



# Infor Distribution FACTS 7.8.0 eCommerce Catalog Integration and Setup

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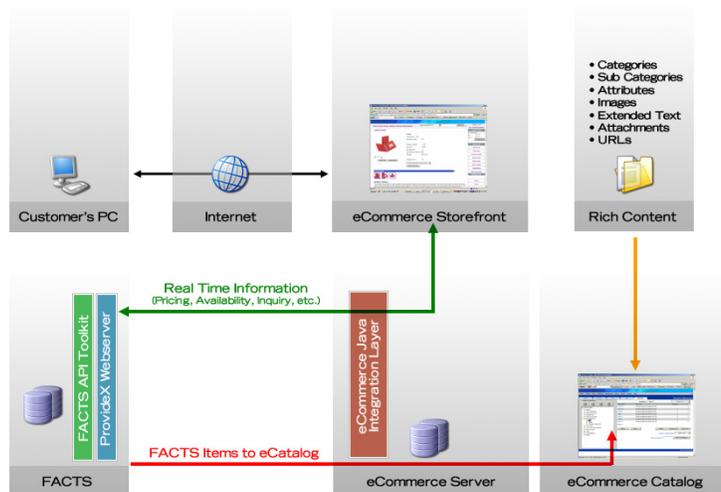
# FACTS eCommerce Catalog Integration and Setup

## Overview

eCommerce Storefront works with your host system and eCommerce Catalog to provide a robust consumer (B2C) Internet solution that lets customers browse your product catalog and submit orders. The ability to provide 24 hour online access to your item catalogs is crucial in today's fast-paced business market. With eCommerce Storefront, you can offer your customers real-time item price and availability, order tracking, customized specials and shopping list.

## eCommerce Storefront Structure

The eCommerce Storefront configuration consists of your eCommerce Storefront application and its database, eCommerce Catalog, which includes a Java integration layer, and your enterprise resource planning system (ERP). Together these components present a seamless and real-time web shopping experience for your users.



This document details how to:

- apply settings in FACTS programs to collect FACTS item information for the eCommerce Catalog Database,
- upload that information to the eCommerce Catalog database and

- setup information in the StoreFront Configuration file, which is used to add the FACTS item information for the eCommerce Catalog database.

For additional information about eCommerce Catalog or eCommerce Storefront refer to the *eCommerce Catalog User Guide*.

## Setting Up FACTS

To use the eCommerce Catalog FACTS integration, certain settings must be chosen in the FACTS maintenance programs where item information is collected. Certain FACTS system entry programs must be tailored as well to update metadata to define which prompts for eCommerce Catalog item records should appear in a program, where they should appear and how they should behave.

Note that companies using alpha numeric company codes cannot be used with eCommerce Storefront. Company codes such as (company A1) will not be sent to eCommerce Storefront.

For details about FACTS programs affected by eCommerce Catalog, refer to the *Technical Program Details* and *Maintenance and Update Program Details* sections of this document.

## Program Setup

Complete the following steps to setup programs for the eCommerce Catalog FACTS integration.

- 1 Create program entries in Program F/M (SMF310) for:

**Situation Code Entry (SME005)**—To access this program, enter SME005 or the appropriate alternative in the Access Code field at the bottom of the main FACTS menu screen. Note: This program should only be available to technical system administrators and is typically not placed on a menu.

**Key Code Entry (SME007)**—To access this program, enter SME007 or the appropriate alternative in the Access Code field at the bottom of the main FACTS menu screen. Note: This program should only be available to technical system administrators and is typically not placed on a menu.

**API Request Entry (SMU950)**—To access this program, enter SMU950 or the appropriate alternative in the Access Code field at the bottom of the main FACTS menu screen. Note: This program should only be available to technical system administrators and is typically not placed on a menu.

**Default Tax Code Entry (ARE990)**—available from the FACTS menu

**Country Code Entry (SME990)**—available from the FACTS menu

**State Code Entry (SME991)**—available from the FACTS menu

**Corporate Group Entry (ARE995)**—available from the FACTS menu

**Freight Schedule Maintenance (SOE450)** —available from the FACTS menu

eCatalog Initialization (SMU960)—available from the FACTS menu

2 Complete the following menu changes in Menu F/M (SMF320):

SMS900—Insert SMU960, SME990 and SME991 immediately before SMU990.

