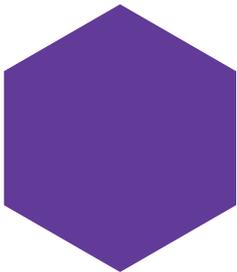




Does Your Business Lack Synergy With BC, eCommerce, and Customer Portals?

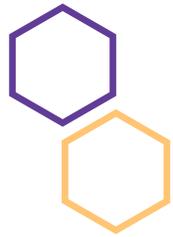




Agenda

- ✓ **Types Of eCommerce and What Industries Need It**
- ✓ **Benefits of eCommerce**
- ✓ **B2B Buying Journey Transformation**
- ✓ **eCommerce Project Frustrations**
- ✓ **commercebuild Solutions**
 - ✓ **Customer Portal**
 - ✓ **eCommerce Webstores**
- ✓ **ROI of eCommerce Projects**
- ✓ **Webstore Showcase**



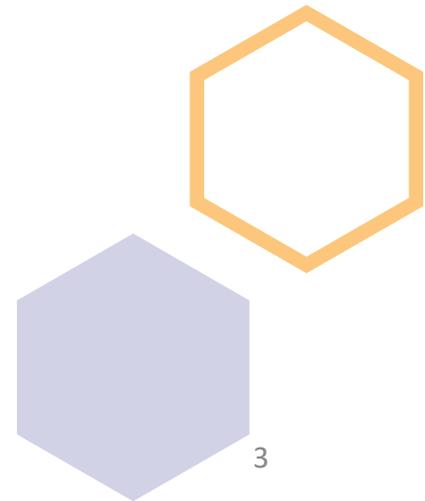


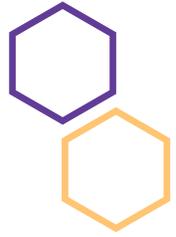
commercebuild Solution



Microsoft Dynamics 365
Business Central

commercebuild offers **ERP-integrated eCommerce and customer portal solutions** for Microsoft Dynamics 365 Business Central **B2B and B2C** users at an **affordable price**, for **SMB to enterprise**, with **fast and fixed-fee implementations**, without **long-term contracts**.





Types of eCommerce

- **Marketing Driven**
- **Sales Driven**
- **ERP Driven**





ERP-Driven eCommerce Industries



CHEMICAL



DISTRIBUTION & WHOLESALE



impression solutions inc.



ENNIS FABRICS



FOOD & BEVERAGE



MANUFACTURING & INDUSTRIAL

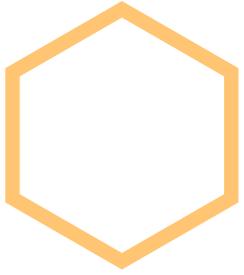


MEDICAL & PHARMA



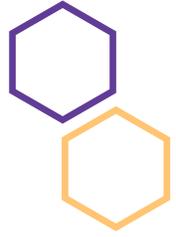
AmerisourceBergen
Innomar Strategies



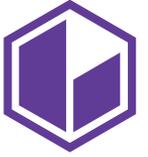


B2B eCommerce is a rapidly growing market now valued over 5 times that of the B2C eCommerce market!





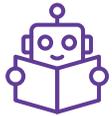
B2B Buying Journey Transformed



- **73% Of B2B Buyers Are 20-35 Years Old**



- **Raised With Technology**



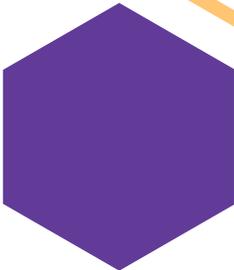
- **Conduct Their Own Research Online**

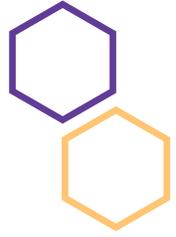


- **They Don't Want To Speak To A Sales Rep Until Ready**

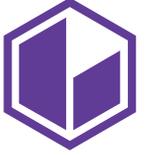


- **Expect Self-Service And To Purchase 24/7/365**





B2B Buying Journey Transformed (cont.)



