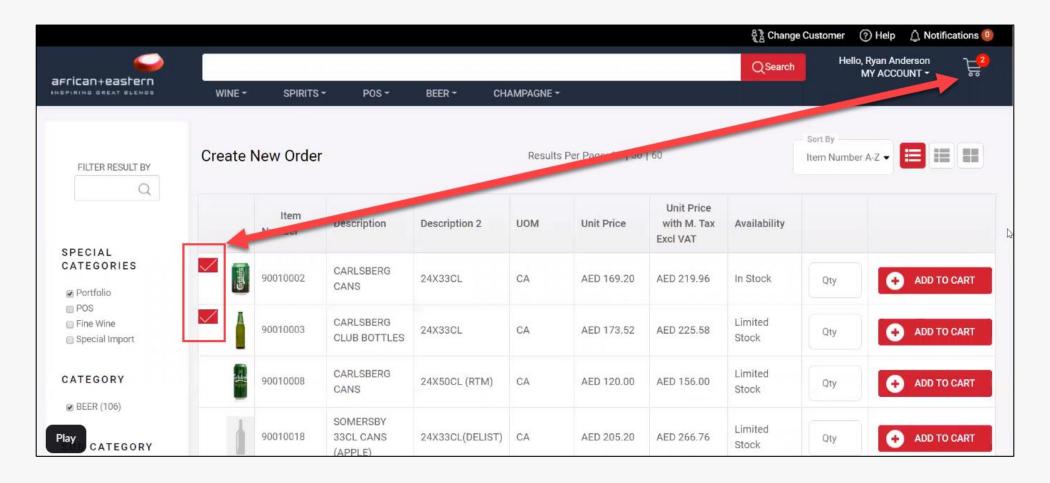# EASYCommerce Case Study: Client Personalization

African + Eastern

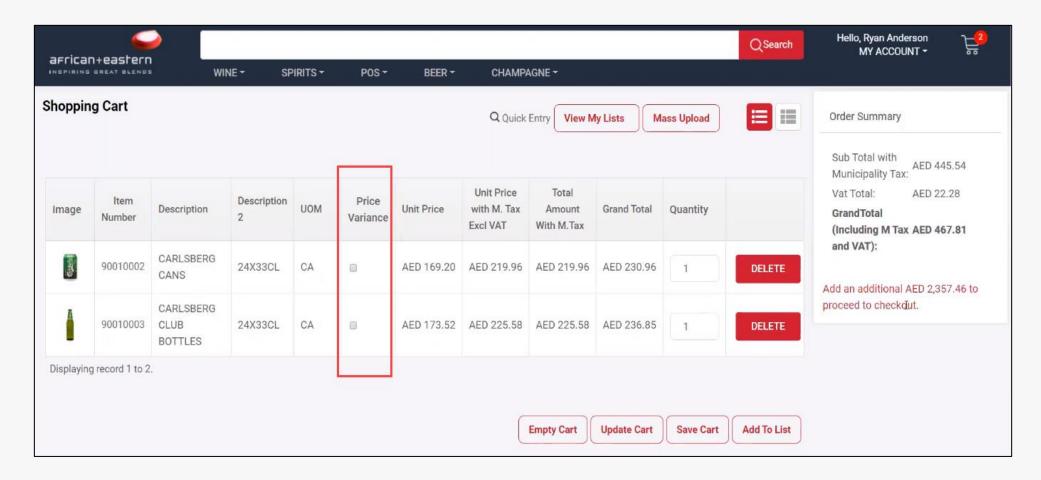Dubai, UAE

Price Variance Functionality 1:
Add Item to Cart

Price Variance Functionality 2:
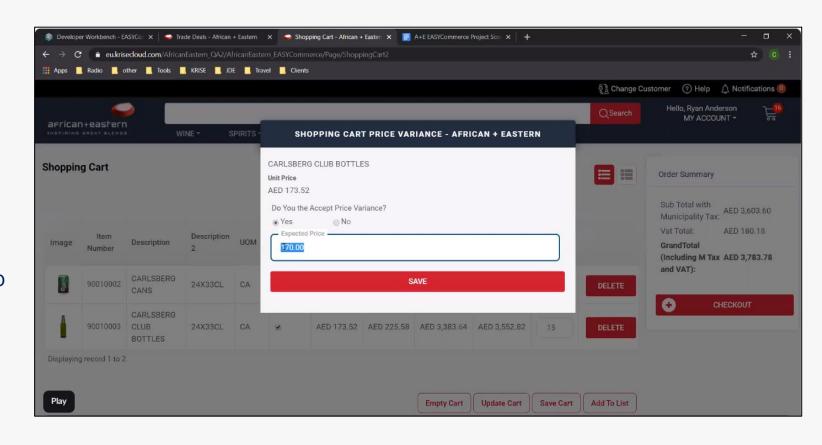## Cart – Line Level Option to Select "Price Variance"

