Product Catalog and Online Store on the Internet (LO-MD-AM)

HELP.ISR

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SAP ™

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Product Catalog and Online Store on the Internet (LO-MD-AM)

Use

The Internet Application Component *Product Catalog* provides you with a simple and efficient way of presenting your range of products effectively on the Internet.

Product catalogs are an important advertising medium which provides customers with product information. In the R/3 System, this information can include text, current prices, and multimedia objects such as pictures and audio clips.

An extension of this product catalog is the Internet Application Component *Online Store*. The interactive online store builds upon the basic product catalog functionality and also integrates customer data creation, order entry, and credit card payments capability. The online store is a virtual retail store, fully able to support sales transactions over the Internet.

The online store can also be used as part of an integrated solution, which allows you to do the following directly in the vendor's system during a procurement transaction:

- Search for and select products

- Request quotations

- Create sales orders

The entire solution is based on interactive data exchange between the systems of two business partners. The supplier's system runs the Internet Application Component *Product Catalog and Online Store*, while the buyer's system runs SAP's *Business-to-Business Procurement* or *Procurement via Catalogs.*

Type of Internet Application Component

- Consumer-to-Business

- Business-to-Business

Internet product catalogs can be used in a variety of ways, such as mail order, wholesale (for instance, a business-to-business catalog for retailers), the component supply industry, or multimedia kiosk systems at the point of sale, where they can also be used by store personnel to show customers any products that might not be stocked in this store but which may be ordered.

Product catalogs bring considerable benefits in terms of the up-to-date nature of the information offered and its global availability. An Internet product catalog can be continually updated without incurring additional production expenses and is available to an immense, unlimited target audience. Product catalogs are also environmentally friendly: they require no paper and no other materials need to be consumed or processed.

When you create a product catalog on the Internet, no production costs are involved, whereas a paper or CD version can incur high costs in comparison. The Internet version also allows you to save on costs for the layout design, for instance, since the layout is automatically generated. It is considerably easier, faster, and more cost-effective to rectify errors in an Internet version than in a paper or CD ROM version. There are no distribution costs, as there is no need to ship the brochure.

If you use the Internet Application Component *Online Store*, then both you and your customer can enjoy further, significant benefits:

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Benefits for the customer:

- They can take direct action once they have decided to buy, without having to make a phone call or send a fax.

- They can place orders at any time, day or night.

- They always have up-to-date price information, and can have quotations created for them, including any applicable discounts or rebates.

- They can check stock availability online, see the expected delivery date, and perhaps make changes to their order accordingly.

Benefits for you as the supplier:

- You can increase your sales volume due to 24-hour-a-day, worldwide accessibility.

- You receive sales orders directly online, as soon as they are entered. This enables you to react to your customers' requirements very quickly.

- Instead of your employees taking calls and entering sales orders, the customer does this directly, thus reducing your overhead.

From a single product catalog in R/3 you can create several different online stores on the web; for example, one for retail customers, one for wholesale customers, and one for franchisees. You can customize these so that the content and appearance is different in each case.

Integration

The Internet product catalog is based on the data from the *Product Catalog* component in the R/3 System. The planning of product catalogs in R/3 allows you to save, call up, and manage data that has been created in connection with advertising media such as catalogs, brochures, CD-ROM's, online catalogs or multimedia kiosk systems. This data can be combined to suit your advertising requirements.

> You can find information about product catalogs in the R/3 System in the document Product Catalog [Ext.].

Before online store customers place an order, the system asks them whether they are new or existing customers.

If they are new, there are two possible scenarios:

- One-time customers are not permitted. In this case, customers are required to register. If they do, then R/3 creates a customer master record for them and assigns them a customer number and initial password.

- One-time customers are allowed. In this case, customers do not register. Instead, they only need to enter basic data needed for the sales transaction, such as the address. R/3 will not create customer master records for these customers, since the data will not be needed for future use.

If they are existing customers, they are prompted to enter their password. After customers are registered, identified, or verified and they enter payment information, the transaction is complete. Customers can choose payment by invoice, credit card, or COD. For credit cards, you can determine whether authorization takes place online or offline. You can also determine whether customers are to receive a confirmation of the order via email or not.

The system proposes a delivery date, but the customer can override this and type in a different delivery date, if desired. The system will then check availability and verify whether the desired date can be met or not.

You can have a ship-to address that differs from the sold-to address. This is useful when customers want to have their merchandise delivered to the office rather than to their homes, or are purchasing gifts for others.

