

OP-Connect Overview



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1 Introduction

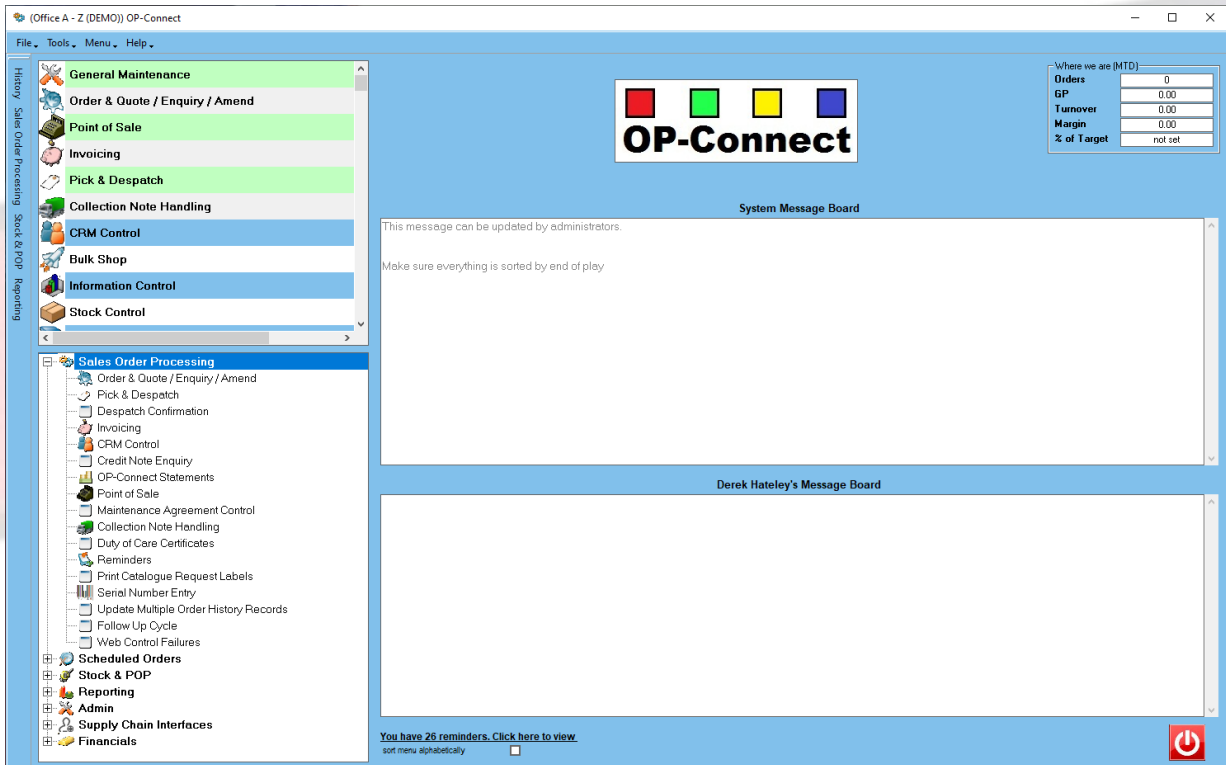
OP-Connect, the definitive back office system, has been developed for a 21st century office and stationery products industry working in a multi-channel market place.

It gives you a flexible and integrated solution allowing you to deal with customers and suppliers using email and other seamless transfer mechanisms using your standard internet connection. Being customer focussed is a whole lot easier when your computer system fully integrates web, customer, inventory and Sage information with the complete order processing cycle.

All aspects of the business process are catered for, from taking the initial enquiry, processing quotations, converting them into an order or processing orders directly. Fully integrated stock control ensures that you know what is and isn't available.

Sales, Purchase and Nominal information is all posted through to Sage 50 in real time, and OP-Connect has full access to customer aged debt information for use by operators.

All documentation is based on word templates, giving flexibility to create all documents in line with corporate colours, logos and layout. All documents can be reprinted or emailed directly from OP-Connect either as a Word or PDF attachment.



All of the functionality provided by OP-Connect is made available through a single environment. An intuitive and easy-to-use menu system allows security level access to all of the modules.

Alternatively, where users only require access to a specific module, for instance reporting or order management those individual modules can be made available to them.

2 Customer Management

All customer information can be recorded, this includes multiple contacts, delivery addresses, pricing groups and rules as well as up to 20 other pieces of information that OP-Connect doesn't maintain as standard.

All activities are recorded against the ordering and delivery customer and can be accessed from the History tab. This allows operators to drill into any old sales orders, invoices, emails or memos that have been raised against a customer.

All of the information held against a customer can be reported on from the Information Control module.