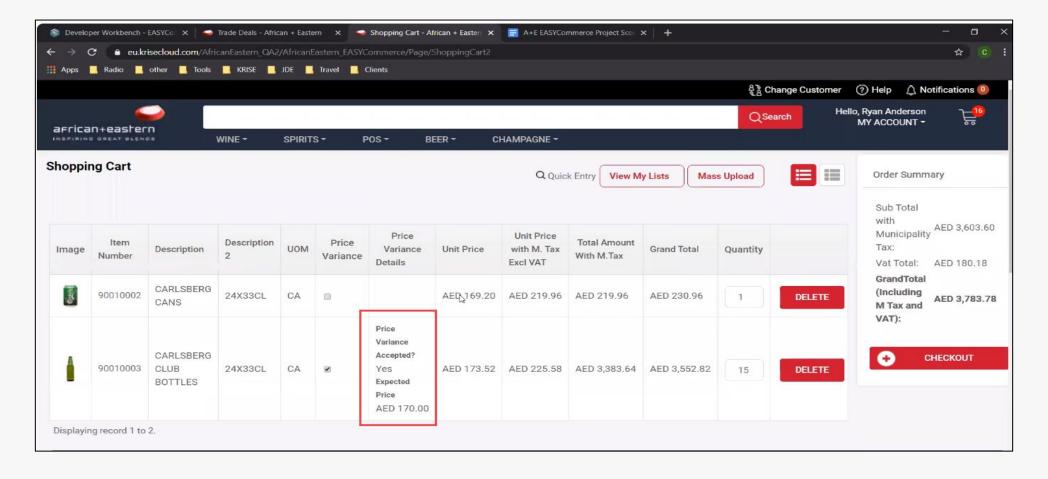# Price Variance Functionality 3:
User Enters Price Variance

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
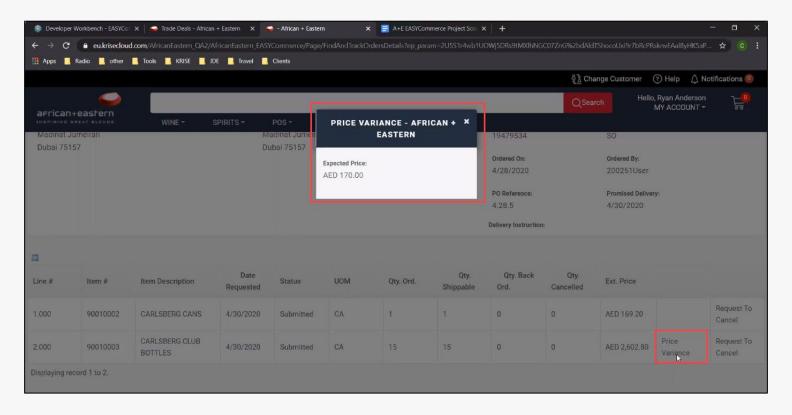

K-Rise Systems

Price Variance Functionality 4:
Variance Noted on Sales Order
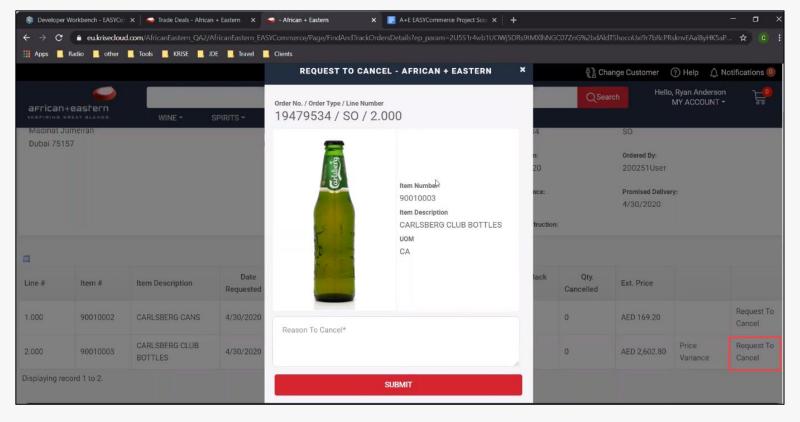
Price Variance Functionality 5:
Variance noted in JDE

