



Course Name

IBM Sterling Selling And Fulfillment
Suite 9.1 Integration with WebSphere
Commerce V7 FEP3 Using WESB

Course Objectives

This course is designed to enable you to:

- Obtain an overview of Smarter Selling
- Explain the key features of SSFS 9.1 and WC V7 FEP3 integration using WESB
- Obtain an overview of SSFS 9.2 and WC V7 FEP5 integration roadmap



Course Agenda

This course is organized as follows:

- Smarter Selling Overview
- WESB Architecture
- SSFS 9.1 and WC V7 FEP3 Integration
- Use cases



Questions





Lesson 1

Smarter Selling Overview

Lesson Objectives

This lesson is designed to enable you to:

- Identify the business challenges in retail industry
- Identify solutions offered by IBM for Smarter Selling
- List the benefits of Smarter Selling solutions
- Identify the SSFS Fulfillment capabilities
- Identify the WebSphere Commerce capabilities



Complexity in all Industry Sectors

Multiple Sourcing Channels

Domestic
International
Internal Sourcing
DCs
Stores
Cross-Channel
In Transit
On Order

Multiple Sales Channels

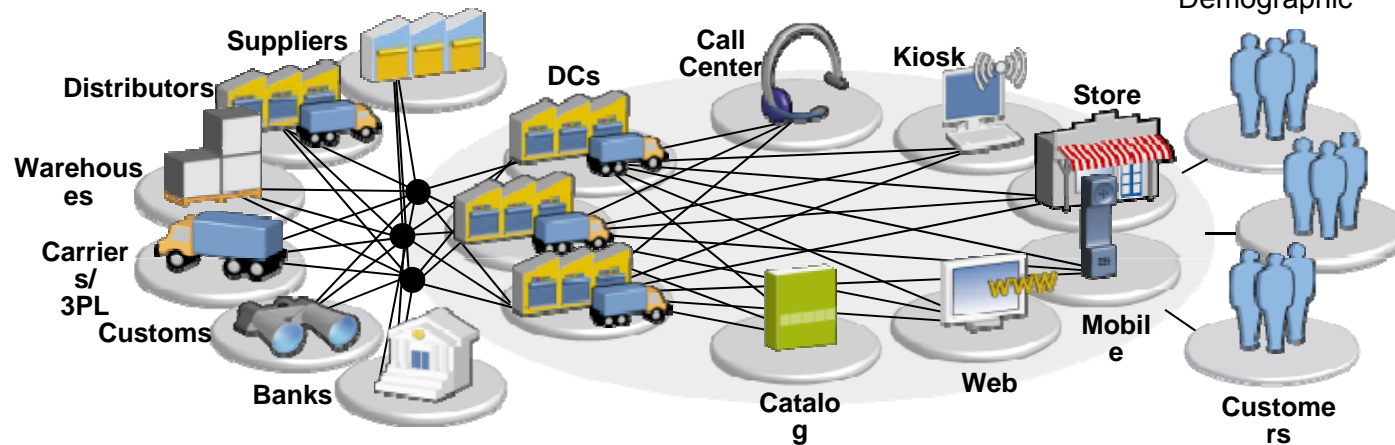
Store
eCommerce
Catalog/Call Center
Special Order
Kiosk
Mobile

Multiple Product/Service Offerings

Tiered (A, B, and C) Items
Expanded Assortment/
Endless Aisle
Bundles

Multiple Customer Segments

Consumers
Multi-Channel Customers
Loyalty Customers
Geographic
Demographic



Multiple Enterprise Units

Brands
Divisions
Business Units
Acquisitions

Multiple Distribution Methods

Supplier-to-DC
Supplier-to-Stores
DC-to-Stores
Cross-Docking
Forward Stocking
Locations
Redevelopment

Multiple Fulfillment Methods

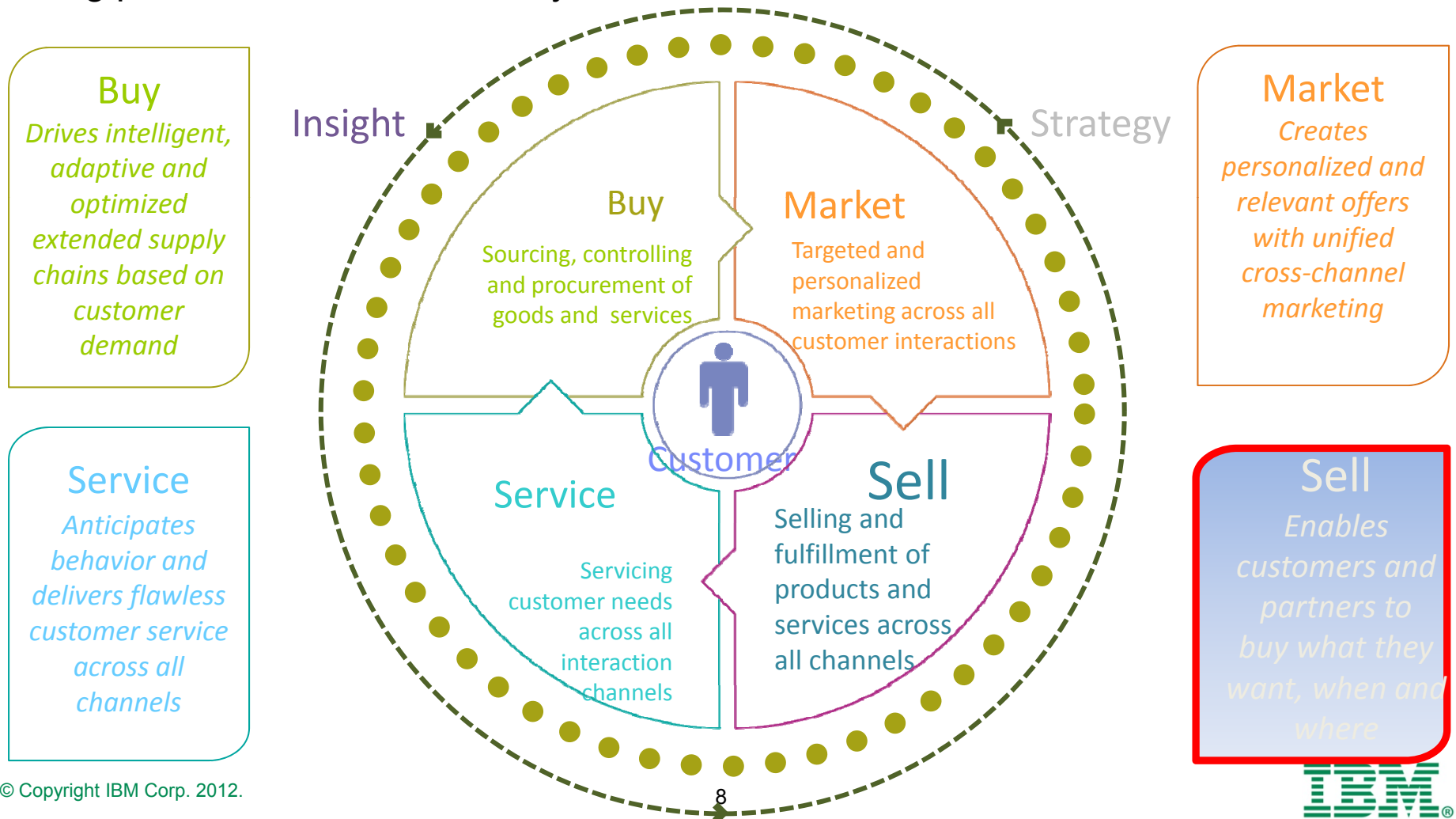
Stores
Direct-To-Consumer
DCs
Ship To Home From Stores
Supplier Drop-Ship
Delivery/Service Partners

Multiple Blind Spots

On-hand and ATP Inventory (at stores, DCs, suppliers)
Order Status
Shipment Status
Drop-Ship Status
Holistic View Of The Customer

The selling phase of the commerce cycle

Combining WebSphere Commerce with Sterling Order Management transforms the selling phase of the Commerce cycle



Integrated portfolio for Smarter Commerce

VALUE CHAIN STRATEGY AND SERVICES

Innovation and business value

Innovating and aligning business modes to drive value to the customer

Market and customer mgmt

Aligning sales, marketing and operations to engage with customers

Operating and Organization Models

Designing operations, supply chain and the organization model to deliver customer value

CORE BUSINESS SOLUTIONS

Core Business Processes

Buy

- Trading Partner Mgmt
- Supplier Management
- Supply Chain Visibility
- Logistics Management
- Inventory Optimization

Market

- Predictive Analytics/Modeling
- Behavioral Segmentation
- Cross-channel Campaign Mgmt
- Search Optimization, Ad Targeting
- Marketing Resource Mgmt

Sell

- B2B & B2C Cross-channel commerce
- Distributed Order Orchestration
- Fulfillment and Supply Chain Optimization
- Mobile Commerce
- Retail Store

Service

- Delivery & Service Scheduling
- Customer Self Service Enablement
- Reverse Logistics
- Case Management