ARS900—Insert ARE990 after ARF940

## Setup and Configuration Settings

Enter the following setup and configuration settings before processing can begin.

- 1 In System Control F/M (SMF950), enter the authorization code for the newly purchased AT module.

This requires checking the AT module check box in System Control and entering the new auth codes for each company in Company F/M (SMF910).

Also in System Control F/M, enter the eCommerce Storefront Environment ID located on the Settings tab. The eCommerce Storefront Environment ID is any 2-character code. This code will be entered later in the eCommerce Catalog/Storefront configuration.

The FACTS API Polling and Output directories do not need to be entered.

- 2 In Company F/M (SMF910), enter the new authorization code in the Auth Code field.

- 3 In Key Code Entry (SME007) the "[eStoreFr]" code must be setup.

Enter a password (that will be entered in the eCommerce Catalog configuration, and it must match or the requests will be rejected). Select the Catalog Requests checkbox. This instructs FACTS to maintain a log of changes that are important to eCommerce Catalog and eCommerce Storefront. Enter the default company code. This should be the primary company using eCommerce Storefront. None of the other fields are required and should be left blank. Note that the Default Company codes must be entered for the integration to work.

- 4 In Company Control F/M (SMF920), access the Modules Used tab and select the **AT** Module Used checkbox for *only* the companies that will interact with eCommerce Catalog and eCommerce Storefront. Leave this unchecked for companies that do not interact with eCommerce Catalog/Storefront.

- 5 On the General tab of Company Control F/M (SMF920), use the checkboxes to indicate whether or not Substitute Items and/or Companion Items are to be sent to eCommerce Catalog. Enter the tax code to use for temp ship-to's of web orders when no other tax code can be founding the TEMP Ship-To Tax Code field. Note that this TEMP Ship-To Tax Code applies only to web orders created without using a pickup location.

### Processing Note for Orders Imported from eStorefront

When a temporary ship-to is created for a web order that was not entered for a pickup location, then the tax code to be used is determined with the following hierarchy:

If the ship-to number that is returned from the web is on file and the state and zip are the same in the ARSHIP record as what is returned from the web, then the tax code and tax rate from the ARSHIP record is used.

If the ship-to number that is returned from the web is on file and the state or zip are NOT the same in the ARSHIP record as what is returned from the web or the ship-to number returned from the web is not on file, then other permanent ship-to records will be searched for a matching state and zip (ARSHIP key 4). If found, then that ship-to's tax code is used. The tax rate is taken from the customer record (ARCUST).

If there is still no tax code found, then the program looks in the Default Tax Code Entry file for a record matching the returned state and zip. If found, then that is the tax code that is used. The tax rate is taken from the customer record (ARCUST).

Lastly, the TEMP Ship-To Tax Code field in the Company Control F/M record is used and the document is placed on service hold. The tax rate is taken from the customer record (ARCUST). If this field is blank, then the order is rejected.

- 6 On the Case Control tab of Company Control F/M (SMF920), use the four checkboxes described below to determine how the upper and lower case letters are treated during customer and item number creation.

*Note:* The FACTS eCommerce Catalog integration requires that the **Allow Duplicate Items** and **Allow Duplicate Customers** checkboxes be unchecked. Infor strongly advises that you also select the **Force Uppercase Item Numbers** and the **Force Uppercase Customer Numbers** checkboxes to force uppercase, but it is not required.

Select the **Force Uppercase Item Numbers** checkbox to ensure new items created will have upper case item numbers, regardless of whether the user keys them in as lower case.

Select the **Force Uppercase Customer Numbers** checkbox to ensure new customers created will have upper case customer numbers, regardless of whether the user keys them in as lower case.

Unselect the **Allow Duplicate Items** checkbox to ensure users are prevented from creating an item that would be a duplicate if case is not considered. For instance, if I100 exists in Item F/M, if the user tried to create item i100, a message would be given and the item would not be created.

Unselect the **Allow Duplicate Customers** checkbox to ensure users are prevented from creating a customer that would be a duplicate if case is not considered. For instance, if C100 exists in Customer F/M, if the user tried to create customer c100, a message would be given and the customer would not be created.

