



WHAT'S NEW IN SANA COMMERCE 9.2



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INTRODUCTION

Our mission is to help companies realize their full potential by reinventing personal productivity and business processes. Sana 9.2 is the next step in that journey.

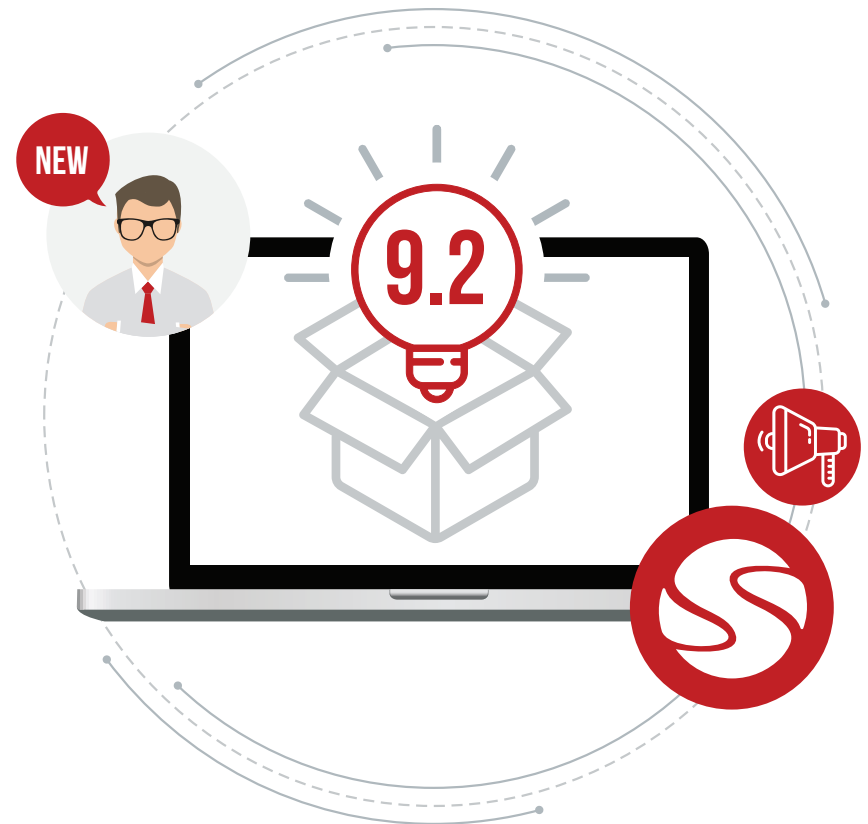
Sana Commerce is the e-commerce solution that uses your ERP system as its engine. Instead of rebuilding the existing business logic or data that already exists in your ERP system, Sana Commerce store integrates with your ERP system. An integrated online sales platform removes the need for complex connections and ensures that data validation only takes place in your single source of truth.

EVERY NEW VERSION OF SANA IS DESIGNED WITH FOUR GOALS IN MIND:

- Enhance the power of ERP integration
- Improve personalization, sales and marketing automation
- Offer a superb client experience
- Refine content & product information management

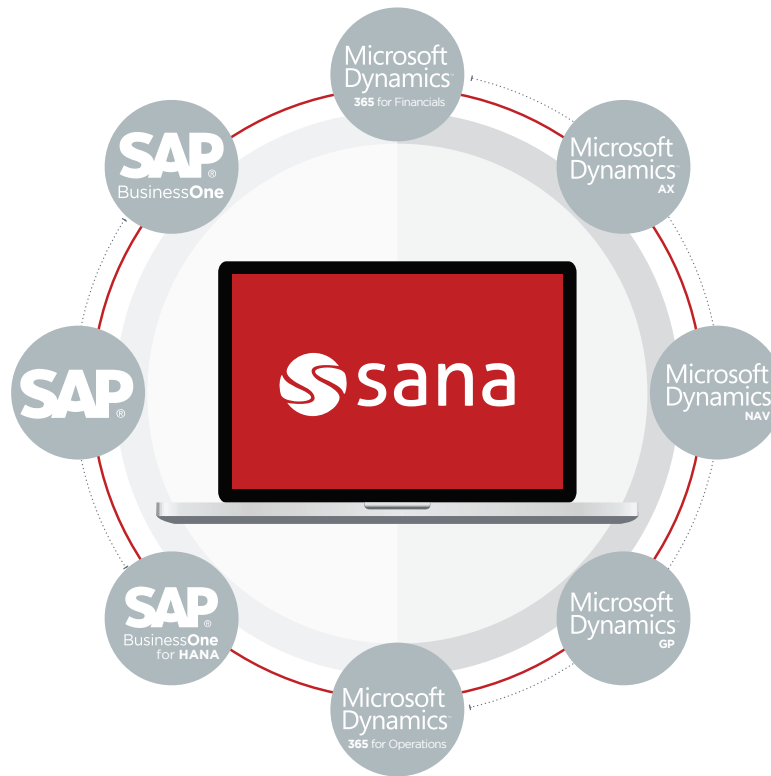
While the Sana 9.1 release was packed with a wide range of new marketing features, **Sana 9.2 is focusing on the customer experience.**

The main goal of this version is to provide you with more opportunities to interact with your clients via your Sana web store.



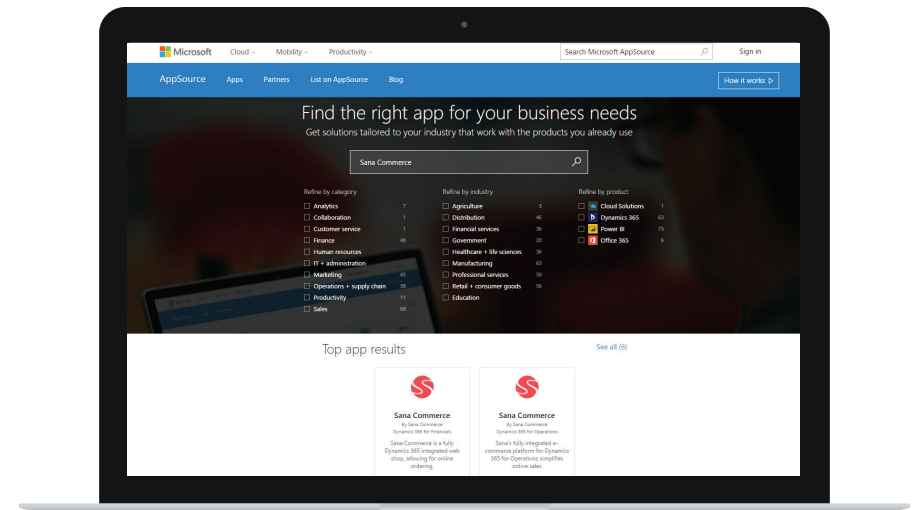
1

SANA WITH ERP AT ITS CORE



Since the 9.1 release we've been hard at work helping businesses of all sizes reach their full potential through seamless integration with their ERP system. In that time, we've also integrated Sana with three more ERP systems: **Microsoft Dynamics GP, Microsoft Dynamics 365 for Financials and Microsoft Dynamics 365 for Operations.**

It's important to us to always be up on top of the latest technologies so that we can better serve our clients. As such, we are proud to be the first officially recognized e-commerce app for Microsoft Dynamics 365. Sana is now also available in the Microsoft AppSource for **Microsoft Dynamics 365 for Financials** and **Microsoft Dynamics 365 for Operations.**

