



SUN B2B ORDER PROCESSING MANAGEMENT SYSTEM

User's Guide for Sun's Partners

[\(Download PDF version ~700KB\)](#)

Version 2.1

1 September, 2003

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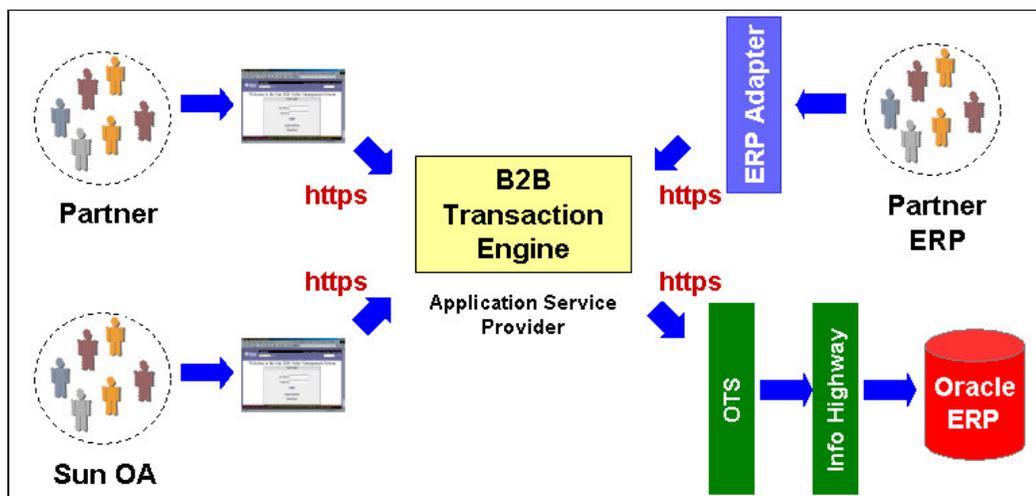
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1. INTRODUCTION

The Sun B2B System is an automated order processing management system developed by Sun Microsystems Pte Ltd and the ASP (iGINE). The system provides electronic order processing transactions and hence eliminates most of the manual work over fax and phone. It allows purchase orders (POs) sent to Sun electronically with a track of PO history, PO/order processing status, PO verification, PO processing capability and other submission via Internet. Thus this minimizes errors that may be prone in manual means. All transactions and transmission of data are governed and secured by security.

2. SYSTEM OVERVIEW

The system and business workflow of the Sun B2B System is illustrated below:



Business Rule:

For a valid purchase order (PO), Sun's partners must submit two pieces of information:

- General Purchasing Order Information
- Market Tracking Information

In addition, where applicable, the following information is required in hardcopy with the appropriate approvals,

- Configuration Check
- Special Discount Form

Three ways to submit a PO:

(1) ERP to ERP

For partners with an existing ERP system and a mechanism to generate an ASCII file of both the purchasing order information and the market tracking information, the ERP-to-ERP way to submit a PO is in use. A file adaptor in partner environment sends the ASCII file of PO to the ASP (iGINE) via HTTPS protocol with SSL security.

(2) Sun B2B WebFront

For partners without an existing ERP system, partners can key in and generate a PO via the Sun B2B WebFront. Partners can also obtain a trail of PO history, PO processing status, PO processing capability via the webfront. Once PO is ready, partners can submit and send the PO to the ASP (iGINE) through the webfront. The transmission is secured by SSL encryption.

The ASP's (iGINE) B2B Transaction Engine stores and verifies portions of the PO information.

(3) SunCatalogue

For Sun Catalogue customers, they can first access and select the desired products via Sun Catalogue. After generating the appropriate quotation, the customer can choose to submit the orders to the Sun B2B system.

3. FUNCTIONALITY

3.1 Launching the Sun B2B Webfront

3.1.1 Launch a internet web browser from the desktop environment.

3.1.2 Go to the Sun B2B WebFront web page at <https://www.sun-b2b.com>

3.2 User Registration

User IDs are created separately by the ASP (iGINE) system administrator. There is no online registration for users to gain access into the system. To create the necessary user IDs and passwords, the following information must be provided:

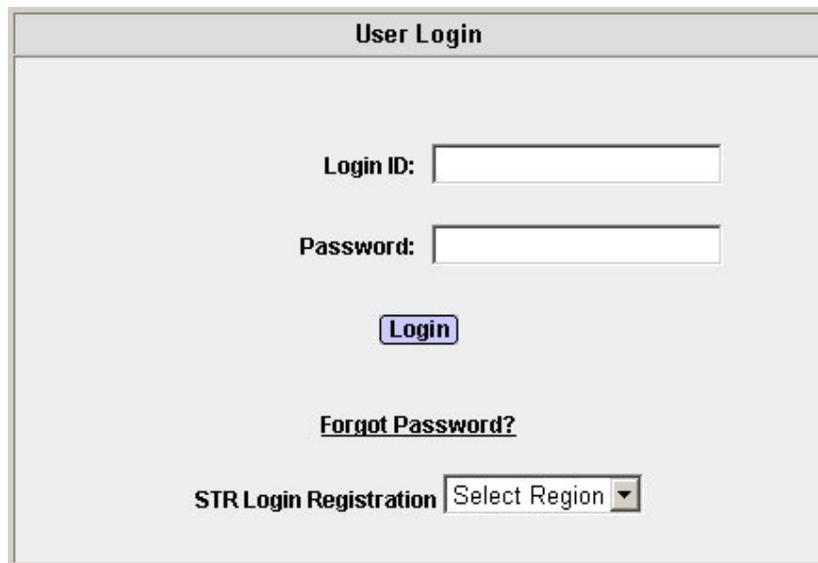
- ❑ Full name
- ❑ Company
- ❑ Designation
- ❑ Contact Number
- ❑ Email Address
- ❑ Partner ID (6-character ID assigned by Sun)

3.2.1 Access Control

There will be two types of user accounts that can be created for partners. The key difference between the two types of accounts is that, one is allowed to create a draft PO but does not permit submission while the other type of account allows the user to create and submit the PO to Sun.

3.2.2 User Login

To access the system, a user must enter *Login ID* and *Password* at the User Login Screen. Note that the entire login session is encrypted using SSL.



The image shows a screenshot of a web application's user login screen. The screen has a light gray background and a title bar at the top that says "User Login". Below the title bar, there are two input fields: "Login ID:" followed by a text box, and "Password:" followed by a text box. Below these fields is a blue button with the text "Login". Underneath the button is the text "Forgot Password?". At the bottom of the screen, there is a label "STR Login Registration" followed by a dropdown menu that currently shows "Select Region".

Figure 1 User Login Screen

Note: Please refer to the Login Flow Chart ([Flowchart 1](#)).

3.3 Deactivation and Reactivation of Users

A user account will be deactivated after 3 consecutive failures of password entry. Thereafter, the deactivated user is presented with a message on the Login Screen indicating that the account has been deactivated.

Welcome to the Sun B2B Order Management System

You have attempted more than 3 unsuccessful logins consecutively.

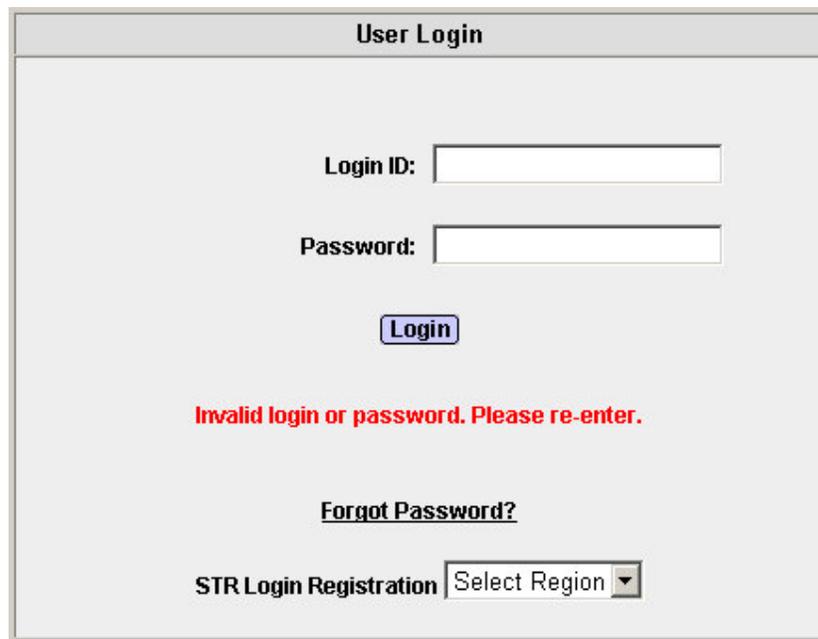
Your account has been deactivated.