WebSphere Commerce + Sterling Order Management
= SMARTER Selling

Selling and Fulfillment



Optimized touch points



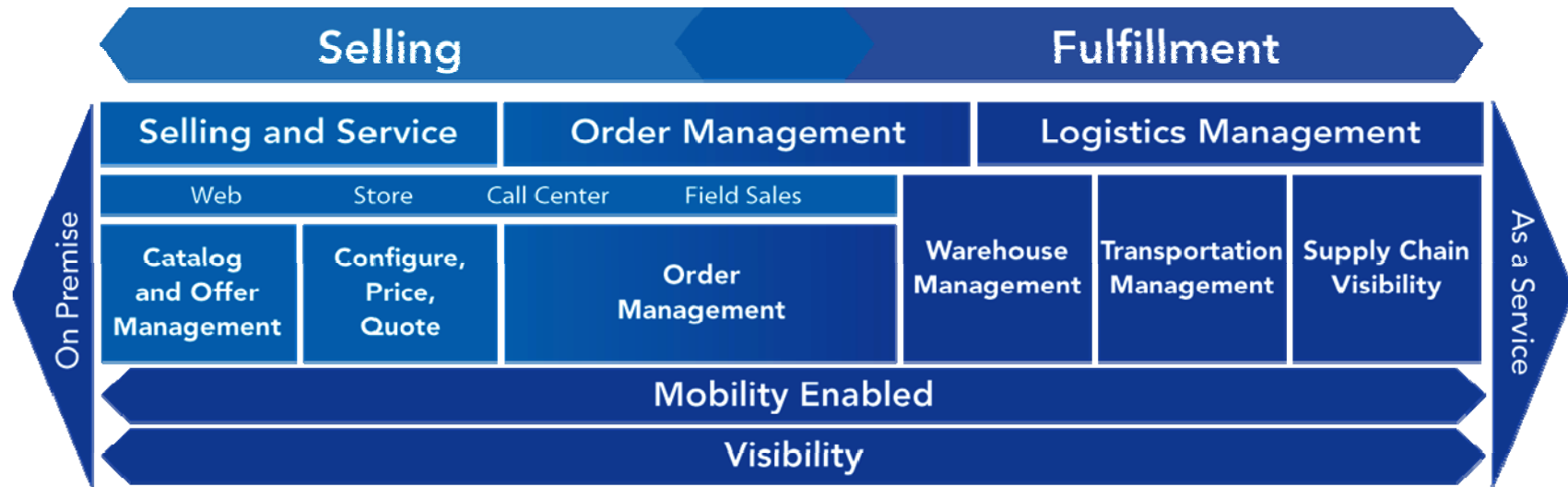
Contracts and Relationships	Personalization	Globalization
Roles and Member Mgt	Segmentation	Language Support
Business Policies	Promotions	Regulations
Contracts and Entitlements	Targeting	Multi-national Sites
Catalog and Content	Merchandising	Order Management
Content Aggregation	Search and Guided Search	Cross channel Order Capture
e-Spots	Up-sell, cross-sell, bundles	Global Inventory Visibility
Sales Catalogs	Awards and Points	Intelligent Order Scheduling
Product Info Management	Gift Center	Order Orchestration
Multi-national Sites	Auctions	Global Order Visibility
Assisted Interactions	Precision Marketing	Delivery and Service Scheduling
Sales Center	Promotions, Discounts, Coupons	Reverse Logistics
RFQ and Price Negotiation	A/B Testing	Partner Integrations: 3PL,, Drop Ship, etc
Collaboration	Affiliate Marketing	User Apps: Store, Associate, Call Center
Configuration	E-mail campaigns	Reporting
Product Configuration	Product, content, image Recommendations (Alg)	Fulfillment
Pricing Configuration	Pricing and Payments	Supply Chain Visibility
Extended Sites	Flexible Pricing	Warehouse Management
Multiple Sites	Payments	Transportation Management

A 'Smarter' Solution

- Smarter Commerce is a 'best of breed' integrated portfolio
- IBM's investments in portfolio integration provide tangible and differentiated value
- The cost and operational advantages of Smarter Commerce include:
 - Accelerated time-to-market and realization of value
 - Reduced deployment costs and total cost of ownership (TCO)
 - Common infrastructure and approaches, which means customers can leverage existing skill-sets and infrastructure
- Smarter Commerce provides Enhancing Solution Value: $1+1=3$, improving:
 - Customer experience and value
 - Business productivity

Overview of Sterling 'as is'

Sterling Order Management



- Selling and Service is the foundation on which the Order Management and Fulfillment function operates.
- Successful interactions on Web, Brick and Mortar Store, Call Center and Field Sales feed the Order Management and Fulfillment operations
- B2B, B2C orders for items and services are created, scheduled, shipped in easy to use flexible and intuitive web based application
- Order Management and fulfillment provides basic functionality for Logistics Management but has powerful capabilities to integrate with external software
- Warehouse Management, Transportation Management and Supply Chain Visibility compliment end to end capability of the business

Distributed Order Management Key Capabilities (1)

Multi-channel order Management

Enterprise Order Management - central order repository to manage orders across all channels, business units, divisions, brands... to Support order from anywhere, fulfill from anywhere



Single Face to the Customer

Deliver a uniform face to customers -- Providing a single version of the truth to all customer fulfillment issues resulting in more efficient control of customer relationships.



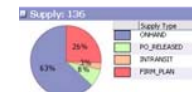
Intelligent Order Sourcing

Real-time, efficient order sourcing and inventory selection across the extended supply chain to achieve "order from anywhere, fulfill from anywhere" business model


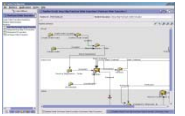




Global Supply Visibility

Real-time, accurate visibility to all inventory supply types across the extended supply providing with optimized promising against global synchronization of available inventory, services and logistics resources



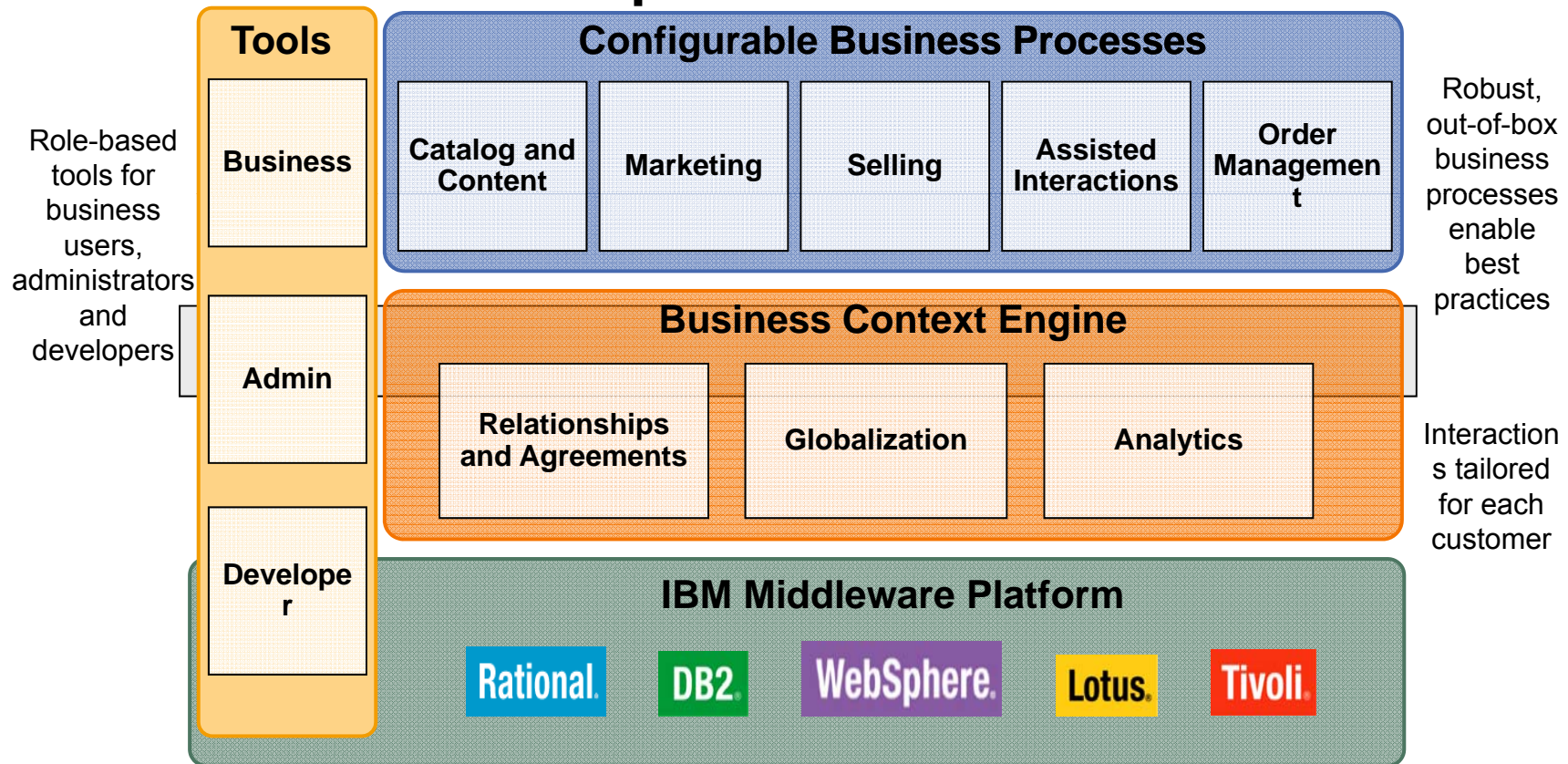
Distributed Order Management Key Capabilities (2)

Optimized Delivery of Bundled Services	Real-time Capable to Promise - Visibility and management of all related service and delivery providers to provide richer product offering and higher customer service levels	
Process-Oriented Order Fulfillment	Transform fulfillment and supply chain operations with ability to flexibly model and manage processes shared among multiple internal and external participants	
N-tiered, Line-level Order Management	Maximize operational performance and flexibility with efficient coordination of complex fulfillment processes in a single environment	
Fulfillment Lifecycle Management	Ensures customer satisfaction and streamline operations by synchronizing execution of product, logistics and financial flows throughout the fulfillment process	

About WebSphere Commerce

Any or all commerce initiatives built on a single, unified platform

WebSphere Commerce



Built on a scalable platform designed for cross-channel business integration

WebSphere Commerce Key Capabilities(1)

Support for Multiple Business Models

WebSphere Commerce can support the widest range of out-of-the-box business models. WC architecture and prepackaged, customizable configurations enable it to provide the broadest range of out-of-the-box B2C, B2B and multi-channel business models

Dynamic Global Infrastructure

WebSphere Commerce is designed to provide a dynamic global infrastructure to help accommodate unique customer, business, language and legal requirements for every region or country in which a business operates

Custom Site for Specific Customer and Partners

Extended Site capability allows WebSphere Commerce to create individualized service like branded, market segment specific microsite

Single, Consolidated Platform for E-commerce

WebSphere Commerce Starter Stores deliver pre-configured sets of business processes that helps perform minimal customization and deploy sites quickly.

WebSphere Commerce Key Capabilities(2)

Cross Channel Order Management

Order subsystem is extended to provide enhanced support for cross channel business processes and integration interfaces has been added with external OMS systems.

Multi Channel Precision Marketing

Automated marketing strategy based on an individual consumer's preferences and shopping intentions

Social Commerce

Introduction of social networking capabilities into e-commerce. Improvement of customer participation and retention with the e-commerce site.