The screenshot shows the 'CRM Control' application window. The main form is for a customer named 'Delaware' with ID '600007'. The address is '1 The Lane, Peterborough, B9 4TJ, United Kingdom'. The contact name is 'Bob Penny', a male, with a title of 'Mr'. The form includes various fields for company type, website, tax status, and payment methods. A 'Customer Notes' section contains the text: 'Some customer notes to make the operator aware of when placing an order'. On the right, there is a 'Status' dropdown set to 'Customer' and an 'Ordering Statistics' table for the year 2020.

Year	No of Orders	Value	Avg Ord Val	Profit	Margin %
2020	7	8,860.37	1,265.77	1,334.65	15.06

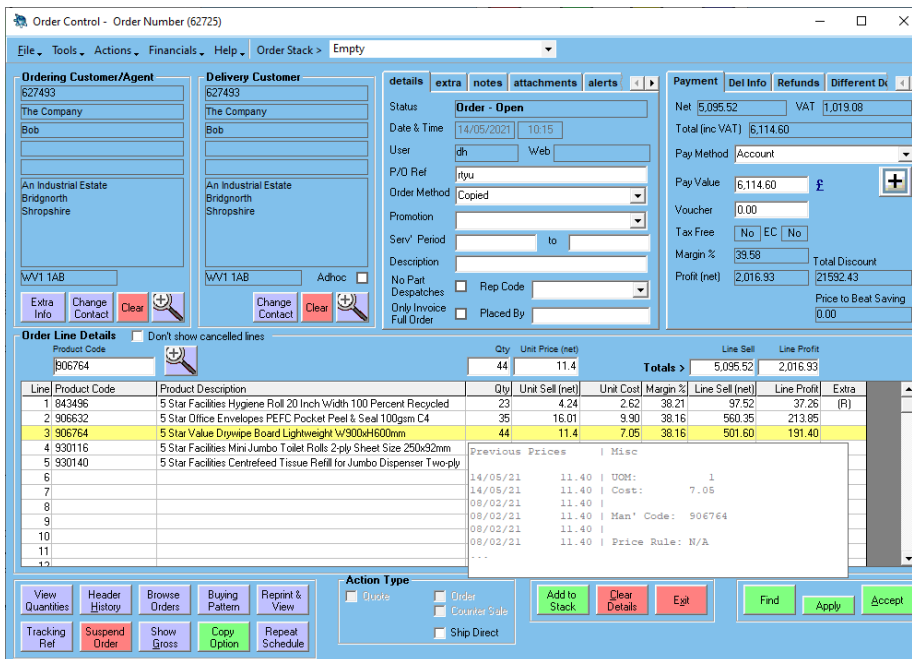
Contacts are treated as suspects, prospects, customers and delivery addresses based on their enquiry and ordering activities. Standard reports allow quick and easy analysis of where and how sales are achieved.

The preferred method of receiving correspondence is recorded against each customer, which can be via email or printed media.

Different correspondence groups can be assigned to individual customers to provide specific document layouts and content.

3 Order Management

Fully integrated with stock and customer management, the “Order Control” module provides a single holistic view of current and completed quotations and orders.



New orders, enquiries and quote conversions are done from a single screen. Numerous search criteria, for example, customer purchase order number, product code, order date (<, >, = or = plus or minus 28 days), order or customer information (postcode, company name, contact name or telephone number) can be used to find outstanding or completed quotations or orders.

Full order amendment is audited to show who, when and what has been amended. Order amendment is allowed right up the point that an order is complete – this includes adding new lines and cancellations. The easy to use and intuitive layout allows speedy order entry whether you prefer to use the keyboard on its own or are happier clicking your way around all of the options with the mouse.

Multiple payments types accepted. Simply choose the payment method from the drop down list or use the default customer payment method to reduce time and errors. Orders paid on account integrate with Sage.

Order correspondence can be printed or emailed. All documents can be reprinted and is templated giving full control of look and feel, enabling all correspondence that goes to customers and suppliers to reflect the business spirit.

Easy entry of ordering and delivery customer details. Repeat customers easily retrieved, be they delivery or ordering customers.

Track enquiries, demonstrations and quotations with automatic reminders so that you do not forget to follow up. OP-Connect provides full tracking where an enquiry is converted from an enquiry to a quotation, right through to conversion into an order.

4 Reporting, Dashboards & Analysis

OP-Connect provides an easy to use reporting tool for building and generating reports, both standard and ad-hoc, as well as complex dashboard views. Simple drag and drop report headings are used to create reports, be they based on sales, despatches, products, customers or any other aspect of OP-Connect. Reports have security levels assigned to them therefore allowing restricted access to specific reports. Dashboards can be created to show both standard and user specific views in a single screen.