Select the **Case Issues** button to display the Find Case Issues (SMF 920-C) browser. The records displayed are determined by the Case Control tab checkbox settings. For FACTS installations that also have eCommerce Storefront, item and customer numbers that have the same alphanumeric string except different case are not allowed. Since SQL does not discriminate case, having items in this situation will cause problems. The Case Issues program *must be run* and *conflicts eliminated* prior to eCommerce Storefront going live.

- 7 Determine if any user-defined fields in Item F/M (ICF910) should be sent to eCommerce Catalog.

As UDF administrator, access the configuration for those user-defined fields, and enter an eCommerce Catalog Code number (1-6) for each UDF that should be sent to eCommerce Catalog.

For a UDF to be eligible to be sent to eCommerce Catalog, it must be a Text type, with a length of 15 characters or less, and have a list of valid values established (i.e. it cannot be a free-form entry field). These codes are only used for categorizing and grouping the items in eCommerce Catalog. Only select UDFs that would be useful for that purpose. More detailed instructions for entering UDF item information are located on the User-Defined Screen of Item F/M (ICF910) in the FACTS PDF Library or online Help.

- 8 Use Transfer/Change Item Codes (ICU920) to update items and warehouse items "**Allow Web Purchase**" settings if needed.  
Running the UP75INC update will set all items and warehouse items NOT to Allow Web Purchase. Any items you wish to be available for web purchase must be updated.
- 9 In Country Code Entry (SME991), ensure that at least one country code is setup. Note: This program supports the Default Tax Code Entry program. You must set up each country in which you plan to charge tax.
- 10 In State Code Entry (SME991), setup the 50 US states and any other state codes, such as Canadian provinces, that may be used. To support Default Tax Code Entry, the distributor must enter each state and first indicate whether or not they should charge tax for orders delivered in that state. Typically, if a distributor has a business presence in a state, he or she must charge tax on orders delivered to that state.
- 11 In Ship Via F/M (SOF978), check the **Allow On Web** checkbox for any ship vias that should be presented when people place orders in eCommerce Storefront.

Note that you only need to check this for one of the warehouses - i.e. if you checked **Allow on Web** for "UPS" in warehouse 01, it is not necessary to also check it for "UPS" in warehouse 02.

In the Freight Schedule field, enter the freight schedule id for the Ship Via. Note: You can leave this field blank if you do not want to have the system calculate freight for the ship via. The system disables this field if the ship via is set to use Clippership or if the ship via is UPS.

- 12 In Customer F/M (ARF910), the default ship via code is entered on the Invoicing tab.  
For any customer who will be placing orders on the web, the default ship via code entered in Customer F/M must be flagged as "**Allow on Web**". Failure to do this will cause the customer number not to be accepted on the web.
- 13 In Customer F/M (ARF910) on the Miscellaneous tab, enter the code for the eCommerce Storefront warehouse for any customer who will be placing orders on eCommerce Storefront.

Failure to do this will cause the customer number not to be accepted on the web. Note that the current implementation of the eCommerce Storefront integration only allows orders to be placed on the web for the warehouse specified as the eCommerce Storefront warehouse for that customer. The Transfer/Change Customer Codes (ARU910) program is available for setting the new eCommerce Storefront warehouse field.

On the Invoicing tab of Customer F/M, enter the default method to be used for this customer. You can select from: Quoted Freight or Calculated Freight. Note that Quoted

freight is on the header of the order not on the warehouse level. If not all of the items from an order ship, the backorder's quoted freight will reflect the amount of the freight originally quoted minus the amount that was billed on the first invoice.

*eStorefront B2C customers should be set up with the "default freight method" fields set to "C" for Calculated freight.*

- 14 In Ship-To F/M (ARF920) on the Additional Info tab, enter the code for the eCommerce Storefront warehouse for any ship to location that will be placing orders on eCommerce Storefront.

Note that you can leave this field blank. If left blank, that ship-to location will use the eCommerce Storefront warehouse identified in Customer F/M (ARF910). The Transfer/Change Ship-To Codes (ARU920) program is available for setting the new eCommerce Storefront warehouse field.

- 15 In the Default Tax Code Entry (ARE990) program, enter the state (set up in State Code Entry (SME991)) for the default tax code entry. Select the **Charge Tax** checkbox and enter the Default State Tax Code.