Please raise an issue ticket via "Contact Us" link located at the top right corner.

[Home](#)

Figure 2 Access Denied

Once an account is deactivated, the user will be unable to log in even if the correct password is given, and a message prompting "Invalid Login or Password" will be displayed. The user will then need to contact the Sun B2B Helpdesk for account re-activation.

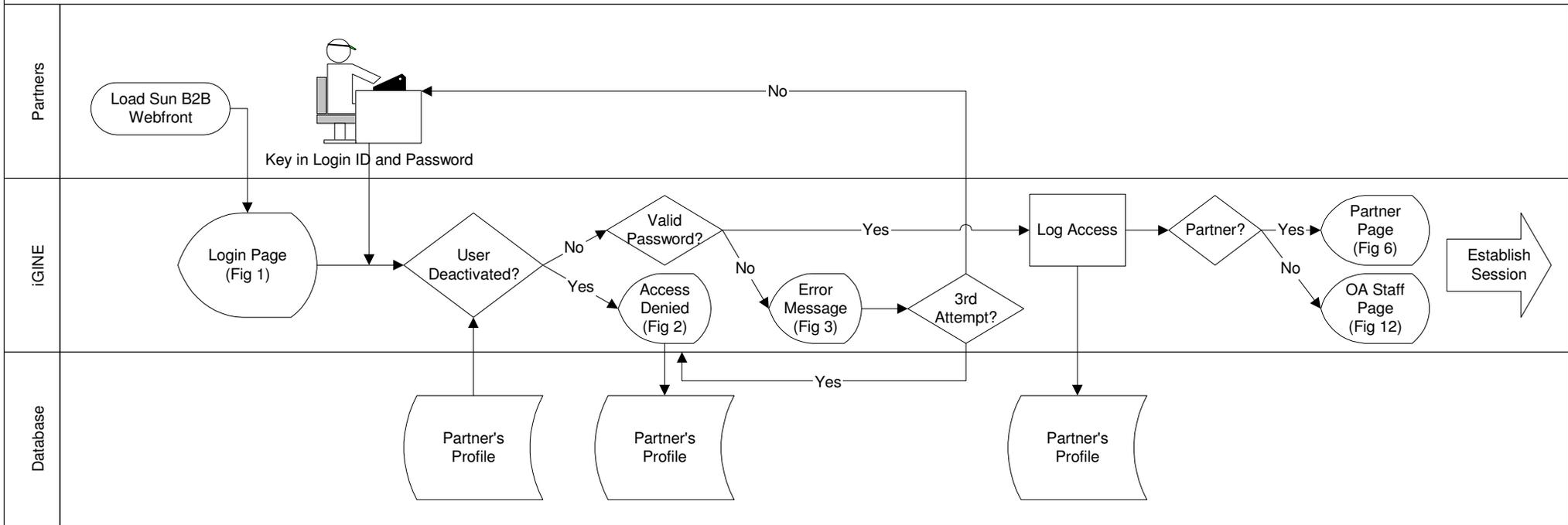


The screenshot shows a web form titled "User Login". It contains the following elements from top to bottom:

- Label "Login ID:" followed by a text input field.
- Label "Password:" followed by a text input field.
- A "Login" button.
- A red error message: "Invalid login or password. Please re-enter."
- A link: "Forgot Password?"
- A label "STR Login Registration" followed by a dropdown menu with "Select Region" as the selected option.

Figure 3 Invalid Login

1. Login through Sun B2B Webfront



Business Rules:

1. All sessions shall be SSL-enabled.
2. User registration shall be performed off-line by iGINE.com administrator. There will be no online registration of user account.
3. To ensure security, user accounts shall be deactivated after 3 consecutive unsuccessful attempt.
4. Once deactivated, the user has to send an email to sunb2b@igine.com to request for re-activation of the user account.

3.4 Password Administration

3.4.1 Forgot Password: [\(Flowchart 2\)](#)

- 3.4.1.1 Click the [Forgot Password](#) link on the User Login Screen.
- 3.4.1.2 Enter the *Login ID* and the pre-defined *Partner ID* at the Password Retrieval Screen.
- 3.4.1.3 Hit [Continue](#) to submit the request to the ASP (iGINE) system administrator. Upon successful submission of the *Login ID* and *Partner ID*, password is sent to user's email account.



Password Retrieval

Forgot your password? Please enter your login and Partner's ID in the spaces provided below and click "Continue"..

Login ID:

Partner ID:

[Continue](#)

Figure 4 Forgot Password

3.4.2 Change Password: [\(Flowchart 3\)](#)

3.4.2.1 Upon a successful login, go to the *User Services* tab, click *Change Password* link.

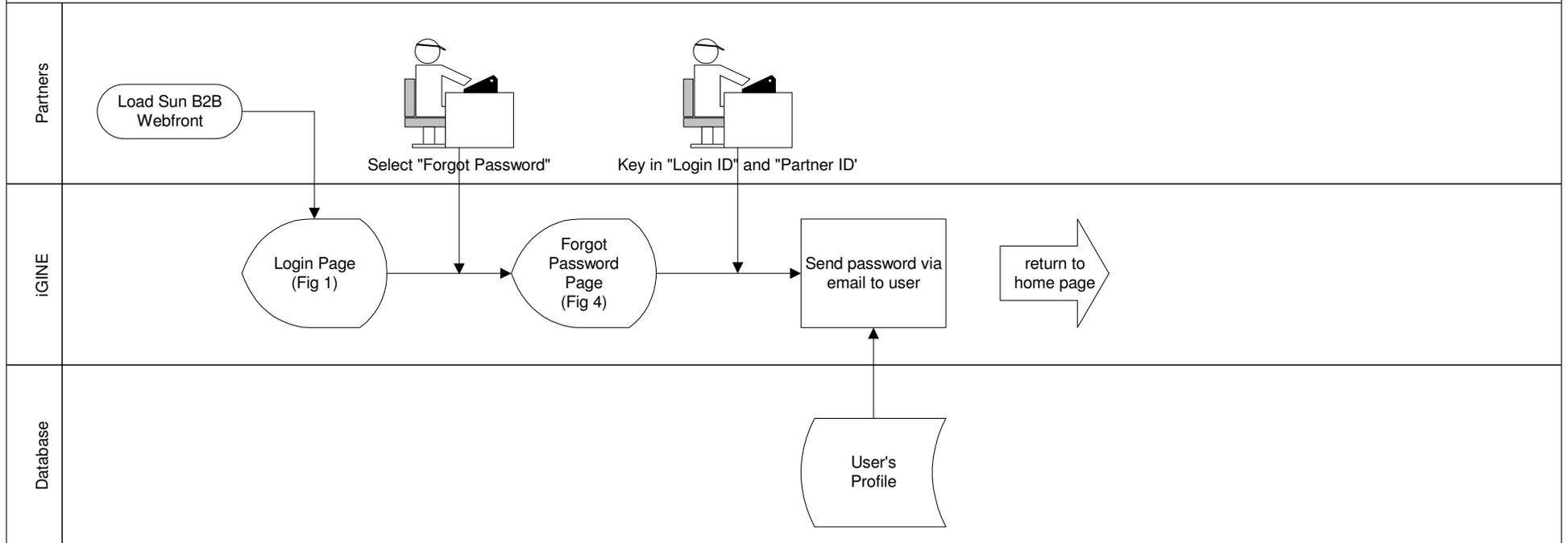
The image shows a screenshot of a web form titled "Change Password". The form has a light blue background and a dark blue header bar with the title "Change Password" in white. Below the header, there are three input fields stacked vertically. The first field is labeled "Old Password:" and the second is labeled "New Password:". The third field is labeled "Retype New Password:". Each field is a simple rectangular box with a thin border.

Figure 5 Change Password

3.4.2.2 Enter *Old Password* and then *New Password* twice in the indicated fields.

3.4.2.3 Hit **Change Password** to submit request, or **Reset** to re-start the entry. A confirmation of the new password is presented. Both passwords must tally before the session is considered successful and completed. After which, the user is returned to the home page.