Mobile Commerce

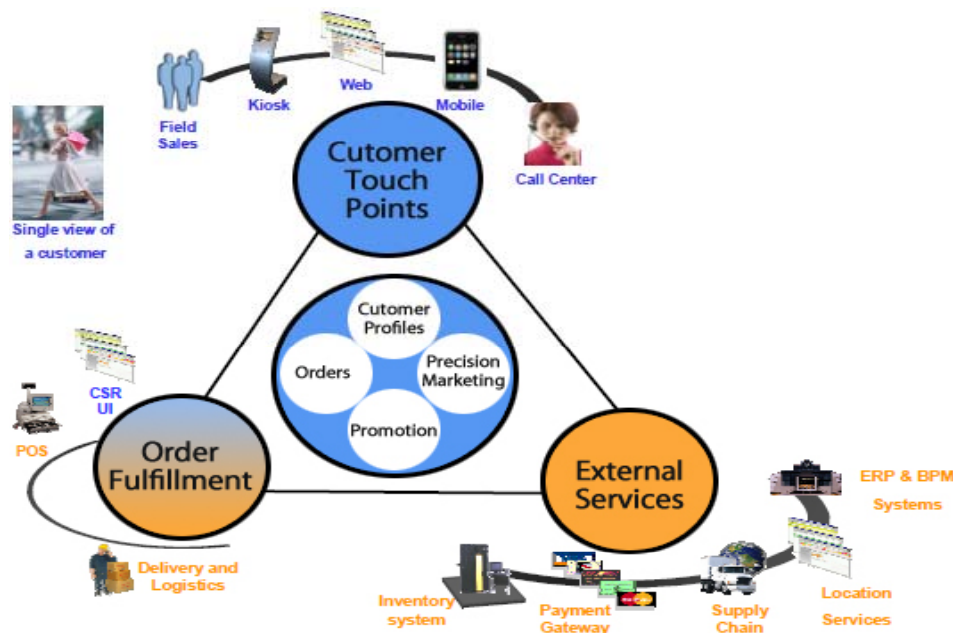
Adheres to W3C Mobile Best Practices. Enable e-commerce sites to browse and shop using smart phones.

WebSphere Commerce and DOM: End-To-End Solution

WebSphere Commerce cross channel shopping: buy, fulfill, services from anywhere

WebSphere Commerce, together with a DOM system, enables sellers to interact with their customers by providing end to end functions to take and manage orders.

WebSphere Commerce is the selling engine, displaying products, providing marketing and promotional tools and features to lead a customer to place an order. Once the order is placed, the DOM system manages the order through the various components required to fulfill that order.



Completed Objectives

This lesson was designed to enable you to:

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- List the benefits of Smarter Selling solutions
- Identify the SSFS Fulfillment capabilities
- Identify the WebSphere Commerce capabilities





Lesson 2

WESB Architecture

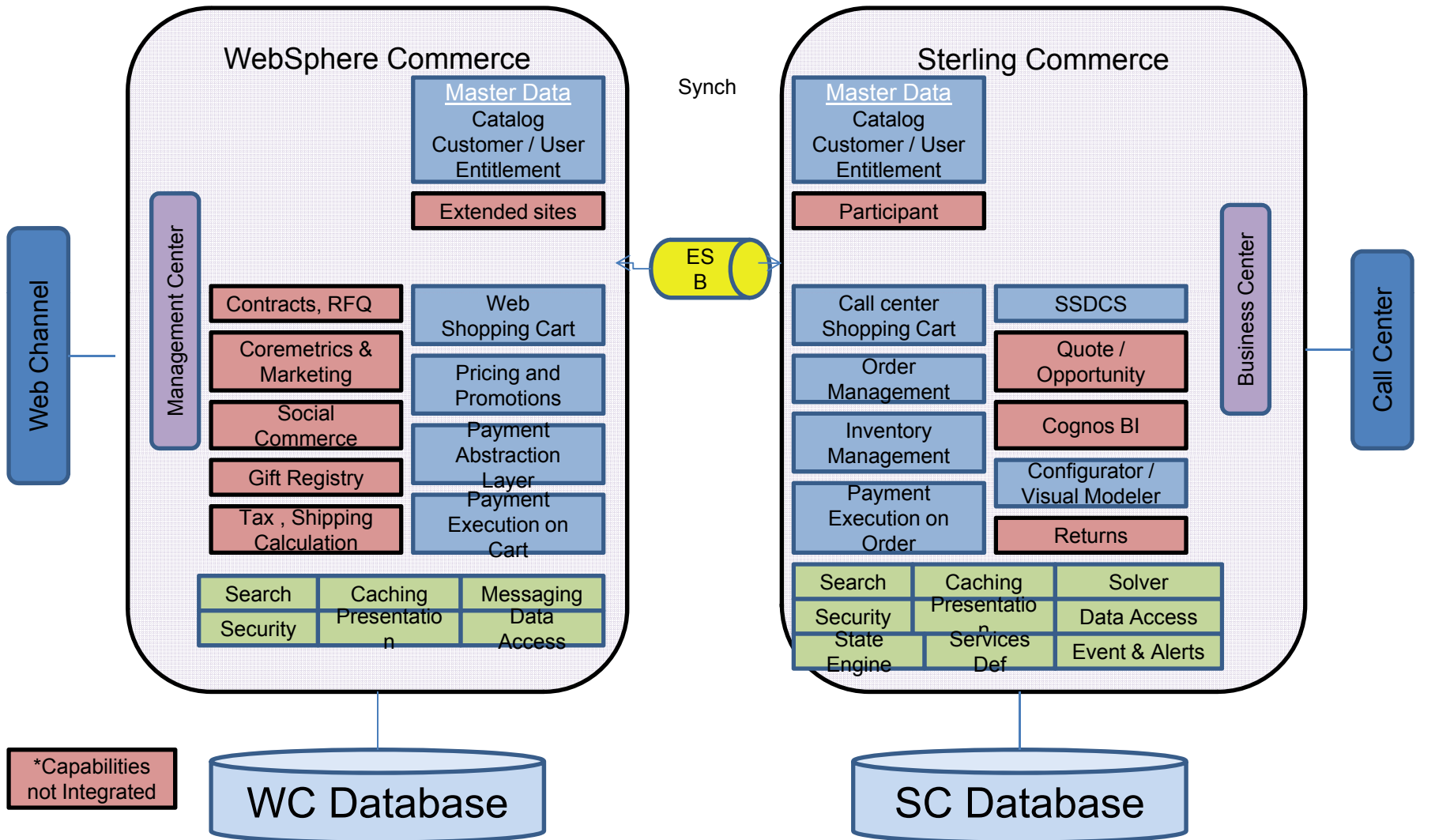
Lesson Objectives

This lesson is designed to enable you to:

- Explain the WESB architecture
- Identify the SSFS and WC modules to be integrated
- Explain the WESB assembly and its components

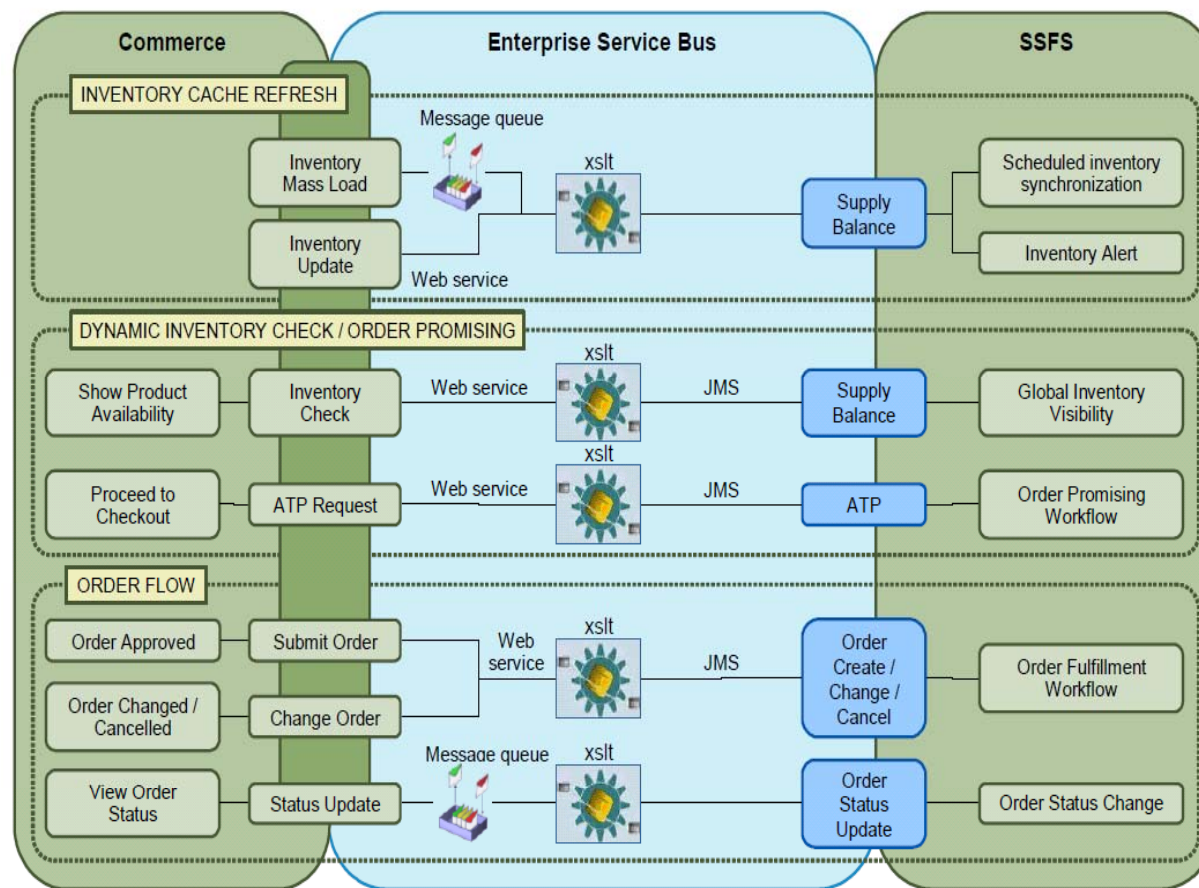


Overview of Integration



Standard Message Flow for WC and SSFS Integration

Integration between WebSphere Commerce and Sterling Selling Fulfillment Suite handled by mediation module.