Where more complicated reports are required that the simple drag and drop method cannot facilitate, raw SQL commands can be added and then displayed through the standard information control screen.

Real-time Sage aged debt information is also available through the OP-Connect Information Control screen.

The screenshot displays the OP-Connect reporting tool interface. At the top, the 'Query Builder' window is visible, showing report information such as 'Report Title: Company and Rep', 'Section Heading: Customers', and 'Excel Sheet Name: CompanyandRep'. It also shows a list of 'Available Data Fields' including Customers, Customers.Email, and Customers.Telephone. Below this is a table for column manipulation with columns for Data Field, Column 1, Column 2, Column 3, Column 4, Column 5, and Column 6. The 'Information Control' window is open, showing a tree view of report categories like 'Sales', 'Rep Reports', and 'Rep Analysis (Sales)'. A 'Month On Month Sales' report is displayed as a bar chart showing 'Goods Net' from 2006 to 2010. Below the chart is a table with columns 'Order Year', 'Order Month', and 'Goods Net'. Other windows show a dashboard with a pie chart for 'Top Gun Academy', a bar chart for 'Orders Today', and another bar chart for 'Orders (last 30 days)'. A 'Rep Analysis (Sales)' window shows a bar chart for the year 2008, broken down by month.

Reports can be displayed to screen, printed or viewed as a chart or in Microsoft Excel.

Reports can be used to generate campaign lists and assigned to operators for use in the CRM screen.

Where lists contain customer or sales order information, as simple right click allows access to all of those records by scrolling through CRM or order enquiry screen.

All reports are security level specific and can also be set to only allow specific users or user groups access.

Emails can be generated against customer reports and customer histories updated.

OP-Connect runs on a MySQL database, therefore providing an industry standard database that can be utilised by a host of off-the-shelf reporting tools.

5 Integrated Point of Sale (EPoS)

The OP-Connect EPoS system fully integrates stock and account customers. It helps you serve the customers faster and gives you the information you need to make more informed sales.

Security features includes bar coded sales assistant logging in.

The “£5”, “£10”, “£20” buttons make taking cash payments a doddle.

Point of Sale (Coventry)

Tools Options

Product Find Product

Canon Office Multifunctional Paper Ream-Wrapped 80gsm

Quantity 1+ 38.11

Unit (Net) 1+ 36.97

10+ 36.59

20+ 35.82

Check Price

Promotion Ease-E-Load Trolley Jemini 2-Drawer Cabinet

Customer Shop Sale

Find/Show Customer

Checkout

Net	38.63
VAT	7.72
Total	46.35
Voucher	0.00
Amount Owing	46.35
Paid	0.00
Change	0.00

Reference

Email Address

£5 £10 £20

Total Discount

Cash Credit/Debit Card Account Cheque

Force Invoice to Print (Not Till Receipt)

Force Invoice to Email (Not Till Receipt)

Refund

Cash

Credit/Debit Card

Voucher

Account

Product Code	Product Description	Qty	Unit (Net)	Line (Net)
047931	Canon Office Multifunctional Paper Ream-Wrapped 80gsm A3 White Re	1	36.97	36.97
464297	5 Star Office Index 1-10 Multipunched Mylar-reinforced Multicolour-Tabs	1	0.89	0.89
464289	5 Star Office Index 1-5 Multipunched Mylar-reinforced Multicolour-Tabs	1	0.77	0.77

Show Gross Clear Details Exit

6 Purchasing & Bulk Shop

The bulk Shop system generates a buying list based on the current demand and stock situation. The demand is driven by new orders and replacements. The stock uses free stock figures and also accounts for items still outstanding with suppliers.

From this single screen real-time stock checks can be carried out against the major suppliers. Suppliers can be changed, stock adjustments made before any purchase orders are raised.

Type	Supplier	Product Code	Product Description	In Stock	On Order	Qty	Req Qty	Unit Cost	VOW	DT	Retro	Exerts (E/R)	UFP	Westcoast	Antalis	Buy online
SPICERS		047800	(other free = 346) BoM Item (047800-SPLIT) made from 5 Star Fa	2034	3	5	-2020	75.24								
SPICERS		057335	Trexu Side Chair w/Wood Upholstered Stackable Seat w/405x25C	0	97	40	40	101.91								
SPICERS		039538	Eiba 44 Square Cut Folder Recycled Lightweight 780gsm Manila	0	0	1	1	6.63								
SPICERS		039708	Eiba T Labled Folders Recycled Mediumweight 250gsm Manila Se	0	0	1	1	27.95								
SPICERS		906764	5 Star Value Drywipe Board Lightweight w/900x4600mm	44	12	32	32	7.05								
SPICERS		930116	5 Star Facilities Mini Jumbo Toilet Rolls 2-ply Sheet Size 250x32m	65	12	53	53	18.06								
SPICERS		930140	5 Star Facilities Centrefeed Tissue Refill for Jumbo Dispenser Twc	83	0	83	83	14.31								
VOW		GMM37954	Gamin Navvi 40 Satellite Navigation Unit 010-00390-12	4	5	3	3	70.23								
v/w/w		KF01050	Q-Connect Memo/Not Box Blue	0	218	30	30	2.57								
VOW		KF09044	Jemini Folding Trapezoid Table 1250x433mm Light Dak	0	44	79	79	114.72								www.delt