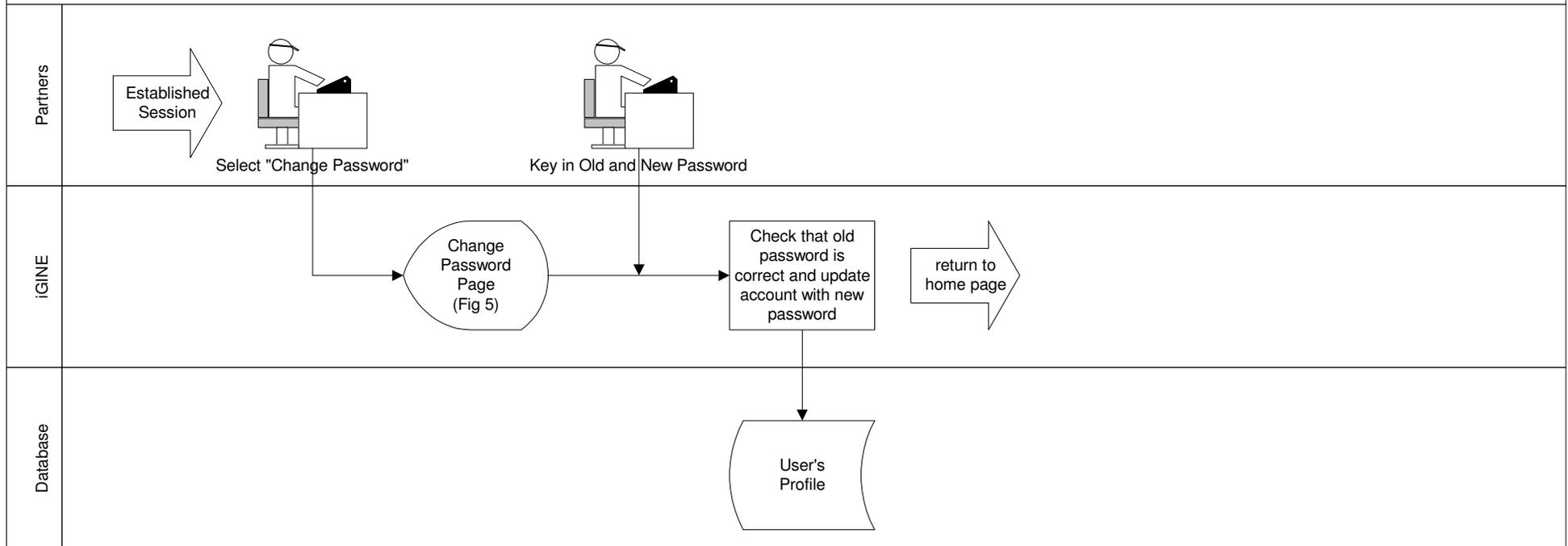
2. Web user forget his/her password



Business Rules:

1. Password requested shall be automatically emailed to the user's pre-registered email address.
2. A 6-character Partner ID shall be assigned to each partner. This ID will be used together with the user's login ID to retrieve the password.

3. Change of user password



Business Rules:

1. Old password is required to verify the identity of the person before a new password can be used.
2. All passwords must be more than or equal to 6 characters, consisting of alphanumerics. Passwords are non-case sensitive.

3.5 Purchasing Order Generation

There are two ways whereby a Sun Partner can generate a PO:

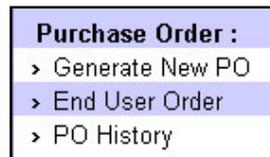
3.5.1 For Partners with existing ERP systems and are determined by Sun to be eligible, an ASCII file of PO information is created by the Partner's ERP system and sent its encrypted form to the ASP (iGINE) or further processing. ([Flowchart 5](#))

3.5.2 (For EMEA only) For EMEA Customers submitting via MySunCatalogue (MSC), the PO information is entered in MSC and an XML file of the PO is automatically created by MSC. It is then encrypted and sent to the SunB2B webfront for subsequent verification.

3.5.3 For the rest of the Partners, PO entry is performed via the Sun B2B Webfront using a web browser. ([Flowchart 4](#)) There are two kinds of orders that partners can create:

- Ordinary Orders
- End User Orders (for items that partners buy on their customer's behalf due to various reasons e.g. taxation constraints. End User Orders are also known as US Dollar orders or Back Commission orders; such orders are applicable to only certain regions e.g. Asia South, Korea, Latin America etc.)

3.5.3.1 Go to Purchase Order tab folder:



3.5.3.2 Select Generate New PO link or the End User Order link.

Import Partner Webdesk Cart File

Cart File : Browse...

Please fill in the following information:

PO Number :

PWD Cart ID/WebDesk Quote ID :

ES Quote Number :

Special Discount Number :

Pricing Option :

Main Line :

New Part	Part No.	Model No.	Qty	Discount (%)	Nett Price (\$)	Date Requested* (MM/DD/YYYY)	Add	Edit	Delete
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	or <input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

ROW	MAIN	NEW	SVC	PART NO	MODEL NUMBER	QTY	DISCOUNT	PRICE	DATE	REQUESTED

Figure 6 Order Entry (Ordinary Orders) for Partners

Please fill in the following information:

End User PO Number :

Partner's PO Number :

PWD Cart ID/WebDesk Quote ID :

Special Discount Number :

Pricing Option :

Main Line :

New Part	Part No.	Model No.	Qty	Discount (%)	Nett Price (USD)	Nett To Sun Price(USD)	Date Requested* (MM/DD/YYYY)	Add	Edit	Delete
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	or <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

ROW	MAIN	NEW	PART	PART NO	MODEL NUMBER	QTY	DISCOUNT	NETT PRICE	NET TO SUN PRICE	DATE	REQUESTED

Figure 7 Order Entry (End User Orders) for Partners

3.5.3.3 Enter PO information in Generate New PO Screen

<u>Field Name</u>	<u>Description</u>

Cart File (Ordinary Order)	<p>This the path of the cart file to be imported for PO creation.</p> <p>Click "Browse" button to select the file then click "Import" to proceed with the extraction of the PO details.</p>
PO Number (Ordinary Order)	Unique code number of the purchase order.
End User PO Number (End User Order)	Unique code number of the end user purchase order.
Partner's PO Number (End User Order)	Unique code number of the partner's PO.
PWD Cart ID/WebDesk Quote ID	<p>The cart ID of the uploaded file for the indicated PO. This is automatically filled up after importing cart file.</p> <p>Otherwise, this is the manually entered WebDesk Quote ID which is supplied by Sun.</p>
ES Quote Number (for Ordinary Order)	This is an optional field provided for orders that included Enterprise Services (ES) parts and have been assigned a quote Number by the ES sales personnel.
Special Discount Number	A number assigned for the Special Term Request (STR) applied for discount computation.
Pricing Option	<p>The type of price list to be use for extracting the price of the PO item.</p> <p>You may select from the provided dropdown list and click the Agreement Details button to view the detailed information of the chosen agreement number-price list record.</p>
Main Line	<p>This is used to add sub-line item(s), that are meant to be configured and built into a base system i.e. Base Server.</p> <p>Select the Main Line item that the sub-line items are supposed to be tagged under. Enter the subline item product part number and the relevant quantity, discount and price. After that, click "Add" button to bring the subline item under the main line selected in the list box.</p>
New Part	This flag allows partners to proceed with their order on New Product Parts that may not exist in the system's product database yet as there is a delay in the synchronization of the Sun B2B database with Sun's backend system.
Note : Ensure that the part is valid before checking	

this flag.	If this is activated, value for Nett Price column is required and Discount column should be blank.
Part No.	Unique code number of the ordered product/part.
Model No.	The model number assigned to the indicated part. (This field has been disabled)
Qty	The quantity of the part ordered by the partner.
Discount (%) or Nett Price (\$)	Unit Price will always take precedence over the Discount Percentage value. If both the fields are entered, the system will back-calculate the discount based on the unit price keyed-in and update the discount percentage field accordingly, regardless of the value keyed-in previously.
Nett-to Sun Price (End User Order)	This is meant for End User Orders , where the unit price/discount entered above are End User Unit Price. Nett-to Sun Price is the amount that Sun bills the Partners, thus allowing them to enjoy a certain amount of back commission. In Latin America, this field is labeled as Extended Distributor Price which is meant for Back Commission Orders . For example, an end user order may purchase 2 quantity of a product for US\$500 each while the partner's price for that product is only US\$400 each. So, the following fields should contain: Quantity = 2 End User Unit Price = US\$500 Nett to Sun Price = US\$800 (<i>partners are to compute the multiply of \$400 x 2 themselves</i>)
EMC/CCIB#	This is an optional field that is required by some Taiwan and PRC orders to indicate that certain product parts have been certified/checked with an EMC/CCIB#
Date Requested (MM/DD/YYYY)	This is the requested ship date for the particular line item. This date must be later than the current (today's) date. However, note that this is only a REQUESTED date and the final shipment date may still differ depending on availability of the individual parts. Partners may enter different dates to indicate partial shipment for a particular order.