To better refine the default tax code, you can then setup full or partial Zip Codes within that state and indicate the Tax code to be used for customers with addresses in that Zip Code. Partial zip codes may also be entered. For example, for Georgia, the distributor could enter a zip code of "303" and assign a default tax code. You could then enter a zip code of 30302 and enter a different default tax code. A customer in zip code 30311 would get the tax code assigned to "303" whereas customers in zip code 30302 would get the more specific tax code for that zip code.

The defaults setup in Default Tax Code Entry will not override actual tax codes entered in Customer F/M, Ship-To F/M, or Temporary Ship-To Entry in Order Entry. But each of those programs has visibility of what the default is.

To facilitate rapid setup of the Default Tax Code data, you can select the *Tools/Populate* menu option on the Default Tax Code Entry program. Selecting this option reads through the existing data in Customer F/M and Ship-To F/M and establishes the defaults from the known Tax Codes. During the Populate function, customers and ship-tos that are tax exempt are skipped, so the defaults are only populated with tax codes from customers and ship-tos that are actually charged tax.

You can also select the *Tools/Customer Conflicts* and *Tools/Ship-To Conflicts* menu options to help identify existing Tax Codes in Customer F/M and Ship-to F/M that do not match the defaults. From the Ship To Tax Code Conflict Search or Customer Tax Code Conflict Search screens, you can go directly to Customer F/M or Ship-To F/M to make any necessary changes in the Tax code. In the Tax Code field on the Accounting tab of Customer F/M (ARF910), select a default Tax Code for the customer. In the Tax Code field on the Additional Info tab of Ship-To F/M (ARF920), select a default Tax Code for ship-to record.

Conflicts do not have to be resolved, and may in fact be appropriate. This is simply a tool to help analyze tax codes and how they are assigned to customers and ship-tos.

- 16 On the Freight tab of Sales Order Static Control F/M, select the **Default Freight and Handling** check box. This option indicates whether the order and invoice processing programs should automatically calculate defaults for freight and handling. If this option is

unchecked, FACTS will function as it always has, requiring the user to select the Freight option for freight to be calculated. Checking this option will cause the order processing programs to calculate and assign the freight amounts without requiring manual intervention by the user. This option impacts whether freight will be calculated and returned to eCommerce Storefront when users place orders.

- 17 Run the eCommerce Catalog initialization program, eCatalog/eStoreFront Initialization (SMU960). This program prepares FACTS to send all of the information needed by both eCommerce Catalog and eCommerce Storefront.
- 18 Run the eCommerce Catalog configuration utility.

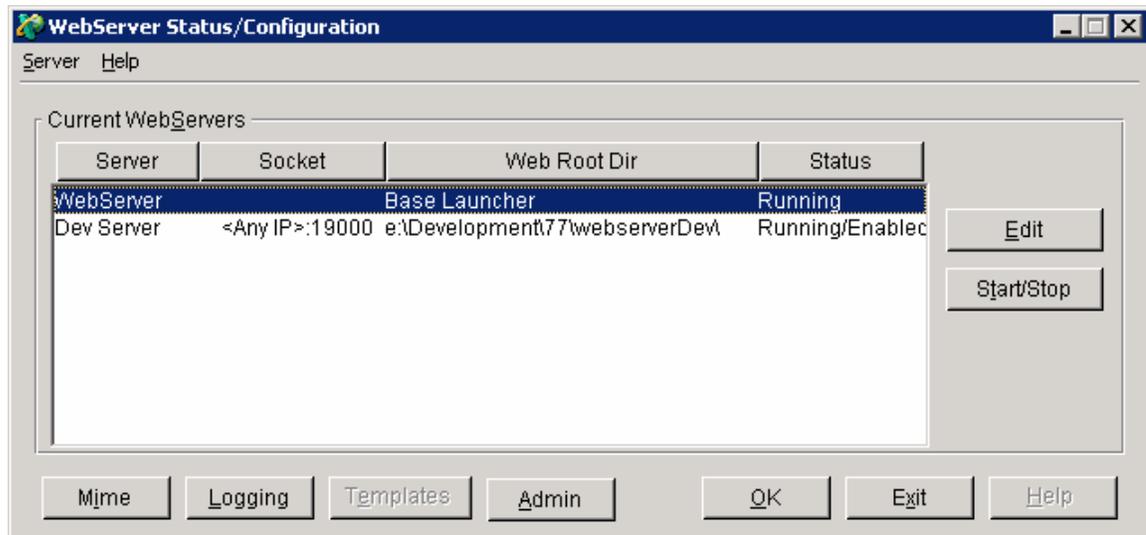
The Store Front (eCommerce Catalog) configuration file allows you to enter setup information for adding FACTS item information to the eCommerce Catalog Database. When you access this program the system displays the password dialog for the Store Front Configuration File program. Enter your password then press **OK**.

