



*FIS/eSales*®  
Electronic Sales

The Intuitively Operated Shop Solution

# References

## – The Best Proof



**RICHTER + FRENZEL**

Richter + Frenzel GmbH & Co. KG  
HVAC wholesale, Augsburg



**BOSCH**

Bosch Thermotechnik GmbH  
Heating systems, Wetzlar



CMS Caparol Marketing Services GmbH  
Wholesale for colors and room-decorating,  
Ober-Ramstadt

**SHT**  
**GRUPPE**

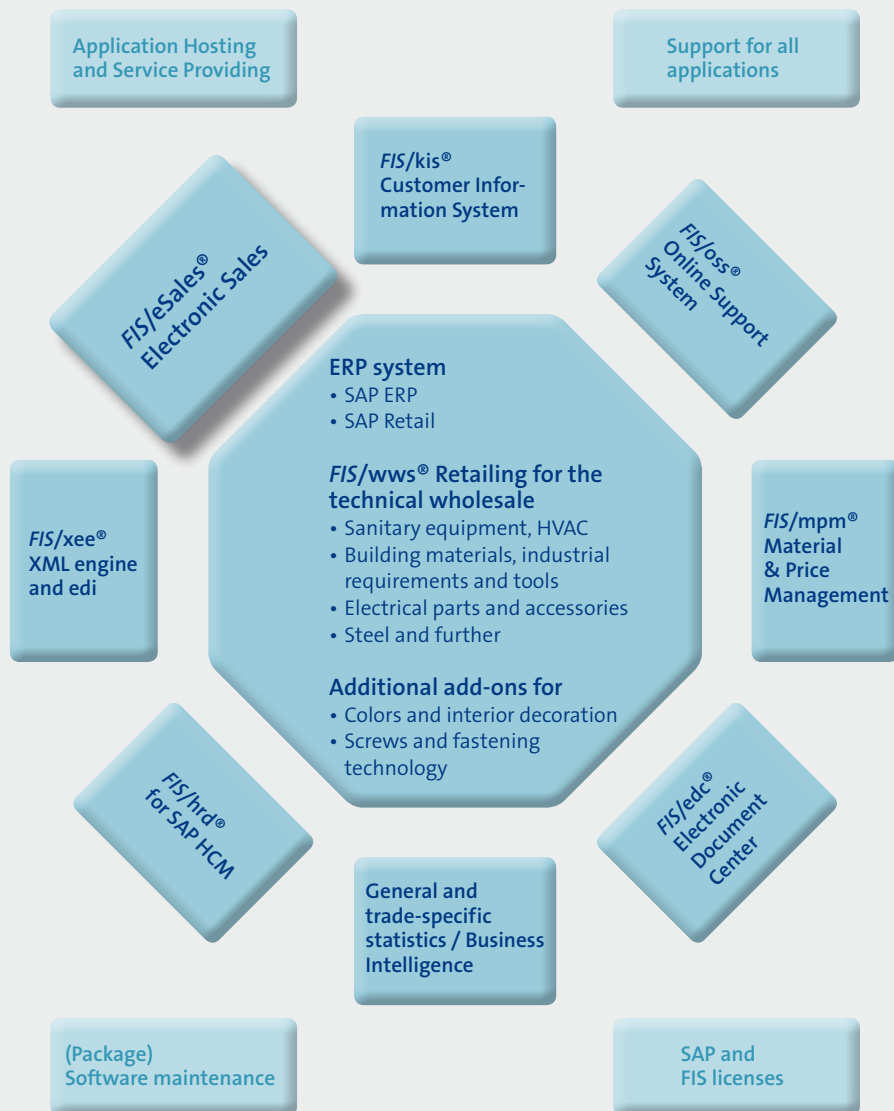
unser service ist mehrwert

SHT Haustechnik AG  
Wholesaler for sanitary engineering, plumbing  
trade and heating engineering, Vienna

**hiplo**  
HILLMANN + PLOOG

Hillmann & Ploog GmbH & Co. KG  
Specialized wholesale trade for electronics,  
Hamburg

# The All-In-One Solution for the Technical Wholesale



All technologies base on the same software technology.  
The integration scenario among SAP ERP and the complementary solutions is pre-configured and supplied by FIS.  
All applications and technologies are installed by FIS.