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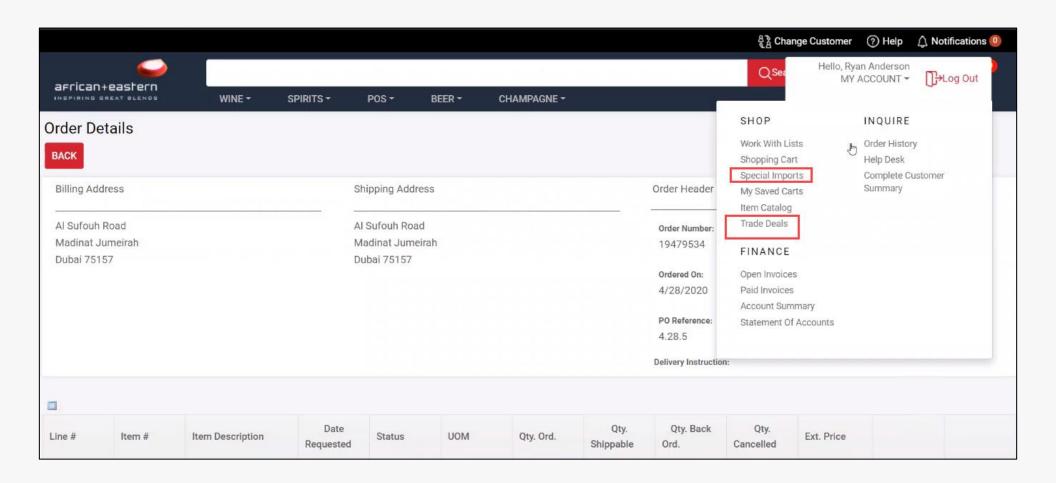
Request to Cancel Order Lines

Email sent to Sales Rep allowing Rep to:
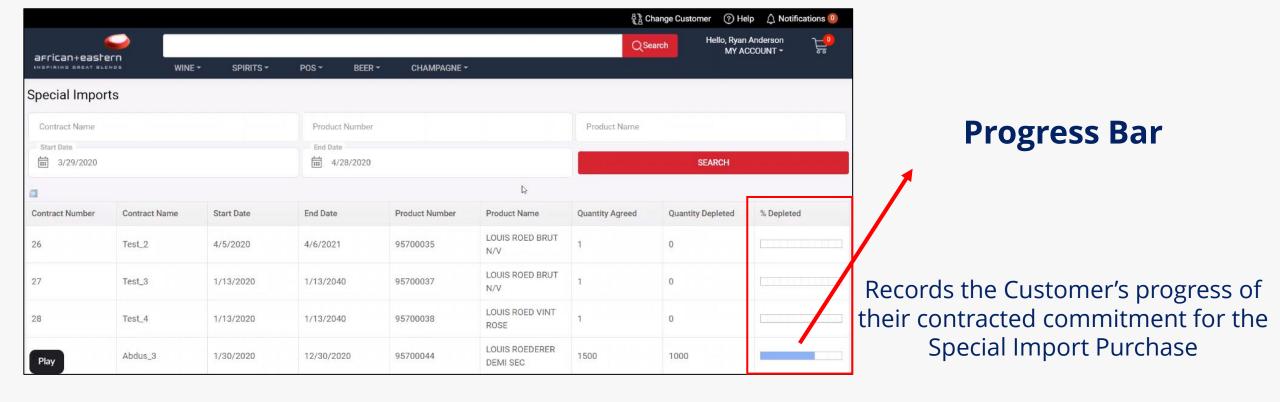1. Revoke Cancellation Request
2. Approve Cancellation
3. Edit Order

K-Rise Systems

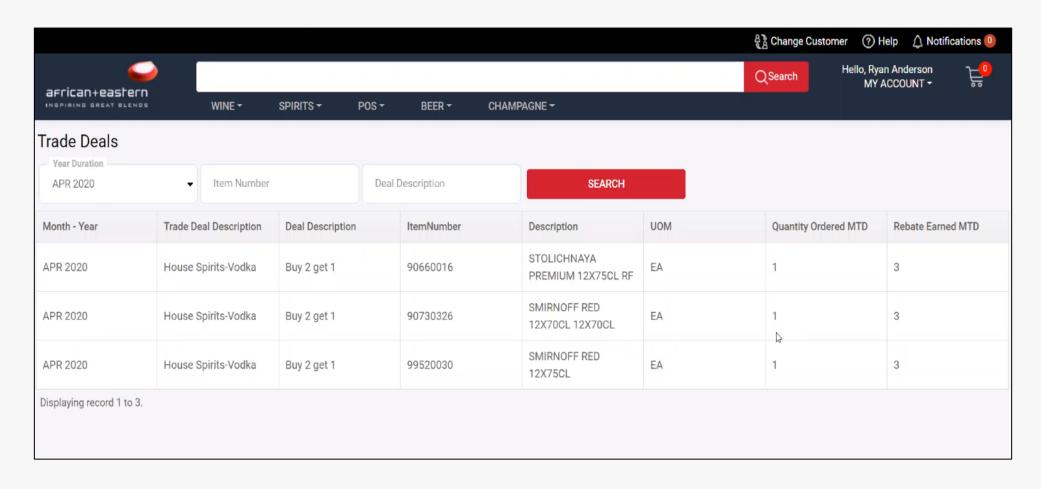# Custom Web Pages from JDE Custom Tables:
Special Imports & Trade Deals