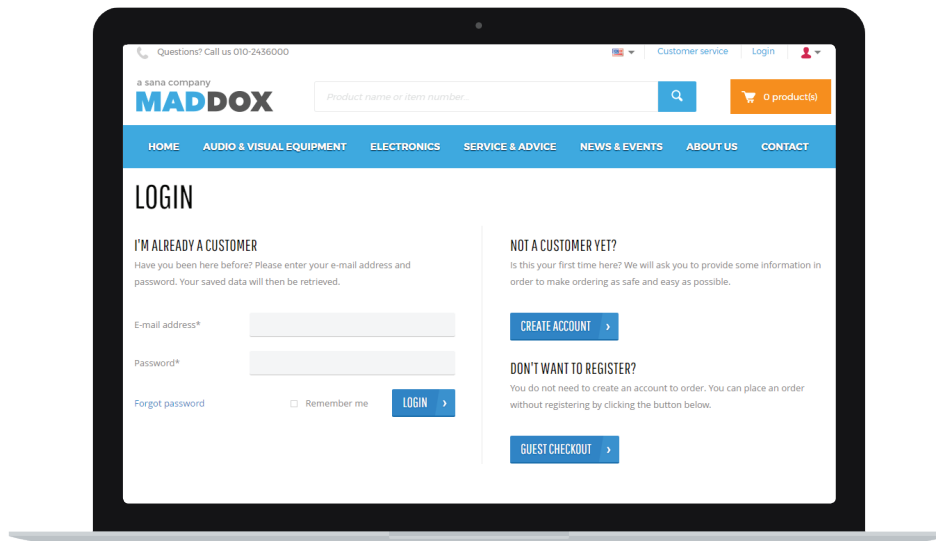


2

BETTER CUSTOMER EXPERIENCE

Order without Registration (Guest checkout)

Sana now offers a **Guest checkout** option that allows shoppers to order without creating an account and still get the same shopping experience as registered clients. This feature helps web store owners optimize and increase their conversion. Making it easy for clients to checkout without registering can increase the number of orders as well. With this option, the client is not stored within your ERP, but only used for a single order.



Online Invoice Payment

Sana 9.2 brings a highly requested feature for merchants who want to accept invoice payments from their business clients via credit card or other online payment methods.

Merchants can now accept client payments on open invoices directly from a Sana web store. Not only that, but business clients can also pay multiple outstanding invoices at the same time from a Sana web store. This feature integrates seamlessly with your ERP's sales order processing and cash management modules, which means that payments will be accepted and transactions will remain linked with their corresponding order in your ERP system. Paying invoices online saves time and decreases the likelihood of human error by your account payable representatives.

ORDER HISTORY

Type: Posted invoice detail From: [] To: []

Order no. [] Document no. []

SEARCH []

RECENT ORDERS

Document no.	Order no.	Order date	Bill to name	Total	Outst. total	Pay
CN-012573	015449	3/6/2017		\$29.99	\$29.99	X View details
CN-012574	015450	3/6/2017		\$29.99	\$29.99	X View details
CN-012565	015421	3/2/2017	Basketball Stadium	\$261.72	\$261.72	✓ View details
CN-012568	015430	3/2/2017		\$29.99	\$0.00	✓ View details
CN-012570	015439	3/2/2017		\$29.99	\$0.00	✓ Already paid View details
CN-012572	015441	3/2/2017		\$203.98	\$203.98	X View details
CN-012564	015419	2/24/2017	Football Stadium	\$293.98	\$293.98	✓ View details
CN-012563	015412	2/20/2017		\$293.98	\$0.00	✓ View details
CN-012542	015408	2/19/2017		\$306.90	\$71.75	X View details
CN-012561	015386	2/8/2017		\$293.98	\$0.00	✓ View details

SHOW NEXT TO ORDERS [] PAY [] \$555.70

PAYMENT INFORMATION

Order date: 3/22/2017

Total amount: \$555.70

Payment method

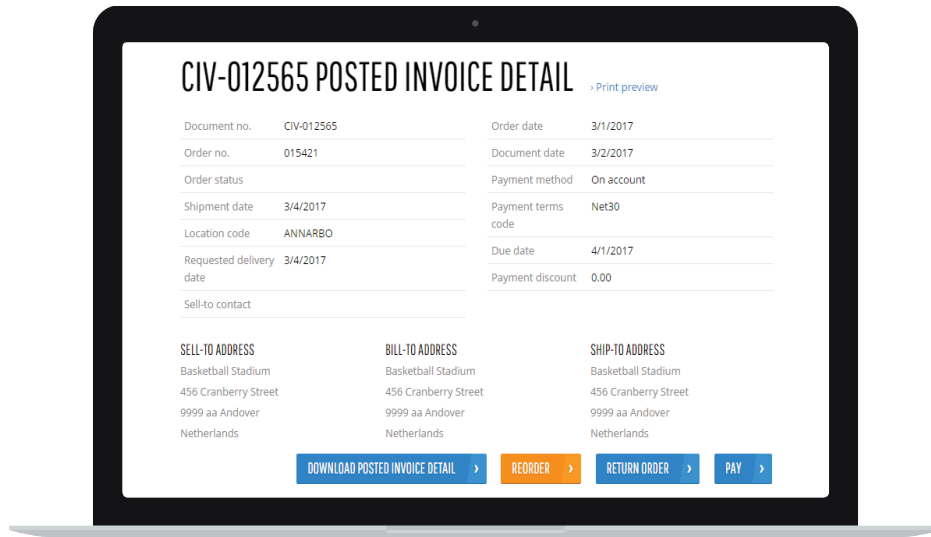
American Express

Banktransfer

PAY []

Streamline Product Returns (RMA)

Sana delivers an easy and personalized return experience that will help build trust between shop owners and their clients. The return process is completely automated and integrated with your ERP's sales order processing, whether the order is placed online or by phone.



Sana makes the **RMA (Return Merchandise Authorization)** request process straightforward for clients. There are two ways to start a return request.

The first option is to start with a separate form, add a serial number and (optionally) add pictures or descriptions of the condition of the return(s).

The second option is to start with the original online order. Your client begins the return process by selecting the product(s) they wish to return.

Once the RMA request has been submitted online, the business rules and processes attached to the order will be triggered in your ERP. The order status and information will also be triggered from your ERP in real time. If the RMA is accepted, for example, the status change in your ERP will be visible in your client's Sana environment automatically.

After choosing how to begin their return request, your client only has to:

- Choose one or several products and define the quantity to return
- Select the reason for return
- Optionally enter comments and attach files, such as photos, to provide shop admin with more details

Increase client satisfaction with a simple and straightforward RMA request process.