**FIS is one-stop-supplier!**

# FIS/eSales® B2C

FIS/eSales® B2C is a customized and intuitively operated shop solution for the end consumer, convincing by comprehensive functionality, high scalability and low investment needs.

## Overview of innovative product characteristics

### All at a glance

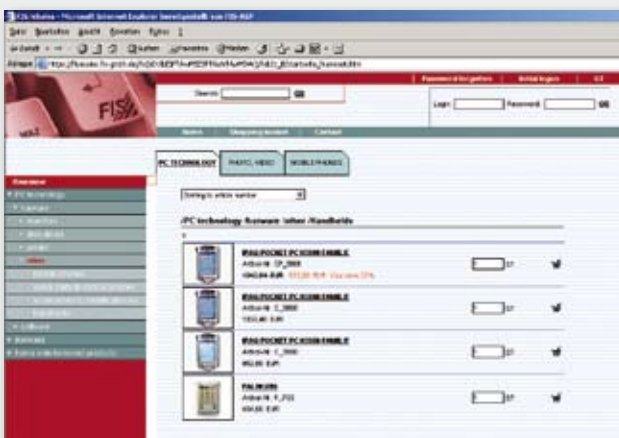
Right from the beginning, the offers of the day, a customer login as well as an efficient search function are available. The shopping basket is always visible and can be reached by a click.

### Registration

When entering the customer's personal data, a double registration is avoided due to a comparison with data already existing (integrated duplicate check).



FIS/eSales® – B2C Welcome page



FIS/eSales® – B2C Catalog

### Catalog functions

Browsing functions as well as global search functions for all catalog characteristics are as self-evident as the display of MIME objects and scale prices.

Moreover, the clear product list serves as marker to the detailed display. Of course, product descriptions or instructions can be stored in addition to screens.

Besides, it is also possible to offer different catalogs (e.g. bargain catalog) for selection.

### Shopping basket

A simple entry of the product number as well as the integrated availability check – executed in the OLTP system – are self-evident features.

### Personalized product proposals

By means of freely-selectable fields of interest, the customer is able to configure the display of quotations according to his needs.

### Newsletter

During registration, one can optionally subscribe to a newsletter matching one's own interests.

### Ordering transaction

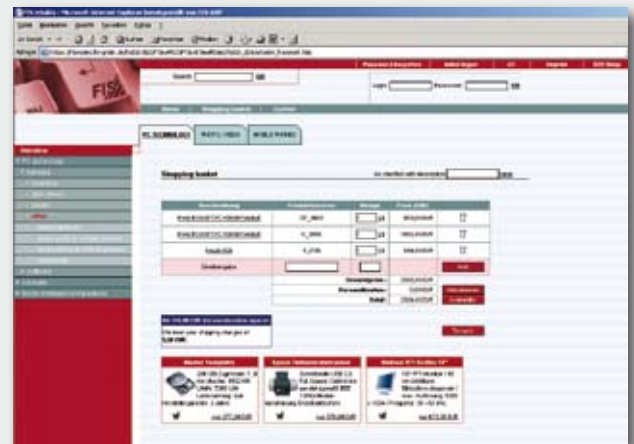
During this transaction, the following functions are made available to the customer:

- Deviating delivery address
- Different payment methods
- Optional express delivery
- Formatted printing of order confirmation