Each product/part has corresponding **buttons**:

Button Name	Description
Add	Add the keyed-in product/part details to the PO. Product/Part(s) added is displayed at the lower portion of the screen.
Update	Saves the details of the product/part that is being edited.
Delete	Removes the selected product/part from the PO.

For PO which will be extracted from cart file, indicate the cart file in *Import Partner Webdesk Cart File* field and click the **Import** link.

Main Line	New Part	Part No.	Model Number	Qty	Discount (%)	Unit Price (USD)	EMC/CCIB#	Date Requested* (MM/DD/YYYY)
x	<input type="checkbox"/>	SF-CAB	FIRESFCAB	2	10	OR		12/12/2003
	<input type="checkbox"/>	F4800-RM	FIRE4800	2	10	OR		
	<input type="checkbox"/>	RK-F4800		2	10	OR		
	<input type="checkbox"/>	4050A		4	10	OR		
	<input type="checkbox"/>	1034A		2	10	OR		
	<input type="checkbox"/>	1032A		2	10	OR		
	<input type="checkbox"/>	CPUBD-4049		6	10	OR		
	<input type="checkbox"/>	SG-MT2-H2D1T1		2	10	OR		
	<input type="checkbox"/>	4341A		2	10	OR		
x	<input type="checkbox"/>	X3800A		4	10	OR		12/12/2003
x	<input type="checkbox"/>	VVMGS-9993A99		2	10	OR		12/12/2003
x	<input type="checkbox"/>	VXVMS-350-9999		1	10	OR		12/12/2003

Figure 8 Cart File Details

Fill in the items information. Either Discount or Unit Price can be filled up, and the Date Requested should be entered (*Date Requested* is disabled for sub-line items). Click **Update** to proceed with the extraction or **Cancel** to ignore.

Import Partner Webdesk Cart File

Cart File:

Please fill in the following information:

PO Number :

PWD Cart ID/WebDesk Quote ID :

ES Quote Number :

Special Discount Number :

Pricing Option :

Main Line :

New Part	Part No.	Model No.	Qty	Discount (%)	Nett Price (\$)	Date Requested* (MM/DD/YYYY)	Add	Edit	Delete
<input type="checkbox"/>					or		<input type="button" value="Add"/>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>

ROW	MAIN	NEW	SVC	PART NO	MODEL NUMBER	QTY	DISCOUNT	PRICE	DATE REQUESTED
1	x			SF-CAB	FIRESF CAB	2	10.00		12/12/2003
2				F4800-RH	FIRE4800	2	10.00		
3				RR-F4800		2	10.00		
4				4050A		4	10.00		
5				1034A		2	10.00		
6				1032A		2	10.00		
7				CPUBD-4049		6	10.00		
8				SG-MT2-H2D1T1		2	10.00		
9				4341A		2	10.00		
10	x			X3800A		4	10.00		12/12/2003
11	x			VXVMS-9993A99		2	10.00		12/12/2003
12	x			VXVMS-350-9999		1	10.00		12/12/2003

Figure 9 PO with extracted items from Cart File

After clicking "Update", the PO details will be displayed with the extracted items and *Partner Webdesk Cart Reference* filled up. This value is based on the cart file specified. Standard PO creation proceeds by indicating the PO Number.

Upon clicking on Refresh, the system will check against the database on the correctness of the product/items. Any incorrect information will display an error message at the upper portion of the screen. This PO will not be submitted.

Figure 11 Order Summary Page (Ordinary Orders)

Note : If the PO includes **service part(s)**, an additional screen will appear for Service Information before the Order Summary screen. Service part details are displayed here and can be changed. This screen will only appear for those countries that are configured for service part(s). Countries that are not enabled for service part(s), a note will be displayed informing service parts are not allowed. For more information, please contact your SUN Representative.

Service Information

Service Part Order Line Items :
Please tick the appropriate boxes and complete ALL mandatory() items.*

ROW	PART NO	QTY	DISCOUNT	LIST PRICE	NET PRICE
1	WSD-E45-2G	1	10.00	16392.00	14752.80

All address same as :

Contract Owner Details ::

Copy Contract Owner info from :

Company Name* :

Contact Name* :

Contact Email* :

Contact Number* :

Address 1* :

Address 2 :

City* :

State/Province* :

Postcode* :

Country* :

Figure 12 Service Information (for Service parts)

For service parts having the same address, copying information can be done by selecting the product/part to be copied in "All address same as" or "Copy contract information from" dropdown lists.

3.5.3.5 Hit **Next** to show Other Purchase Information Screen

Other Purchase Information		
PO Number : P00001		
Default Ship To ID :	OR	Alternative Ship To Information :
Ship to ID : <input type="text" value="ASNETCS1"/>		Name : <input type="text"/>
CSA AUTOMATED PRIVATE LIMITED		Address 1 : <input type="text"/>
CSA AUTOMATED PTE LTD		Address 2 : <input type="text"/>
203B HENDERSON ROAD #05.07		City : <input type="text"/>
HENDERSON INDUSTRIAL PARK		State : <input type="text"/>
SINGAPORE		Zipcode : <input type="text"/>
159548		Country : <input type="text"/>
SG		Phone : <input type="text"/>
Default Bill To ID :	OR	Alternative Bill To Information :
Bill to ID : <input type="text" value="ASNETCS1"/>		Name : <input type="text"/>
CSA AUTOMATED PRIVATE LIMITED		Address 1 : <input type="text"/>
CSA AUTOMATED PTE LTD		Address 2 : <input type="text"/>
203B HENDERSON ROAD #05.07		City : <input type="text"/>
HENDERSON INDUSTRIAL PARK		State : <input type="text"/>
SINGAPORE		Zipcode : <input type="text"/>
159548		Country : <input type="text"/>
SG		Phone : <input type="text"/>
Other Information		
Payment Terms: LC45 FM INV DD		

Figure 13 Other Purchase Information

Shipping information

- Partner has to select a **ShipTo ID** from the dropdown list.
- If the ID is NOT known, Partner is required to key in the relevant shipping details.
- This two sets of information are mutually exclusive and partners are required to entered only one set

Billing information

- Partner has to select a **BillTo ID** from the dropdown list.
- If the ID is NOT known, Partner is required to key in the relevant shipping details.
- This two sets of information are mutually exclusive and partners are required to entered only one set

Other information

- Payment Terms** (this is a non-editable field that indicates the partner's desired payment terms for this particular order, e.g. 'NET 30 DAYS')
- For some regions (e.g. Greater China, Korea), the **Sales Manager Email** is required.
- If PO includes service part(s), this will be additional value:

Other Information

Partner Channel :

Payment Terms: **NET26 FM INV DD**

Figure 14 Additional fields for service part(s)

3.5.3.6 Hit **Next** to proceed with the Market Tracking Information Part I Screen.

Market Information Tracking Form

PO Number: P00001

Part I

Please tick the appropriate boxes and complete ALL mandatory() items.*

1.* Primary Channel

2.* Are these products meant for inventory?

Remarks :

Completed By(Name & Designation) :

Figure 15 Market Information Tracking Form Part I

3.5.3.7 Hit **Next** to proceed with the Market Tracking Information Part II Screen only if "No" is selected for inventory, otherwise, it will proceed with the order submission.