## ProvideX Web Server Setup and Configuration

You must have a ProvideX authorization code that includes the WebServer or the eCommerce Bundle.

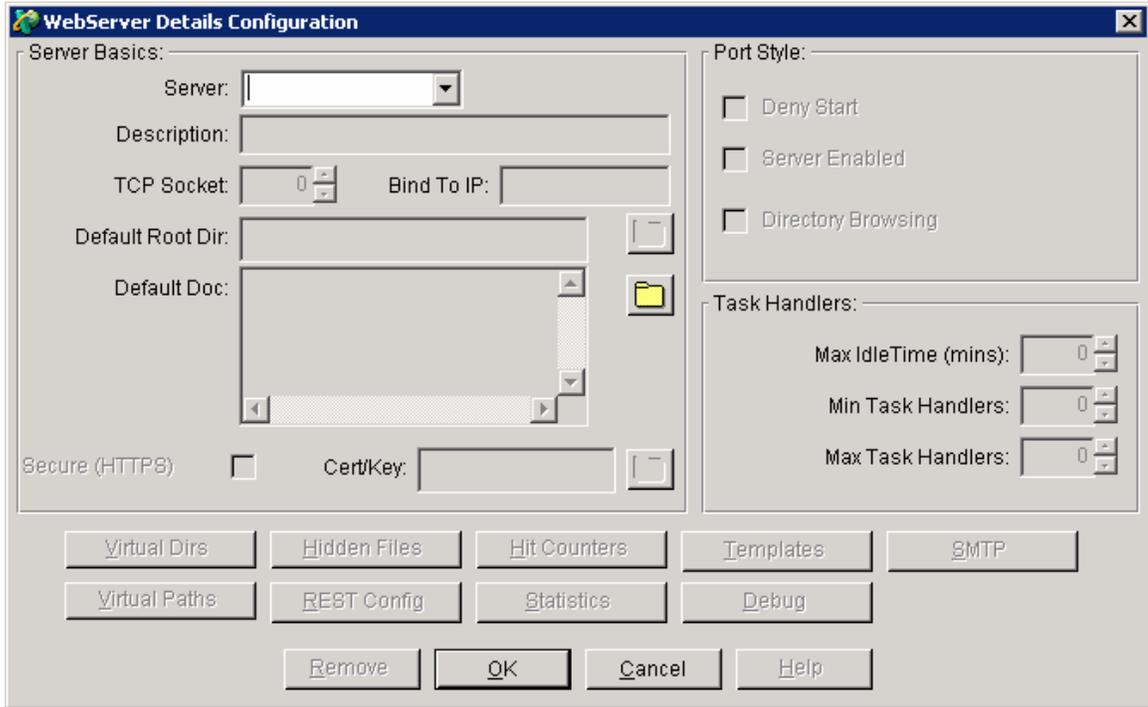
- 1 Install the ProvideX product if necessary.
- 2 Enter the activation for ProvideX.
- 3 Start the webserver configuration utility: {directory ProvideX is installed in}\pvx\pvxwin32.exe webcfg.ini \*web\webcfg.

The process displays the WebServer Status/Configuration Screen:



- 4 Highlight the Base Launcher and click Edit to display the WebServer Details Configuration screen.

- In the Server drop down, enter a new name for your WebServer and tab. When the program asks if you want to create it, answer **Yes**.



- Complete the following entries on this screen:

Enter an appropriate description.

Enter a TCP/IP Socket it will monitor. This socket must be exposed through any firewall, etc.

The TCP/IP address to bind may be left blank. If you enter the TCP/IP address of the server, only communication with that specific IP address will be accepted. Often servers may be referred to by different IP addresses on the internal network and from external sources over the Internet.