Purchase invoices/Credits are picked up automatically from VOW, OT Wholesale, Advent, UFP, Antalis and Westcoast. Other suppliers are handled quickly and easily based on receipted goods that have not already been invoiced. On acceptance of a purchase invoice the details are posted directly against the relevant account in Sage.

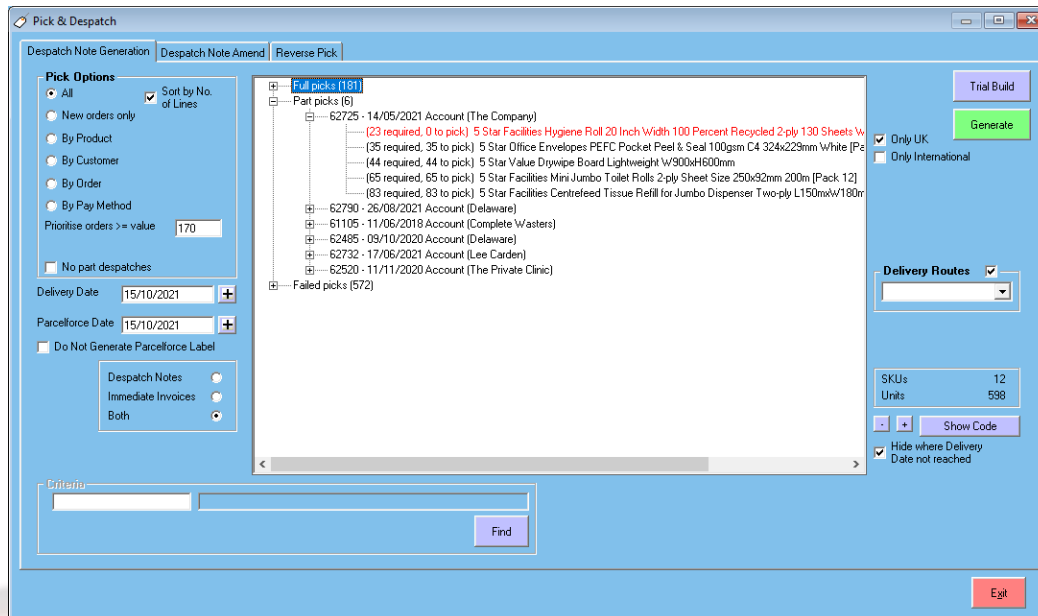
Count	P/O No.	P/O Date	Received Date	Product	Qty Received	Unit Net	Line Net	Line VAT	Actual Net	Actual VAT	OK
1	109536	12/06/2015	01/07/2015	KF03004	1	89.79	89.79	17.96	89.79	17.96	✓
2	109536	12/06/2015	01/07/2015	KF17206	1	201.28	201.28	40.26	201.28	40.26	✓
3	109536	12/06/2015	01/07/2015	KF21540	1	166.18	166.18	33.24	166.18	33.24	✓
4	109536	12/06/2015	01/07/2015	KF32148	1	1.91	1.91	0.38	1.91	0.38	✓
5	109536	12/06/2015	01/07/2015	KF21677	1	2.35	2.35	0.47	2.35	0.47	✓
6	109536	12/06/2015	01/07/2015	KF03536	1	34.75	34.75	6.95	34.75	6.95	✓
7	109536	12/06/2015	01/07/2015	KF04116	1	10.71	10.71	2.14	10.71	2.14	✓
8	109536	12/06/2015	01/07/2015	KF24019	1	2.33	2.33	0.47	2.33	0.47	✓
9	109536	12/06/2015	01/07/2015	MO90138	1	9.87	9.87	1.97	9.87	1.97	✓
10	109536	12/06/2015	01/07/2015	MO00984	1	13.70	13.70	2.74	13.70	2.74	✓

7 Pick & Despatch

All outstanding orders are tracked through Pick & Despatch, so that nothing slips through the net. Full visibility of non-picked orders gives nobody the excuse to say that they “didn’t know”.