In addition to individual customers, you can also handle business-to-business transactions via the online store. Instead of requiring a personal name, the form requires the customer to enter up to four lines for the company address. As a minimum, an entry must be made on the first line.

Depending on whether the early registration flag in the Customer Management Profile is checked, you can also have customer-specific prices appear in the online store. See the Customer Management Profile for more information.

If for some reason an error occurs which causes an online store transaction to fail (for example, because something hasn't been entered properly in the master data), then:

- R/3 informs the customer that the transaction was not completed.

- R/3 Workflow sends a message to the person responsible, indicating where the problem lies, so that he or she can resolve it.

Features

It is possible to implement the Internet Application Component *Product Catalog* in the following ways:

- Strictly as a product catalog, for information purposes only.

- As an online store, with integrated sales order entry and creation of customer master records.

- As part of an integrated solution which involves interactive data exchange between the systems of two business partners. The supplier's system runs the Internet Application Component *Product Catalog and Online Store*, while the buyer's system runs SAP's *Business-to-Business Procurement* or *Procurement via Catalogs.*

If you choose the online store, your customers will be able to place their orders directly on the Internet.

In either case, the Internet product catalog consists of several levels:

1. Overview of the shop (these are layout areas at the top level of the product catalog layout)

2. Detail screen for a shop

3. Product lists

4. Detail screen for the product

You can easily switch from one level to another in the Internet product catalog.

Text, pictures, and sound extracts can be used for shops and product lists.

Normally an article can have up to three multimedia objects assigned to it: a large image, a small image, and a sound file. You can change the Customizing settings to display additional multimedia objects (for example, .avi or .wav files). You assign these objects in product catalog maintenance and they will appear as hyperlinks in the online store at the product detail level. Depending on whether the customer's browser or viewer application supports a particular file

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format, clicking on a hyperlink will cause the object to be displayed or be downloaded to his or her PC. Images in .jpg or .gif format will appear as thumbnails next to the hyperlinks.

Multimedia objects are not normally shown in lists, but you can change the Customizing settings and alter the HTML^Business template so that they do appear in lists as well as for individual shops and products.

From a single product catalog you can create several different online stores on the web; for example, one for retail customers and one for wholesale. You can customize these so that the content and appearance is different in each case.

Features of the Product Catalog and Online Store

Use

It is possible to implement the Internet Application Component *Product Catalog* in two different ways:

- Strictly as a product catalog, for information purposes only.

- As an online store, with integrated sales order entry and creation of customer master records.

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From a single product catalog you can create several different online stores on the web; for example, one for retail customers and one for wholesale. You can customize these so that the content and appearance is different in each case.

Search functions help customers select the product they want. They can, for example, display a list of products that fall within a specific price interval. Alternatively, they can enter the name of the product, which enables them to branch directly to the detail screen of the product they are looking for. They can start the search either from within a shop or from the shop list, and choose whether the search is to apply only to a specific shop or to the entire store. They can also choose between simple search (that is, search by subject) and advanced search (search criteria are specified separately).

Features of the Product Catalog and Online Store

Sort functions help customers arrange product lists according to product name, product category, or price.

Filtering allows you to hide or display certain layout areas for certain customers based on settings in the customer profile, plus characteristics you assign to layout areas in the Classification System. You assign a class to a layout area in the Classification System, then you assign characteristics to the class. In Customizing you define a function module which determines customer-specific characteristics. If the customer-specific characteristics values match the characteristic values for a layout area, the layout area will be displayed for the customer; otherwise, it will be hidden.

Suppose you are a large electronics firm that does both retail and wholesale business. You want your wholesale customers to be able to order industrial supplies and equipment, but you want to restrict your individual consumers to small components for hobbyists.

You have defined a characteristic called CUSTOMER_TYPE, which can have values CONSUMER and WHOLESALE.

For your customers, you assign characteristic values as follows:

− CONSUMER to John Doe

− WHOLESALE to a store chain called Electronics-for-Less.

For your catalog layout areas, you assign characteristic values as follows:

− CONSUMER to your home electronics layout area

− WHOLESALE to your industrial supplies and equipment

In this case, John Doe sees only the catalog section where small electrical components appear, but Electronics-for-Less sees only industrial supplies and equipment.