- **Desire B2C Buying Experience For B2B Purchases**



- **Removal Of Complexities In Buying Process**



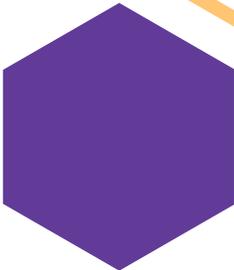
- **Online Portal To Manage Their Account**

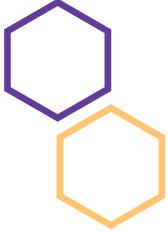


- **Want A Personalized Buying Experience**



- **Not Afraid To Turn To A Competitor If Needs Are Not Met**





Bottom Line- B2B Buyers Want eCommerce

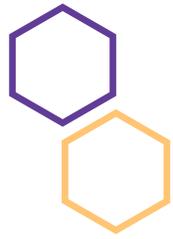
Study: 90% of B2B Buyers Will Turn to A Competitor If A Suppliers Digital Channel Doesn't Meet Their Needs

Source: [PRWEB.COM](https://www.prweb.com)

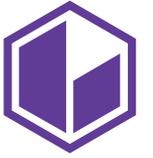
B2B buyers will pay a premium for great eCommerce experiences: 87% of buyers would pay more for a supplier with an excellent eCommerce portal, up from 81% in 2020 and 74% in 2019.

Source: [PRWEB.COM](https://www.prweb.com)





