360 commerce
Powerful ecommerce software

eCommerce Website Requirements Check List

Version 11.0

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Save Time and Reduce Risk

To save you time we have created this checklist of existing 360 Commerce website functionality.

This methodology will also eliminate risk for you because you will know exactly what functionality you will be getting with your new website.

If your business requires any functionality that 360 Commerce currently does not have, we can investigate adding it to our platform.

We are constantly updating 360 Commerce so new features are always arriving and will be added to your website as they become available. This will ensure a long life for your investment.

How to use this Checklist

To get the most from this Checklist, please read through it ticking 'Yes' against all the features you need in your ecommerce system and 'No' for those that you definitely don't need.

Any that you are unsure of, just make a note.

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1. Customer Group Functionality

	Yes	No
B2B customer functionality - for selling to businesses.		
B2C customer functionality - for selling to consumers.		
B2C guest customer functionality - (no login required).		
B2G customer functionality - for selling to local and central government bodies.		
Ability to hide or show items and components according to which experience group the customer is assigned to. E.g. menu items, product categories, products, blogs, pages and components can be shown or hidden according to which experience groups the site visitor is assigned to.		
Ability to hide all or any content until a user is logged in		
Custom pricing - ability to assign customers to a pricing level group.		
Custom shipping - ability to assign customers to a set of shipping cost rules.		
Custom search results - ability to restrict product search results according to which experience group the customer is assigned to.		
Different payment methods - ability to assign customers to different payment method combinations such as on account or credit card or bank transfer or any combination of these.		
Backorder/partial stock flexibility - choose to allow or prevent customer groups placing an order for a product if the quantity in their cart exceeds the stock availability of that product. For example, you may want to stop credit card customers from doing this but allow account customers to place an order for a product with insufficient stock.		
Hide product pricing and add to cart by customer group - choose to not display product prices or an Add to Cart button to come customer groups such as consumers when you want product awareness but don't want to sell to consumers on your website.		
Multiple groups can be created and site visitors can be assigned to multiple groups		
Many other uses for group settings		

2. Search Features

	Yes	No
Restrict search results according to which experience group the customer is assigned to.		
Fuzzy search – just like with Google you can be a bad speller or typist and still find what you want. E.g. if you type "sprung" you will get results that contain the word spring		
Predictive searching – just like Google, a drop-down box shows products that are best matches		
Grammar stemming – E.g. a search for "earthed" will find a product with earthing in the name		
Customers can refine search results and categories by child categories and/or facets and/or flags and/or tags via check boxes. E.g. by brand *Note: any number of custom facet groups can be added by your staff to make search results filtering easy for your customers.*		
Search by hidden product keywords		
Place a search results component on any page		
Apply flags such as "SALE" - to display on selected product images in the search results.		
Option to boost selected products higher in search results		
Option to have different images and text for presentation of product information - in product search results than is shown on product pages.		
Quick order button on each product search result that allows shoppers to place add an item to the cart without having to go to the product page**.**		
Configure data on search results tiles – choose to display price, product code, product flags, quick order button, manufacturer code and brand		

Note: product search results are highly configurable to suit your business goals and include fuzzy search, look ahead predictive search and grammar stemming search. Your staff can also style search results.

3. Products and Product Pricing Functionality

	Yes	No
Stock Levels		
• Optionally show actual stock levels		
• Optionally show custom stock availability messages based on quantity		
Instant up-to-the-second stock levels – customer can see price levels for every branch (an integration module).		
Variants		
• Unlimited number of product variant attribute groups		
• Custom product variant attribute groups – E.g., Computer specs		
Add products to a favourites list from product page		
GST		
• Custom GST labels for B2C and Guest customers		
• Custom GST labels for B2B customers		
• Option to show prices GST exclusive or inclusive for B2C customers		
• Option to show prices GST exclusive or inclusive for B2B customers		
Multiple product pricing options		
• Consumer price (B2C)		
• Standard B2B customer price		
• Multiple B2B price levels with the ability to assign each customer to the same price level across all products		
• Multiple B2B price levels with the ability to assign each customer to different price levels for different groups of products		
• Quantity break pricing – B2B and B2C		
• Contract pricing (customer-product matrix) for B2B customers		
Pricing Related Display		
• Option to show quantity price break table		
• Option to show recommended retail price		