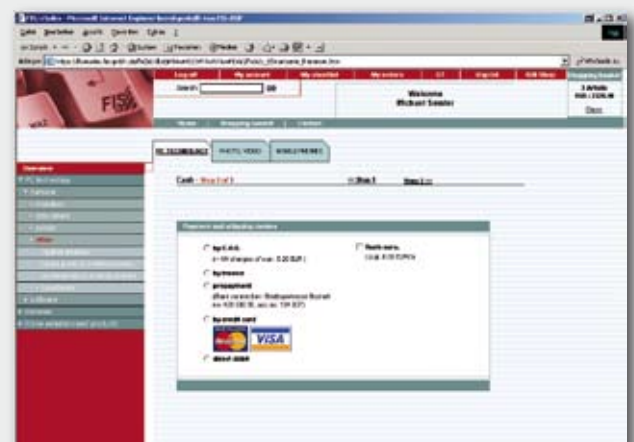
### Payment transaction

Safety comes first at *FIS/eSales*®. Thus, the following safety machineries are used depending on the payment method:

- SSL coding
- Credit card check
- Bank details check



*FIS/eSales*® – B2C Shopping basket



*FIS/eSales*® – B2C Selection of payment methods

# FIS/eSales® B2B

FIS/eSales® B2B is the efficient shop solution for Internet sales/distribution. Manifold functions for transactions in the business-to-business area as well as high system stability characterize this product.

## Overview of innovative product characteristics

### Personalized access

The access is personalized by language independence, a personal welcome of the customer and by the assignment of the contact person with name, communication data and picture.

### Product catalog

Comprehensive search options and convenient browsing functions are the base for a quick and specific access to the requested data.



FIS/eSales® – B2B Welcome page

### Document display

Options for the display and follow-up of:

- Inquiries
- Quotations
- Orders
- FIS/wws® main releases and FIS/wws® single releases
- Delivery note/invoice data
- Credit memos
- Due items of financial accounting

One can select optionally according to status, date, document number and product number. Via document display, the shop user creates shopping baskets referring to different quotations and FIS/wws® main releases. It is possible to store individual items in the shopping basket from the detailed document view.



FIS/eSales® – B2B Document display

### Shopping basket

The integrated availability check and the display of customer-specific prices are features belonging to the application area “shopping basket”. Another highlight is the interface for uploading shopping baskets that were created – e.g. – from a catalog CD. Preset delivery addresses can be selected or newly entered. The transfer of order number, shipping conditions, customer-specific order texts as well as the print of an order confirmation round the processing off.

### Subsidiary selection

Meaningful amendments are the automatic determination of the delivering organizational unit via postal code check of delivery address when selecting the shipping type “delivery” or the selection of the subsidiary by the customer in case of pickup. Via Customizing, it is also possible to preset the subsidiary per delivery type.

### Inquiries

The option to inquire directly in the shop clearly shows the comprehensive SAP quotation functionality enabling the contact person to create a reference quotation in the SAP system. This quotation includes customer-specific prices the shop user can have a look at in the document view. Then, the quotation items can be transferred individually to the shopping basket.



FIS/eSales® – B2B Shopping basket

### Favorites

Shopping baskets can be compiled and ordered as quickly as possible, thus saving time and costs.

### User administration

Here, the customer is enabled to create and maintain other users on his own. A pre-defined role concept can be used for further authorization differentiation.

### Forms

Manifold e-mail forms, which are adjusted to the customers' requirements and optically appealing, are already available.

# FIS/eSales® Admin

FIS/eSales® B2B and B2C include an administration surface, which can be operated via Internet. With this efficient tool, the implementation and maintenance times of FIS/ eSales® are reduced to a minimum.

## Customizing

Business and technical setups can be individually parameterized. Thus, for instance, the order types to be used in the OLTP system and their characteristics can be defined. The assignment of a contact person to the customer can be made flexibly as well.

## Monitoring

By means of the delivered tools, the administrator can monitor the users logged on in the shop. Moreover, a detailed document statistic, which clearly displays current document data, is available. An overview of the documents created with display and modification options round off this area.