eCommerce Project Frustrations



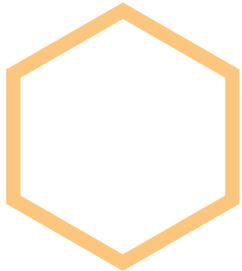
**Expensive &
Long-term
Contracts**

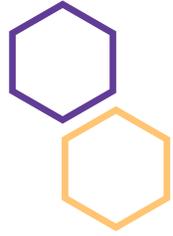


**Time
Consuming
Delays**

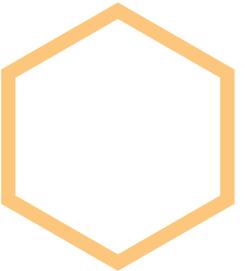


**Complex
Requiring
Specialized
Resources**





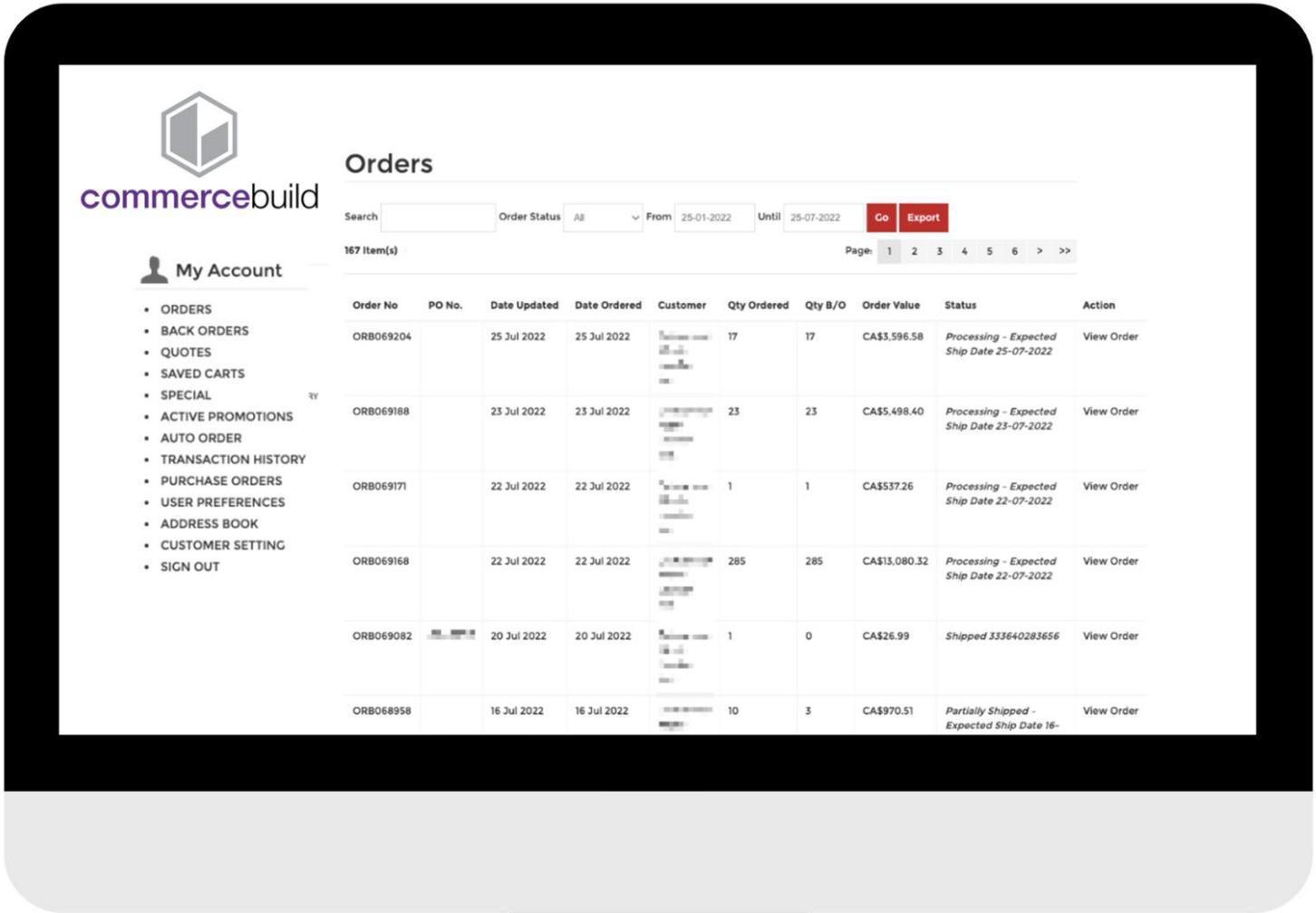
commercebuild Solves These Frustrations



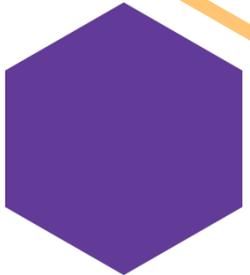
The screenshot shows a chat window with a purple header containing the commercebuild logo and three profile pictures. The main text reads "Hi Megan 🙋 How can we help?". Below this is a white input field with the text "Send us a message" and "We typically reply within an hour", followed by a purple arrow icon.

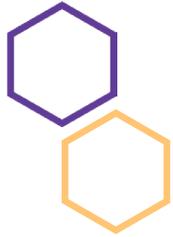
- **Affordable Pricing**
- **Fixed Price Implementations**
- **Fast Implementations**
 - Customer Portal: 15 Minutes
 - Webstore: 30-60 Days
- **No Long Term Contracts**
- **Worldwide Support Team**
 - Replies Within 1 Hour
- **SMB to Enterprise**
- **Plug & Play- Over 1000+ Sites Built**

B2B Customer Inquiry Portal



- **Reduce** Calls and Emails
- **Real-time** Inventory Status
- **24/7/365** Self Service
- **Accurate** Account Management
- **Order** Status
- **Shipment** Tracking
- **Online** Chat
- **Download** Documents
- **Pay** Invoices