Item No.	Title	Total	Qty	UOM	Max return qty	
<input type="checkbox"/>	0003	Signature Mountain Bike Tire	\$29.74	1	Box	1
<input checked="" type="checkbox"/>	0001	Youth Accessory Combo Set1	\$210.00	3	Each	2
<input type="checkbox"/>	0002	Adult Helmet Accessory Combo Set	\$110.50	1	Box	1

Reason* Defective

File attachments Choose a file or drag it here

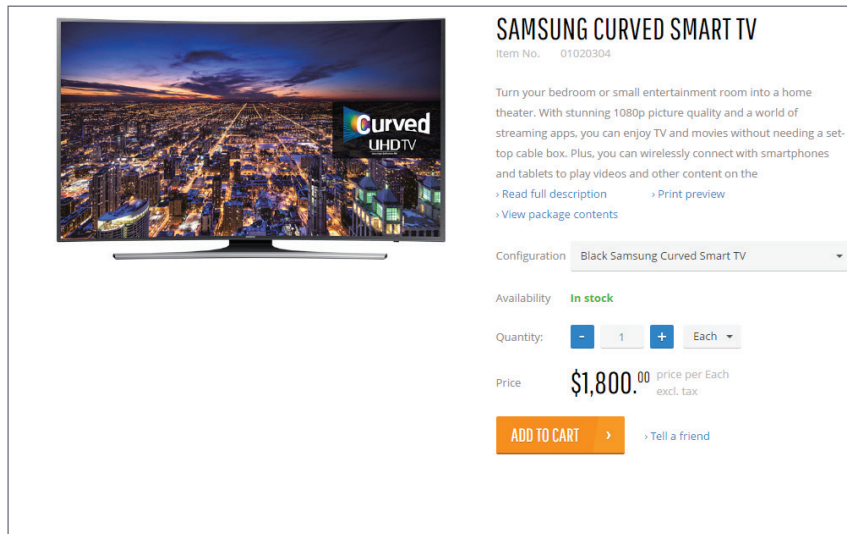
[COMPLETE RETURN REQUEST](#)

Product and order attachments

If you sell electronics or complex equipment, you'll probably want to provide your clients with manuals. This new feature makes that easier than ever before.

Now you can use document management in your ERP system ('document handling' in Microsoft Dynamics AX and 'links' in Microsoft Dynamics NAV) to attach files and add URLs to your records. This feature makes it easy to attach PDF, Microsoft Word, Microsoft Excel, Microsoft PowerPoint files and images to products in your web store.

You can also attach files and add URLs to the sales documents in your ERP system if you need to provide your business clients with additional documentation, such as a waybill or a copy of extra documentation. Any Files and URLs added to the products and sales documents in your ERP system can be made available in the Sana web store.



SAMSUNG CURVED SMART TV
Item No. 01020304

Turn your bedroom or small entertainment room into a home theater. With stunning 1080p picture quality and a world of streaming apps, you can enjoy TV and movies without needing a set-top cable box. Plus, you can wirelessly connect with smartphones and tablets to play videos and other content on the

[Read full description](#) [Print preview](#)
[View package contents](#)

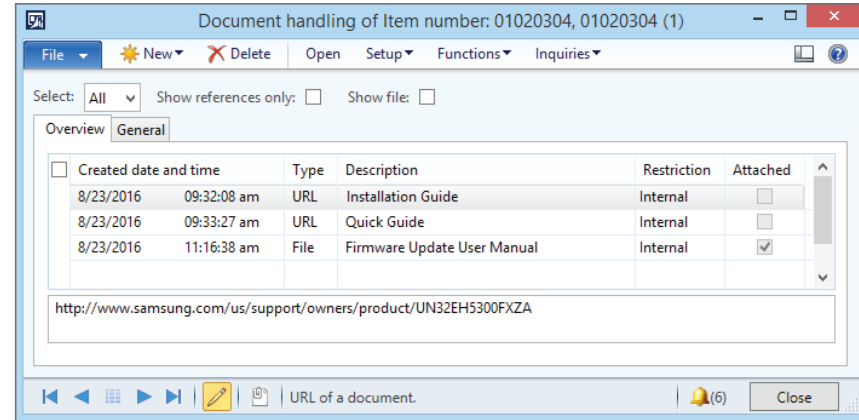
Configuration: Black Samsung Curved Smart TV

Availability: **In stock**

Quantity: 1 Each

Price: **\$1,800.00** price per Each
excl. tax.

[ADD TO CART](#) [Tell a friend](#)



Document handling of Item number: 01020304, 01020304 (1)

File New Delete Open Setup Functions Inquiries

Select: All Show references only: Show file:

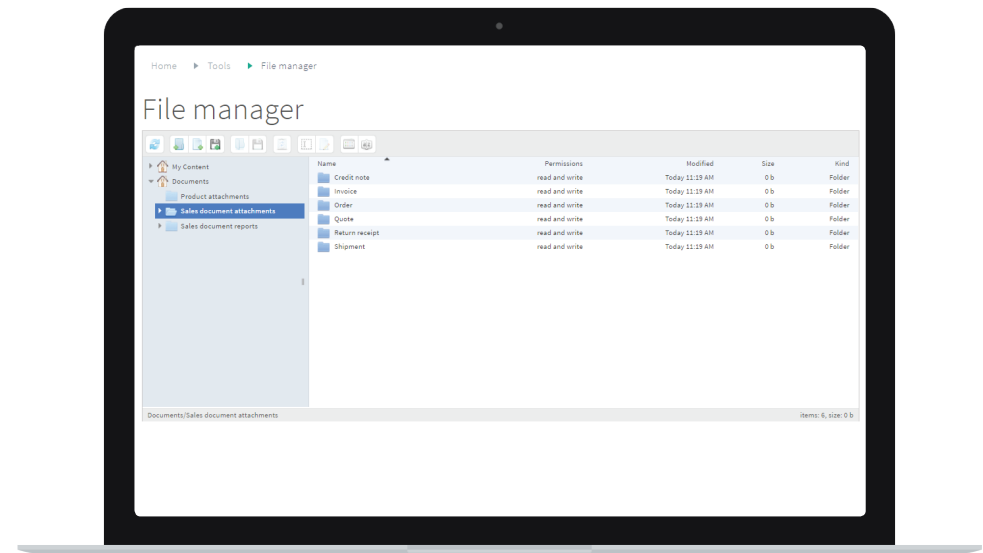
Overview General

Created date and time	Type	Description	Restriction	Attached
8/23/2016 09:32:08 am	URL	Installation Guide	Internal	<input type="checkbox"/>
8/23/2016 09:33:27 am	URL	Quick Guide	Internal	<input type="checkbox"/>
8/23/2016 11:16:38 am	File	Firmware Update User Manual	Internal	<input checked="" type="checkbox"/>

<http://www.samsung.com/us/support/owners/product/UN32EH5300FXZA>

URL of a document. (6) Close

You also have the option upload product and sale document attachments and sales reports to the file system on your web server. This is useful if your ERP system doesn't support document management or sales reports, as it allows a web store administrator to upload these files directly to the file system on the Web server or using File manager in Sana Admin.



Home > Tools > File manager

File manager

Name	Permissions	Modified	Size	Kind
credit note	read and write	Today 11:19 AM	0 b	Folder
invoice	read and write	Today 11:19 AM	0 b	Folder
Order	read and write	Today 11:19 AM	0 b	Folder
Quote	read and write	Today 11:19 AM	0 b	Folder
Return receipt	read and write	Today 11:19 AM	0 b	Folder
Shipment	read and write	Today 11:19 AM	0 b	Folder

Documents/Sales document attachments Items: 6, size: 0 B

Sales report documents

Sales reports are vital to the sales process and cash flow movement. ERP systems already have the ability to generate sales reports for sales orders, shipments, invoices, sales quotes and other sales documents.