Enter the default root directory as the location FACTS is installed in (e.g. c:\Infor\FACTS78\).

If you will be using SSL, select Secure and enter the key.

Check the Server Enabled check box.

Note: Task Handlers are the workers of the web server. They carry out the jobs. You can only have as many task handlers as your ProvideX key has users. If the ProvideX license is also used to run FACTS, you have enough ProvideX users for both purposes. Each web server task will use a ProvideX user count, so if you have 10 FACTS users, and you need to allocate 5 task handlers for the web server, you need a minimum of 15 ProvideX users. The task handlers do NOT impact the FACTS user count.

Further, each task handler can only handle a single request at a time. If you have 100 people accessing the eCommerce Storefront web site at the same time, you need to have enough task handlers to server all of their incoming requests. This should not be a one-to-one relationship and arriving at the optimal number may require some trial and

error. Infor will be publishing some guidelines for calculating task handler requirements in the near future.

A task handler that is not doing a job is using memory on the server, but if an idle task handler is not available when a new job arrives, a new one must be started (this takes time) or the job must wait until one of the other task handlers has finished its job. Therefore there is a balance between using memory that isn't needed and having performance issues due to waiting for available task handlers.

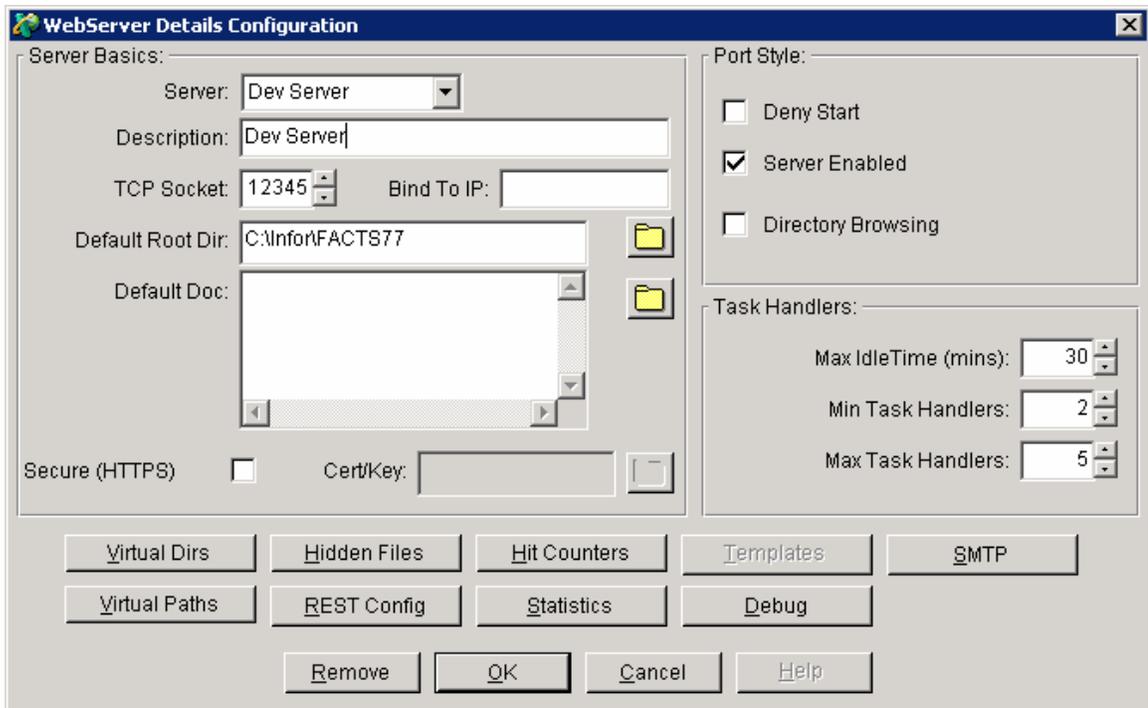
In the Task Handlers section:

Enter the max idle time in minutes. This is the number of minutes a task handler will stay alive while idle. If this number of minutes passes and the task handler has been constantly idle, it will close itself down. A good starting point for this setting would be 30 minutes to an hour.

Enter the minimum number of task handlers. This is the number of task handlers that will always remain active no matter how long they are idle. If you do not have a memory constraint on the server, this can be set close to the total number of ProvideX users. With memory constraints, you may want to set this to a lower number.