Modules Integrated (1)

■ Order

- Before an item added to cart in WC, real time inventory check request send to SSFS
- Once the order is processed, before final order submission inventory is reserved in SSFS
- Once an order is confirmed in WC, WC makes call to SSFS to place a corresponding order in SSFS database
- Order fulfillment occurs in SSFS
- SSFS sends the order update information to WC asynchronously
- WC displayed updated order status on storefront.
- Customization point available for tokenize PAN information and send along with Order information

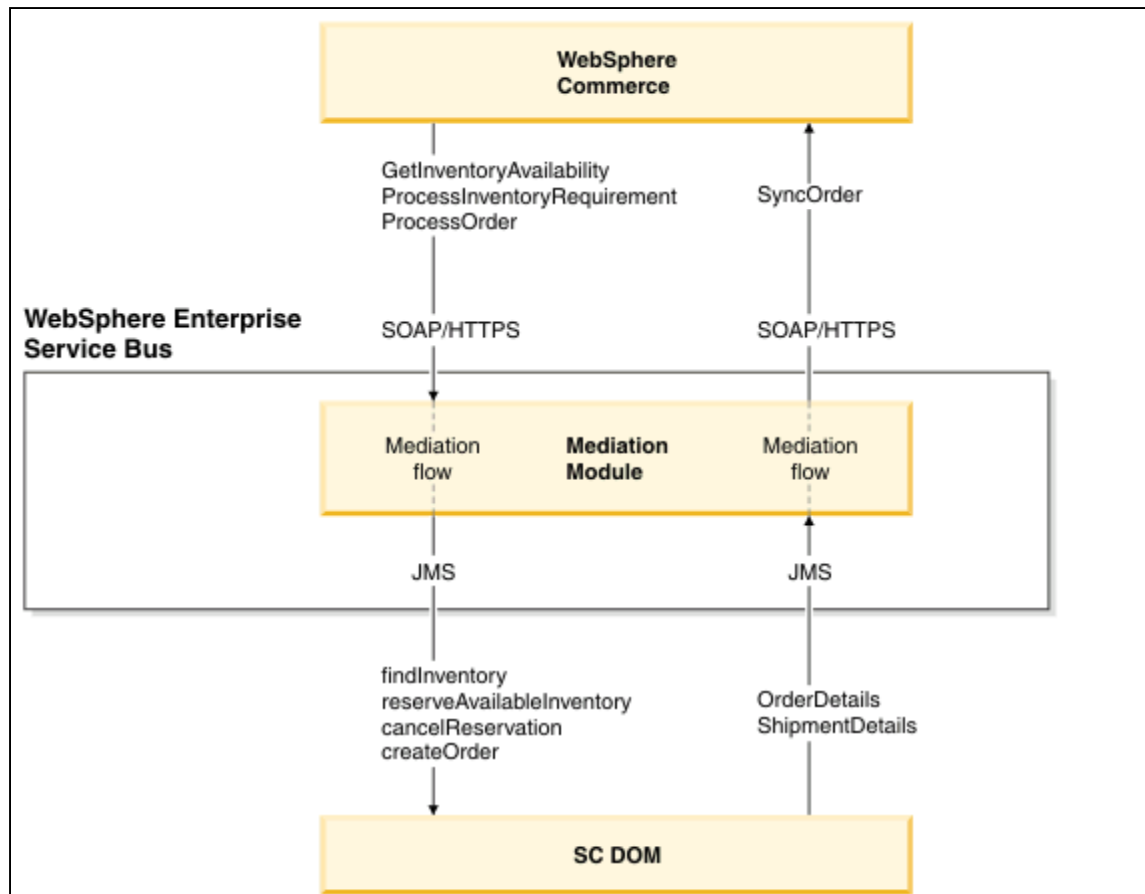
Modules Integrated (2)

■ Inventory

- Sterling is the system of record.
- Inventory processing, availability computation and sourcing logic are performed in SSFS.
- WC inventory cache is maintained for inventory picture.
- Inventory calls are made real-time from WC to SSFS to obtain inventory availability info and update the WC inventory cache if cache entry is not found or expired.
- Inventory reservations can be created or cancelled in SSFS from WC via web services; pass as order line reservations when orders are placed in SSFS.
- Inventory information can be pushed to WC using SSFS Real-time Availability Monitor (RTAM)

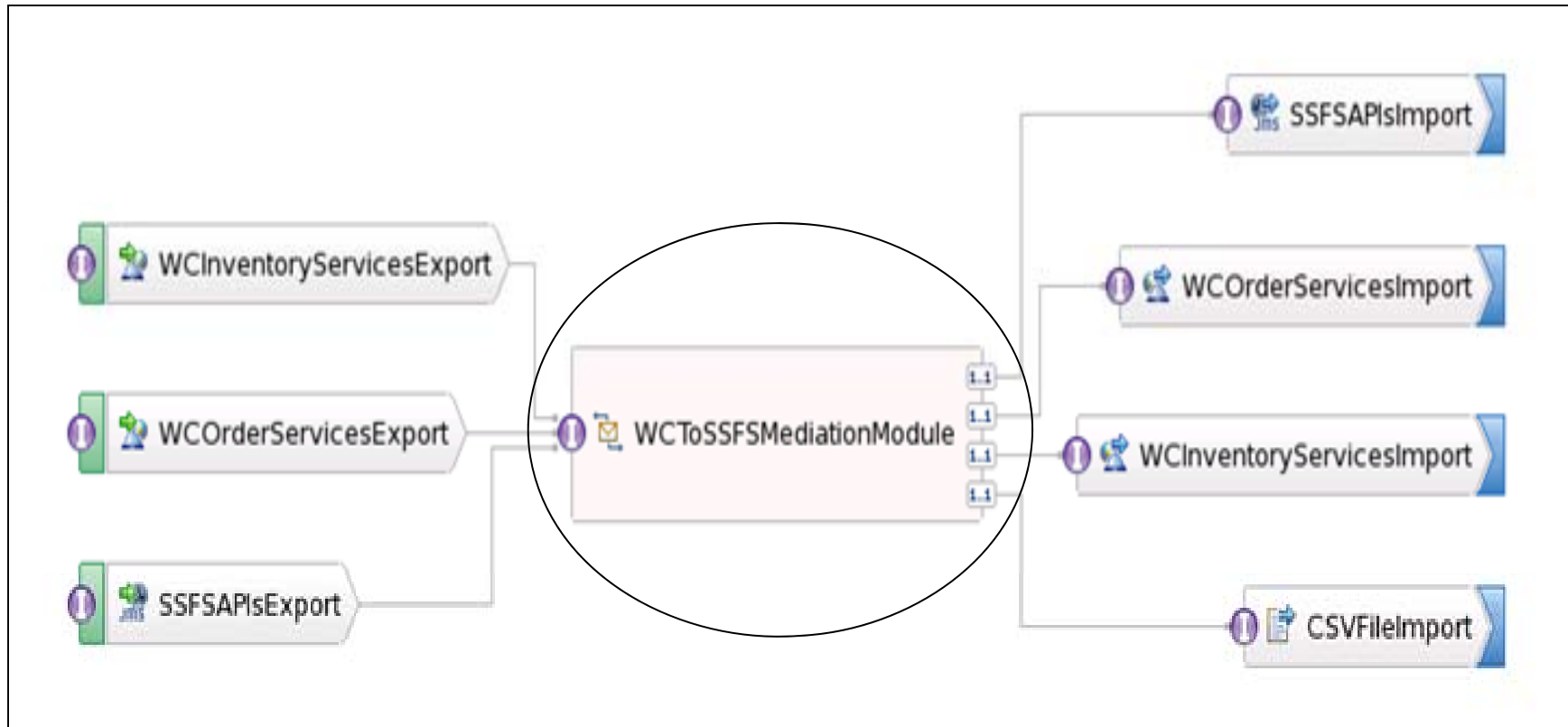
Integration Architecture

Integration between WebSphere Commerce and Sterling Selling Fulfillment Suite handled by mediation module.