B2B customer		Sales - Invoice	
Frank Frequentbuyer		Page 1 of 2	
Van Nelleweg 1		CRONUS International Ltd.	
Second line		5 The Ring	
3044 BC Rotterdam		Westminster	
Nederland		W2 8HG London	
Bill-to Customer No.	B2B CUSTOMER	Phone No.	0666-666-666
Invoice No.	103058	E-Mail	
Order No.	1082	Home Page	
Posting Date	August 26, 2016	VAT Reg. No.	GB77777777
Due Date	August 26, 2016	Giro No.	888-9999
Document Date	August 26, 2016	Bank	World Wide Bank
Payment Terms		Account No.	99-99-888
Shipment Method		Salesperson	John Roberts
Prices Including VAT	Yes		

No.	Description	Posted Shipment Date	Quantity	Unit of Measure	Unit Price	Discount %	VAT Identifier	Amount
SC8338	Sony EX310LP EX Monitor series headphones	08/26/16	1	piece	111.089		VAT 10%	111.09
SC11915	DIELL XPS 10	08/26/16	1	piece	347.589		VAT 10%	347.59
SC10738	Sony VAIO SVS1511R9E	08/26/16	1	piece	573.089		VAT 10%	573.09
	Master card	08/26/16	1		5.00		VAT 25%	5.00
	PostNL - delivered within 1 - 2 work days	08/26/16	1		3.99		VAT 10%	3.99
	Service Charge	08/26/16	1		6.25		VAT 25%	6.25
Subtotal								1,047.01
Invoice Discount Amount								-51.59
Total EUR Incl. VAT								995.42

Sales reports play a critical role in helping sales managers check the situation in the company and its sales dynamics.

Sana enables customers to download printable reports (PDF file) generated by your ERP system directly from the web store. Often not all employees have access to your ERP system, or there is no easy way to access your ERP system from outside the company, or in some cases it might not even be desirable to give sales people or employees full access to your ERP system.

In this case business customers and sales people or any other employees can place orders directly into your ERP system from the Sana web store and download the printable reports generated by ERP without having access to it.

103058 POSTED INVOICE DETAIL Print preview			
Document no.	103058	Order date	8/26/2016
Order no.	1082	Document date	8/26/2016
Order status		Payment status	Paid
Shipping method	PostNL - delivered within 1 - 2 work days	Payment method	Master card
Shipment date	8/26/2016	Payment terms code	
Location code	BLUE	Due date	8/26/2016
Sales person code	John Roberts	Payment discount	0.00
Sell-to contact	Frank Frequentbuyer		
Reference no.	8238678243		

SELL-TO ADDRESS	BILL-TO ADDRESS	SHIP-TO ADDRESS
B2B customer	B2B customer	B2B customer
Frank Frequentbuyer	Frank Frequentbuyer	Van Nelleweg 1
Van Nelleweg 1	Van Nelleweg 1	Second line
Second line	3044 BC Rotterdam	3044 BC Rotterdam
3044 BC Rotterdam	Nederland	Nederland
Nederland		

[DOWNLOAD POSTED INVOICE DETAIL](#)

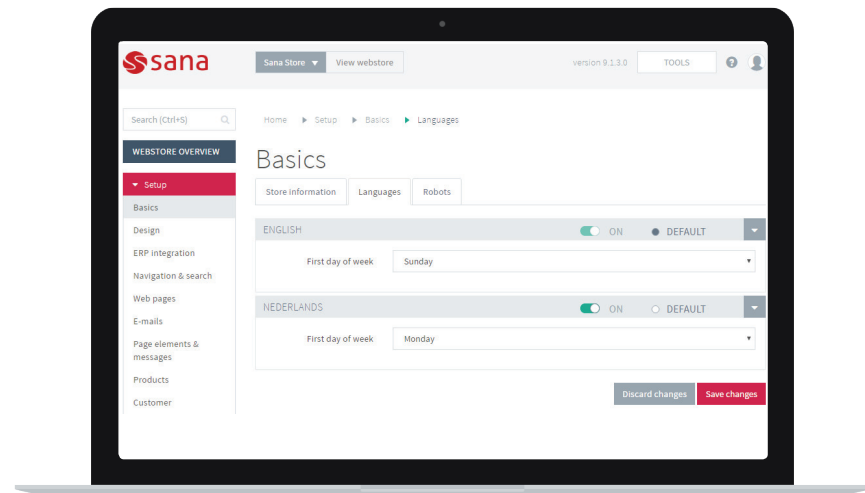
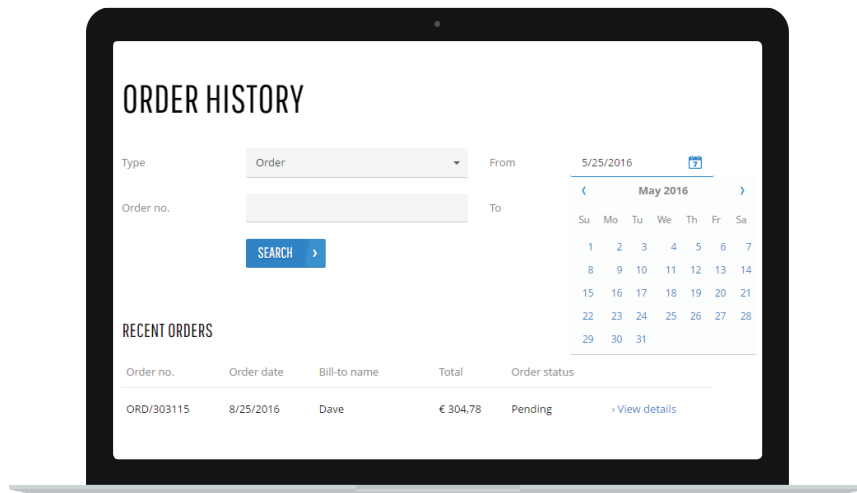
Sales reports can be downloaded from the Sana web store for all sales document types.

Calendar (first day of the week)

It's taken for granted that measurements and currencies differ per country and region, but if you've been doing business abroad for a while, you'll know that even the first day of the week can vary.

The Sana web store offers a calendar control in the 'order overview' checkout step so your client can choose a delivery date; it also offers a calendar option for filtering order history. When your week starts on a different day, it can make these features a nuisance to navigate.

To solve this issue, we've made the calendar control configurable. Now the web store administrator can define the first day of the week per language in Sana Admin.



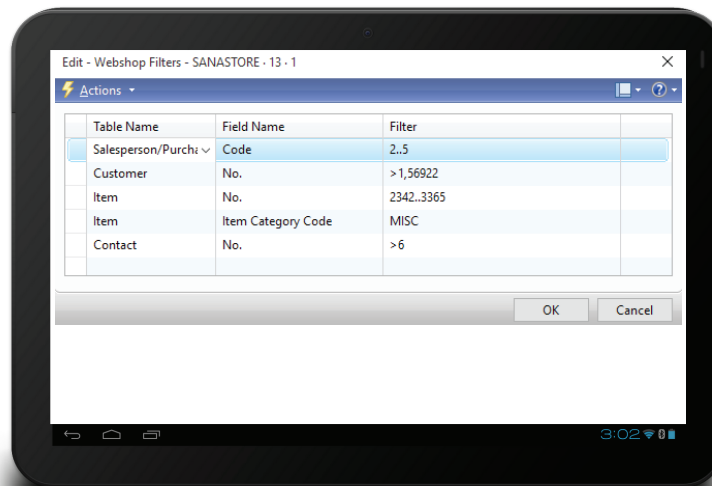
3

ERP INTEGRATION ENHANCEMENTS

MICROSOFT DYNAMICS NAV AND DYNAMICS 365 FOR FINANCIALS

Web store Filters

We have extended web store filter functionality in Microsoft Dynamics NAV and Dynamics 365 for Financials to make it possible to filter not only products, but also clients, contacts and sales agents. This means that only those products, clients, contacts and sales agents that meet the filter criteria in your ERP system will be indexed by Sana and available in your Sana web store.