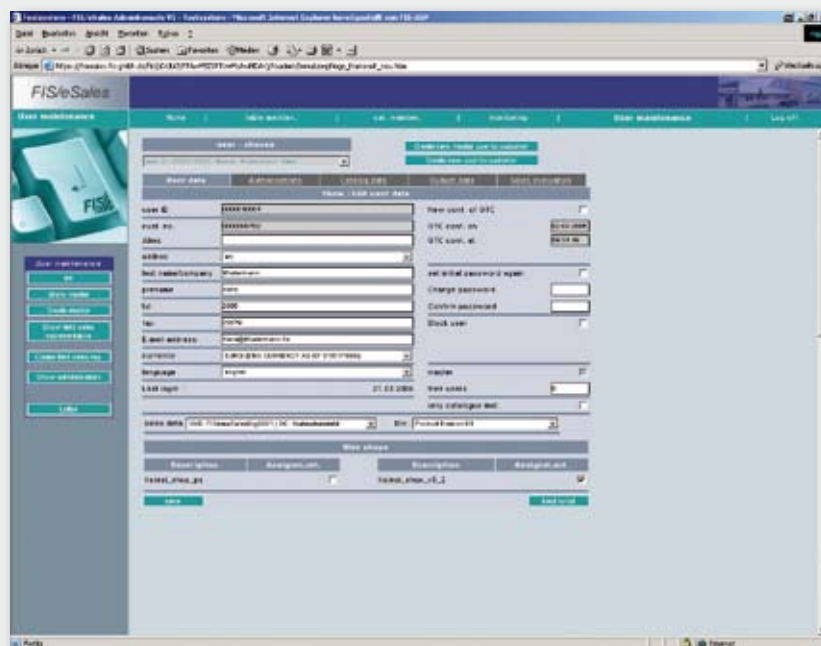
## Catalog maintenance

The administration of catalogs such as

- creation/deletion of catalogs
- creation of language versions or
- assignment of users

is effected by an intuitively operated surface.

Usually, the assignment of articles to catalog areas is automatically made via article characteristics. It goes without saying that manual assignments are possible as well.



FIS/eSales® Admin – User maintenance

### User maintenance

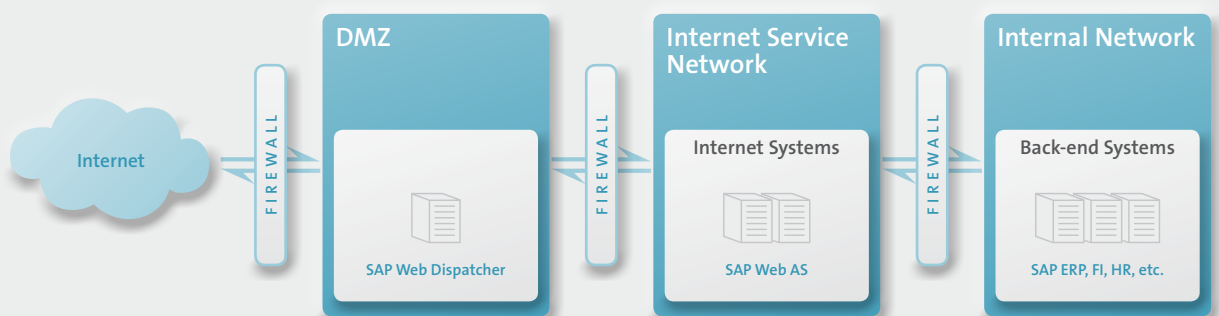
Here, the *FIS/ eSales*® customers are administered centrally. Thus, it is possible to assign – for instance – authorizations and sales organizations to users. Moreover, the customer can be blocked or unblocked and the date of the confirmation of general terms and conditions can be checked and/or asked for. Once the user is completely created, a letter ready to send to the customer can be generated via mouse click.