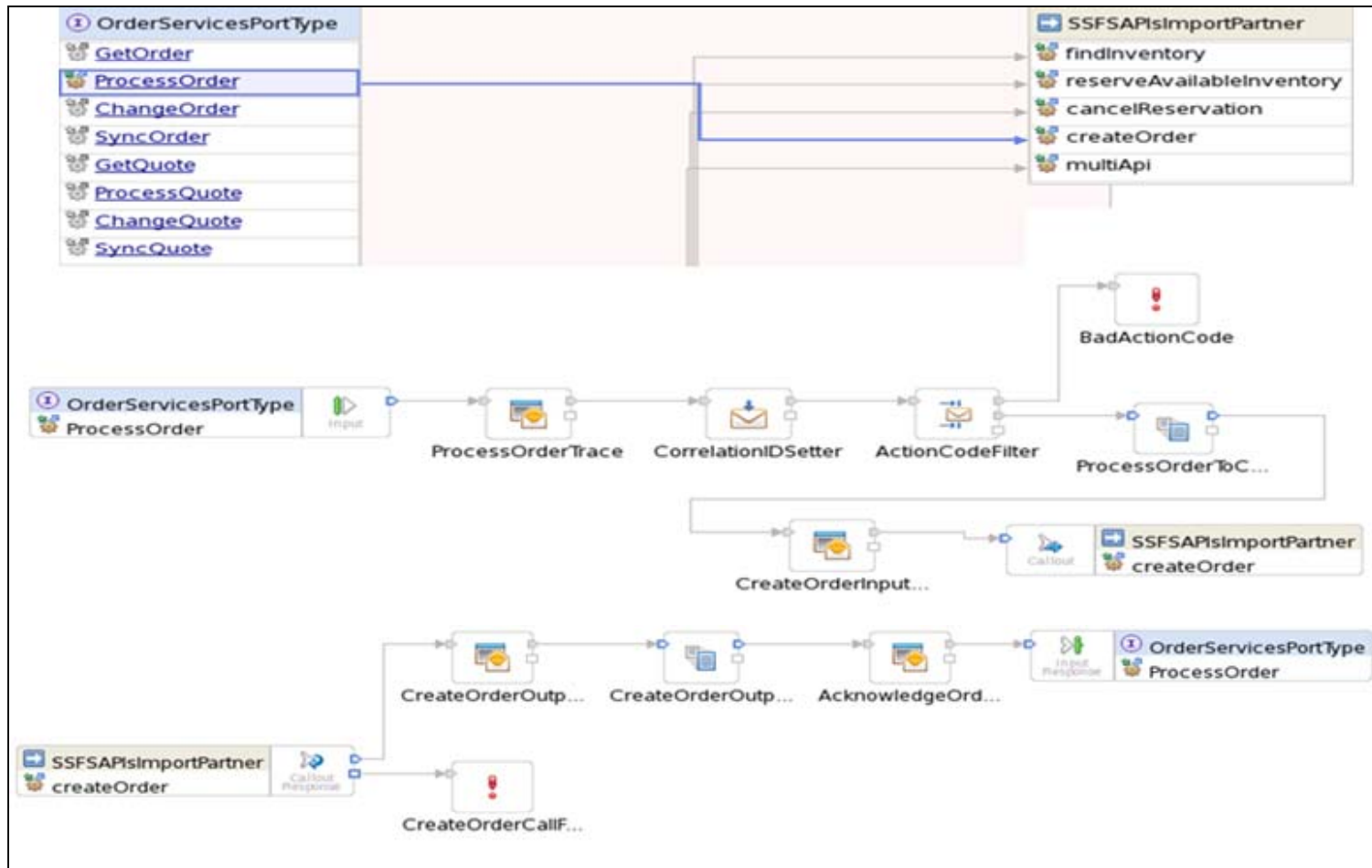
Assembly Diagram – WESB

The WESB Service Component Architecture (SCA) component that can process or mediate service interactions

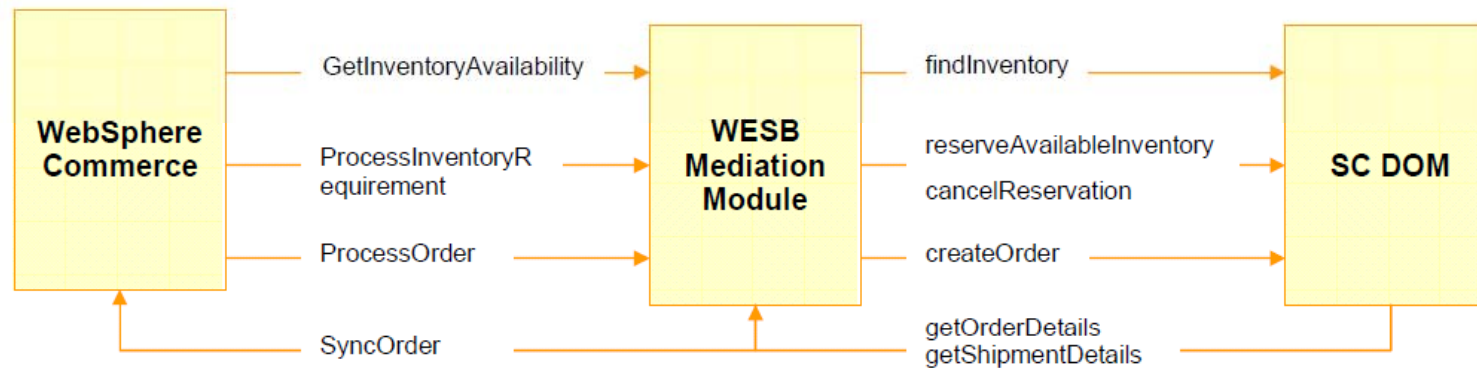


Sample Mediation Flow –Process Order

Mediation Primitives declared in graphical way



Mapping



Communication	WebSphere Commerce request	SSFS API call
Get inventory availability	GetInventoryAvailability	findInventory
Reserve Inventory	ProcessInventoryRequirement	reserveAvailableInventory cancelReservation
Transfer order	ProcessOrder	createOrder
Sync order fulfillment status	SyncOrder	getOrderDetails getShipmentDetails

DemonMessage strations



- WESB Demo

Completed Objectives

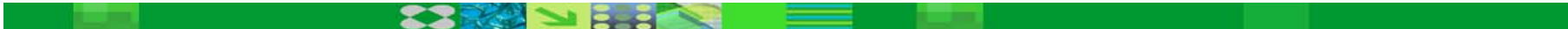
This lesson was designed to enable you to:

- Explain the WESB architecture
- Identify the SSFS and WC modules to be integrated
- Explain the WESB assembly and its components



Questions





Lesson 3

SSFS and WC Integration

Lesson Objectives

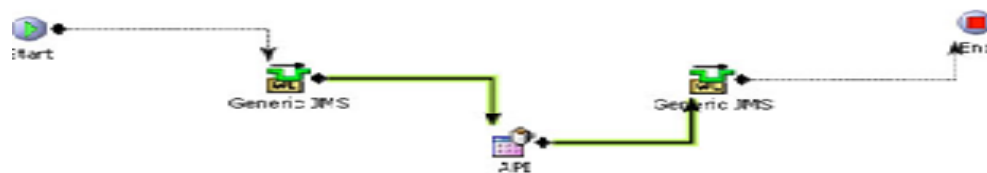
This lesson is designed to enable you to:

- Explain the SSFS-WC integration - related product enhancement in SSFS
- Explain the SSFS-WC integration - related feature pack changes in WC



Service Definition Creation in SSFS(1)

- Create the Inbound Service Definition
 - In order to enable SSFS to receive API calls over JMS, you need to create a custom asynchronous service for each API call. The SSFS API calls we need to enable are:
 - findInventory
 - reserveAvailableInventory
 - createOrder
 - To enable an API call, we create a new service which:
 - Receives the request on a JMS queue
 - Performs the API call
 - Puts the response on another JMS queue



Service definition of an SSFS for inbound message

Service Creation in SSFS(2)

- Create the outbound service definitions
 - Similarly to enabling inbound API calls, in order for SSFS to notify Web Sphere Commerce of changes to the order status, we must setup custom services. API calls we need to enable are:
 - getOrderDetails
 - getShipmentDetails
 - To enable an API call, we create a new service which:
 - Make an API call.
 - Send the results of that call over a JMS queue.



Service definition of an SSFS for Outbound message

Foundation Changes in WC (DOM Integration)

Interface/Class Name	Description
DoInventoryActionCmd	Check inventory system and process the inventory accordingly
FetchInventoryAvailabilityCmd	Retrieves the inventory availability record combination with cached by WC
ProcessInventoryRequirementReserveInventoryActionCmd	Make an outbound ProcessInventoryRequirement service request to SSFS for reservation
ProcessInventoryRequirementCancelInventoryReservationActionCmd	Make an outbound ProcessInventoryRequirement service request to SSFS for cancelling reservation
ComposeOrderDetailsCmdImpl	Prepare the order BOD message
ProcessOrderSubmitEventCmdImpl	Execute an external order for processing in SSFS
OrderStatusCmdImpl	Sync order status in WC
TokenizeAccountNumberCmd	Provide interface for custom tokenization and sending payment data to SSFS

Inventory Caching

- Two caching options are implemented
 - Database cache
 - In Memory
- Cache configuration is stored in following two tables
 - INVCNF (Represents DOM inventory cache configurations)
 - INVCNFRREL (Represents the relationship of an item and/or location with an inventory configuration)
- Database cache
 - INVAVL (Represents an inventory availability record cached in the WebSphere Commerce database)
 - Mass load utility can be used to batch load the data
- In memory cache
 - WebSphere distributed object cache

Demonstrations



- SSFS Config Changes Demo
- WebSphere Commerce Config Changes Demo

Completed Objectives

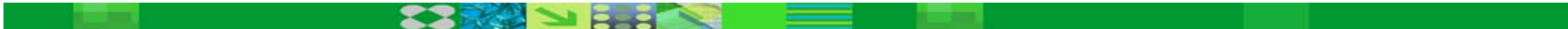
This lesson was designed to enable you to:

- Explain the SSFS-WC integration - related product enhancement in SSFS
- Explain the SSFS-WC integration - related feature pack changes in WC



Questions





Lesson 4

Use Cases

Lesson Objectives

This lesson is designed to enable you to:

- Explain the Order creation process flow
- Explain the Order fulfillment process flow
- Explain the Order completion process flow



Inventory Availability on WC Product Page

The screenshot shows a product page for a "Racing Master Cylinder" priced at \$200.00. The page includes a navigation menu on the left, a product image, and a central product information section. The "Check Store Availability" section is highlighted, showing "Online Availability: Out of Stock" (circled in red) and "In-Store Availability: Select Store".

Home | [Racing Master Cylinder](#) US Dollar

Racing Master Cylinder
Price: \$200.00

Type: Power

Bore size: 1.0 in

Manufacturer: Raceon

Warranty: 2 years/30,000 km

Quantity: 1

[Add to Cart](#)

[Add to Compare](#)

[Add to Wish List](#)

Check Store Availability

Online Availability: ⊖ Out of Stock

In-Store Availability: [Select Store](#)

[Show Availability](#)

Compare

Drag products here to compare

[Clear](#) [Compare](#)

E-mail Newsletter
Subscribe now!