Enter the maximum number of task handlers. The maximum allowable is the ProvideX user count, but if you are using that ProvideX license for other purposes, you may want to enter a smaller number here.

- 7 When you have completed the WebServer Details Configuration screen as illustrated below, Select **Ok**, then **Ok** again to complete the process. Selecting Cancel at any time will abandon all changes you have made, even after you selected **Ok** once.



- 8 Exit the WebServer Configuration Utility.

## Special FACTS/eCommerce Catalog START\_UP Program

FACTS/eCommerce Catalog requires a special START\_UP program that must be placed in {directory ProvideX is installed in}\pvx\lib\\_web. This is different from the standard START\_UP program that goes in the FACTS directory. This must be installed before starting the web server, or it will not function properly with FACTS.

You must set the ProvideX PREFIX in the pvx/lib/\_web/START\_UP.MOD directory to the FULL prefix required to run FACTS from the pvx/lib/\_web directory.

Now, you are ready to start the server: {directory ProvideX is installed in}\pvx\pvxwin32.exe webhide.ini \*web\webserv. The start in directory should be: {directory ProvideX is installed in}\pvx\lib\\_web.

## Uploading Information to the eCommerce Catalog Database

Use the **eCatalog/eStorefront Initialization (SMU960)** program to prepare FACTS for the initial data retrieve. The initial data retrieve is initiated from within the eCommerce catalog/storefront application. This program creates the initial add records in the eCommerce Catalog log file for when the request is made. When run, this program first removes any existing records of the selected types from the log file. You may need to clear information from the eCommerce Catalog database if you are trying to refresh the ERP data to the eCommerce Catalog.

To access this program, choose System Management → File Maintenance → eCat/eStore Initialization Program.

Use the following fields to initially upload their FACTS items to the eCommerce Catalog database:

### 1 Key Code

The program prompts you for a Key Code. You can select One or All. For an initial load, select "All", and the program creates records in the eCommerce Catalog log file for all key codes that are flagged to get catalog updates. If a key code is added at some later time, you can run this program for just that one key code and the item data will be collected for the upload. Press F2 to search for Key Codes or press ALL to use all key codes.

Use the checkboxes for each of the different types of requests for data that come from eCommerce Catalog. All checkboxes are initially set to selected. For the initial load FACTS items to the eCommerce Catalog database, leave all checkboxes selected. This is how it should be run for an initial load. To refresh data that has been previously sent to eCommerce Catalog or begin to send substitute items, select and unselect the individual checkbox settings independently for data upload.

In the Code Information section you can select to upload the following:

### 2 GL Posting Table

Indicates you want to upload GL Posting table information for FACTS items to the eCommerce Catalog database.

### 3 Item Class

Indicates you want to upload item class information for FACTS items to the eCommerce Catalog database.

### 4 Item Price Class

Indicates you want to upload item price class information for FACTS items to the eCommerce Catalog database.

### 5 User-defined Codes

Indicates you want to upload user-defined codes information for FACTS items to the eCommerce Catalog database.

In the Item Information section you can select to upload the following:

**6 Item Master**

Indicates you want to upload information located in the FACTS Item Master table to the eCommerce Catalog database.

**7 Warehouse Item**

Indicates you want to upload information located in the FACTS Warehouse Item table to the eCommerce Catalog database.

**8 Customer Item**

Indicates you want to upload customer item information to the eCommerce Catalog database.

**9 Substitute Item**

Indicates you want to upload substitute item information to the eCommerce Catalog database.

**10 Companion Item**

Indicates you want to upload companion information to the eCommerce Catalog database.

In the Storefront Information section you can select to upload the following:

**11 Country Codes**

Indicates you want to upload country codes information (entered in Country Code Entry (SME990)) to the eCommerce Storefront database.

**12 State Codes**

Indicates you want to upload state codes information (entered in State Code Entry (SME991)) to the eCommerce Storefront database.

**13 Companies**

Indicates you want to upload FACTS company codes information to the eCommerce Storefront database. Only companies with numeric companies codes that have the **AT** Module Used checkbox selected in Company Control F/M (SMF920), will interact with eCommerce Catalog and eCommerce Storefront. Note that companies using alpha numeric company codes cannot be used with eCommerce Storefront. Company codes such as (company A1) will not be sent to eCommerce Storefront.

