To enhance the online ecommerce process

Track the Ordering and Billing cycles

Seamless Payment process

Ecommerce Tool:
Used Demandware’s Ecommerce Platform.

Order & Billing:
NetSuite’s inbuilt out of the box Order to cash feature.

Payment Process:
Paypal’s payment gateway used to create a seamless payment process.

Automated customer notifications for product promotions, offerings and referral benefits.

Email notifications from order creation till delivery to different stakeholders like Sales representative, Customer Relations and Vendors.

Upholstery order management

Continuous Test execution through integration of framework with utilities like Jenkins, Jira resulting in Agile testing

**Solution Overview**

PayPal

Customer

Demandware

Mulesoft

NetSuite

Bank

**Explanation of the Flow:**
- The customer places an ecommerce order using Demandware’s front-end UI.
- The payment is made successful using Paypal
- Using Mulesoft as the middle-ware, the sales order is created in NetSuite.
- Then the sales order is fulfilled and billed and tracked and invoice is generated in NetSuite, using NetSuite’s Order to Cash out of the box feature.

**The Processes taken care in NetSuite:**
1. After the creation of sales order, the status changes and the email notifications to the customer, once the sales order is:
   a. Fulfilled
   b. Billed
   is taken care in NetSuite. The status in Demandware is also updated using mulesoft as the middleware.

2. The invoice is generated and tracked in NetSuite.