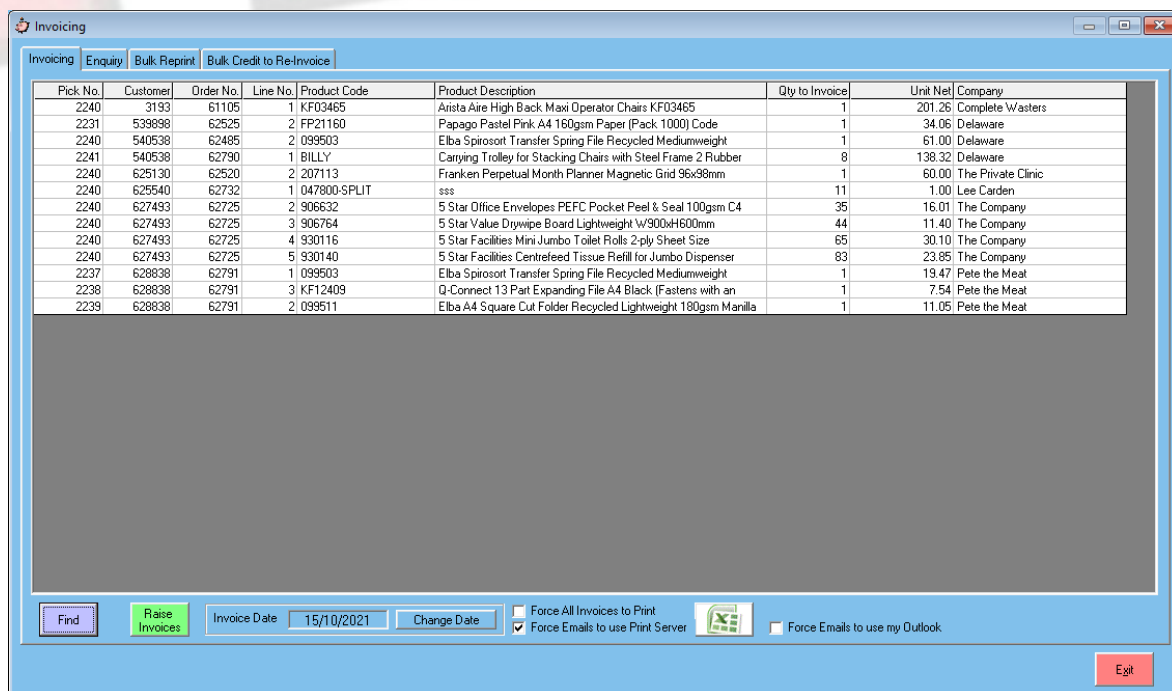
Despatch notes and proof of delivery notes can use different layouts.

Barcoded PoD notes allows scanned documents to be cross-referenced against the original sales order and viewed directly from OP-Connect’s order enquiry screen.



8 Invoicing

Whether a customer requires consolidated invoices or standard, they are all ran from the same screen. The invoicing process also picks up individual “correspondence type” and “preferred method of receiving correspondence” settings. This allows emails and printed invoiced to all go through in the same process, without any human intervention.



Invoices can be produced en-masse or by individual order, pick run or customer.

Operators can reprint invoices from the order enquiry screen or from the enquiry tab of the invoicing screen.

9 OP-Connect Financials

Our financials package includes Sales, Purchase and General ledgers. VAT Returns use the HMRC Making Tax Digital for VAT service.

"Making Tax Digital" Tools - VAT Return History 1 VAT Return(s) available

Date Range
From: 01/04/2021 To: 30/06/2021

Step 1 Calculate VAT Return
Step 2 Post VAT Return
Step 3 Submit VAT Return
Step 4 Confirm VAT Payment

VAT Return

1	VAT due in this period on sales and other outputs	33,015.76
2	VAT due in this period on acquisitions of goods made in Northern Ireland from EU Member States	0.00
3	Total VAT due (the sum of boxes 1 and 2)	33,015.76
4	VAT reclaimed in this period on purchases and other inputs (including acquisitions in Northern Ireland from EU Member States)	6,226.06
5	Net VAT to be paid to Customs or reclaimed by you (Difference between boxes 3 and 4)	26,789.70
6	Total value of sales and all other outputs excluding any VAT. Include your box 8 figure	165,622.71
7	Total value of purchases and all other inputs excluding any VAT. Include your box 9 figure	473,408.51
8	Total value of all supplies of goods and related costs, excluding any VAT, from Northern Ireland to EU Member States	1,259.61
9	Total value of acquisitions of goods and related costs excluding any VAT, made in Northern Ireland from EU Member States	0.00

Print VAT Return

Auto Bank Reconciliation can import your bank statements

Auto Bank Reconciliation

Tools - Get Bank File Matches Fuzzy Matches Probable Inter Account Transfers Others Reconciled and Ignored