Customer Portal ROI Calculator



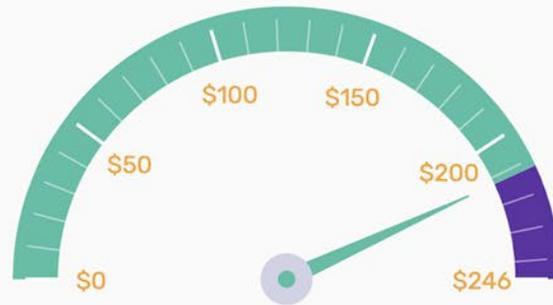
Customer Portal ROI Calculator

Total number of customer service reps interacting with customers?	<input type="text" value="4"/>
Average annual CSR salary including benefits?	<input type="text" value="\$ 62,000"/>
Total number of customer interactions (calls, emails, etc) per CSR per day?	<input type="text" value="30"/>
Minutes per customer interaction?	<input type="text" value="5"/>
Estimated percentage of customer interactions that could be self served through a customer portal?	<input type="text" value="25 %"/>
Customer Portal one-time implementation fee?	<input type="text" value="\$ 2,500"/>
Customer Portal flat monthly price?	<input type="text" value="\$ 500"/>



\$4,458

First Year Monthly Value



\$212.30 (value per day)

\$33.73 (cost per day)



