>		AED 169.20	AED 219.96	AED 219.96	AED 230.96	1	DELETE
	90010003	CARLSBERG CLUB BOTTLES	24X33CL	CA	<input checked="" type="checkbox"/>	Price Variance Accepted? Yes Expected Price AED 170.00	AED 173.52	AED 225.58	AED 3,383.64	AED 3,552.82	15	DELETE

Displaying record 1 to 2.

Order Summary

Sub Total with Municipality: AED 3,603.60  
Tax: AED 180.18  
Vat Total: AED 180.18  
**GrandTotal (Including M Tax and VAT): AED 3,783.78**

CHECKOUT

# Price Variance Functionality 5:

## Variance noted in JDE

The screenshot displays a web application interface for 'african+eastern'. A modal window titled 'PRICE VARIANCE - AFRICAN + EASTERN' is open, showing 'Expected Price: AED 170.00'. Below the modal, a table lists order items. The second item, 'CARLSBERG CLUB BOTTLES', has a 'Price Variance' button highlighted in red. The table columns include Line #, Item #, Item Description, Date Requested, Status, UOM, Qty. Ord., Qty. Shippable, Qty. Back Ord., Qty. Cancelled, and Ext. Price.

Line #	Item #	Item Description	Date Requested	Status	UOM	Qty. Ord.	Qty. Shippable	Qty. Back Ord.	Qty. Cancelled	Ext. Price		
1.000	90010002	CARLSBERG CANS	4/30/2020	Submitted	CA	1	1	0	0	AED 169.20		Request To Cancel
2.000	90010003	CARLSBERG CLUB BOTTLES	4/30/2020	Submitted	CA	15	15	0	0	AED 2,602.80	Price Variance	Request To Cancel

Variance also noted on created JDE Sales Order as a line level media object. Shown to user as a modal (child) window.

# Request to Cancel Order Lines

Email sent to Sales Rep allowing Rep to:

1. Revoke Cancellation Request
2. Approve Cancellation
3. Edit Order

The screenshot displays the 'REQUEST TO CANCEL - AFRICAN + EASTERN' modal window. The modal title is 'REQUEST TO CANCEL - AFRICAN + EASTERN'. The order details shown are: Order No. / Order Type / Line Number: 19479534 / SO / 2.000. The product image is a Carlsberg beer bottle. The item details are: Item Number: 90010003, Item Description: CARLSBERG CLUB BOTTLES, UOM: CA. Below the item details is a text area labeled 'Reason To Cancel\*' and a red 'SUBMIT' button.

The background shows the order details page with a table of order lines:

Line #	Item #	Item Description	Date Requested
1.000	90010002	CARLSBERG CANS	4/30/2020
2.000	90010003	CARLSBERG CLUB BOTTLES	4/30/2020

The table also shows columns for 'Qty. Cancelled', 'Ext. Price', and 'Request To Cancel'. The 'Request To Cancel' column for line 2.000 is highlighted with a red box.

# Custom Web Pages from JDE Custom Tables: Special Imports & Trade Deals

The screenshot displays the African+Eastern website interface. At the top, there is a navigation bar with the logo and categories: WINE, SPIRITS, POS, BEER, and CHAMPAGNE. A search bar is visible on the right. The main content area is titled "Order Details" and includes a "BACK" button. Below this, there are sections for "Billing Address", "Shipping Address", and "Order Header". The "Order Header" section shows the "Order Number: 19479534", "Ordered On: 4/28/2020", and "PO Reference: 4.28.5". A "Delivery Instruction:" field is also present. A navigation menu is overlaid on the right side, with "Special Imports" and "Trade Deals" highlighted in red boxes. The menu is organized into three sections: SHOP, INQUIRE, and FINANCE. The SHOP section includes links for Work With Lists, Shopping Cart, Special Imports, My Saved Carts, and Item Catalog. The INQUIRE section includes Order History, Help Desk, and Complete Customer Summary. The FINANCE section includes Open Invoices, Paid Invoices, Account Summary, and Statement Of Accounts.

Line #	Item #	Item Description	Date Requested	Status	UOM	Qty. Ord.	Qty. Shippable	Qty. Back Ord.	Qty. Cancelled	Ext. Price
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# Custom Web Pages from JDE Custom Tables: Special Imports

Special Imports

Contract Name: \_\_\_\_\_ Product Number: \_\_\_\_\_ Product Name: \_\_\_\_\_

Start Date: 3/29/2020 End Date: 4/28/2020

SEARCH

Contract Number	Contract Name	Start Date	End Date	Product Number	Product Name	Quantity Agreed	Quantity Depleted	% Depleted
26	Test_2	4/5/2020	4/6/2021	95700035	LOUIS ROED BRUT N/V	1	0	Progress Bar
27	Test_3	1/13/2020	1/13/2040	95700037	LOUIS ROED BRUT N/V	1	0	Progress Bar
28	Test_4	1/13/2020	1/13/2040	95700038	LOUIS ROED VINT ROSE	1	0	Progress Bar
Play	Abdus_3	1/30/2020	12/30/2020	95700044	LOUIS ROEDERER DEMI SEC	1500	1000	Progress Bar

