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The Power of Ideas

N-Fusion[®]

E-CommerceforNavision[®]

FrequentlyAskedQuestions

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What is N-Fusion?

N-Fusion is a comprehensive, yet affordable, e-commerce solution for Navision® that can be implemented rapidly without special skills, additional certifications, or significant Web developer involvement. Its base functionality (including an ASP option), seamless real-time integration with Navision, and relatively low total cost of implementation, make N-Fusion a viable e-commerce solution for a broad range of Navision Solution Centers, customers, and prospects.

How is N-Fusion different from Web Shop® and other e-commerce solutions for Navision®?

WebShop® provides a powerful platform and tool set for producing high-end e-commerce solutions. Unfortunately, the skilled resource requirements and total cost of implementation for WebShop® are prohibitive for many Navision Solution Centers and customers. Other solutions lack the level of functionality and Navision® integration that many customers would desire.

What is the development platform for N-Fusion?

N-Fusion® is developed with Allaire ColdFusion® and the Navision® C/SIDE development environment. ColdFusion® was the first Web application server available on Windows NT, and it continues to strongly support strategic Microsoft technologies including Windows NT, COM, Internet Explorer, IIS, and BackOffice. ColdFusion® is a powerful Web application server that offers fast, scalable, and open technology which compliments Windows NT technology, and provides additional tools and services to any Web team using Windows NT or Windows DNA as their development platform. ColdFusion® is especially suited to the unique demands of browser-based, HTML and XML Web applications.

How is security addressed with N-Fusion®?

N-Fusion® is developed with a feature of Allaire ColdFusion called Advanced Security. This security feature ensures that no Navision® database transaction can be performed without proper authentication. Depending on the storefront configuration, a user must be logged into the Website and fully authenticated prior to placing the order, or upon completing the order and proceeding to checkout. At the point of completing the order, reviewing order history, or updating "e-account" information, the structure of the application provides for SSL (secure socket layer) Webpage encryption. Additionally, the Navision® server and the N-Fusion® server are behind a firewall to help ensure security.

Can a customer be blocked from placing Web orders?

N-Fusion® has a feature that allows you to enable or disable a Web customer account from within Navision® by clicking a simple checkbox on the Customer Card.

Does N-Fusion provide a way to track a Web customer's activity?

Yes. N-Fusion® logs all Web customer activity. A report is included that shows each login for the Web customer by time and date. It also records failed login attempts on each Web customer account and will "lock" a customer account automatically after five failed login attempts. A Web customer account can be "unlocked" from within Navision® Financials by clicking a checkbox.

Can N-Fusion display products and prices on the Web?

N-Fusion® uses the standard functionality and business rules of Navision®. You simply define the

sale price for the item in Navision®. When the item is displayed on the Web, the sale price established in Navision® will be displayed.

Can N -Fusion display promotional items?

Yes. N -Fusion® has functionality that allows you to flag multiple inventory items as promotional items. When items are flagged as promotional, they are prominently displayed on the Promotions page.

How does N -Fusion control which items are made available for sale on the Web?

N-Fusion® has a function that allows you to choose which items you want to make available for sale on the Web using a simple checkbox on the Item Card. An item category and subcategory for the item can also be specified on the item card, which will cause the item to be displayed in the appropriate area on the Website.

Can I define related or "upsale" items for sale through N -Fusion?

Yes. N -Fusion® has built-in functionality that allows you to create item relationships for any inventory item. When a customer views an item that has a relationship with another item, the related item(s) are displayed in a "Related Items" area on the Web page. Item relationships are created on the item card in Navision®.

Can I save an order that I place regularly?

Yes. N -Fusion® has built-in functionality that allows you to save recurring order templates. Once an order has been completed, you can save the order to be recalled the next time you login.

Must a customer exist in Navision® in order to access N -Fusion pages on the Web?

For business -to-consumer e-commerce, a new customer can browse the store and place items in the shopping cart without logging in, being identified, or existing as a customer in Navision®. If it is the customer's first purchase, when the customer proceeds to checkout, they must provide the pertinent information needed to complete the order. In N -Fusion this is called "e -account" registration. When the customer completes the e -account registration, they are automatically created as a Web customer in Navision®.

For business -to-business e-commerce, the customer must exist as a Web customer in Navision®, and must provide a user ID and password to login. If the customer is not already a Navision® customer, they can request a Web customer account online.

N-Fusion® has a function that allows existing Navision® customers to be selectively converted to Web customers. This function will make the customer a Web customer and will e-mail them a temporary password and additional information they need to login and make purchases.

Does Navision Financials need to be running for customers to place orders?

No, however the Navision® server and N -Fusion® Web server must be running.

What browsers does N -Fusion® support?

N-Fusion® supports Microsoft IE 3.0 and above, and Netscape 3.0 and above. Other browsers work,

but they must be able to handle tables and frames.

When a customer accesses the N -Fusion Website, does it count as a Navision® session?

No, sessions are only used when someone logs into Navision® Financials as a normal user. Customers accessing N -Fusion Web pages, placing orders, or performing other real -time customer self-service functions on the N -Fusion Website, have no effect on the Navision® concurrent session count.

Is there a limit to the number of users accessing the Website and placing orders through N -Fusion®?

There is no limit on the number of users that can access the Website and place orders through N -Fusion®. Using Allaire ColdFusion® Enterprise, N -Fusion® can scale to accommodate a large number of concurrent users.

Can the N -Fusion® Web server handle other tasks or applications?

Yes, the server can be used to host one or more Websites, depending on the available bandwidth at the site. However, we discourage installing additional applications on the server because this can inadvertently introduce a security risk to the system.

Can companies that implement N -Fusion® make changes to the HTML pages?

Certain elements of the Web pages can be maintained directly from within Navision®. We strongly discourage users from making direct modifications to the HTML that makes up the Web interface of N-Fusion®, unless they are proficient in both HTML and ColdFusion.

How can I learn more about N -Fusion®?

Visit our Website at www.parentenet.com, send an e-mail to nfusion@parentetech.com, or call us at 877-PARENTE (877.727.3683) for more information.