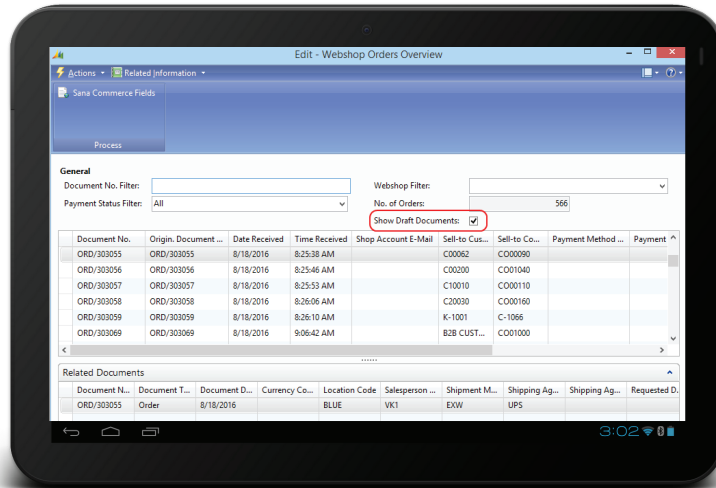
There are many ways that this new feature can be useful. You could set up a web store filter for products, for instance, if you only want to display products by a certain brand in your Sana web store. It also gives you the option to set up a web store filter for clients in your ERP system who you don't want to purchase in the Sana web store, should you so wish.

Draft Quotations and Orders

Web store administrators who use an order processing strategy optimized for large orders can now easily distinguish regular orders from draft orders in Microsoft Dynamics NAV and Dynamics 365 for Financials.

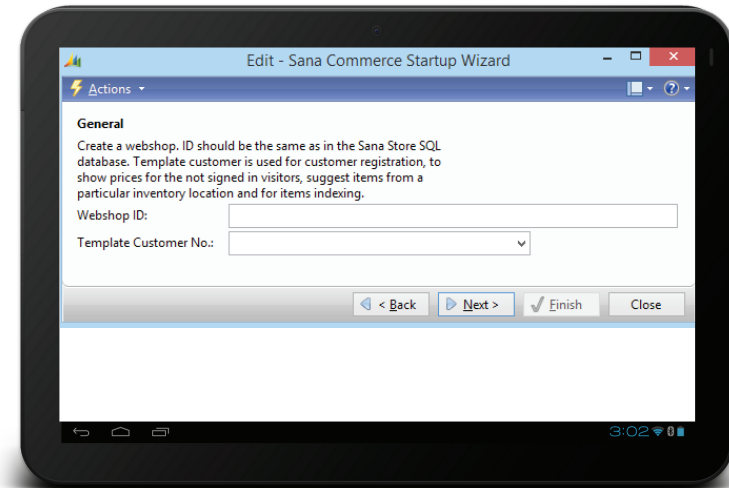
Draft orders are orders in the process of being created by a client using the order process strategy optimized for large orders; these orders are not yet complete. Draft orders and quotes are not displayed in the general list of sales orders and sales quotes in your ERP system — instead, you'll find them in a separate "Web Shop Order Overview" window.

Once your client places the order, it will change from a draft order to a regular order in your ERP system and will then be available for processing by a sales manager in your ERP.



Startup Wizard

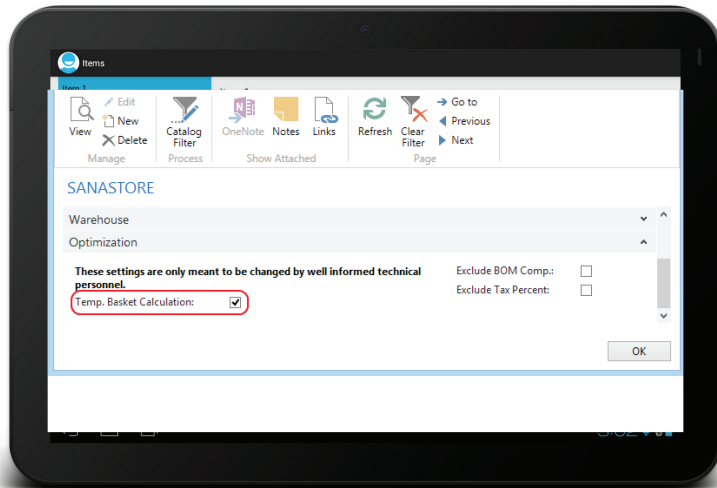
We have made some small design adjustments to the Sana Commerce Startup Wizard in Microsoft Dynamics NAV and Dynamics 365 for Financials to make configuring the Sana web store easier.



NAV Web store optimization

**Applies to: only Microsoft Dynamics NAV,
not Dynamics 365 for financials**

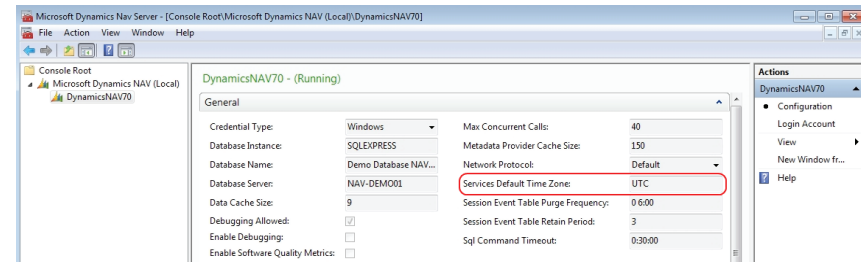
If your Sana web store is connected to Microsoft Dynamics NAV, you are now able to use temporary tables to calculate the basket in a single transaction. The data used to calculate the basket will not be recorded in the real tables, but will instead be stored in the memory. Using temporary tables allows you to prevent table locking in Microsoft Dynamics NAV, which happens when two or more users perform the same transaction and results in an approximate performance increase of 30%. This option can only be used if there are no customizations in Microsoft Dynamics NAV that require storing the data in the real tables to calculate basket.



NAV Services Default Time Zone

**Applies to: only Microsoft Dynamics NAV,
not Dynamics 365 for financials**

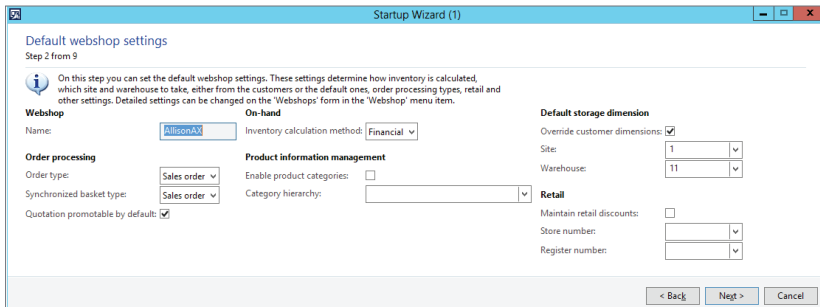
We have added UTC service time zone support to make it easier to install the web service for Microsoft Dynamics NAV. In previous versions, the services default time zone had to be changed from UTC to server time zone. That meant that the web service had to use the time zone of the computer that was running Microsoft Dynamics NAV server. In Sana 9.2, there's no need to change the services default time zone when installing the Microsoft Dynamics NAV server. The default UTC service time zone from the Microsoft Dynamics NAV server installation is now used by the web service.