• Option to display of "Was" and "Now" prices o Note: Not available for products that are set up as variants under a master product as each variant can have a different price		
• Option to show quantity price break percentage saving		
• Option to show the number of units per pack		
• Option to display price per unit. E.g., If cost per metre for a 50 metre long roll is $2.50, $2.50 would be displayed but the customer would have to purchase a roll.		
• Option to show a price note - each product can have a price note that will appear on its product page on the website. e.g., "Buy 20 to get a full carton"		
• Option to set a minimum order quantity		
• Option to set a step quantity above the minimum order quantity. E.g., you might want a product to only be ordered with a minimum of 12, then 18 then 24 and so on.		
• Option to show the customer's price, a reference price such as Trade price and the discount that represents.		
• Option to hide the price and the add-to-cart button if a site visitor is not logged in or is assigned to a restricted group.		
Optional custom enquiry form – add a product enquiry form component on all or some product pages.		
Custom flags such as "SALE" and "NEW" to display on product images in the product page and search results.		
Products can appear in more than one category. *Note: that if a product is in more than one category, the URL of the top category in the list of categories will be the canonical instance for SEO purposes for that product.*		
Related products - automatic population of related products components by category, product flag or keyword.		
Product page layouts can be different for different types of products		
Quick order pop-up layouts can be different for different types of products		
Advanced product loading integration - product page content can be loaded automatically from ERP – Optional integration module		
Multiple product images for each product		
Product information media PDF's on product page. E.g. instructions, brochures and material safety data sheets that are held in the media library		
Place any component on any product page – E.g. videos, accordion or tab components, related product carousels		

4. Ordering Functionality

	Yes	No
Use 360 Commerce as your inhouse sales system whenever your ERP or retail sales system is offline.		
Classic retail product variant drop-down selection with add to cart button. E.g., colours, size or any other custom variant type. For example, shoppers can click on the size field and see all the sizes available for a particular product.		
Product colour swatches component - for easy ordering of colour variants.		
Show product options. - allows shopper to quickly add options to a product without leaving the product page or quick order pop-up.		
Table of product variants selection for add to cart - better for professional buyers ordering multiple products at a time.		
Floating add to cart button - floats on the user's screen for both the table of product variants component and the product collection component. This means that the add to cart always in view and eliminates scrolling to the bottom of a table to add all the items to the cart.		
Add to cart by scanning a product's bar code		
Allow or disallow ordering of products with insufficient stock		
Order from a favourites list		
Click and Collect Orders		
• Customer can choose Click and Collect on the checkout page.		
• Fields on the checkout page to capture the first and last name, email address and mobile number of the person picking up the order		
• With the real time branch stock integration the customer can see the live stock holding in each branch or stock location		
• Customer can choose which branch or location they want to pick it up from		
• Data specific to Click and Collect orders will be sent to custom fields in NetSuite which can have automatic workflows to ensure the staff at the selected branch start work on the order.		
Ordering on behalf of someone else		
• Order any item on behalf of anyone else		
• Order on behalf using another person's favourites list - ideal for items that are centrally purchased when the recipient of the order has a favourites list. A good application for this is staff uniforms.		
• Your sales team can order for their assigned customers		

• Your customers can order for their own staff		
• Do anything else as though you were someone else such as viewing their order history or download invoices, credit notes and custom pricelists.		
• All of the above is controlled by assigned group rights for security and confidentiality.		
Product order history component		
• Either website orders only		
• Or all orders through an optional integration		
Reorder from past orders		
Optional fields in the checkout page		
• Choose to show a purchase order field in the checkout page that can be optional or mandatory from user to user according to which experience group the user is assigned to. *For example, if you have a customer that wanted their buyers type a purchase order or text in the checkout page, they could whereas other customers would not see that field at all.*		
• Choose to show a cost centre field in the checkout page that can be optional or mandatory from user to user according to which experience group the user is assigned to.		
• Choose to show a customer project field in the checkout page that can be optional or mandatory from user to user according to which experience group the user is assigned to.		
• Choose to show a customer reference field in the checkout page that can be optional or mandatory from user to user according to which experience group the user is assigned to.		
• Choose to show a "Care of" address field in the checkout page - so the person who the order is addressed to can be different from the person who the order is actually for. For example, they might be a supervisor. This field can be optional or mandatory or not displayed at all according to which experience group the user is assigned to.		
Automatic address verification via NZ Post API to ensure delivery.		
Customer addresses		
• Setting to allow or disallow address changes in the checkout page		
• Automatic storage of the first address that a user enters in the checkout page		
• Setting to allow users to change stored delivery addresses		
• Store multiple delivery addresses		
Additional information		

	Yes	No
• Optional forms in checkout to collect additional information		
• Optional backorder messaging in cart and checkout		
• Ability to add any content component to the checkout page. E.g. messages or forms		
Bulk CSV order upload for applications such as a bill of materials		
Find a branch, distributor or retailer component		
Fast order form – order at speed by typing known product codes or keywords		