Bank Account: 1200 (Current Account) Existing Statement: Statement Start Day: 0

Last Bank File Date: 30/04/2021 Create Statements from Bank File

Bank Transactions

	Statement	Reconciled	Difference	Statement Dates
Start Balance	0.00	0.00		From: To: Ref:
Money Out	0.00	0.00	0.00	
Money In	0.00	0.00	0.00	
End Balance	0.00	0.00	0.00	

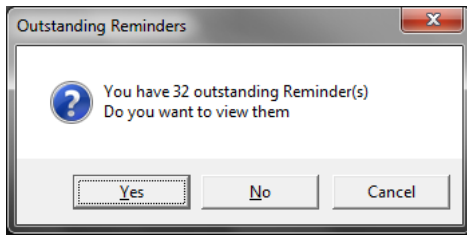
Notes: Amend Statement New Statement Update Statement from Bank File

Statement Reconciliation Date: Import Bank File

Inter Account Transfer Types: FT 923 - BANK TRANSFE 962 - BANK TRANSFE

10 System Reminders & Calendars

When a user first logs into OP-Connect they are told that they have outstanding reminders or scheduled orders. These can be overdue reminders or reminders due on that day.



Once a reminder becomes due, the operator is prompted each time they log onto OP-Connect and only disappears once it has been actioned or the due date is extended.

Operators can drill into the reminders and view the relevant document, sales order/quote or customer record.

Type	Reference	Customer	Detail
Order	6058	Delaware	Quotation Reminder Viewed by dh on 06/12/2010 at 16:27
Quote	5690	Delaware	check with customer Updated by dh on 06/12/2010 at 16:28
Memo	539577	The Friends of Flynn View	CREDIT CONTROL Viewed by dh on 01/12/2010 at 21:00
Memo	539586	Byfield Nursery	call these just because Viewed by dh on 08/12/2010 at 16:28
Memo	539583	Coacloough Community Association	call these just because Viewed by dh on 25/11/2010 at 12:28
Memo	539591	Hewell Cricket Club	call these just because Updated by dh on 06/12/2010 at 11:28
Memo	539571	St James Church	call these just because Created by dh on 17/09/2010 at 12:28
Memo	539570		call these to rearrange meeting Updated by dh on 06/12/2010 at 16:28
Memo	539569	Holwood Wolves	call these just because Created by dh on 17/09/2010 at 12:28
Memo	539567	Bramware	call these just because Created by dh on 17/09/2010 at 12:28
Memo	541761		spoke amend wants me to call on Created by dh on 06/09/2010 at 16:28
Order	6100	Delaware	Suspended order requires authorising Viewed by dh on 29/10/2010 at 16:28
Order	6053	Delaware	need to call back Updated by dh on 08/10/2010 at 12:28
Memo	5008		need bill bits next month for hihh Viewed by dh on 13/10/2010 at 16:28
Order	6101	Delaware	ff Viewed by dh on 13/10/2010 at 14:02:06
Memo	600007	Delaware	Enquiry about tractor feed printer Viewed by dh on 13/10/2010 at 16:28
Order	6116	Delaware	Attachment added Viewed by dh on 25/11/2010 at 12:00
Order	6116	Delaware	Attachment added Viewed by dh on 14/10/2010 at 14:28
Order	6116	Delaware	Attachment added Viewed by dh on 14/10/2010 at 14:28
Order	6106	Delaware	Attachment added Viewed by dh on 14/10/2010 at 09:51
Order	6106	Delaware	Viewed by dh on 14/10/2010 at 09:43:21
Memo	539569	Kh Tennis and Social Club	call these just because Updated by dh on 06/12/2010 at 16:28
Order	6121	Delaware	Attachment added Viewed by dh on 19/10/2010 at 09:44
Order	6122	Delaware	Attachment added Viewed by dh on 19/10/2010 at 09:38
Memo	541712	Delaware	spoke with sarah Created by dh on 17/09/2010 at 12:21:08
Memo	600007	Delaware	gg Created by dh on 10/11/2010 at 13:07:31
Order	6121	Delaware	Attachment added Viewed by dh on 24/11/2010 at 10:40:48
Order	6167	Delaware	some notes Created by dh on 02/12/2010 at 10:39:29
Memo	600007	Delaware	THEY ARE VAT EXEMPT Updated by dh on 06/12/2010 at 16:30:53
Memo	600007	Delaware	Attachment added Updated by dh on 06/12/2010 at 16:30:29
Memo	540747	Tower of Pletuge Deliverance Ministry	NEED TO CALL Created by dh on 25/11/2010 at 12:42:07
Memo	539575	Manor Infant School	CREDIT CONTROL Viewed by dh on 06/12/2010 at 16:11:16

A complete history is maintained against each reminder, showing who, when and what they updated. Or when and who some has gone into a record and just exited out. All reminder activity can be reported against from within Information Control.