MICROSOFT DYNAMICS AX AND DYNAMICS 365 FOR OPERATIONS

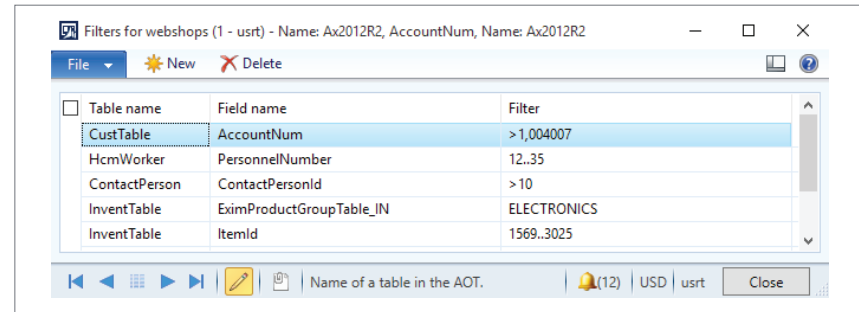
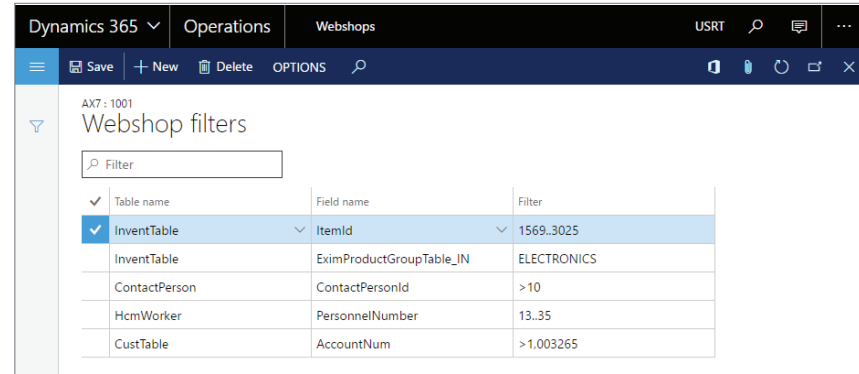
Startup Wizard

We have made some small design adjustments to the Sana Commerce Startup Wizard in Microsoft Dynamics AX and Dynamics 365 for Operations to make configuring the Sana web store easier.



Web Store Filters

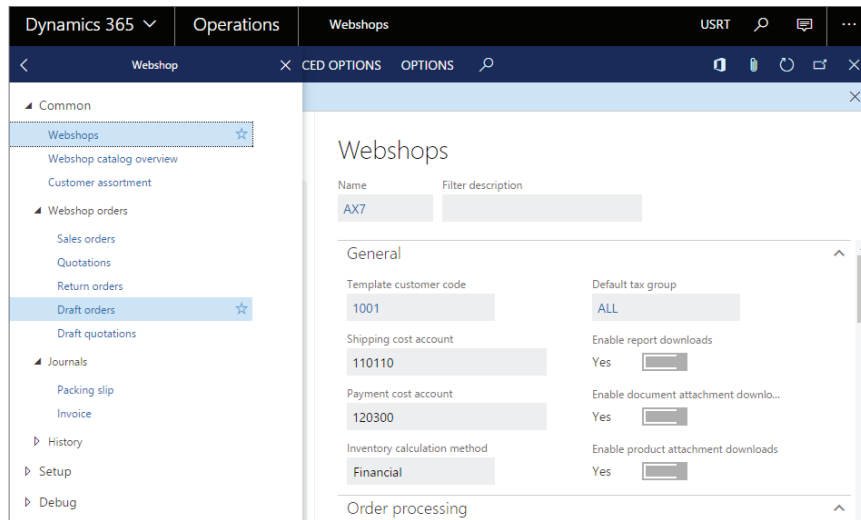
We have extended web store filter functionality in Microsoft Dynamics AX and Dynamics 365 for Operations to make it possible to filter not only products, but also clients, contacts and sales agents. This means that only those products, clients, contacts and sales agents that meet the filter criteria in your ERP system will be indexed by Sana and available in your Sana web store.



There are many ways that this new feature can be useful. You could set up a web store filter for products, for instance, if you only want to display products by a certain brand in your Sana web store. It also gives you the option to set up a web store filter for clients in your ERP system who you don't want to purchase in the Sana web store, should you so wish.

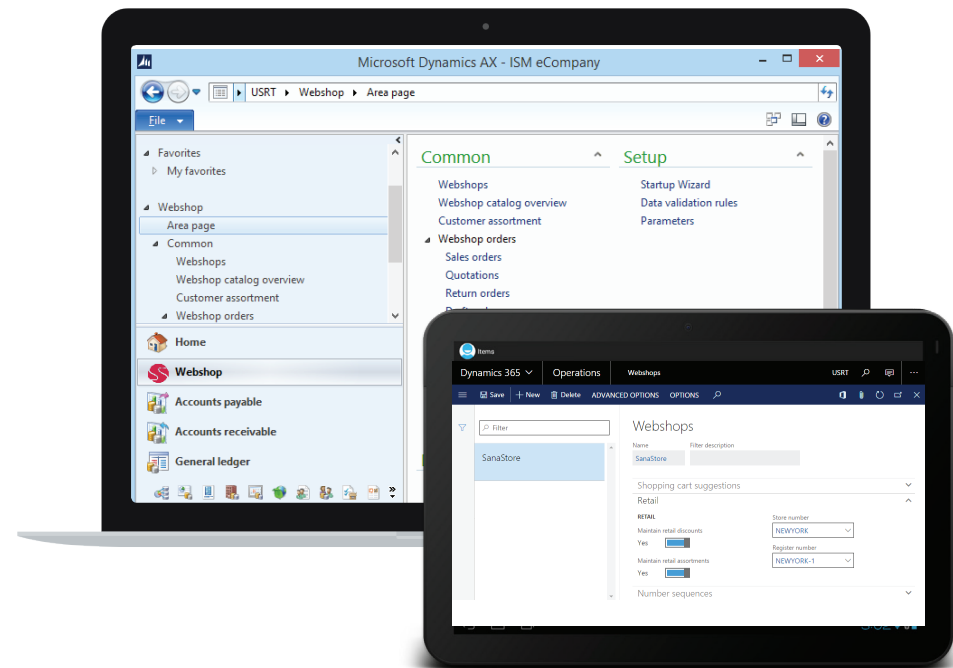
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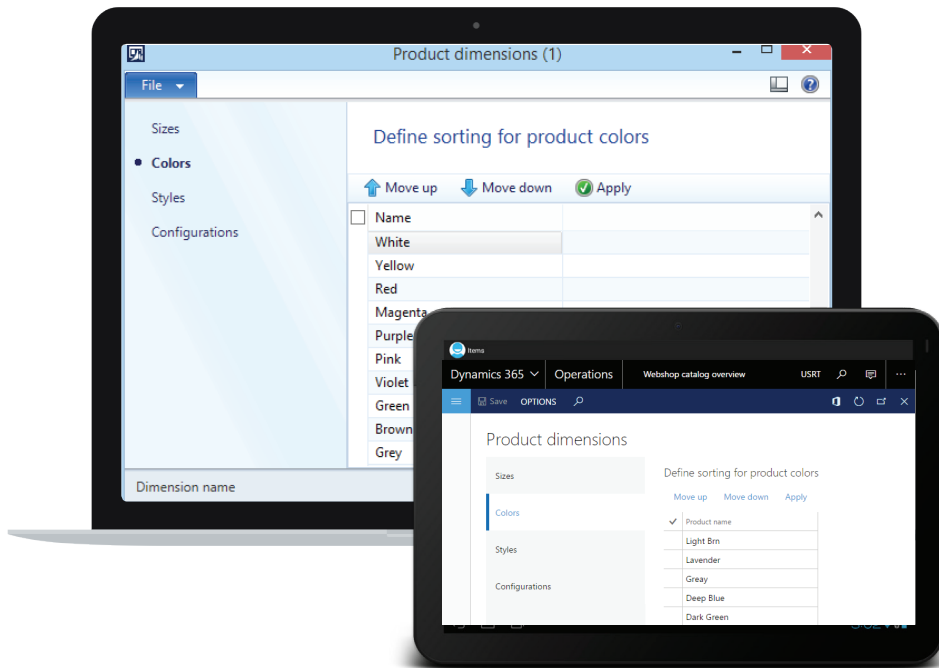
Assortments

If you use Microsoft Dynamics AX 2012 R3 with Retail or Dynamics 365 for Operations, you can now set up assortments for your Sana web store. An assortment is a collection of products that is assigned to a retail store in your ERP system. You can set up as many assortments for a retail store as you need. A retail store with assortments can be assigned to a Sana web store. Only products from the assortment assigned to the retail store in ERP are displayed in the Sana web store. This can be especially useful if you have multiple Sana web stores. Each web store can be assigned to a separate retail store in ERP with different assortments.