Brakes
Brake pads
Master Cylinders
Tires

Electrical
Batteries
Lamps
Starters

Furniture
Lounge Chairs
Office Chairs
Desks
Coffee Tables
Table Lamps
Desk Lamps
Fabric Sofas
Leather Sofas
LoveSeats
Outdoor

Entertainment
Audio Systems
GPS Navigation systems
Video Systems

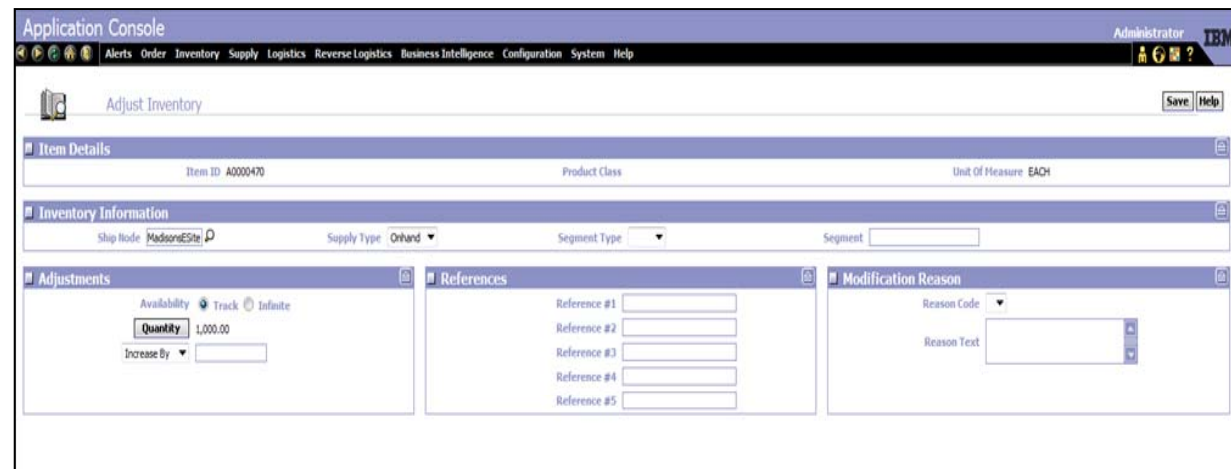
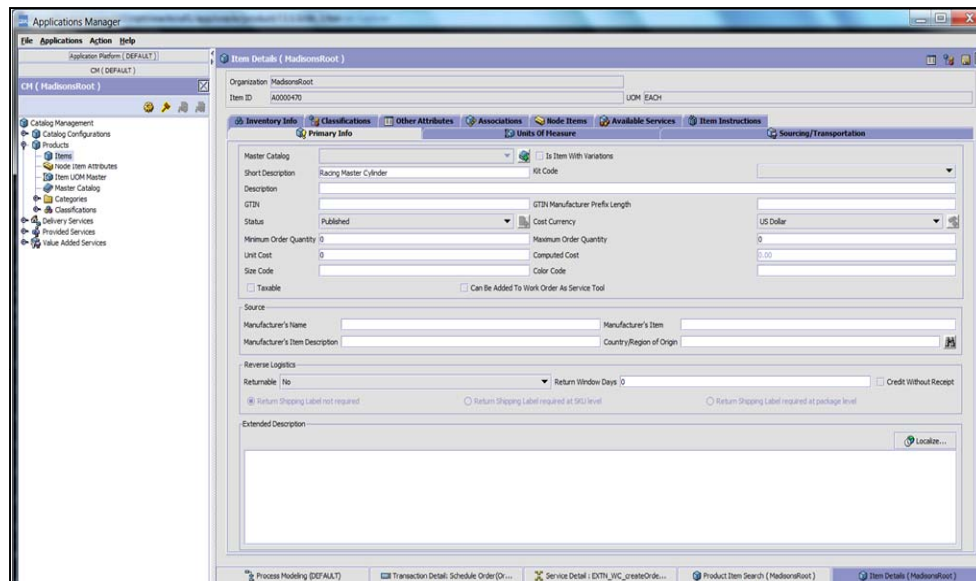
Tableware
Plates
Silverware
Table Glasses
Wine Glasses
Tea and Coffee Cups
Tea Pots

Kitchenware

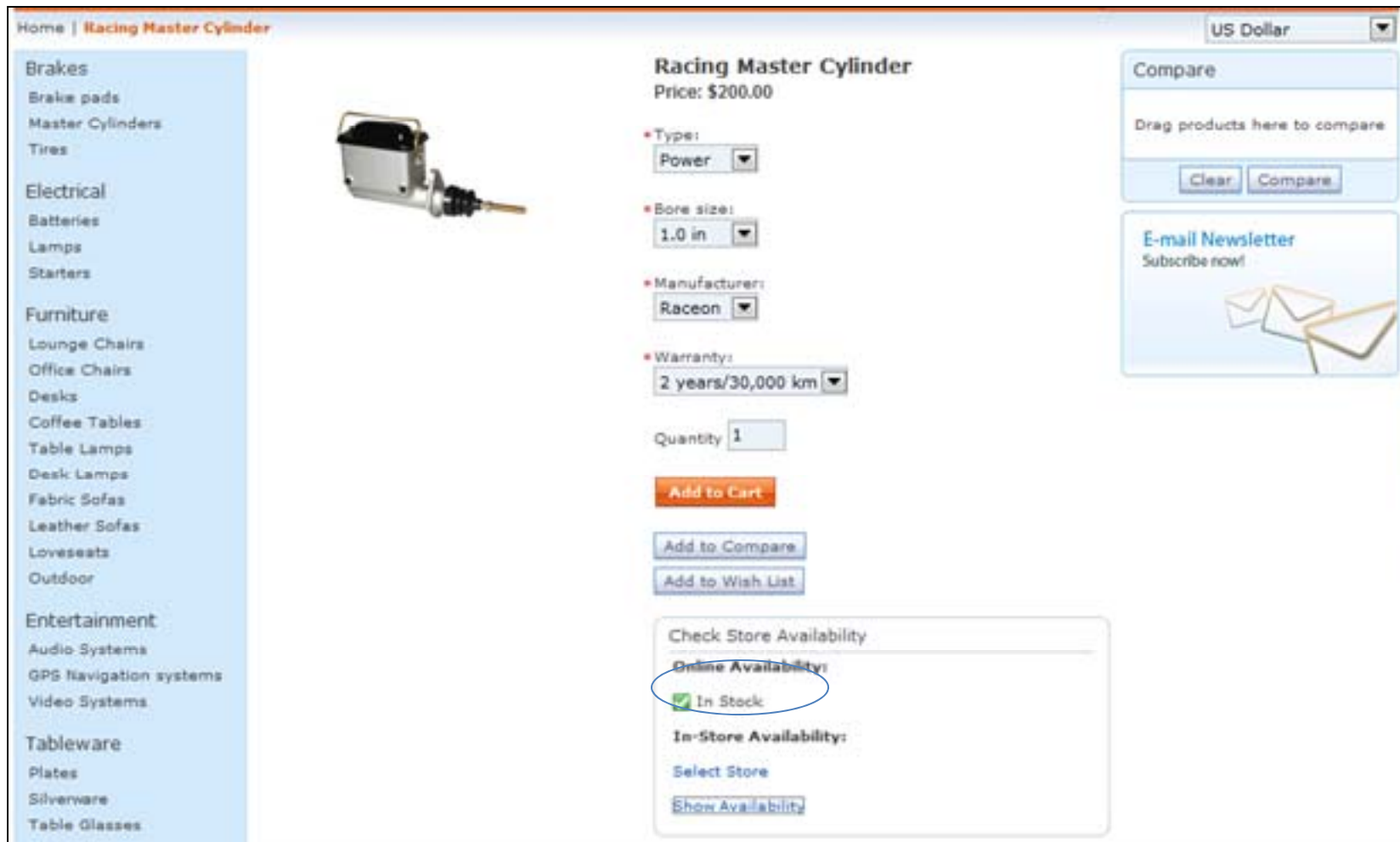
Description [Attachments](#)

SKU: A0000462

Item Inventory Availability on SSFS Inventory System



Inventory Availability on WC Product Page



The screenshot displays a product page for a "Racing Master Cylinder" on a website. The page includes a navigation menu on the left, a product image, a price of \$200.00, and several dropdown menus for product specifications: Type (Power), Bore size (1.0 in), Manufacturer (Racoon), and Warranty (2 years/30,000 km). A quantity selector is set to 1. Below these are buttons for "Add to Cart", "Add to Compare", and "Add to Wish List". On the right side, there is a "Compare" section with a "Clear" and "Compare" button, and an "E-mail Newsletter" section with a "Subscribe now!" link and an envelope icon. At the bottom right, a "Check Store Availability" section shows "Online Availability:" with a checked "In Stock" option circled in blue, and "In-Store Availability:" with a "Select Store" link and a "Show Availability" link.

Home | [Racing Master Cylinder](#) US Dollar ▼

Brakes
Brake pads
Master Cylinders
Tires

Electrical
Batteries
Lamps
Starters

Furniture
Lounge Chairs
Office Chairs
Desks
Coffee Tables
Table Lamps
Desk Lamps
Fabric Sofas
Leather Sofas
Lovesats
Outdoor

Entertainment
Audio Systems
GPS Navigation systems
Video Systems

Tableware
Plates
Silverware
Table Glasses

Racing Master Cylinder
Price: \$200.00

Type: ▼

Bore size: ▼

Manufacturer: ▼

Warranty: ▼


Quantity

[Add to Cart](#)

[Add to Compare](#)

[Add to Wish List](#)

Compare
Drag products here to compare
[Clear](#) [Compare](#)


E-mail Newsletter
Subscribe now!


Check Store Availability
Online Availability:
 In Stock
In-Store Availability:
[Select Store](#)
[Show Availability](#)

WC Shopping Cart

Shopping Cart

Shop Online Pick Up at Store

PRODUCT	AVAILABILITY	QTY	EACH	TOTAL
 Racing Master Cylinder SKU: A0000470 Change Attributes Remove	In-Stock	<input type="text" value="5"/>	\$200.00	\$1,000.00

Promotional code:

Order Subtotal: \$1,000.00
Discount: \$0.00
Order Total: \$1,000.00

New Customer & Guests

[Checkout without signing in](#)

You can make your purchases from Madisons without signing in.

You will be given the option to register during the checkout steps.

Returning Customers

[Sign in for quick checkout](#)

Username:


Password:

[Forgot your password?](#)

Reserve Inventory Request

Shipping Address: test113
test user
test
test Massachusetts
United States 02142
test@test.com
[Edit Address](#)
[Create Address](#)

Shipping Method: International mail
 Ship as Complete
 Add Shipping Instructions
 Request Shipping Date

Product	Availability	Qty	Each	Total
 Racing Master Cylinder SKU: A0000470 Change Attributes Remove	In-Stock	5	\$200.00	\$1,000.00

Promotional code: [Apply](#)

Order Subtotal: \$1,000.00
Discount: \$0.00
Tax: \$50.00
Shipping: \$10.00
Shipping Tax: \$0.00
Order Total: \$1,060.00

Billing Information


Select the number of payment methods: 1 Payment method(s)

BILLING ADDRESS: test113
test user
test
test Massachusetts
United States 02142
test@test.com
[Edit Address](#)
[Create Address](#)

BILLING METHOD: Select billing method
*Amount: 1,060.00

[Back](#) [Next](#) Proceed to your Order Summary.