Contract No: PO
 > End User Order
 > PO History

Market Information Tracking Form

PO No. : PARTNERGUIDE

Part II

Please tick the appropriate boxes and complete ALL mandatory() items.*

3. Secondary Channel

Please Specify:

4. Purpose of this purchase

5a.*End-User Name/s

A. Company Full Name (Please use Legal Entity Name. Short forms not allowed.)

Others:

B. Contact Name:

C. Tel No.:

6a.* Indicate specific use of items ordered, which departments they are meant for, what systems they are upgrading:

b. Upgrade Information:
 If ordering upgrades or CPUs, please specify previous PO Number & Sales order number , no. of CPU(s) before & after upgrade

7.* Industry of End-User:

8. Primary Application:

9. Are products bought under special programme?

I Passport Program, specify discount level applied:

II Marketing Programme, specify:

III Others, specify:

10. Special Instructions:(to be printed on Invoice):

11.* ISV Software Partner working with:

Others Option (If your choice is not in ISV list, please select Others)

12. Software Application:

Remarks:

Completed By(Name & Designation) : 544602, ECS COMPUTERS (ASIA) PTE LTD

Figure 16 Market Information Tracking Form Part II

3.5.3.8 Fill in mandatory fields and hit **Submit** to proceed. Click OK to submit the order. A message will be displayed for successful submission.



Thank You for using Sun B2B Order Management System.
Your order has been successfully submitted.
Your purchase order number is TEST0704B .

Click [Here](#) to see a Printable version of this page.

Figure 17 After Submission Page.

01-sg1 Logged In		Cust. PO No.: PARTNERGUIDE		Sales Order No.:								
Purchase Order: > Generate New PO > End User Order > PO History		Submitted by: 544602, ECS COMPUTERS (ASIA) PTE LTD (544602) Price Scheme: Asia South Pricelist Agreement Number:		Verified by : Special Discount: PWD Cart ID/WebDesk Quote ID ES QuoteNumber:								
Order Information:												
SN	Service Part	Part No.	Model No.	Description	Spectrum Options	Qty	Discount (%)	List Price (USD)	Nett Price (USD)	Extended Price (USD)	EMC/CCIB#	Date Req (mm/dd/yyyy)
1.0		X311L	-	NORTH AMERICAN/ASIA PWR CRD KT	-	1	0.00	0.00	14752.80	\$14752.80		12/12/2003
Extended Price Total										\$14752.80		
Shipping Information:						Billing Information:						
Ship to ID: 465323		Name: ECS COMPUTERS (ASIA) PTE LTD				Bill to ID: 468198		Name: ECS COMPUTERS (ASIA) PTE LTD				
Address1: BLK 19 KALLANG AVENUE		Address1: BLK 19 KALLANG AVENUE				Address1: BMC SOFTWARE		Address1: BMC SOFTWARE				
Address2: #07-153/155/157/159		Address2: #07-153/155/157/159				Address2: 1 TEMASEK AVE		Address2: 1 TEMASEK AVE				
City:		City:				City:		City:				
State:		State:				State:		State:				
Zipcode: 339410		Zipcode: 339410				Zipcode: 039192		Zipcode: 039192				
Country: Singapore		Country: Singapore				Country: Singapore		Country: Singapore				
Phone:		Phone:				Phone:		Phone:				
Order Information:						Order Information:						
						Partner Channel:						
						Payment Terms:						
						Customer PO Date: 10 / 15 / 2003 (mm/dd/yyyy)						
Market Information:												
Part I												
1. Primary Channel: I - Distributor												
2. Are these products meant for inventory?: N												
Part II												
3. Secondary Channel: C - VAR												
Please Specify: Test												
4. Purpose of this purchase: B - Resell to End Users												
5 a. End-User Name/s :												
A. Company Full Name- APPLIED BUSINESS SYSTEMS SDB BHD												
B. Contact Name: Test												
C. Tel No.: Test												
6 a. Indicate specific use of items ordered, which departments they are meant for, what systems they are upgrading:												
Test												
b. Upgrade Information:												
If ordering upgrades or CPUs, please specify previous PO Number												
& Sales order number, no. of CPU(s) before & after upgrade:												
7. Industry of End-User: B - Automotive												
8. Primary Application:												
9. Are products bought under special program?:												
10. Special Instructions (to be printed on Invoice):												
11. ISV/Software Partner working with: AMDOCS												
12. Software Application:												
Remarks:												
Completed By(Name & Designation): 544602, ECS COMPUTERS (ASIA) PTE LTD												
<input type="button" value="Amend"/> <input type="button" value="Close"/>												
Click Here to see a Printable version of this page.												

Figure 18 Order Summary Page

Additional Business Rules:

- For ERP to ERP partners, fax RConfig check to Sun OAs. (Please check with your respective SUN contact for more info)
- For POs with special discounts, fax Special Discount Form to Sun OAs. (Please check with your respective SUN contact for more info)

During any steps above, there are other **buttons** available on PO information modification:

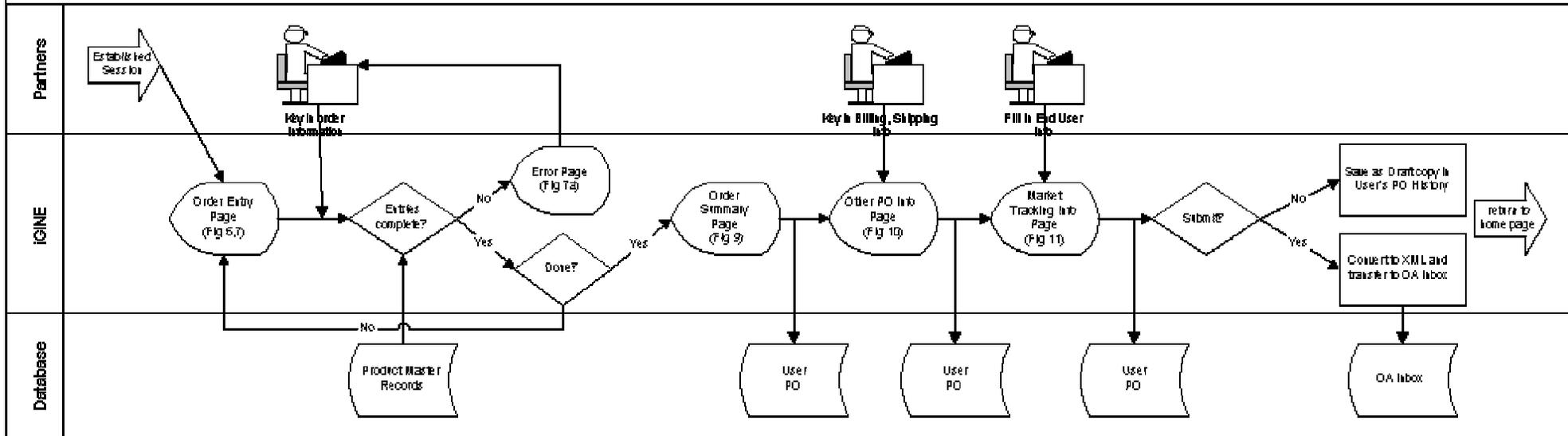
<u>Button Name</u>	<u>Description</u>
Refresh	Update the values of the product/part details and/or update the Billing Information and Shipping Information.
Previous	Go back to the previous page or screen
Reset	Clear the entries on the current page
Save As Draft	Save the current PO in Draft stage, this implies that PO is not yet submitted and invisible to Sun OA.
Next	Go to the next page or screen.

All orders tracked by the system bear the following **status**:

<u>PO Status</u>	<u>Description</u>
Draft	POs generated via the webfront but are held temporarily within the user account, before submission.
Change Draft	A Change Order in draft mode before submission.
Submitted	POs that are submitted by users and are currently residing in the Sun OA Staff Inbox, waiting to be validated (POs generated by Partner's ERP system will be automatically submitted). User may change PO status from Submitted to Draft by clicking the Amend button in PO details screen (Figure 18 Order Summary Page)
Change Submitted	When a change order is being submitted.
Locked	POs that are currently being opened and verified by a Sun OA staff; no amendment and/or cancellation request is permitted at this stage.

Verified	Sun OA staff is satisfied with the Order and intends to submit for further processing; no amendment and/or cancellation request is permitted at this stage.
Verified (Lite)	(For EMEA only) Sun OA staff will verify the order without going through and download the order submitted.
Pre-verified	(For EMEA only) Intermediate status between Submitted and Verified - used for locking purposes. Note that Pre-verified orders cannot be reverted to Submitted status.
Rejected	Sun OA Staff has deemed an Order as incomplete or other reasons and has requested for further clarifications related to the PO; the order will be returned to the user account with the reason stated by the Sun OA Staff.
Change Locked	OA staff set the PO change request into pending status.
Cancelled Order	Partner has initiated a request to cancel a PO that they have been previously submitted but yet to be verified.