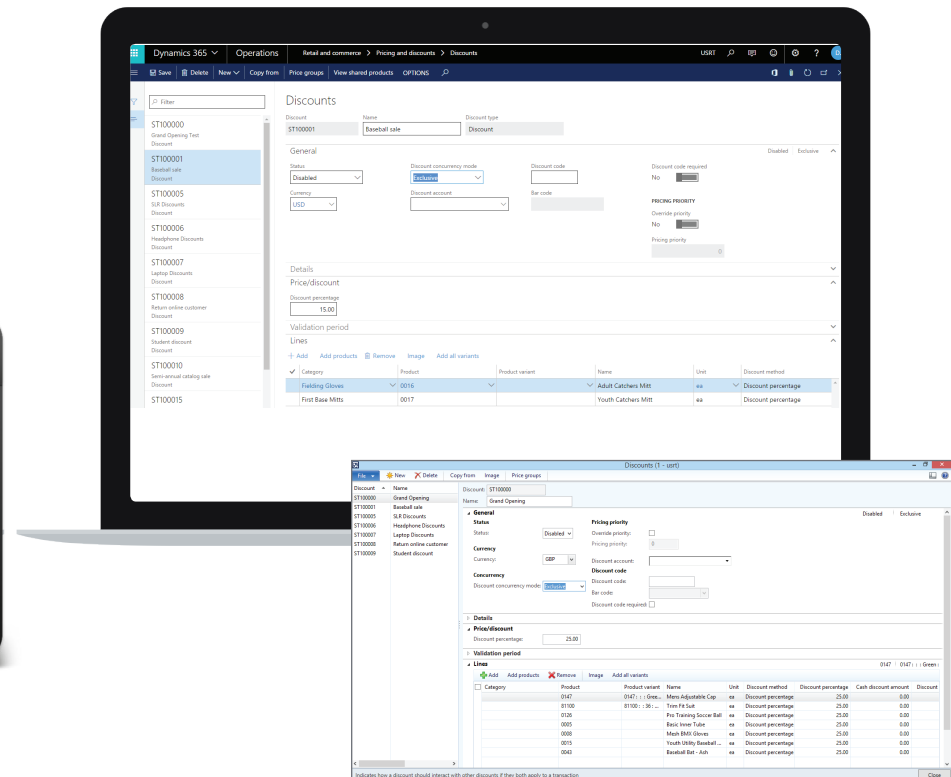
Product Dimension Sorting

In Microsoft Dynamics AX and Dynamics 365 for Operations, product variants are distinguished by the setup of their product dimensions: configuration, size, color and style. You can now choose the order in which you'd like to arrange product dimension values. If you add product variants of different sizes, for example, you can place them in order from small to large, large to small, or even mixed up, if you'd like. The order of product dimension values can be set globally for all products or for each product individually. Product variants are displayed in the Sana web store in the order indicated in your ERP system.



Simple Retail Discounts

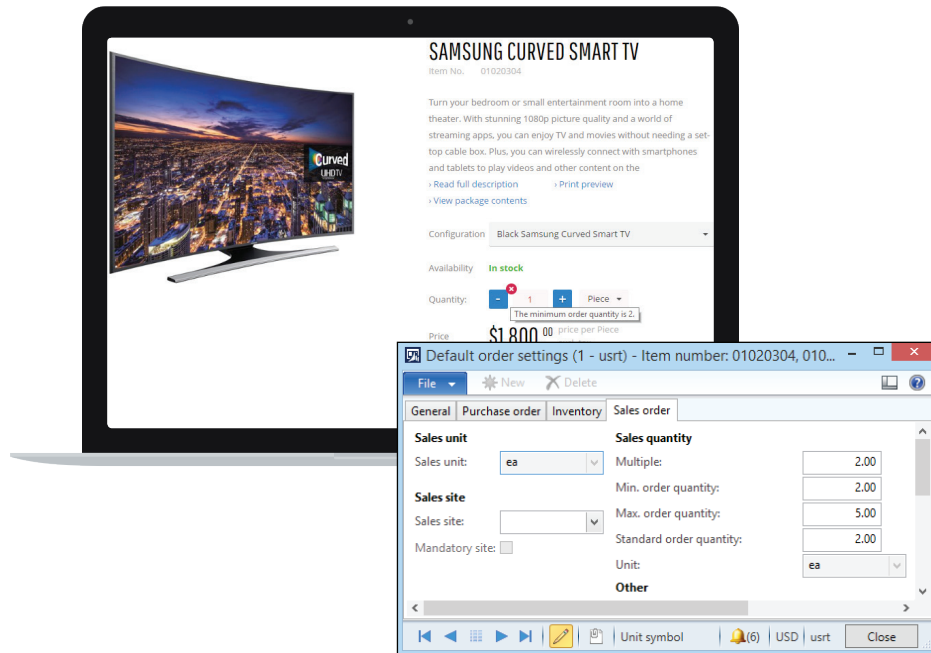
When you apply simple retail discounts with the exclusive concurrency mode to the products in Microsoft Dynamics AX for Retail or in Dynamics 365 for Operations, the product prices in your Sana web store will be adjusted and displayed on all product pages with the discount. This ensures that your clients can view pricing offers directly on the product pages before ordering the product.



Sales quantity

Sana has its own functionality that allows you to set up quantity rounding per unit of measure for the catalog. As of the 9.2 release, Sana also supports the Microsoft Dynamics AX and Dynamics 365 for Operations sales order settings that are used to define the default and site-specific sales quantities of a product.

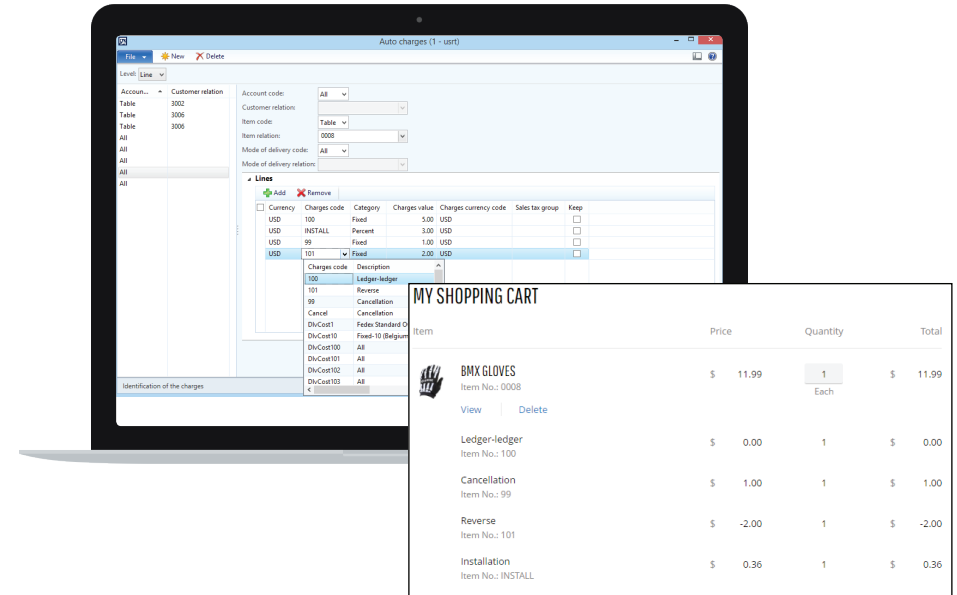
All product sales quantity settings configured in Microsoft Dynamics AX and Dynamics 365 for Operations are now considered in the sales order processing. Sales quantities configured in Microsoft Dynamics AX and Dynamics 365 for Operations are validated on the product pages and in the Sana web store shopping cart.