**Progress Bar**

Records the Customer's progress of their contracted commitment for the Special Import Purchase

# Custom Web Pages from JDE Custom Tables: Trade Deals

Year Duration: APR 2020

Item Number: [Empty]

Deal Description: [Empty]

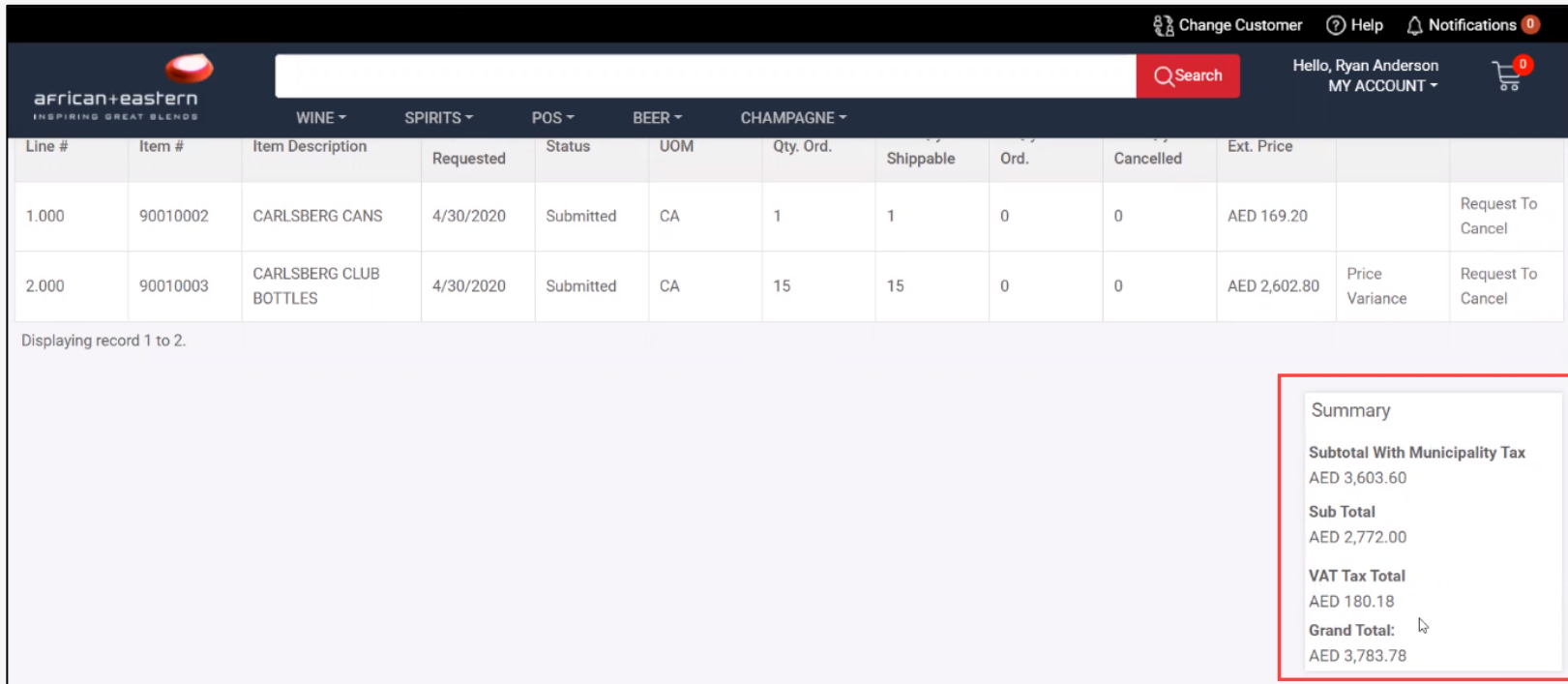
SEARCH

Month - Year	Trade Deal Description	Deal Description	ItemNumber	Description	UOM	Quantity Ordered MTD	Rebate Earned MTD
APR 2020	House Spirits-Vodka	Buy 2 get 1	90660016	STOLICHNAYA PREMIUM 12X75CL RF	EA	1	3
APR 2020	House Spirits-Vodka	Buy 2 get 1	90730326	SMIRNOFF RED 12X70CL 12X70CL	EA	1	3
APR 2020	House Spirits-Vodka	Buy 2 get 1	99520030	SMIRNOFF RED 12X75CL	EA	1	3

Displaying record 1 to 3.

# Tax Calculations

African + Eastern tax info is stored in custom tables, provided through a nightly batch for our application to use/calculate and properly record at the order level.