How an Internet Transaction Is Handled

Use

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Online stores can be (but are not required to) run in a distributed processing environment involving multiple R/3 systems and ALE (Application Linking Enabling) technology. Communication can take place directly (synchronously) between the systems via BAPIs, or asynchronously via IDocs. For example, you may have one R/3 system that handles the actual Internet transactions, another R/3 system responsible for handling sales order processing, and another for handling catalog and article data. This offers the following benefits:

- *Enhanced performance:* The processing load is spread among multiple systems.

- *Greater security:* The R/3 system used for Internet transactions serves as a buffer between the user and the other R/3 systems. A user with access to the Internet R/3 system does not have access to the other systems.

- *Reduced upgrade time:* You can choose to upgrade the systems individually. For example, you can choose to upgrade to the next release of SAP Retail for your online store without updating the server where FI CO resides. However, all must run release 4.5A or higher.

Activities

Before online store customers place an order, the system asks them whether they are new or existing customers.

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Security and Authorizations

Use

Security

SAP provides an interface to third-party SET (Secure Electronic Transaction) software. The SET protocol guarantees the safety of payment card purchases made over open networks such as the Internet. The comprehensive SET specification is based on advanced encryption technology, including digital certificates that electronically confirm the identity of each party involved in an electronic transaction (the customer, the retailer, and the clearing institution). The retailer does not see the customer's credit card information, but instead receives verification from the clearing institution. Customers are assured that their credit card information remains secure, and the retailer is guaranteed to receive payment from the clearing house.

Because the customers can be identified, they must be certified by a certification authority. This is usually done with "electronic wallet" software, which is a browser plug-in available from a bank or clearing institution, for example. The customer is required by the SET standard to have an electronic wallet in order to pay for merchandise, so if you want to use SET, then you must expect your customers to have electronic wallets.

If customers do not have electronic wallets, they can still pay with credit cards via the SSL protocol instead of SET.

You can also have the system automatically send sales transaction verifications to customers via email so they have a record of the transactions.

Authorizations

Authorization checks fall into two categories:

- Identification of online store customers who will be making purchases (customer, password, and possibly email address).

    You can specify whether this information must be entered when the customer first enters the store or later when he or she is about to make a purchase. First-time customers can register and define a password which they can change at any time. (You can use the transaction SU05 to create, change, and delete passwords for users. In order to explicitly identify the customer, enter the object type KNA1 along with the customer number.)

- Normal R/3 authorization checks. All authorizations need to be maintained for the R/3 user with which the Internet Application Component logs on to the R/3 System via the Interaction Transaction Server (ITS). This logon is usually specified in the service file. The authorization checks include:

    – Authorization to create/update/display customer records

    – Authorization to create sales orders

    – Authorization to start the online store (W_ONLSTORE)

    – Authorizations to read the product catalog (W_PCAT_MTN for general catalog data and W_PCAT_LAY for the layout areas).

        If the R/3 user has no read authority for a given layout area, then neither this layout area nor any of its subordinate layout areas will be displayed. Thus, authorizations

Security and Authorizations

can be used to define different views of the Internet catalog. In addition, they can be used to protect layout areas from Internet access while they are in development.

W_PCAT_MTN, W_PCAT_LAY and W_ONLSTORE are authorization objects which must be used for authorization maintenance.

How Different Kinds of Articles Are Handled

Use

Generic Articles, Variants, and Sets

For generic articles, the customer can choose the desired variant (for example, a blue blouse) from combo boxes. The chosen variant will then be displayed, along with pricing information.

For sets, the display includes information about the set's components.

Configurable Articles

A configurable article consists of several components. In certain cases the customer can choose the desired components; in other cases, there is no choice.

The online store recognizes two kinds of configurable articles:

- **One-step configuration (preconfigured components)**

  Each article comprises a specific of components. Customers cannot select components; instead, they select *characteristics* for the article. The characteristics determine what components are included in the article. Characteristics can be strung together with Boolean logic, and can be either descriptions or components themselves. For example: "camera AND digital" or "hand-held scanner AND printer."

  Assume that you sell telephones with or without a built-in answering machine. Article A might be the standalone telephone, and article B is a telephone with built-in answering machine. Customer searching for a telephone select "telephone" along with the characteristic "answering machine" and the system will return only those telephones that include an answering machine. The answering machine may in turn include a cassette tape, fax modem, and other components, but these are automatically included if the "answering machine" characteristic is selected.

  The customer selects an article in just one step -- by clicking the desired item.

- **Two-step configuration ("mix and match" components")**

  Customers can build an article by selecting individual components.