5. Shipping Functionality

	Yes	No
Unlimited shipping methods		
Assign customers to any shipping method		
Optional free shipping trigger point - according to which experience group the customer is assigned to.		
Advanced shipping price calculator module		
• Price by size and quantity of products		
• Price by distance through hidden Google Maps integration		
• Premium for Rural Delivery through NZ Post API integration		
• Discount by number of items in order		
• Reducing prices according to the number of products in one order		
• Set a maximum dollar or percentage price for shipping		
• Multiple shipping calculator rules		

6. Return Authorisation Request Features

	Yes	No
View past offline and online orders and request a return for any order		
• Customer can choose quantity to be returned		
• Customer can provide a reason for each product		

		Yes	No
•	Customer can provide a message for the whole request		
•	Request is sent by email o There is the option to have it pushed to NetSuite via an integration		
•	Optional Advanced Return Authorisation Request integration to an ERP system		

7. Custom Forms Functionality

	Yes	No
Build your own single or multiple page forms		
• Conditional questions		
• Form workflow - e.g., for a B2B customer account application.		
• Post form data to other applications automatically – integration development required		
• Option for form submissions to generate emails to multiple email accounts		

8. Marketing and Customer Support Functionality

	Yes	No
Google Tag Manager and Analytics - Search Engine Optimisation tools (SEO).		
Third party provided chat service - for customer support.		
Third party provided video chat service - for customer support.		
Any 3rd Party marketing tool – provided the implementation is by JavaScript copy and paste.		
Blog component		
Third party social media share component – AddThis.com		
Lead magnet pages These are pages that are used for a marketing campaign. For example, if you wanted to promote a new product range, you would have a page that has content written to attract end users to it via google search results, social media etc. On the page you could have an enquiry form, request a sample form and information on how or why to buy. You can even have an add-to-cart button.		
Mail Chimp or Campaign Monitor - email newsletter sign up form.		

CRM (e.g., HubSpot) sign up form - in the footer on every page for site visitors to register for newsletters etc. Any CRM form can be used if it is iframe embeddable.		
Sitewide call to action component - this is a marketing component that can be automatically placed on all pages asking the buyer to do something such as read about a new product.		
301 Redirect module – Essential for SEO when moving from an old site to a new site, this is an area in the back end of the website that you can use to map the old website page URLs to the equivalent page URLs on the new website so that people who have bookmarks saved or URLs in emails won't get an error page.		
Google merchant feed RSS file - this enables you to automatically have product adverts with your product images appear at the top of Google search results pages.		

9. NetSuite ERP Integrations Modules

	Yes	No
Because every NetSuite system implementation is to some degree custom, 360 Commerce integrations also need some degree of customisation to reflect that. Integration module options are; • **Module 1** - Orders down to NetSuite and Product stock levels plus product pricing up to the website Investment. • **Module 2** – Advanced product information pulled up from NetSuite including product images where available. • **Module 2B** – Search filter information (facets) pulled up from NetSuite with new facet groups added automatically. E.g. Brands, size, colour. • **Module 3** – All orders (online and offline) pulled up from NetSuite and presented as historic orders for reordering and return authorisation requests. • **Module 4** - Customer data pulled up from NetSuite to set up new customers and unpublish customer that can no longer place orders • **Module 5** – Push Return Authorisation Request information from the website to NetSuite. • **Module 6** – Pull up Courier Tracking Numbers from NetSuite • **Module 7** – Download invoices, credit notes from NetSuite in PDF or Excel CSV form. View up-to-the-second aged balances. • **Module 8** – View quotes that have been completed in NetSuite. • **Module 9** – Customer can download their current pricing from NetSuite • **Module 10** – Up-to-the-second branch location stock numbers • **Module 11** – **This is required when there are very large numbers of prices.** For speed of pricing updates, the prices must be held in cloud cached memory. We only have one customer who requires this. They have over 50,000 prices and for legacy reasons a price structure that has over 11 million price/product combinations.		
Note: integration is a great strength of 360 Commerce so we can integrate to any third-party system – ERP systems such as NetSuite, CRMs, HubSpot, Post, Google Maps etc.		

10. Other Modules

	Yes	No
Advanced shipping cost calculator - calculates a shipping price based on size and number of items, distance from a warehouse, rural delivery or not plus a bunch of other features. It means the customer knows how much they are going to pay when they order.		
Order by barcode scanning – rapidly build an order using a phone or laptop camera to scan product bar codes		
If you require any other integration, just tell us your requirements		

11. Additional Requirements & Notes

This section if for making notes on any of the above or highlighting any features or functionality that you require that is not listed.

Please use this space for more notes and any additional requirements.

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Thank You

We hope you found this checklist useful as a way to capture your requirements for an eCommerce platform that can integrate with your NetSuite system and any other system.

For more information call Jason Platt +64 27 573 7424 or David Haysom +64 27 277 3371