6.6 days

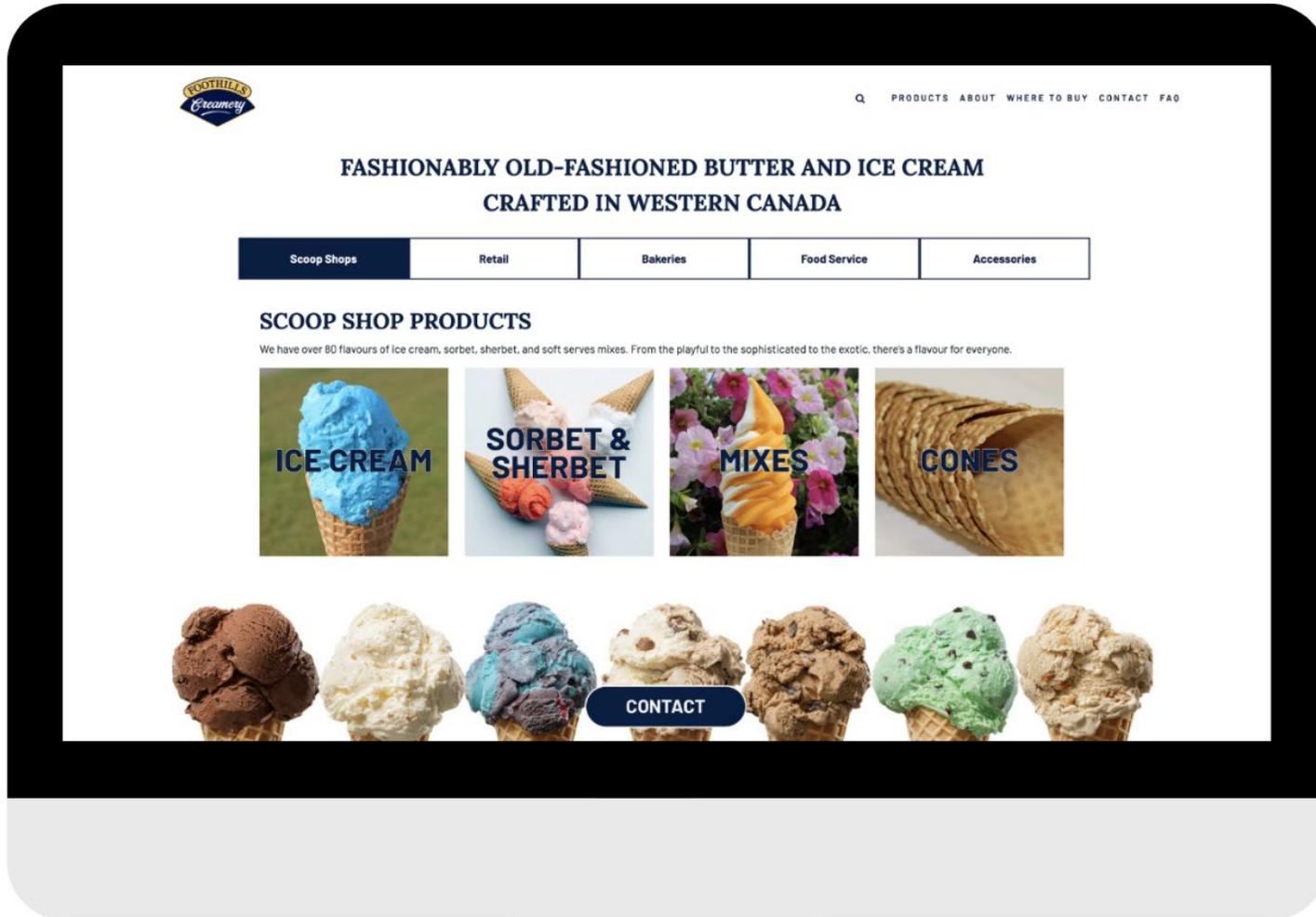
Total Monthly CSR Time Saved

* based on 21 business days per month and 8 hours per day

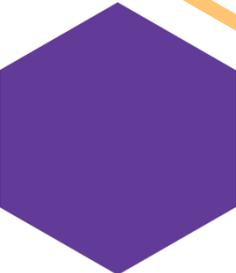
* Default values are based on industry averages and standard fees assessed for the Customer Portal solution

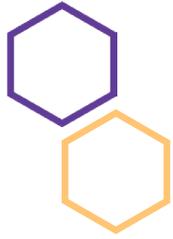


B2B & B2C eCommerce Webstore



- **Plug-and-Play** Design
- **Omni Channel** Delivery
- **Customer** Specific Catalog
- **Personalized** Pricing
- **Real-Time** Inventory
- **SEO** and Cross-Selling
- **Product** Customization
- **Third Party** App Integration
- **Integrated** Shipping
- **Elastic** Search





eCommerce ROI Calculator



eCommerce ROI Calculator

Total annual revenue from direct sales?	<input type="text" value="\$7,000,000"/>	Average time spent by a CSR on an order?	<input type="text" value="10 minutes"/>
Expected % of sales originating online?	<input type="text" value="10%"/>	Current error order rate %?	<input type="text" value="5%"/>
Estimated average order value?	<input type="text" value="\$165.34"/>	Average cost associated with each error?	<input type="text" value="\$50"/>
Customer service reps dedicated to order entry?	<input type="text" value="5"/>	One-time implementation fee?	<input type="text" value="\$10,000"/>
Average customer service rep salary?	<input type="text" value="\$50,000"/>	Turnkey monthly software amount?	<input type="text" value="\$775"/>
			<input type="text" value="USD"/>



\$4,885

First Year Monthly Savings



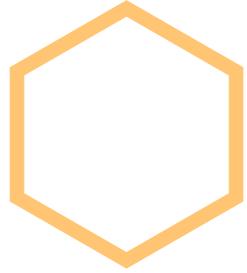
10.5 days

Total Monthly CSR Time Saved

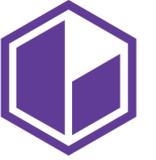
* based on 21 business days per month and 8 hours per day

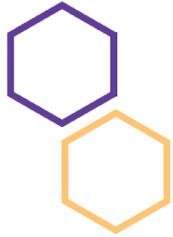
* Default values are based on industry averages and standard fees assessed for the eCommerce solution





WEBSTORE SHOWCASE





Pricing For All Size Businesses



Customer Portal

Starting at
\$500 USD
per month

Provides order history, shipment status and tracking, view AR Record and pay open invoices, back order status, and download ERP documents.

\$2,500
Implementation

Foundation

Starting at
\$775 USD
per month

Core B2B & B2C eCommerce capabilities including Customer Portal Elements for online sales including product selection and multi-tier pricing, stock visibility, shipment and payment options, and basic SEO.