  An example would be a computer that the customer can assemble from a list of available components: one monitor from a list of different types of monitors, one hard drive, choice of printer, and so on. Prices are shown for each separate component.

  So in this case, the customer selects the article (step 1), then selects the desired components (step 2) to make up the article.

Activities

Take the latter case where a customer wants to assemble his or her own computer from components listed in the store and receive a price for the resulting computer. This process involves a configurator, which resides on a separate server: One possible scenario is as follows:

1. The customer selects an article (for example, a PC).

2. The online store displays the available components, with radio buttons for each type of component. For example, the customer can choose one monitor from a list of monitors, one keyboard, one hard drive, and so on. Prices are shown for each component.

How Different Kinds of Articles Are Handled

3. The user accepts the assembled product and clicks to start the configurator (OK button or icon, depending on the screen).

4. The configurator calculates total price for the computer, based on the component prices and any pricing conditions that apply (rebates, taxes, and so on). It returns this information to the online store where it is displayed for the customer

5. The customer either accepts the price and continues, or else modifies his or her selections and reprices the computer.

6. When the customer indicates that he or she is satisfied with the final product, the system calls BAPI SalesOrder.CreateFromDat2 which creates a standard SD sales order in the SAP system.

Actually, the customer can call up the configurator from any of the following points in the online store:

- By clicking on the article number in the product list. On the subsequent screen, he or she can select the components and then click OK to start the configurator.

- By clicking on the configurator to the right of the article line in the product list.

- By clicking on a configurable article his or her shopping basket.

You must enter the URL for the configurator server in Customizing for the online store.

Customizing

Use

Customizing Settings

In order to implement an online store, you must make some settings in Customizing for Logistics (*Customizing → Logistics general → Internet Application Component Product Catalog and Online Store).* You can find additional information in the Implementation Guide.

Settings for Online Store

If the online store is available, this means that your customer can generate a sales order which is then created in the R/3 System.

Certain parameters are necessary for the creation of an SD order. The following parameters are copied from the product catalog's basic data: sales organization, distribution channel and division.

Headings

The *layout area headings* - not the short texts - are used for shops (higher-level layout areas) and for subdivisions of the shops.

If you have not maintained the texts and prices, the system displays three red question marks. You can display other texts if you change the variable *missing_entry* in the language-dependent resource file.

Service Name

The service names for this Internet Application Component are:

- WW10 (Product catalog

- WW20 (Online store)

- WW30 (Online store for Business-to-Business Procurement Application)

You can find all the relevant data under these service names in the SAP@Web Studio.

Prerequisites

In order to implement a product catalog or online store on the Internet, you must first create an online store customizing record in R/3 (*Customizing → Logistics general → Internet Application Component Product Catalog and Online Store → Online Store*). This record comprises the following:

- R/3 product catalog, which defines the articles and layout for the catalog.

- Product catalog variant, which defines the language and currency to be used. (You can have a separate variant for each combination of language and currency.)

- Profiles for product presentation, customer management, and order management.

- A special sales office, which enables you to track your Internet sales transactions in the Information System separately from your normal POS transactions.

Customizing

- If the customer registers, the system creates a customer master record. Essentially, only address information is taken from user input. Additional information, such as company code and sales area data, is copied from the reference customer specified in the online store master record. (The reference customer **must** belong to an account group with internal numbering.)

If you have both a retail and a wholesale online store, for example, then you might have different profiles for each one. The system reads the profiles when the online store is first invoked, and takes them into account throughout the session.

The R/3 product catalog consists of:

- Basic data (such as specific articles)

- "Layout" data, which defines a rough placement of product groups (where and how the articles will appear in the online store)

For the Internet Application Component, R/3 interprets the product catalog layout in the following way:

- Layout areas at the first level are shown as shops.

- Layout areas beneath a shop node represent product groups within the shop.

Consequently, each R/3 product catalog that is to be used in the Internet Application Component must have at least two layout area levels: highest level for shops, lower levels for product groups.

The Internet Application Component shows any long texts, pictures, or sound files that are assigned to items and shop layout areas. If such multimedia objects are assigned to non-shop layout areas or generic article variants, they will not appear in the Internet Application Component.

For more information on how to use the Product Catalog component in the R/3 System, see Product Catalog [Ext.] [Ext.].

Product Presentation Profile

Structure

A product presentation profile is assigned to the online store customizing record. This includes how product information is displayed (by article number, article description, article header, or all of these), how variants of generic articles (e.g., different sizes and colors) are selected, which search engine is to be used in the online store, and so on. You can also specify a function module to read customer-specific characteristics used for filtering.