11 Collections, Returns & Refunds

Returns & refunds are handled through the standard order enquiry screen. They can be processed there and then or have collection notes generated to be then handled later via Collection note handling.

Collection Note handling allows the returns process to the supplier and the subsequent refund or replacement to be done at a later stage, whilst maintaining a link throughout the process.

12 Stock Control

Integrated stock control provides a simple and effective interface with order processing and despatch control. Stocked items, maintenance agreements and shipped direct products are all handled as standard. Where individual or batches of products use serial number these are maintained and tracked throughout the system.

Stock control provides a quick and easy method for setting up new products.

Products can be assigned to product groups to make for easier reporting to identify which types of courses are, for example, most popular.

The product group can also be used to assign different courses to different cost of sale nominal structures.

13 FUSION Plus Product Data Sets

All FUSION catalogues are available to OP-Connect users.

Catalogue Description	Supplier Code	Supplier Name	Priority	Active	Available	Fusion CatalogueID	Fusion Filename	Op CatalogueRef	Obsolete
ACCO UK £	ACCO	Acco UK Ltd	1	Yes	Yes	15	ACCO_UK	1052	No
Antalis UK £	ANTALIS	Antalis	1	Yes	Yes	10	Antalis_UK	9	No
CTS Toner Supplies Full Listing UK £	CTS	CTS	1	Yes	Yes	78	CTS_Toner_Supplies	10	No
Dams Furniture UK £	DAMS	Dams International	1	Yes	Yes	24	Dams_Furniture_UK	12	No
Integra UK £	AAT	AAT	1	Yes	Yes	9	Integra_UK	1011	No
DT Wholesale UK	SPICERS	Spicers	1	Yes	Yes	300	DT_Wholesale	1	No
Phoenix Sale UK £	PHOENIX	Phoenix Sale	1	Yes	Yes	114	Phoenix_Sale_UK	1053	No
UFP UK £	ufp	ufp	1	Yes	Yes	11	UFP_UK	6	No
VOW ePlus UK £	VOW	VOW Europe	1	Yes	Yes	2	Vow_ePlus_UK	2	No
Exetis Supplies UK £	ADVENT	Advent Data	3	Yes	Yes	1112	Exetis_Supplies_eCommerce	5	No
Antalis Initiative UK Supplement	ANTALIS	Antalis	1	Yes	No	41	Antalis_Initiative_UK_Supplement	9	No
Aster Technology UK £	ASTER	Aster	1	Yes	No	57	Aster_Technology_UK_Ltd	1046	No
Premier Paper UK £	BESW01	PREMIER PAPER GROUP LTD	1	Yes	No	315	Premier_Paper_UK	1019	No
Avery Direct UK £				No	Yes	89	Avery_Direct_UK	1054	No
Dams Black Friday Sale UK £				No	Yes	1201	Dams_Black_Friday_Sale_UK	12	No
Dams Furniture Big Deals UK £				No	Yes	1179	Dams_Big_Furniture_Deals	12	No
Dams Furniture Made To Order UK £				No	Yes	43	Dams_Made_to_Order_Catalogue	12	No
Dynamic Furniture UK £				No	Yes	325	Dynamic_Furniture	1028	No
Exetis Supplies Office Vibes UK £				No	Yes	1111	Exetis_Office_Vibes	5	No
HSM Shredders UK £				No	Yes	1064	HSM_Shredders	1010	No
Office Friendly UK £				No	Yes	19	Office_Friendly	1015	No
DT Wholesale 5 Star UK				No	Yes	301	DT_Wholesale_5Star	1	No
Spectrum Industrial UK £				No	Yes	120	Spectrum_Industrial_UK	1055	No
Trodal Stamps Full Listing UK £				No	Yes	63	Trodal_UK	1025	No
Xerox Paper Supplies UK £				No	Yes	16	Xerox_Supplies	1027	No
3M UK £ (Non Selling)				No	No	350		0	No
AF International UK £ (Non Selling)				No	No	326	AF_International_HK_Werthworth_Catalogue	1001	No
Antalis OfficeClub UK Supplement				No	No	42	Antalis_OfficeClub_Supplement	9	No
Avery UK £ (Non Selling)				No	No	87	Avery_UK	1043	No
Beaverswood GBP				No	No	122		0	No
Bi-Silique UK £ (Non Selling)				No	No	316	Bi_Silique_Non_Selling	1003	No
BIC UK £ (Non Selling)				No	No	305	BIC_Catalogue_Non_Selling	1004	No
Blake and White UK £				No	No	80		0	No
Blake Envelopes Creative Products UK £				No	No	1047	Blake_Creative_Products	1005	No

14 opXML Links (EDI) to Major Suppliers

Daily price file loads available for OT Wholesale, VOW, UFP, Advent Data, Westcoast and Ingram Micros. Real-time stock checks for VOW, OT Wholesale, Exertis and UFP. Hour price feeds for other suppliers.

ftp product feeds available for other suppliers.