Reserve Inventory

Shipping Address: sprasada prasada bangalore bangalore karnataka India 574101 soumya.prasada@gmail.com		Shipping Method: International mail Ship as Complete: Yes			
Product  Racing Master Cylinder SKU: A0000470 Type : Power Bore size : 1.0 in Manufacturer : Raceon Warranty : 2 years/30,000 km		Availability In-Stock	Qty 5	Each \$200.00	Total \$1,000.00
Order Subtotal: \$1,000.00 Discount: \$0.00 Tax: \$50.00 Shipping: \$10.00 Shipping Tax: \$0.00 Order Total: \$1,060.00					
Billing Information					
BILLING ADDRESS sprasada prasada bangalore bangalore karnataka India 574101 soumya.prasada@gmail.com			BILLING METHOD MasterCard Credit Card Month: 03 Account number: *****1111 CVV2 number: --- Year: 2012 Amount: \$1,060.00		

Application Console Administrator IBM

Alerts Order Inventory Supply Logistics Reverse Logistics Business Intelligence Configuration System Help

Inventory Summary

Item Information

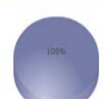
Organization Code: MadsonRoot	Product Class: Tracked Everywhere Yes	Consider All Nodes: <input type="checkbox"/>	Distribution Group: <input type="text"/>
Item ID: A0000470	Processing Days: 100	Segmentation: <input checked="" type="radio"/> All Inventory	Unsegmented Inventory: <input type="text"/>
Unit Of Measure: EAQ1		Consider Segment Type: <input type="text"/>	Segment: <input type="text"/>
Description:		Horizon End Date: 06/20/2012	
Lead Days: 0			
Expired Supply: 0.00			

Supply: 1,000.00

Supply Type: Offhand

Organization Code: MadsonRoot

Quantity: 1,000.00

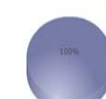


Demand: 5.00


Demand Type: Reserved

Organization Code: MadsonRoot

Quantity: 5.00



Available: 995.00



Availability View All

Process Order


Thank you for your order!
 You will receive a confirmation by e-mail to verify your order.
Order number: 16002
Order date: March 12, 2012

[Continue Shopping](#)

Shipping Information

Shipping Address:
 sprasada prasada
 bangalore
 bangalore karnataka
 India 574101
 soumya.prasada@gmail.com

Ship as Complete: Yes
Shipping Method: International mail

Product	Availability	Status	Qty	Each	Total
 Racing Master Cylinder SKU: A0000470 Type : Power Bore size : 1.0 in Manufacturer : Raceon Warranty : 2 years/30,000 km	In-Stock	Pending payment approval	5	\$200.00	\$1,000.00

Order Subtotal: \$1,000.00
 Discount: \$0.00
 Tax: \$50.00
 Shipping: \$10.00
 Shipping Tax: \$0.00
Order Total: \$1,060.00

Billing Information

BILLING ADDRESS
 sprasada prasada
 bangalore

BILLING METHOD
 MasterCard Credit Card

Application Console Administrator IBM

Alerts Order Inventory Supply Logistics Reverse Logistics Business Intelligence Configuration System Help

Order Detail [Save](#) [Help](#)

Sales Order [Schedule](#) [Release](#) [New Holds](#) [Cancel](#)

Enterprise: Madsonboot Buyer: Madsonboot Seller: Madsonboot
 Order #: WC_16002 Status: Created Order Date: 03/12/2012 08:33:23
 Order Type: Service Service: Requested Delivery Date:

Document Type: Sales Order

Ship To	Bill To	Charges	Payment Info
prasada bangalore bangalore karnataka 574101 IN	prasada bangalore bangalore karnataka 574101 IN	Line Sub Total 1,000.00 + Total Charges 10.00 + Total Tax 50.00 + Total Discount 0.00 - Grand Total \$ 1,060.00	Status: Not Applicable Type: CREDIT_CARD Authorized 0.00 Collected 0.00

Order Lines [New Task](#) [View Instructions](#) [View KPI Components](#) [View Audit](#)

Line	Item ID	PC	UOM	Description	Recv Node	Ship Node	Delivery Date	Line Qty	Amount	Status
20,002	A0000470		EACH	Racing Master Cylinder		MadsonEstE		5.00	\$1,000.00	Created

Order Released in SSFS

The screenshot displays the IBM Application Console interface for an order. The top navigation bar includes 'Alerts', 'Order', 'Inventory', 'Supply', 'Logistics', 'Reverse Logistics', 'Business Intelligence', 'Configuration', 'System', and 'Help'. The main content area is titled 'Order Detail' and shows a 'Sales Order' with the following details:

- Enterprise: MadsonsRoot
- Order #: WC_16002
- Order Type: Sales Order
- Buyer: MadsonsRoot
- Status: Released
- Seller: MadsonsRoot
- Order Date: 03/12/2012 08:33:23
- Requested Delivery Date: (empty)

Below the order details are four panels:

- Ship To:** prasada, bangalore, bangalore karnataka 574101, IN
- Bill To:** prasada, bangalore, bangalore karnataka 574101, IN
- Charges:**

Line Sub Total	1,000.00 +
Total Charges	10.00 +
Total Tax	0.00 +
Total Discount	0.00 -
Grand Total	\$ 1,000.00
- Payment Info:** Status: Not Applicable, Type: CREDIT_CARD, Authorized: 0.00, Collected: 0.00

The 'Order Lines' section at the bottom shows a table with one line item:

Line	Item ID	PC	UOM	Description	Recv Node	Ship Node	Delivery Date	Line Qty	Amount	Status
20,002	A0000470		EACH	Racing Master Cylinder		MadsonsSite		5.00	\$ 1,000.00	Released

The screenshot shows a 'My Account' web page. On the left is a navigation menu with links for Settings, Personal Information, My Address Book, Quick Checkout Profile, Wish Lists, Personal Wish List, My Orders, My Orders, My Coupons, and My Coupons. The main content area is titled 'My Orders' and contains a table with the following data:

ORDER NUMBER	ORDER DATE	STATUS	TOTAL PRICE	
16002 Details	March 12, 2012	Inventory fulfilled	\$1,000.00	Re-Order

Order Shipped

Application Console Administrator IBM

Alerts Order Inventory Supply Logistics Reverse Logistics Business Intelligence Configuration System Help

Order Detail Save Help

Sales Order Schedule Release View Holds Cancel

Enterprise: MadsonRoot Buyer: MadsonRoot
 Order # WC_16002 Status: **Shipped** Seller: MadsonRoot
 Order Date: 03/12/2012 08:33:23
 Order Type: Service: Requested Delivery Date:

Document Type: Sales Order

Ship To: prasada bangalore bangalore kamataka 574101 IN
 Bill To: prasada bangalore bangalore kamataka 574101 IN

Charges

Line Sub Total	1,000.00 +
Total Charges	10.00 +
Total Tax	50.00 +
Total Discount	0.00 -
Grand Total	\$ 1,060.00

Payment Info

Status: Not Applicable
 Type: CREDIT_CARD
 Authorized: 0.00
 Collected: 0.00

Order Lines

Line	Item ID	PC	UOM	Description	Recv Node	Ship Node	Delivery Date	Line Qty	Amount	Status
20.002	A0000470		EACH	Racing Master Cylinder		MadsonSite		5.00	\$ 1,060.00	Shipped

My Account

Settings

- Personal Information
- My Address Book
- Quick Checkout Profile
- Wish Lists
- Personal Wish List
- My Orders
- My Orders
- My Coupons
- My Coupons

My Orders

ORDER NUMBER	ORDER DATE	STATUS	TOTAL PRICE	
16002 Details	March 12, 2012	Shipped	\$1,060.00	Re-Order

Different Possible Order Status in WC

The screenshot shows the 'My Orders' section of the MADISONS website. The table lists several orders with different statuses, including 'Inventory fulfilled', 'Shipped', and 'Pending payment approval'. A blue circle highlights the 'STATUS' column.

ORDER NUMBER	ORDER DATE	STATUS	TOTAL PRICE	Re-Order
12502 Details	February 28, 2012	Inventory fulfilled	\$882.77	Re-Order
12511 Details	February 24, 2012	Shipped	\$88.75	Re-Order
12509 Details	February 24, 2012	Shipped	\$78.75	Re-Order
12512 Details	February 24, 2012	Inventory fulfilled	\$88.75	Re-Order
12510 Details	February 24, 2012	Inventory fulfilled	\$187.80	Re-Order
12508 Details	February 24, 2012	Pending payment approval	\$88.75	Re-Order
12507 Details	February 24, 2012	Pending payment approval	\$88.75	Re-Order

Possible Order Status in SSFS



Order List Retrieved 14 record(s) [Help](#)

[View Details](#) [View Alerts](#) [View Releases](#) [View Work Orders](#) »

<input type="checkbox"/>	Order #	Status	Enterprise	Buyer	Order Date	Total Amount
<input type="checkbox"/>	WC_12503	Included In Shipment	MadisonsRoot		02/23/2012 05:08:50	\$ 78.75
<input type="checkbox"/>	WC_12507	Included In Shipment	MadisonsRoot		02/24/2012 06:18:49	\$ 88.75
<input type="checkbox"/>	WC_12508	Released	MadisonsRoot		02/24/2012 12:48:36	\$ 88.75
<input type="checkbox"/>	WC_12509	Shipped	MadisonsRoot		02/24/2012 12:50:38	\$ 78.75
<input type="checkbox"/>	WC_12510	Shipped	MadisonsRoot		02/24/2012 13:04:01	\$ 167.50
<input type="checkbox"/>	WC_12511	Shipped	MadisonsRoot		02/24/2012 13:05:30	\$ 88.75
<input type="checkbox"/>	WC_12512	Shipped	MadisonsRoot		02/24/2012 13:06:37	\$ 88.75
<input type="checkbox"/>	WC_13502	Shipped	MadisonsRoot		02/28/2012 12:14:50	\$ 992.77
<input type="checkbox"/>	WC_14002	Scheduled	MadisonsRoot		02/28/2012 13:13:06	\$ 2,424.95
<input type="checkbox"/>	WC_14004	Scheduled	MadisonsRoot		02/28/2012 13:38:30	\$ 975.98
<input type="checkbox"/>	WC_14009	Backordered	MadisonsRoot		03/05/2012 10:50:21	\$ 1,458.97
<input type="checkbox"/>	WC_14011	Backordered	MadisonsRoot		03/05/2012 11:05:42	\$ 492.99
<input type="checkbox"/>	WC_14501	Created	MadisonsRoot		03/06/2012 07:33:50	\$ 62.50
<input type="checkbox"/>	WC_16002	Shipped	MadisonsRoot		03/12/2012 08:33:23	\$ 1,060.00