You can control how the product category hierarchy appears. You have a choice of three radio buttons:

- Expanded. This shows all product categories within a shop. The customer has no control over the display.

- Compressed. This shows the top level product categories only, but the customer can expand all or part of the hierarchy as desired.

- Step-by-step read. The display is initially compressed, but as the user clicks on categories, those products and subcategories beneath the level clicked are automatically expanded.

Instead of the standard search algorithms, you can specify an alternative search algorithm. For example, you could incorporate the Alta Vista® search engine, which, in addition to speed, has the following advantages:

- Search for a product either in specific shops or throughout the entire store.

- Search by article number, key words in product name, price range, and/or full text search of the product description.

- Wildcard search (*) and Boolean logic (AND, OR, NOT).

Customer Management Profile

Structure

A customer administration profile is assigned to the online store customizing record. This includes such information as:

- How a customer is identified (by customer number or by email address)

- Whether customer identification is done on the home page of the online store or only when the customer is ready to finalize his or her purchase.

- Countries in which you do business. You can define your own country groups: for example, a group MYCG containing Canada, the USA, France, India, Japan, and Venezuela. When an online store customer enters his or her address data, the country field will display a list of countries within the group you have defined.

- Whether SSL (Secure Socket Layer) is enabled (that is, whether personal data is to be encrypted for security reasons).

- An early registration flag for customer-specific pricing. If this flag is checked, the customer registration logon prompt will appear before customers begin to browse your products. The system will display prices specifically for that customer, along with any applicable rebates. This is especially useful in business-to-business scenarios where you have special pricing and/or volume discount arrangements with certain customers.

Order Management Profile

Structure

Profiles for order and quotation control are assigned to the online store customizing record. This includes the SD order type to be used for sales transactions, which types of payment are to be accepted (credit card, invoice, or COD), whether quotations are to be prepared, and so on.

If you choose COD, then you must also enter a payer number which denotes the carrier who will make the delivery and receive payment from the customer (for example, Federal Express or UPS). For more information on COD orders, see Cash on Delivery [Ext.].

If you choose credit card, you can use either SSL or SET protocol to verify payment. See Security and Authorizations [Page 13] for more information on SET.

Ways of Specifying the URL

Use

The URL for the Internet Application Components *Product Catalog* or *Online Store* must include one of the following services:

- WW10 (Product catalog)

- WW20 (Online store)

- WW30 (Online store for Business-to-Business Procurement)

Specifying only the service (http://...wgate.dll?~service=WW10 *or* WW20 *or* WW30) results in a screen showing all online stores in the system. You can select an online store by clicking on it.

A better alternative is to restrict your home page display to one specific product catalog. To do this, you extend the URL by adding the name of the product catalog or online store. For example:

> http://... wgate.dll?~service=WW*<xx>*&~OkCode=START&OSTORE=*<onlinestore>*

where *<xx>* is either 10 or 20 and *<online store>* is the name of a specific online store.

If you don't want to type the online store's name in the URL, you can set it as a parameter in the R/3 user which is used to log in from ITS. The parameter name is "ONS." In this case, use the following URL in your home page instead of the one given above:

> http://... wgate.dll?~service=WW*<xx>*&~OkCode=START

The old method (prior to 4.5A) of specifying URLs for product catalogs is still supported.

You can include additional parameters in the URL so that a specific layout area or even a specific article within that layout area appears:

- To display a layout area:

  > http://...
  > wgate.dll?~service=WW*<xx>*&~OkCode=STARTITEM&OSTORE=*<onlinestore>*&SELE
  > CTED_AREA=*<layout area number>*

- To display a specific article:

  > http://...
  > wgate.dll?~service=WW*<xx>*&~OkCode=STARTITEM&OSTORE=*<onlinestore>*&SELE
  > CTED_AREA=*<layout area number>*&SELECTED_ITEM=*<layout area item number>*

- To specify the layout areas to be displayed for a specific customer (that is, to display or hide certain layouts based on the customer profile and associated information in the Classification System), add the following to the URL (prefixed with '&' if there are other parameters as well):

  > CUSTOMER_NO=*<customer number>*

If you are using the online store with Business-to-Business Procurement, you specify the URL as follows:

> http://...
> wgate.dll?~service=WW30&~OkCode=STARTFMM&OSTORE=*<onlinestore>*&MM_HO
> OK_URL=*<return URL>*

where *<return URL>* is the URL for returning to the Business-to-Business Procurement Application.