Custom Web Pages from JDE Custom Tables:
Special Imports

Progress Bar

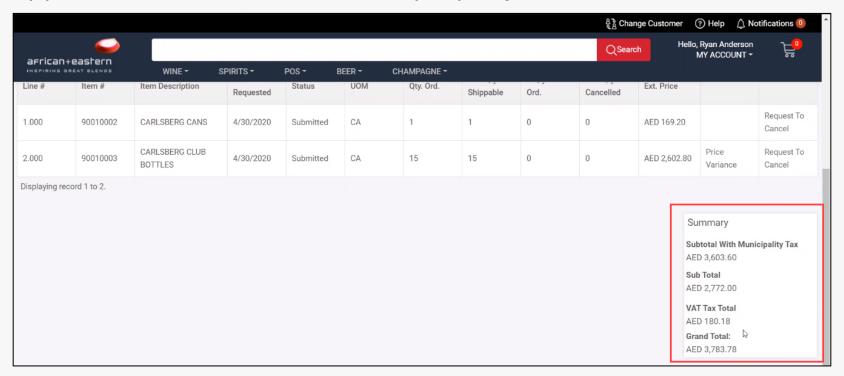Records the Customer's progress of their contracted commitment for the Special Import Purchase

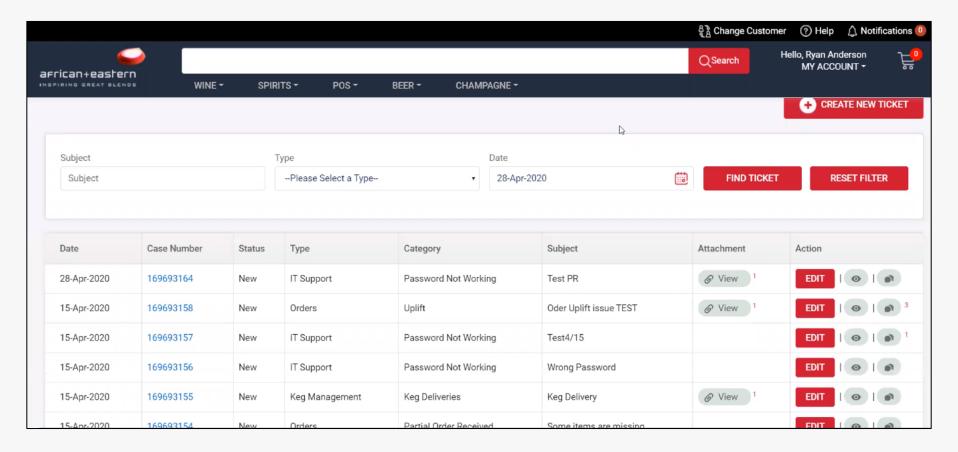# Custom Web Pages from JDE Custom Tables:
Trade Deals

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.

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.
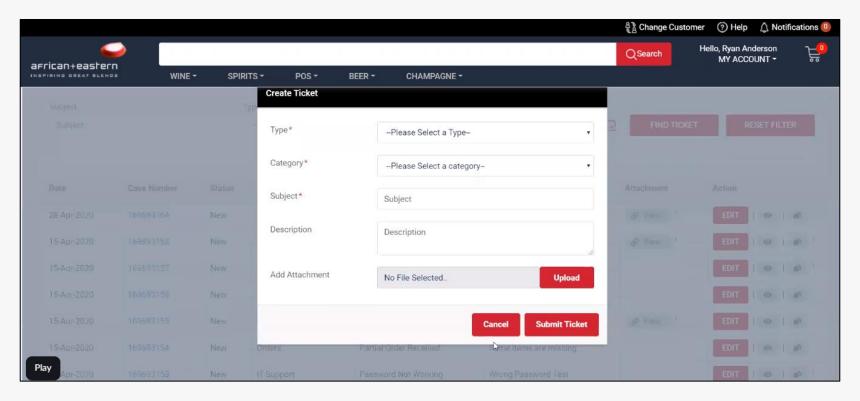
Salesforce.com Integration:
Case Management Main Page

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

K-Rise Systems

Salesforce.com Integration:
Case Management, Create Ticket

*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.

K-Rise Systems

Salesforce.com Integration:
Case Management, View Ticket