**14 Warehouses**

Indicates you want to upload FACTS warehouse information for warehouses that are valid in the Sales Orders module. Only warehouses that have the **Valid for SO** checkbox selected on the Options tab of Warehouse F/M (ICF970) are sent to eCommerce Storefront.

**15 Payment Codes**

Indicates you want to upload payment codes information from Terms Code F/M (ARF954). Only terms codes with Terms Types of 2—Credit Card and 3—Debit Card are sent to eCommerce Storefront database.

## 16 Carrier Codes

Indicates you want to upload carrier code information located in Ship Via F/M (SOF978) to the eCommerce Storefront database. Only ship via records with the **Allow On Web** checkbox selected in Ship Via F/M (SOF978) are sent to eCommerce Storefront.

## 17 Ship Tos

Indicates you want to upload information located in Ship-To F/M (ARF920). No temporary ship tos are sent to the eCommerce Storefront database, and all Ship-To codes must be all uppercase to be sent to the eCommerce Storefront database.

## Setting up the Store Front Configuration File

This section details the setup information that can be updated within the Storefront Integration Layer facts.properties file, which will be used while adding FACTS item information into the Storefront Commerce Catalog Database. Refer the table below for Storefront Catalog specific parameters and its descriptions that are available within the facts.properties file.

Parameter Name	Description
DefaultMR	The maximum number of maximum records to be returned as the default.
CodeDataMR	The maximum number of records to be returned in a batch for the CodeDataResponse.
CustomerItemNumberMR	The maximum number of records to be returned in a batch for the CustomerItemNumber Response.
ItemBalanceMR	The maximum number of records to be returned in a batch for the ItemBalanceResponse.
ItemBalanceDeleteMR	The maximum number of records to be returned in a batch for the ItemBalanceDeleteResponse
ItemMasterMR	The maximum number of records to be returned in a batch for the ItemMasterResponse
ItemMasterDeleteMR	The maximum number of records to be returned in a batch for the ItemMasterDeleteResponse
ItemReplacementMR	The maximum number of records to be returned in a batch for the ItemMasterReplacementResponse
ProductRenameMR	The maximum number of records to be returned in a batch for the ProductRenameResponse

For more details about this process, refer to the *Configuring the FACTS Integration Layer* section of the *Infor Distribution FACTS Storefront Integration Layer Installation Guide & Supplement*.

## FACTS/eCommerce Storefront Integration Known Limitations

The following are known limitations regarding the integration between FACTS and eCommerce Storefront.

- FACTS only supports 2 address lines, city, state, zip. eCommerce Storefront has 4 address lines, city, state and zip. If Address 3 and 4 are populated in eCommerce Storefront, this information is put on memo lines on the FACTS order and put on Service Hold.
- Note that companies with alpha numeric company codes cannot be used with eCommerce Storefront. Company codes such as (company A1) will not be sent to eCommerce Storefront.
- The “allow sold-to address to be modified” flag in eCommerce Storefront must be set to NO.
- Note that you cannot use the quotes function in eCommerce Storefront.
- The price/availability call doesn't handle sending the vendor prices to FACTS (i.e. items that are not in FACTS already) and returning the prices based on FACTS calculations.
- The price/availability call also does not currently return the next quantity break level information.
- If you have multiple FACTS companies using eCommerce Storefront, they all have to use the same instance of eCommerce Storefront.
- FACTS doesn't have the concept of replacement/supersession, so those are not passed to eCommerce Storefront (substitutes are).
- FACTS Catalog Items (ICICAT) items and temporary FACTS items cannot be ordered through the storefront nor can they be exported to eCommerce Catalog.
- Only the availability of an item in the FACTS customer's default warehouse (designated in Customer F/M) is returned to eCommerce Storefront. If a customer orders more than available, a line item will be created committing the available and backordering the rest.
- Business-to-Consumer: Tax calculations based on zip code will be in GA version (LA releasing without this). Also there are plans to expand freight options beyond the UPS calculations that exist today, including based on order weight, order total, etc.
- Items in the FACTS database cannot have the same item numbers that are just different case (ie, i100 and I100). The Case Issues program in Company Control F/M must be run and conflicts eliminated.