Demonstrations



- Demonstration Order Process
- Demonstration Order Fulfillment

Completed Objectives

This lesson was designed to enable you to:

- Explain the order creation process flow
- Explain the order fulfillment process flow
- Explain the order completion process flow



Questions





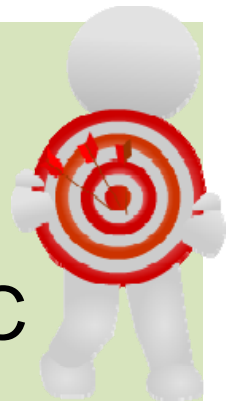
Lesson

Course Wrap Up

Course Completed Objectives

This course was designed to enable you to:

- Obtain an overview of Smarter Selling
- Explain the key features of SSFS 9.1 and WC integration using WESB
- Obtain an overview of SSFS 9.2 and WC integration roadmap



Important Links



Reference docs

Redbook

www.redbooks.ibm.com/abstracts/sg247930.html

FEP3 documentation link

<http://publib.boulder.ibm.com/infocenter/wchelp/v7r0m0/index.jsp>

Using WebSphere Message Broker to enable side-by-side integration of IBM Sterling Selling and Fulfillment Suite and WebSphere Commerce

http://www.ibm.com/developerworks/websphere/library/techarticles/1112_ren/1112_ren.html

Sterling 9.2 Infocenter link

<http://pic.dhe.ibm.com/infocenter/ssfs/v9r2/index.jsp>

Questions



Use Case – Item Inventory Availability on SSFS Inventory System

The screenshot shows the 'Item Details' window for 'MadisonRoot' in the Applications Manager. The form is divided into several sections:

- Organization:** MadisonRoot
- Item ID:** A0000470
- UOM:** EACH
- Primary Info:** Master Catalog (dropdown), Short Description: Racing Master Cylinder, Description (text area), GTIN (text field), Status: Published (dropdown), Minimum Order Quantity: 0, Unit Cost: 0, Size Code (text field), Taxable (checkbox).
- Units Of Measure:** Is Item With Variations (checkbox), Kit Code (dropdown), GTIN Manufacturer Prefix Length (text field), Cost Currency: US Dollar (dropdown), Maximum Order Quantity: 0, Computed Cost: 0.00, Color Code (text field), Can Be Added To Work Order As Service Tool (checkbox).
- Source:** Manufacturer's Name, Manufacturer's Item, Manufacturer's Item Description, Country/Region of Origin.
- Reverse Logistics:** Returnable: No (dropdown), Return Window Days: 0, Credit Without Receipt (checkbox). Radio buttons for: Return Shipping Label not required (selected), Return Shipping Label required at SKU level, Return Shipping Label required at package level.
- Extended Description:** Text area with a 'Localize...' button.

Two blue circles highlight the 'Status' dropdown (set to 'Published') and the 'Cost Currency' dropdown (set to 'US Dollar').

Use Case – Adding Item Inventory in SSFS Inventory System

Application Console Administrator IBM

Alerts Order Inventory Supply Logistics Reverse Logistics Business Intelligence Configuration System Help

Adjust Inventory Save Help

Item Details

Item ID: A0000470 Product Class: Unit of Measure: EACH

Inventory Information

Ship Node: MadisonESite Supply Type: Onhand Segment Type: Segment:

Adjustments

Availability: Track Infinite

Quantity: 1,000.00

Increase By:


References

Reference #1:
Reference #2:
Reference #3:
Reference #4:
Reference #5:

Modification Reason

Reason Code:
Reason Text:

Use Case – Reserve Inventory in Websphere Commerce

Shipping Address: sprasada prasada bangalore bangalore karnataka India 574101 soumya.prasada@gmail.com		Shipping Method: International mail Ship as Complete: Yes			
Product		Availability	Qty	Each	Total
 Racing Master Cylinder SKU: A0000470 Type : Power Bore size : 1.0 in Manufacturer : Raceon Warranty : 2 years/30,000 km		In-Stock	5	\$200.00	\$1,000.00
				Order Subtotal:	\$1,000.00
				Discount:	\$0.00
				Tax:	\$0.00
				Shipping:	\$10.00
				Shipping Tax:	\$0.00
				Order Total:	\$1,060.00
Billing Information					
BILLING ADDRESS sprasada prasada bangalore bangalore karnataka India 574101 soumya.prasada@gmail.com			BILLING METHOD MasterCard Credit Card		
			Month: 03		
			Account number: *****1111		
			CVV2 number: ---		
			Year: 2012		
			Amount: \$1,060.00		

Use Case – Reserve Item Inventory in SSFS Inventory System

Application Console Administrator IBM

Alerts Order Inventory Supply Logistics Reverse Logistics Business Intelligence Configuration System Help

Inventory Summary

Item Information Adjust Inventory ATP Options

Organization Code: MadsonsRoot
Item ID: A0000470
Unit Of Measure: EACH
Description
Lead Days: 0
Expired Supply: 0.00

Product Class: Tracked Everywhere: Yes
Processing Days: 100

Consider All Nodes
Segmentation: All Inventory
Consider Segment Type
Distribution Group
Unsegmented Inventory
Segment
Horizon End Date: 06/20/2012 Go

Supply : 1,000.00

Supply Type	Organization Code	Quantity
Orhand	MadsonsRoot	1,000.00

100%

Demand : 5.00

Demand Type	Organization Code	Quantity
Reserved	MadsonsRoot	5.00

100%

Available : 995.00

Availability View All

Category	Value
Supply	1,000
Availability	995

Use Case – Process Order in WC

Thank you for your order! [Continue Shopping](#)


You will receive a confirmation by e-mail to verify your order.
Order number: 16002
Order date: March 12, 2012

Shipping Information

Shipping Address: sprasada prasada
bangalore
bangalore karnataka
India 574101
soumya.prasada@gmail.com

Ship as Complete: Yes

Shipping Method: International mail

Product	Availability	Status	Qty	Each	Total
 Racing Master Cylinder SKU: A0000470 Type : Power Bore size : 1.0 in Manufacturer : Raceon Warranty : 2 years/30,000 km	In-Stock	Pending payment approval	5	\$200.00	\$1,000.00

Order Subtotal:	\$1,000.00
Discount:	\$0.00
Tax:	\$50.00
Shipping:	\$10.00
Shipping Tax:	\$0.00
Order Total:	\$1,060.00

Billing Information

BILLING ADDRESS sprasada prasada bangalore	BILLING METHOD MasterCard Credit Card
---	---

Use Case – Order Created in SSFS

Application Console Administrator **IBM**

Alerts Order Inventory Supply Logistics Reverse Logistics Business Intelligence Configuration System Help

Order Detail Save Help

Sales Order Schedule Release View Holds Cancel

Enterprise: MadsonsRoot Buyer
 Order # WC_16002 Status **Created**
 Order Type Service
 Document Type Sales Order

Seller: MadsonsRoot
 Order Date: 03/12/2012 08:33:23
 Requested Delivery Date

Ship To
 prasada
 bangalore
 bangalore karnataka 574101
 IN

Bill To
 prasada
 bangalore
 bangalore karnataka 574101
 IN

Charges

Line Sub Total	1,000.00 +
Total Charges	10.00 +
Total Tax	50.00 +
Total Discount	0.00 -
Grand Total	\$ 1,060.00

Payment Info

Status: Not Applicable
 Type: CREDIT_CARD
 Authorized: 0.00
 Collected: 0.00

Order Lines View Details View Instructions View Kit Components View Audits

Line	Item ID	PC	UOM	Description	Recv Node	Ship Node	Delivery Date	Line Qty	Amount	Status
1	A0000470		EACH	Racing Master Cylinder		MadsonsESite		5.00	\$ 1,060.00	Created

Use Case – Order Released in SSFS

The screenshot displays the IBM Application Console interface for an order. The top navigation bar includes 'Alerts', 'Order', 'Inventory', 'Supply', 'Logistics', 'Reverse Logistics', 'Business Intelligence', 'Configuration', 'System', and 'Help'. The user is logged in as 'Administrator'. The main section is titled 'Order Detail' and shows a 'Sales Order' with the following details:

- Enterprise: MadsonsRoot
- Order #: WC_16002
- Order Type: Sales Order
- Document Type: Sales Order
- Buyer: (circled in blue)
- Status: Released
- Service: (dropdown menu)
- Seller: MadsonsRoot
- Order Date: 03/12/2012 08:33:23
- Requested Delivery Date: (input field)

Below the order details are four summary panels:

- Ship To:** prasada, bangalore, bangalore karnataka 574101, IN
- Bill To:** prasada, bangalore, bangalore karnataka 574101, IN
- Charges:**

Line Sub Total	1,000.00 +
Total Charges	10.00 +
Total Tax	50.00 +
Total Discount	0.00 -
Grand Total	\$ 1,060.00
- Payment Info:**

Status	Not Applicable
Type	CREDIT_CARD
Authorized	0.00
Collected	0.00

The 'Order Lines' section at the bottom shows a table with one line item:

Line	Item ID	PC	UOM	Description	Recv Node	Ship Node	Delivery Date	Line Qty	Amount	Status
1	A0000470		EACH	Racing Master Cylinder		MadsonsESite		5.00	\$ 1,060.00	Released

Use Case – Order Status in WC (Inventory Fulfilled)

The screenshot displays a 'My Account' page with a sidebar on the left and a main content area. The sidebar contains links for Settings, Personal Information, My Address Book, Quick Checkout Profile, Wish Lists, Personal Wish List, My Orders, My Orders, My Coupons, and My Coupons. The main content area features a 'My Orders' section with a table of orders. A blue circle highlights the 'ORDER DATE' and 'STATUS' columns for the first order.

ORDER NUMBER	ORDER DATE	STATUS	TOTAL PRICE	
16002 Details	March 12, 2012	Inventory fulfilled	\$1,000.00	Re-Order