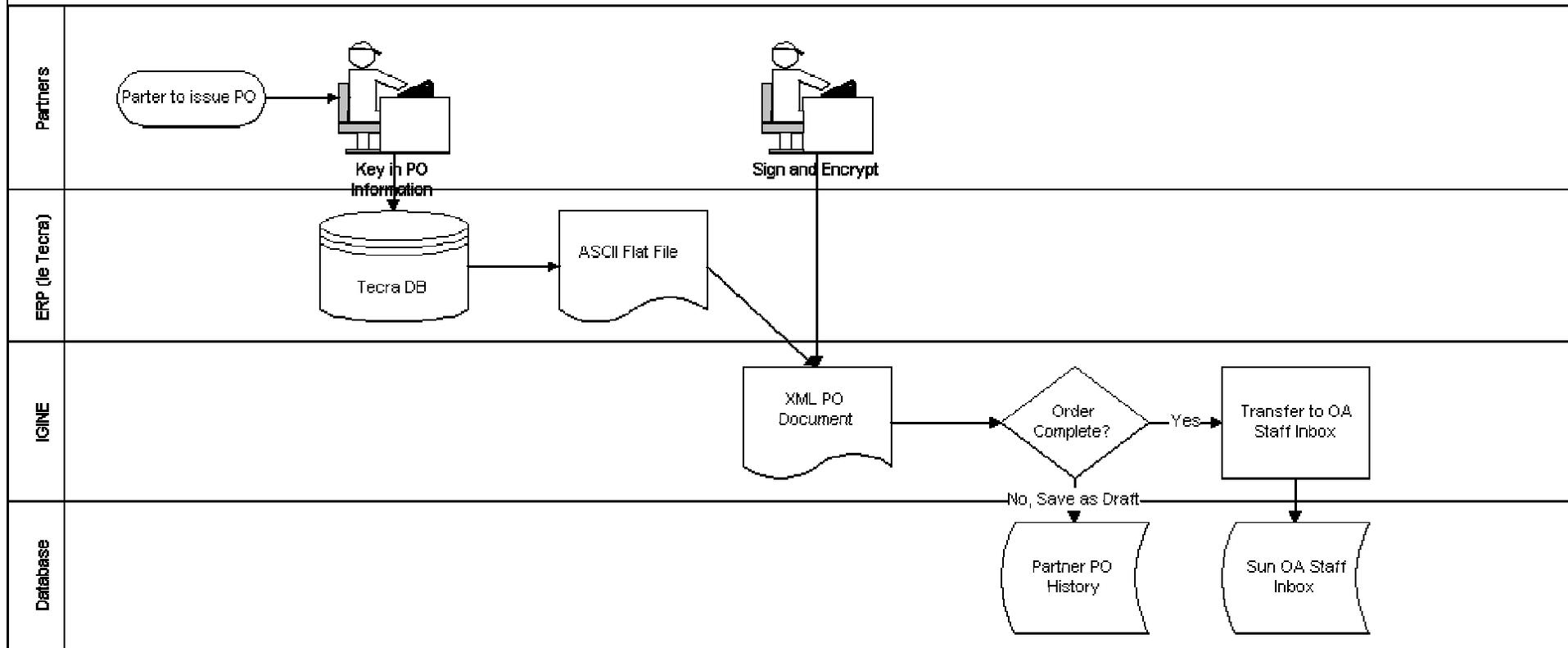
4. PO generation via Webfront



Business Rules:

- Users must enter the following items in order for the order to be complete:
 - PO number (must be unique)
 - Indicate main or sub-line item
 - Part Number
 - Quantity
 - Discount Level or Nett Price
- The system will flag an order item as invalid if both Discount Level and Discounted Price values are entered. User will be requested to fill in only one of the two.
- If a new part number, that does not exist in the "Product Master Records" has been entered, the system shall flag the order item as invalid, but will display an additional check box to allow the partners to "force" a new part number to be accepted by the system. In this case, the Discounted Price value must be entered while keeping the Discount Level entry blank. Refer to Annex 8 attached.
- The user's other PO information such as shipping and billing address shall be auto-filled into the form presented in Annex 10. User may then choose to edit the values accordingly.
- Users are allowed to save the information entered as a "Draft" copy of the PO at any stage of the order entry. These "Draft" copies will be placed under the "PO History" link and can be retrieved subsequently for submission.
- All relevant information must be entered before the order can be submitted and transferred to Sun Order Administration Staff's inbox.
- In the order summary page (Annex 9), the main and sub-line number shall be automatically calculated. The following fields shall be displayed as well:
 - Part Description (extracted from Product Master Records; new parts entered will leave this field empty)
 - List Price (extracted from Product Master Records)
 - Discounted Price (calculated from List Price*Discount Level, if not entered by user)
 - Discount Level (calculated from List Price/Discounted Price, if not entered by user)
 - Extended Price (calculated through Discounted Price*Quantity)
 - Grand Total (calculated as the summation of the value of the entire order)

5. PO generation via ERP



Business Rules:

1. Order information keyed into Partner's ERP system and generated into the ASCII Flat File must adhere strictly to the "Purchasing Order ASCII File Transfer Specification" document.
2. Any PO that is non-compliant to the format specified shall be considered invalid. Partners shall bear full responsibility for such occurrences.
3. If the PO information submitted is found to be incomplete, it will be saved as a "Draft" copy in the user's account PO History list. An email notification will be sent to the owner of the PO and he/she shall be instructed to login to webfront to work on that PO.
4. All PO numbers submitted by one Partner shall be unique. A check will be performed against the partner's PO history (sum of all users' PO history from the same partner) to ensure that no duplicate PO numbers are found.

3.6 View Purchase Order History

3.6.1 Select Purchase Order tab, click PO History

Purchase Order :

- > Generate New PO
- > End User Order
- > PO History

3.6.2 Click a particular PO No. listed to disclosed the PO details.

Purchase Order History (Feb 2002)										
Number of POs: 54										
Sales Order No.	PO No.	Date	Status	Process By	Draft Summary	Copy	Change Order	Change History	Delete/Cancel	
ABC	PO-CHRIS-0208-1	08/02/2002	Submitted	-		Copy			Cancel Request	
-	2222	08/02/2002	Locked	testsgoa		Copy				
1234	1234	08/02/2002	Verified	-		Copy	Change Request			
E8F1	E8E2	08/02/2002	Verified	-		Copy	Change Request			
-	E8E1	08/02/2002	Submitted	-		Copy			Cancel Request	
ANNA06	test_02083	08/02/2002	Verified	-		Copy	Change Request			
ANNA04	test_020801	08/02/2002	Verified	-		Copy	Change Request			
1111	1111	08/02/2002	Verified	-		Copy	Change Request			
-	PO101	07/02/2002	Draft	-	Click here	Copy			Delete	
11222	8899	07/02/2002	Change Clarify	-		Copy		View Change History	Delete	
-	test-as3	07/02/2002	Verified	-		Copy	Change Request			
-	TEST123	07/02/2002	Verified	-		Copy	Change Request			
TEST02	test-as2	07/02/2002	Verified	-		Copy	Change Request			

Figure 19 PO History Page

View PO details by clicking the corresponding links. Links already visited or accessed are marked **RED**.