Suppliers without ftp feeds can be maintained easily via Excel sheets.

Full opXML (EDI) links for purchasing, order acknowledgements, purchase invoices and credits with OT Wholesale, VOW, Antalis, Exertis, Westcoast and UFP

Product Code	Qty	Unit Price (net)	Line Sell	Line Profit				
30552XA	1	60.52	98.58	60.84				
Line	Product Code	Product Description	Qty	Unit Sell (net)	Unit Cost	Margin %	Line Sell (net)	Line Profit
1	099503	Elba Spirosort Transfer Spring File Recycled Mediumweight 285gsm	1	19.47	11.68			
2	099511	Elba A4 Square Cut Folder Recycled Lightweight 180gsm Manilla	1	11.05	6.63			
3	KF12409	Q-Connect 13 Part Expanding File A4 Black (Fastens with an	1	7.54	4.90			
4	30552XA	Velo 200 Series 11mm 241mm 1 Part Black Perforated 60gsm	1	60.52	14.53			

Supplier
OT Wholesale
VOW
UFP
Exertis
Westcoast
Antalis

Live Exertis Stock Level
Product Code: 30552XA
Total Stock Level: 68
Elland : 68
Raunds : 0

15 Sage Active

As a Sage Developer partner, OP-Connect provides real-time integration with Sage 50 through the "Sage Active" interface. This ensures that all data required for Sage is entered only once using OP-Connect.

Nominal structures can be defined with OP-Connect for the following:

- MaterialsPurchased
- PurchasingCarriage
- DefaultBankAccount
- DefaultSales
- SalesDistributionAndCarriage
- Product Groups

It should be remembered that Sage Active does not replace Sage 50, and separate Sage licences are required.

16 E-commerce Integration

Need of a truly integrated order management solution that incorporates web sales and quotations from multiple web sites, including eBay?

Seamless integration is provided for Evolution web sites, which includes real-time customer and product information feeds. Pick & Despatch and Invoicing both update order status on the web as they happen.

“Web Link” provides seamless integration for other transactional web sites into OP-Connect using email and secure data feeds.

No longer will you need to worry about downloading orders or remembering to check all of your online management consoles every half an hour, because “Web Link” automatically polls your web sites for new orders at regular intervals. All orders and new customers are processed through OP-Connect allowing you to pick, pack and despatch as if they were orders taken over the phone.

Rules can be applied to sales orders as they are processed to suspend them. Useful when you don't want a £2,000.00 order going unseen through the system.

The screenshot displays the OP-Connect web interface. The main area shows a product catalog with three items, each with a 'Recycled!' and 'Eco-Friendly' badge. The items are:

- Q-Connect Compatible Solution HP 304A Magenta Laserjet Toner Cartridge CC533A. Price: £93.43.
- Q-Connect Canon CLI-526C Remanufactured Cyan Inkjet Cartridge 454B001. Price: £9.00.
- Q-Connect HP 940XL Remanufactured Cyan Inkjet Cartridge High Yield C4907AE. Price: £9.92.

Each item has an 'Add to basket' button and a 'Compare' checkbox. The interface also includes a sidebar with categories and a search bar.

Overlaid on the right is a control panel titled "(Office A - Z (DEMO)) OP-Connect Web and E-Data Li...". It features two tables for monitoring integration status:

Web to OP-Connect		Successful	Failed
<input checked="" type="checkbox"/>	Orders	0	0
<input checked="" type="checkbox"/>	Customers	0	0
<input type="checkbox"/>	Products	0	0
<input type="checkbox"/>	Prices	0	0

OP-Connect to Web		Successful	Failed
<input type="checkbox"/>	Order Status	0	0
<input type="checkbox"/>	Customer Contracts	0	0
<input type="checkbox"/>	Stock Levels	0	0
<input type="checkbox"/>	Product Information	0	0
<input type="checkbox"/>	Customer Amendments	0	0

Below the tables, there is a 'Process every' dropdown set to '1' minutes, a 'Process Now' button, and a 'Stop Processing' button. At the bottom, there are buttons for 'E-Data History', 'Failures', 'Audit Trail', 'Update Cross Reference File', and 'Exit'. The status 'Process Sleeping' is displayed at the bottom of the panel.