### Technical conditions

- SAP Web Application based on SAP NetWeaver technology
- Data base released by SAP according to the release
- A hardware platform released by SAP

### Architecture

The SAP Web Application Server (SAP Web AS) represents the platform both for the efficient development and the productive use of *FIS/ eSales*®. It is the enhancement of the stable application server technology and SAP infrastructure for the Internet world. The SAP Web AS combines reliability, scalability and international language support with open Internet standards such as HTTP, HTTPS, WebDav, HTML, XML.



Architecture example

# Our Products

- **FIS/wws<sup>®</sup>**  
Retailing for the technical wholesale
- **FIS/xee<sup>®</sup>**  
XML engine and edi for SAP ERP
- **FIS/edc<sup>®</sup>**  
Automated incoming invoice processing and further processing in SAP ERP
- **FIS/eSales<sup>®</sup>**  
The shop for Internet distribution
- **FIS/mpm<sup>®</sup>**  
Material & Price Management
- **FIS/hrd<sup>®</sup>**  
Safe testing in the area of Human Capital Management  
and revision-proof development of Customizing
- **FIS/oss<sup>®</sup>**  
Online support system for the application support
- **FIS/kis<sup>®</sup>**  
Customer Information System
- **FIS/intcom<sup>®</sup>**  
Linkage software for third-party systems



FIS, FIS/wws<sup>®</sup>, FIS/xee<sup>®</sup>, FIS/edc<sup>®</sup>, FIS/eSales<sup>®</sup>, FIS/mpm<sup>®</sup>, FIS/hrd<sup>®</sup>, FIS/oss<sup>®</sup>, FIS/kis<sup>®</sup> and FIS/intcom<sup>®</sup> are registered trademarks of FIS GmbH, Grafenrheinfeld. All other products are registered or not registered trademarks of the respective companies.

# FIS GmbH

FIS Informationssysteme and Consulting GmbH (FIS) is an independent company with currently approx. 300 employees focusing on SAP projects. We develop separate solutions completing SAP standard software products in a meaningful way and completely covering the core requirements of the technical wholesale by means of industry-specific function packages. However, they can also play an essential role in other SAP user companies in the application environment. Being a Service House for the technical wholesale, FIS is the ideal partner for the planning of systems, their infrastructure and implementation up to the support after going live. All software systems and tools offered by SAP are consulted, supported and licensed by FIS GmbH.

FIS is SAP system house with “Gold” status, representing the top-level partner form of SAP AG.

An efficient method and QM concept ensures the consultation quality of the projects.

FIS is one of the few consulting companies being DIN EN ISO 9001 certified.

On January 01, 2001, FIS founded its first subsidiary, FIS-ASP Application Service Providing und IT-Outsourcing GmbH (FIS-ASP). FIS-ASP is a service company for Application Hosting, Outsourcing as well as Out-tasking of SAP systems for industry, trade and service companies.

FIS together with its subsidiary FIS-ASP is one of the very few Full Service providers for SAP applications.

The branch office “Rhein-Main” in Offenbach, opened on July 01, 2005, focuses on document reading and document management.

On April 01, 2007, the second FIS branch office opened in Stuttgart-Leonberg. Skilled employees offer competent consulting and demanding services around SAP for medium-sized businesses. The core business of this branch office focuses on “Template” projects based on the FIS industry solution for the technical wholesale.

On January 01, 2008, the branch office in the USA started its business activities. The subsidiary “FIS Information Systems Inc.” is based in Tarrytown, New York, approx. 50 km to the north of New York City. First of all, document management solutions and master data projects are to promote the business.

On June 03, 2008, FIS took over SST “Software Solutions Team Sp. z o.o.”, based in Gliwice, Upper Silesia/Poland. Thus, FIS has a subsidiary for the region of Poland – Hungary – Czech Republic – Slovakia. The company employs highly qualified personnel (IT specialists/engineers) and is active in the fields of SAP, Java and .NET.



Headquarters of FIS, Grafenrheinfeld



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