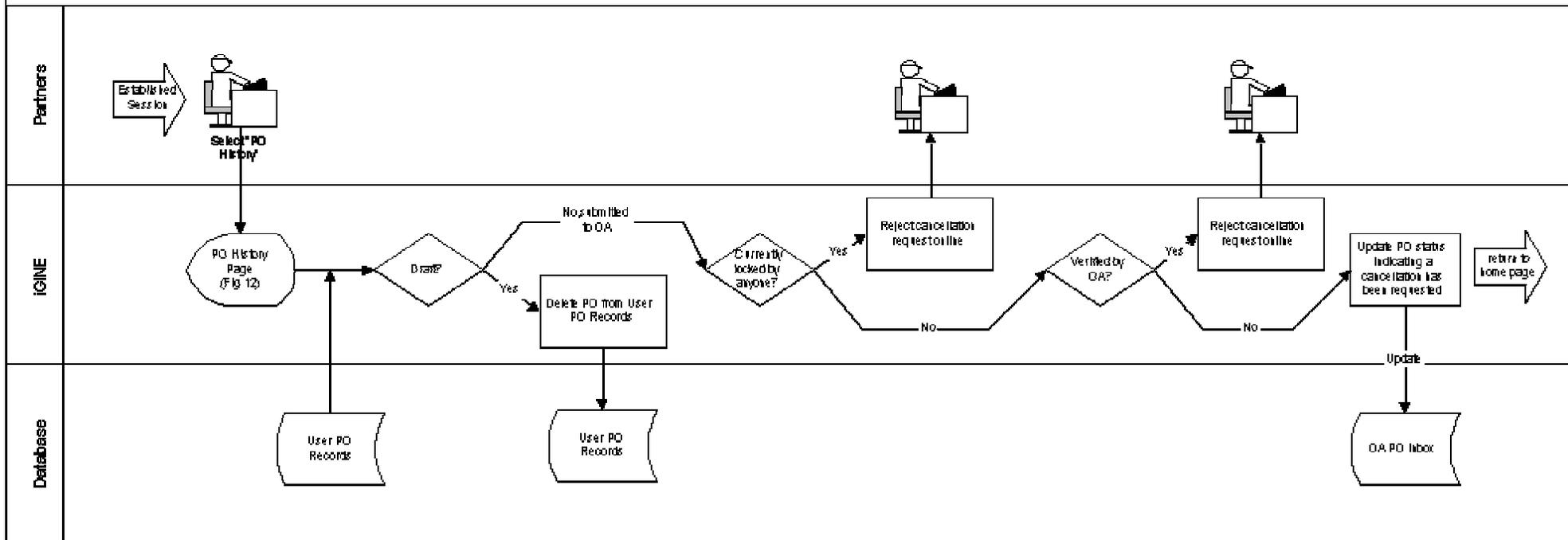
3.7 Order Cancellation

Cancellation of an order can only be performed via the Sun B2B webfront. ([Flowchart 8](#))

3.7.1 Select Purchase Order tab and click PO History link.

3.7.2 To cancel PO, click "*Cancel Request*" for a particular PO with status **Submitted**.

8. PO Cancellation via Webfront



Business Rules:

1. Cancellation of PO must be performed via the Sun B2B webfront.
2. Except when a PO is saved as "Draft", no PO generated will be deleted from the system. If a PO is yet to be verified by a Sun OA staff, partners may click on the "Cancel Request" button under the PO history and the PO will be taken out of the OA's Inbox view. Partners can then click on the Orders to make further amendments before re-submitting it again.
3. No cancellation is permitted once the PO has been verified by Sun OA staff and uploaded to Axiom for further processing.

3.8 Order Deletion

Deletion of an order can only be performed via the Sun B2B webfront

3.8.1 Select Purchase Order tab and click [PO History](#) link.

3.8.2 To delete PO, click "*Delete*" for a particular PO with status **Draft** or **Cancelled Order**.

Deletion is only possible for a draft PO or a cancelled PO on the user's web browser. Other status indicates that the PO is being verified by Sun OA.

3.9 Other functions

3.9.1 Copy

Details of an existing PO can be copied or duplicated. This is to facilitate the user to create a PO like the one which already exists. It saves the time for re-entering the same information. This can be done by clicking the [Copy](#) link of a particular PO. Details of the PO will then be displayed except for the PO number. This allows the user to assign a new number for the PO being created.

3.9.2 Change Request

This is used to perform any change on a **verified/changed verified** PO. This is done by clicking the [Change Request](#) link of a particular PO. For other status, changes can only be performed by the Sun OA.

3.9.3 View PO Details

PO details and printable version of a draft PO can be viewed by clicking the corresponding link.

3.9.4 View Change Order History

This is used to view the list of changes made to a Change Request Order. Click the [View Change History](#) link of a particular PO. Only altered PO have change history.

Change Order History (Feb 2002) Number of Versions: 2					
Sales Order No.	PO No.	Date	Status	Draft Summary	Version Number
SO105	PO105	18/02/2002	Change Request		1
SO105	PO105	15/02/2002	Verified		0

Figure 20 Change Order History

Click PO number link to view its details.

4. SUPPORT

4.1 Support Procedure

4.1.1 Using the WebFront for Order Entry

Sun's Partners who encounter issues while using the Sun B2B webfront for order entry will log help request for the ASP via the "Contact Us" link found in Sun B2B page,

<https://www.sun-b2b.com/>

4.1.2 On MySunCatalogue (for EMEA only)

Sun's Customers who encounter issues while using MSC will first contact Sun's e-support team to determine if the issue is related to MSC's environment. If the issue is related to MSC's environment, it will be resolved by the e-support team. If the issue is related to problems transferring orders to B2B Transaction Engine and is not related to MSC's environment, a request for ASP support can be logged via the "Contact Us" link found in Sun B2B page,

<https://www.sun-b2b.com/>

4.1.3 On ERP to ERP

Sun's Partners who encounter issues while sending orders electronically to the Sun B2B transaction engine will first contact partner's internal support team to determine if the issue is related to the Partner's environment. If the issue is related to Partner's internal environment, it will be resolved by the partner's internal technical support team. Otherwise, a request for ASP support can be logged via the "Contact Us" link found in Sun B2B page,

<https://www.sun-b2b.com/>

For guideline, refer to the [Appendix](#) section, [7.1 Guide to Log Issue via ASP's Web Site](#)

4.2 Service Level Agreement

Definition of Issue Priority and Response Time

<u>Priority Level</u>	<u>Issue Definition</u>	<u>Response Time</u>
1	Urgent, System unusable	Within 15 minutes
2	Serious, System seriously impaired	Within 2 hours
3	Non-critical, General questions	Within 4 hours

4.3 Emergency Contact

For emergencies, the Sun B2B Helpdesk can be contacted 24 hours a day, Monday to Friday (SGT) at +65 6826-6969

5. PERFORMANCE ENHANCEMENT GUIDE

5.1 Preferred Browser Settings

5.1.1 General Information

5.1.1.1 Java and Javascript

Basically users must make sure that Java and Javascript are enabled at their browser.

5.1.1.2 Secured Socket Layer

Users must also make sure that SSL (Secure Socket Layer) is also enabled at their browser, besides Java and Javascript.

5.1.1.3 Cache

This problem does not seem to appear in Netscape but if you suspect Netscape is caching the pages, you may like to remove caching for Netscape.

Preferably, users should make sure IE check for newer versions of stored pages for every visit to the page.

5.1.1.4 Back Button

Preferably, users should refrain from using the browser's back, forward and reload or refresh button. Users should try to use the webfront's buttons which are generally located at the bottom of the page.

5.1.2 Internet Explorer Settings

5.1.2.1 Enable SSL

- ❑ On the Tools menu in Internet Explorer, click Internet Options.
- ❑ Click the Advanced tab.
- ❑ Scroll all the way down.
- ❑ At the Security section, make sure "Use SSL 2.0" and "Use SSL 3.0" are selected.

5.1.2.2 Remove Caching of Pages

- ❑ On the Tools menu in Internet Explorer, click Internet Options.
- ❑ Click the General tab.
- ❑ At the center of the page, click on the Settings button (for the Temporary Internet Files).
- ❑ Make sure "Every visit to the page" (of "Check for newer versions of stored pages") is selected.

5.1.2.3 Please Refrain

- ❑ Preferably, users should refrain from using the browser's back, forward and reload or refresh button.
- ❑ Users should try to use the webfront's buttons which are generally located at the bottom of the page.

