

commercebuild Customer Portal

Online and Real-Time Self-Service for Your Customers

Why the commercebuild Customer Portal?

Increasingly customers expect to be self-sufficient with 24/7 online access to up to date order and account information. Providing such access is good for your business. Make it great by providing them with the commercebuild Customer Portal, an integrated self-serve portal for a true digital experience.

Increase customer satisfaction by putting them in control.

What is the commercebuild Customer Portal?

With the commercebuild Customer Portal your customers can view real-time account activity (including outstanding balances), view open and completed invoices, orders, payments, credit notes and more, all synched with your Sage ERP system. Your customers can even access and print original Sage ERP documents, such as their invoices, credit notes, shipping documents and scanned proof-of delivery.

Don't frustrate your customers. Give them 24/7 online access to their account without the need to recreate the business logic in a third-party offering that already exists in your Sage ERP system. commercebuild replicates that logic so you can invest your time in other customer value-added activities.

commercebuild Customer Portal for your Sage-run Business

Benefits

- Access a consolidated view of all customer transactions, regardless of sales channel
- Greater control for your customers
- Reduce back office administration
- Lower customer service requests
- Increase customer satisfaction
- Drive incremental revenue with an additional channel to promote new features and services
- Seamless upgrade to new versions of Sage

Features

- Replicates the business logic built into your Sage ERP
- Access real-time account details including invoice, payment and credit status
- Access and print original Sage ERP documents
- Pay invoices online
- View all Sage orders with line detail
- Change password and preferences

By replicating the business logic you've built into your Sage ERP system, commercebuild goes beyond standard integration to deliver your customers a complete end-to-end digital experience. eCommerce that goes beyond integration to maximize your Sage ERP investment. That's commercebuild.

Learn more at commercebuild.com