\$8,000
Implementation

Advanced

Starting at
\$1500 USD
per month

Robust eCommerce capabilities including all Foundation elements plus ERP document synchronization, multi warehouse and split orders, testing sandbox, 1-click B2B quick order, and advanced SEO.

\$15,000
Implementation

Enterprise

Starting at
\$2500 USD
per month

Enterprise-grade eCommerce capabilities including all Advanced elements plus rules-based product configurator, custom field integration in ERP and site, and full ETL synchronization.

\$25,000
Implementation

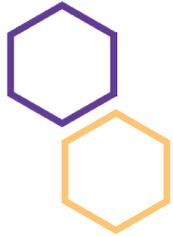


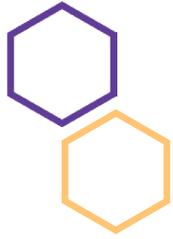
Customers Trust commercebuild



"Overall experience has been excellent. The buildout of the site was smooth. The technical support during, and subsequent the launch has been 5 first class.

I consider commercebuild a great partner in growing my overall business."





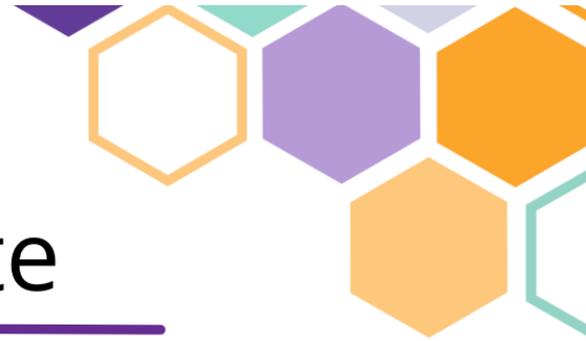
FREE Customer Portal Lite



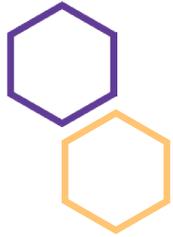
FREE FOR LIFE- Customer Portal Lite

- View Invoices
- Check Order Status
- See Tracking Information
- Chat Online

<https://commercebuild.com/solutions/b2b-customer-portal/>



Scan For
One-Pager



FREE Customer Portal Lite



yourcompanyname.store.commercebuild.com

WELCOME GUEST



MY ACCOUNT

QUICK LINKS



ORDERS
Track open orders



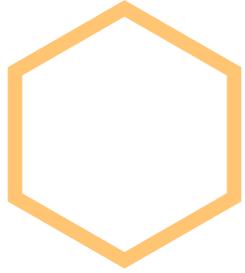
SHIPMENTS
View shipments and track packages



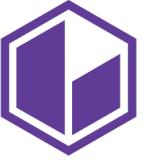
INVOICES
Track open and paid invoices

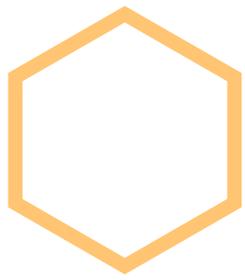
SHIPMENTS

Shipment No	Order No	Posted Date	PO Number	Total Inc Tax	Agent Code	Agent Service C...	Tracking URL	Actions
		10-18-2022 						
		04-18-2023 						
S-SHPT102220	WHG000000215	04-10-2023		US\$3,886.24	FEDEX	STANDARD	123456789012	View
S-SHPT102219	S-ORD101005	04-10-2023		US\$1,262.92	FEDEX	STANDARD	123456789012	View
S-SHPT102221	WED000000212	04-06-2023	PO92349874	US\$481.50	FEDEX	STANDARD	123456789012	View
S-SHPT102194		03-26-2023		US\$4,927.14				View
S-SHPT102218	WHG000000214	03-25-2023		US\$3,886.24	FEDEX	STANDARD		View
S-SHPT102189		03-22-2023		US\$412.59				View



Q&A





Ready For eCommerce?



Scan For PPT

Jay Newman

Co-CEO and President

jay@commercebuild.com

Tel: 512-431-1926