5.1.2.4 Summary for Internet Explorer

<u>Options</u>	<u>Actions</u>
Enable SSL	<ul style="list-style-type: none">❑ Click Internet Options on the Tools menu of Internet Explorer❑ Scroll all the way down to Security Section❑ Click the "Use SSL 2.0" and "Use SSL 3.0" to make it enabled.
Enable Secure	<ul style="list-style-type: none">❑ Click Internet Options on the Tools menu of

Proxy	<p>Internet Explorer</p> <ul style="list-style-type: none"> <input type="checkbox"/> Click the Connections Tab Section <input type="checkbox"/> Click on the Settings, depending whether you are connected via LAN or Dial-up <input type="checkbox"/> Click on "Advanced" under Proxy server setting <input type="checkbox"/> Make sure "Use the same proxy server for all protocols" is checked
Remove Caching of Page	<ul style="list-style-type: none"> <input type="checkbox"/> Click Internet Options on the Tools menu in Internet Explorer <input type="checkbox"/> Click the General Tab <input type="checkbox"/> Click on the Setting Button at the center of the pages <input type="checkbox"/> Click "Every visit to the page"
Back Button	<ul style="list-style-type: none"> <input type="checkbox"/> Use Webfront's button instead of Browser's button

5.1.3 Netscape Settings

5.1.3.1 Enable SSL

- To configure these options, open the Security window by clicking the padlock icon (at the bottom left corner), then select Navigator.
- Make sure SSL (Secure Sockets Layer) v2 and v3 are enabled (i.e. clicked) at the Advanced Security (SSL) Configuration.

5.1.3.2 Remove Caching of Pages

- This problem is not so serious in Netscape. But if you suspect Netscape is caching some of your pages, you may like to remove caching of pages (as follows):
- On the Edit menu in Netscape, click on Preferences.
- Click on the + sign on the left of Advanced (3 more options appear). Select Cache.
- Make sure "Every time" is selected for "Document in cache is compared to document on network".

5.1.3.3 Please Refrain

- Preferably, users should refrain from using the browser's back, forward and reload or refresh button.
- Users should try to use the webfront's buttons which are generally located at the bottom of the page.

5.1.3.4 Resize

- Netscape refresh/reload even when you resize it.
- The time taken to refresh/reload depends on your Internet connection speed/traffic plus the size of your order. So please avoid resizing your Netscape browser.

5.1.3.5 Table Summary for Netscape

<u>Options</u>	<u>Actions</u>
Enable SSL	<ul style="list-style-type: none"><input type="checkbox"/> Open the Security window by clicking the padlock icon<input type="checkbox"/> Select Navigator<input type="checkbox"/> Click SSL (Secure Sockets Layer) v2 and v3 enabled
Enable Secure Proxy	<ul style="list-style-type: none"><input type="checkbox"/> Click Preferences from the Edit Menu<input type="checkbox"/> Click on "+" sign on the left of Advanced<input type="checkbox"/> Click Proxies<input type="checkbox"/> Select "Manual Configuration"<input type="checkbox"/> Make sure that BOTH "HTTP" and "SECURE" are set to the appropriate proxy settings
Remove Caching of Page	<ul style="list-style-type: none"><input type="checkbox"/> Click Preferences from the Edit Menu<input type="checkbox"/> Click on "+" sign on the left of Advanced<input type="checkbox"/> Click Cache<input type="checkbox"/> Click "Every Time" on the "Document in cache is compared to document on the network".
Back Button	<ul style="list-style-type: none"><input type="checkbox"/> Use Webfront's button instead of Browser's button
Resize	<ul style="list-style-type: none"><input type="checkbox"/> Avoid resizing Netscape browser

5.2 Hints on using SunB2B Webfront

5.2.1 Traffic Time

You are sharing the bandwidth of Internet with other people. If you have problems in connectivity or traffic problem, you may need to avoid to access B2B during rush hour.

5.2.2 Database Refresh

If you press the Refresh button, the system will search every item on the screen with the database. This will require users to wait for a while in order to translate all items. If you are in the rush hour, you may experience hard time. In that case, if you are sure the items that you have entered are correct, please press Next directly. All the items will be stored in the database without translation. Translation will only happen again if you request to see the "printable" version or revisit the details.

5.2.3 Save as a draft

The Internet infrastructure is improving. However, in some countries, the Internet infrastructure is under development and may not perform as good as other countries. Unpredictable Internet performance may cause the disappearing of the browser. Users are strongly advised to use Save as Draft as often as you can to avoid any unpredictable event happening.

5.2.4 Browser's Back Button

Preferably, users should refrain from using the browser's back, forward and reload or refresh button. Users should try to use the webfront's buttons which are generally located at the bottom of the page.

5.2.5 Opening 2 windows in Sun B2B

DO NOT open 2 windows to access SunB2B orders. This will cause the session information to be replaced by the later request thus causing the information display to be inconsistent. Stick to one window to process your orders.

5.3 Frequently Asked Questions

5.3.1 What Is The Different Between IE and Netscape?

In general, both browsers will work fine for the SunB2B tool. However, in some cases, the formatting of the page will appear different in different browsers. If you find that the words in the browser is too small, you can enlarge the font by changing the font size in the Preferences menu in Netscape or Internet Options in IE.

5.3.2 When I Click The Button, There Is No Response?

If the users cannot obtain any response from the browser, please try to see if there is any dialog window at the back of the front browser. In B2B, users normally will click the "printable version" of the PO. This printable version of the PO is another window that displays in graphical format. This window takes some times to display. If the users click the button again before the running window comes out, the front browser will be placed in front of the running window. The users click the button and nothing happens. Actually, the running window has opened in the back.

5.3.3 Why The Production Server Is Faster Than Testing Server?

Production environment is faster than the Testing Environment because of the following reasons:

- It's at Singapore's Internet Exchange (Singtel IX) operated by Singapore Telecom, which is a regional telecom hub, most of the ISPs are only one-hop away. It also has 100+ Mbps link to the USA.
- iGINE servers hosted at Singtel IX are not throttled to any limited bandwidth. Basically, we are charged based on the amount of bandwidth the servers consume and not by the speed of connectivity.
- Lastly, the servers are E450s with 2GB RAM, 2 times more than the Testing Server which are E250 with 1 GB RAM.

5.3.4 How To Investigate Performance Issue?

To make iGINE investigate the problem effectively, please collect the following information:

5.3.4.1 Which URL site were they trying to get?

- If it is sigma.igine.com,

Can they ping 203.166.137.106 and 203.166.137.109?

- If it is www.sun-b2b.com,

Can they ping 202.160.242.151?

5.3.4.2 What is the DNS server that they are using (i.e. IP address).

5.3.4.3 What is the IP address of their machine?

5.3.4.4 Which is the partner that can use IE but not Netscape? If they are having the problem,

- did they set the right proxy for the problem browser?
- does that problem browser support SSL?

6. TROUBLESHOOTING

For ERP-to-ERP partners, click [here](#) to display a list of error messages that will be sent to the user in the event that the adapter fails to send the orders successfully. The possible causes and remedies are listed as well.

7. APPENDIX

7.1 Guide to Log Issue via ASP's Web Site

7.1.1 Under "Your Company Name", enter the company you are representing.

7.1.2 Under "Login ID", enter your login ID. (Should you do not have one, please insert as N/A)

7.1.3 Under "Your Name", enter your name.

7.1.4 Under "Your E-mail", enter your electronic email contact address.

7.1.5 Under "Phone Number", enter your phone number with country and area codes.

7.1.6 Under "Select Your Country", choose your country from the list.

7.1.7 Under "Priority", enter an appropriate urgency for the issue you are reporting.

7.1.8 Under "Category Type", select an appropriate category representing the nature of the issue you are reporting.

7.1.9 Under "Subject", please provide a summary of the issue description.

7.1.10 Under "Description", please provide a detailed write-up on the issue encountered.

7.1.11 Under "Add Attachment", you may attach any file less than 0.8 MB along with the issue submission.

7.1.12 Click "Submit".

Issue Management System - Submission Form

After you submit your issue, you will receive a confirmation email stating the contents of your message and your issue number.

" * " indicate mandatory/compulsory fields

Your Company Name*	<input type="text"/>	Login ID*	<input type="text"/>
Select Issue type*	None selected ▾	Priority*	P3 - Minor ▾
Your Name*	<input type="text"/>		P1--Urgent, System unusable
Your E-mail*	<input type="text"/>		P2--Serious, System seriously impaired
Phone number*	<input type="text"/> - <input type="text"/> - <input type="text"/>		P3--Non-critical, General questions
	<small>Country Code - Area Code - Phone Number</small>		
Select Your Country*	None Selected ▾		
Category Type*	None selected ▾		
Subject	<input type="text"/>		

NOTE : Please enter what you are attempting to do, what is the expected result and what is the actual result. Specify the URL where you found the issue. Include any error messages(s) in the Details column below

Details

Add Attachment

(Please upload file that are less than 0.8 MB in size only.)

Figure 21 Order Management Feedback Form