Recommended Web Integration Process

Within the following guide, each of the available operations are grouped by task. This section aims to detail the available and preferred methods of performing these tasks.

Naturally, it is necessary for clients and their web developers to work in tandem with Khaos Control Solutions in order to ascertain the level of integration required and achievable between the Khaos Control back office and the web site.

It may be that at early stages in the implementation process, clients may not have firm answers to integration specific questions, as they may not yet have completed their initial Khaos Control Implementation Training courses, and as such may not be completely aware of the functionality on offer within the system.

As a start, it is always worthwhile for web developers to attempt to import sales orders via our demo web services (as described in the guide), as at the very least, this level of integration will almost certainly be required.

Handling Customer Details

In order to implement a complete two-way customer integration, it is necessary to make use of the ImportCompany, ExportCompany, and Login operations. It is possible to obtain and update details stored against a customer record by passing a unique code to the ImportCompany and ExportCompany operations, or by calling the Login operation with a username and password combination stored within Khaos Control – as such, the website may:

- Avoid storing its own database of customers, with Khaos Control storing all customer details and the website retrieving them as required.
- Maintain its own set of customer records, and store Khaos Control's generated "COMPANY_CODE" alongside any existing or additional data for use in matching with the Khaos Control customer database.
- A hybrid of the two methodologies, with the website holding the same data as Khaos Control, updating the back office when details are changed via the website, and updating its own records when details are changed via the back office – this is the recommended process detailed in the Recommended Web Integration Process document.

Stock Items and Levels

Khaos Control will be the master stock controller and will update stock levels, both as sales, purchases, and adjustments are made in the back office, and as orders are imported through the various channel interfaces.

As with the transfer of customer data, there are a number of operations available to provide the web site with the stock information held within Khaos Control.

Naturally, it is not viable to continually pull the complete array of stock items in real-time via the web services. Once the web site's stock catalogue is populated with the stock data from Khaos Control, it is possible to obtain details of just those items with updates or movements (i.e. new stock items, items with purchases / sales, etc) beyond a specific point in time. In this way, it is possible to periodically poll the web services passing a timestamp value, and for the web site to then update its own stock records using the returned information.

Similarly to customer data, in cases where "up to the minute" stock levels are not required, and providing stock item datasets remain synchronised manually, it is not strictly necessary to implement a stock feed into the web site, although be aware that this will naturally double the workload for any operator performing updates to the two systems.

Note that stock sell prices can be configured in a number of areas within Khaos Control. The base sell price can be obtained via the standard ExportStock operation, although other operations such as ExportPricelist may be used in cases where there are requirements for site, customer, or customer classification specific prices.

Displaying Stock items on the Website

There are a number of ways in which you may have configured their stock items in Khaos Control with regards to flagging whether or not they should be displayed on the website. As a result, there are four main elements that your web developers will need to take into account when deciding whether or not to display an item on the website:

1. The DELETED Stock XML feed tags denotes whether or not an item should be displayed on the website. As described in the example XML document for the Stock feed, the DELETED tag is a calculated value based on the DISCONTINUED and WEB values. Any item that has a DELETED value of '-1' should not be displayed for sale online.

2. The RUN_TO_ZERO Stock XML tag can also impact whether or not a stock item should be displayed for sale online. Any item that has a RUN_TO_ZERO value of '-1' AND a LEVEL of <= 0 in the Stock Status XML feed should not be available for sale on the website. Furthermore, any sale of a this kind of item must not take the item's level below 0. Allowing orders to be placed for an item in this state will result in the order failing to import into Khaos Control.

3. The Stock Status XML feed provides two key pieces of information that could impact this further:
   STATUS
   LEVEL

4. Finally, the Web Categories XML feed will provide you with detail on where, and potentially whether, an item should be displayed for a specific website.

It is important to discuss how to approach the above with your web developer directly, as each website's requirements will be different, depending on the target market and the items being sold.

Stock Categorisation Information

Using the Web Categories setup within Khaos Control in conjunction with the ExportWebCategories web service operation, it is possible to define stock categorisation trees and to override information such as description, price, etc, for any number of web sites, categories, and items. Depending on client requirements, stock categorisation can be managed directly by the web site, outside of Khaos Control.

Sales Orders

It is likely that, at the very least, a one way order import into the Khaos Control back office via the web services will required and details of the ImportOrders operation can be found within the guide. It is also possible to provide a two way order integration, retrieving order statuses via ExportOrderStatus, allowing the customer to see the current stage of their order, from placement through shipping and issue. The ExportOrders operation may also be implemented in order to obtain details of any historical orders.

From the web site perspective, sales order generation via the web services is a one-hit operation, i.e:

- Customer adds item(s) to their basket and proceeds through checkout.
- Web site takes payment or pre-authorisation for the order*.
- Complete order and payment details* are sent to Khaos Control via the ImportOrders operation.
- Client fulfils order.

* Further details on supported payment gateways and the required tokens etc can be found in the enclosed PSP Required Fields document.

Customer Notification

It is possible to configure each invoice processing stage within Khaos Control to trigger an email notification to a customer. We generally suggest the web site itself sends a "thank you for your order" email in the first instance, as this prevents any delays in processing orders at the import stage. Subsequent "despatch confirmation" emails and such may be generated from within Khaos Control itself.

Handling Orders from Multiple Web Sites / Channels

Khaos Control and the web services have many ways to allow separation of orders from multiple sites, sources, and channels:

- The ExportWebCategories operation can return details for a specific named site.
- SALES_SOURCE / COMPANY_CLASS can be used to define and categorise orders and companies originating from several sources.
- The SITE tag within the order XML can be used to denote a specific stock control site to fulfil an order (each stock control site has its own levels for each stock item).
- The BRAND tag within the order XML can be used to instruct Khaos Control to produce brand specific paperwork for a particular order (i.e. invoices, delivery notes, etc).

Please note that there may be additional cost implications where orders from multiple channels are being imported via the web services.