User Exits and BAPIs

Use

User Exits

The following user exits are provided:

- **EXIT_SAPMWWMJ_001**

  This allows you to include additional data in the product details. Example code is shipped with the system. This code reads data from the Classification System and sends it to the ITS (Internet Transaction Server). You must modify the HTML^{Business} code to determine how the additional data will be displayed in HTML.

- **EXIT_SAPMWWMJ_002**

  This allows you to include additional data in the product list. You must modify the code to determine how the additional data will be displayed in HTML.

- **EXIT_SAPLWWCC1_001**

  This allows you to specify that one or more of the following fields are to be assigned to the customer automatically during customer creation or change:

  - Transportation zone from which deliveries will be made

  - Control account in G/L accounting

  - Terms of payment key

  - Delivering site

  - Partial delivery permitted at the item level

  - Credit control area

  - Tax jurisdiction code

BAPIs

The following BAPIs are used for *both* the product catalog and the online store:

- ProductCatalog.GetList

- ProductCatalog.GetVariants

- ProductCatalog.GetLayout

- ProductCatalog.GetItems

- ProductCatalog.GetItem

- ProductCatalog.GetPrices

- ProductCatalog.GetLayoutDescription

- ProductCatalog.GetLayoutDocuments

- Material.GetCharacteristicsClassType26

- Material.GetComponents

In addition to those listed above, the *online store* uses the following BAPIs:

- ProductCatalog.GetDetail

- Customer.CheckPassword

- Customer.ChangePassword

- Customer.InitPassword

- Customer.CreatePassword

- Customer.CreateFromData1

- Customer.Search1

- Customer.GetDetail1

- Customer.ChangeFromData1

- SalesOrder.Simulate

- SalesOrder.CreateFromDat1

- SalesOrder.CreateFromDat2

- PaymentCardServices.Check

- PaymentCardServices.Checknumber

- SalesOrder.Simulate

Practical Application (LO-MD-AM Product Catalog)

Purpose

This process shows how to create and use Internet product catalogs and online stores.

Process Flow

1. Use the *Product Catalog* component in the R/3 System to determine which merchandise you want to include in the catalog and attach any multimedia objects you wish (such as images or audio clips).

2. You make the catalog available to your customer on the Internet. Your customers can now display information about the products.

   The process for an online store is the same as that for a product catalog, except that:

3. Customers are able to select and transfer the articles they wish to purchase into a shopping basket.

4. When customers visit the Web site for the first time, they are not yet known to the system. Customers can then register, at which time the system creates customer master records and assigns initial passwords. (For more details, see Customer Data Creation below.)

5. Customers can have a quotation created for them in accordance with their own specific conditions, showing the total price for the items they wish to purchase.

6. If they approve the quotation, a sales order is then created in the R/3 System and can be immediately processed there.

7. Customers choose a payment option: invoice, credit card, or COD (cash on delivery). Invoices are handled as normal billing documents in R/3. If the customer choose to pay by credit card, the credit card data is checked and, if valid, the system allows the transaction to proceed.

Customer Data Creation

New customers receive an online form to fill out. Immediately afterwards, R/3 automatically assigns a customer number and initial password. Since company code, sales organization, division, and other data are taken from a reference customer record delivered with R/3, most of the customer master record is filled out automatically when a new customer registers. All the customer enters is address and payment data. Customers can change their passwords or mailing information at any time.

Customer record creation takes place in real-time, so that they can order right away.

Workflow Error Handling

Use

If for some reason a sales transaction cannot be completed in the online store, the system displays an error message in the web browser. Workflow then automatically creates a work item and routes it to the person responsible for maintaining the online store so that they can investigate the problem.

For more information on how Workflow handles online store errors, see Workflow Template: Correcting Errors in Internet Sales Orders (SD-SLS) [Ext.].

Integration

With R/3 standard message handling in Customizing (*Cross-Application Components* → *General Application Functions* → *Message Control*) and special message type 5 for sending messages externally (*Sales and Distribution* → *Basic functions* → *Output control* → *Output determination* → *Output determination using the Condition technique* → *Maintain Output Determination for Sales Activities* → *Assign output types to partner functions*), you can specify whether confirmations of Internet sales orders are to be automatically sent to the customers by email. If so, then you can use existing print programs for sales order confirmation.