The screenshot shows a web application interface for 'african+eastern'. At the top, there is a navigation bar with a search bar, a 'Change Customer' link, a 'Help' icon, and a 'Notifications' icon with a red badge showing '0'. Below the navigation bar, there are category tabs for 'WINE', 'SPIRITS', 'POS', 'BEER', and 'CHAMPAGNE'. The main content area displays a table with two rows of items. The first row is for 'CARLSBERG CANS' and the second row is for 'CARLSBERG CLUB BOTTLES'. A summary box is located in the bottom right corner, enclosed in a red border, showing the following details:

Line #	Item #	Item Description	Requested	Status	UOM	Qty. Ord.	Shippable	Ord.	Cancelled	Ext. Price		
1.000	90010002	CARLSBERG CANS	4/30/2020	Submitted	CA	1	1	0	0	AED 169.20		Request To Cancel
2.000	90010003	CARLSBERG CLUB BOTTLES	4/30/2020	Submitted	CA	15	15	0	0	AED 2,602.80	Price Variance	Request To Cancel

Displaying record 1 to 2.

**Summary**  
**Subtotal With Municipality Tax**  
AED 3,603.60  
**Sub Total**  
AED 2,772.00  
**VAT Tax Total**  
AED 180.18  
**Grand Total:**  
AED 3,783.78

*\*Many times, we simply call the calculate tax MBFN for JDE or Vertex. We also have web services for cloud tax apps like Avalara and TaxWare.*



# Salesforce.com Integration: Case Management Main Page

The screenshot displays the Case Management interface for African + Eastern. The header includes the company logo, navigation tabs (WINE, SPIRITS, POS, BEER, CHAMPAGNE), a search bar, and user information (Hello, Ryan Anderson, MY ACCOUNT). A 'CREATE NEW TICKET' button is prominently displayed. The search filter section allows users to filter cases by Subject, Type, and Date. The table below lists several cases with their respective details and actions.

Date	Case Number	Status	Type	Category	Subject	Attachment	Action
28-Apr-2020	<a href="#">169693164</a>	New	IT Support	Password Not Working	Test PR	<a href="#">View</a> 1	<a href="#">EDIT</a>   <a href="#">View</a>   <a href="#">Share</a>
15-Apr-2020	<a href="#">169693158</a>	New	Orders	Uplift	Oder Uplift issue TEST	<a href="#">View</a> 1	<a href="#">EDIT</a>   <a href="#">View</a>   <a href="#">Share</a> 3
15-Apr-2020	<a href="#">169693157</a>	New	IT Support	Password Not Working	Test4/15		<a href="#">EDIT</a>   <a href="#">View</a>   <a href="#">Share</a> 1
15-Apr-2020	<a href="#">169693156</a>	New	IT Support	Password Not Working	Wrong Password		<a href="#">EDIT</a>   <a href="#">View</a>   <a href="#">Share</a>
15-Apr-2020	<a href="#">169693155</a>	New	Keg Management	Keg Deliveries	Keg Delivery	<a href="#">View</a> 1	<a href="#">EDIT</a>   <a href="#">View</a>   <a href="#">Share</a>
15-Apr-2020	<a href="#">169693154</a>	New	Orders	Partial Order Received	Some items are missing		<a href="#">EDIT</a>   <a href="#">View</a>   <a href="#">Share</a>

African + Eastern didn't want users to deal with a separate login or portal for Case Management.

# Salesforce.com Integration: Case Management, Create Ticket

The screenshot displays the African+eastern website interface. At the top, there is a navigation bar with the logo, a search bar, and user information for Ryan Anderson. Below the navigation bar, there are category tabs for WINE, SPIRITS, POS, BEER, and CHAMPAGNE. The main content area is dominated by a 'Create Ticket' modal form. The form includes fields for Type, Category, Subject, and Description, along with an 'Add Attachment' section. At the bottom of the modal, there are 'Cancel' and 'Submit Ticket' buttons. In the background, a table of existing tickets is visible, with columns for Date, Case Number, Status, and Subject. The table contains several rows of data, including dates from April 2020 and case numbers like 169693164 and 169693158. A 'Play' button is located in the bottom left corner of the table area.

*\*K-Rise API's deal with the K-Rise user to Salesforce user association. The user doesn't need to be aware of it at all and to them, it looks like one seamless portal and they don't even have to know where Salesforce starts.*

# Salesforce.com Integration: Case Management, View Ticket

The screenshot displays the Salesforce Case Management interface for African+Eastern. The top navigation bar includes the company logo, a search bar, and user information for Ryan Anderson. Below the navigation, a table lists cases with columns for Date, Case Number, and Status. A modal window titled '169693154 | New' is open, showing the details for the selected case. The modal includes fields for Type (Orders), Category (Partial Order Received), Subject (Some items are missing), Date Opened (15/4/2020), and Description. A 'Cancel' button is visible at the bottom right of the modal. In the background, a 'View Ticket' modal is also visible, showing a table with columns for Attachment and Action, and buttons for 'FIND TICKET' and 'RESET FILTER'.

Date	Case Number	Status	Type	Category	Subject
28-Apr-2020	169693164	New			
15-Apr-2020	169693158	New			
15-Apr-2020	169693157	New			
15-Apr-2020	169693156	New			
15-Apr-2020	169693155	New			
15-Apr-2020	169693154	New	Orders	Partial Order Received	Some items are missing
15-Apr-2020	169693153	New	IT Support	Password Not Working	Wrong Password Test