Types of auto charges

Sana Commerce now supports different types of auto charges from Microsoft Dynamics AX and Dynamics 365 for Operations. You can also define automatic charges for clients and products. Auto charges are applied automatically when a client creates a sales order, where previous versions only supported auto charges of the fixed amount.

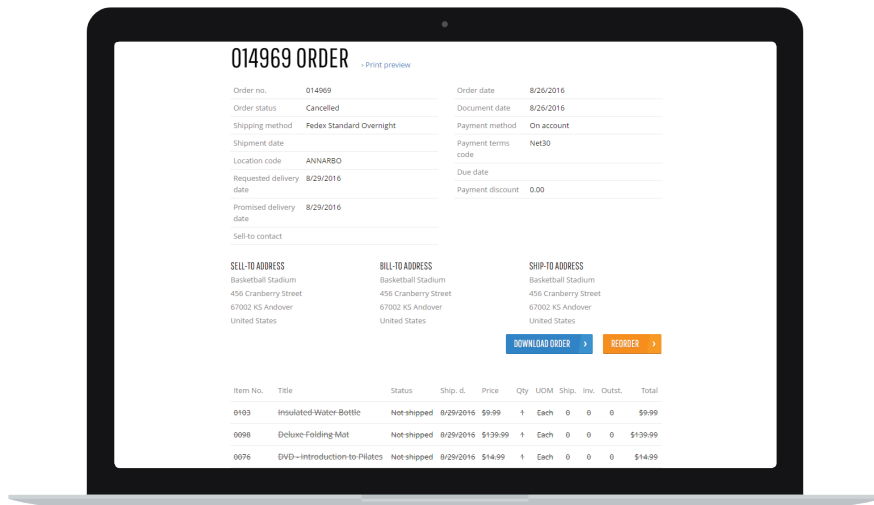
You can use any type of auto charge configured in Microsoft Dynamics AX and Dynamics 365 for Operations, including fixed, percentage, reverse and non-payable.



Canceled orders and order lines

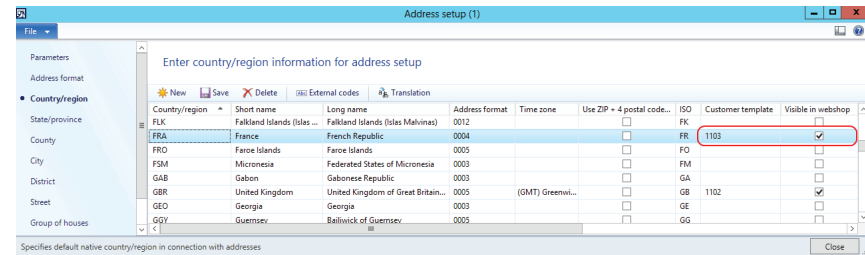
In Microsoft Dynamics AX and Dynamics 365 for Operations, a sales manager can cancel either the entire sales order or individual sales lines in an order. Sana now supports the canceled status of sales orders and sales order lines in Microsoft Dynamics AX and Dynamics 365 for Operations.

Sales order lines that are canceled in Microsoft Dynamics AX and Dynamics 365 for Operations are crossed out on the order detail page in the Sana web store. The order total does not include the price of the canceled sales order lines.



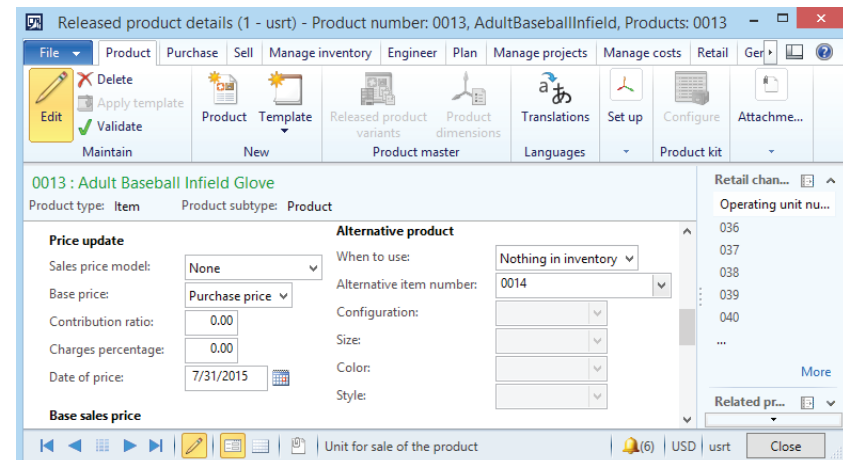
Client templates per company

In addition to configuring country visibility per company in Microsoft Dynamics AX and Dynamics 365 for Operations, you can now also define different client templates per company. This means that countries and corresponding client templates are not shared between all companies in Microsoft Dynamics AX and Dynamics 365 for Operations.



Alternative products

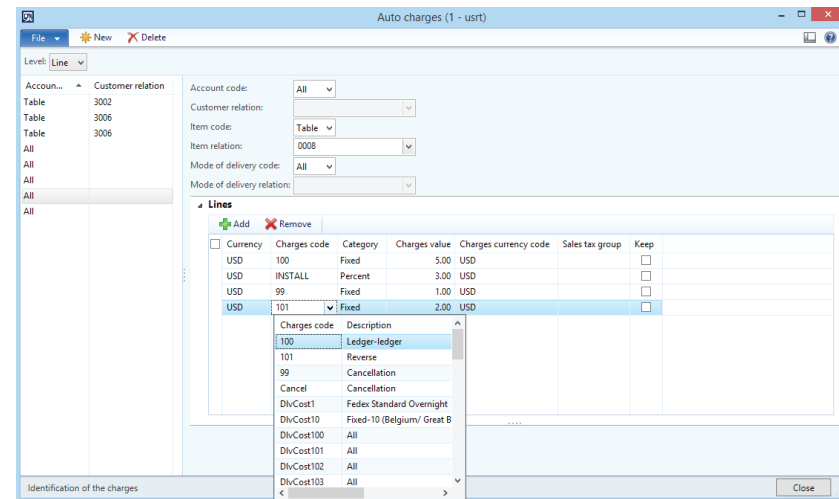
Alternative product is a technique available in Microsoft Dynamics AX and Dynamics 365 for Operations which allows you to automatically substitute one product for another when a client places an order.






This feature is useful in business scenarios that require product substitutions. Here are a few real-life examples:

- Replacing a discontinued product with a new one to avoid selling a discontinued product to clients.
- Automatically offering an alternative product in an order if the originally ordered product is out of stock.



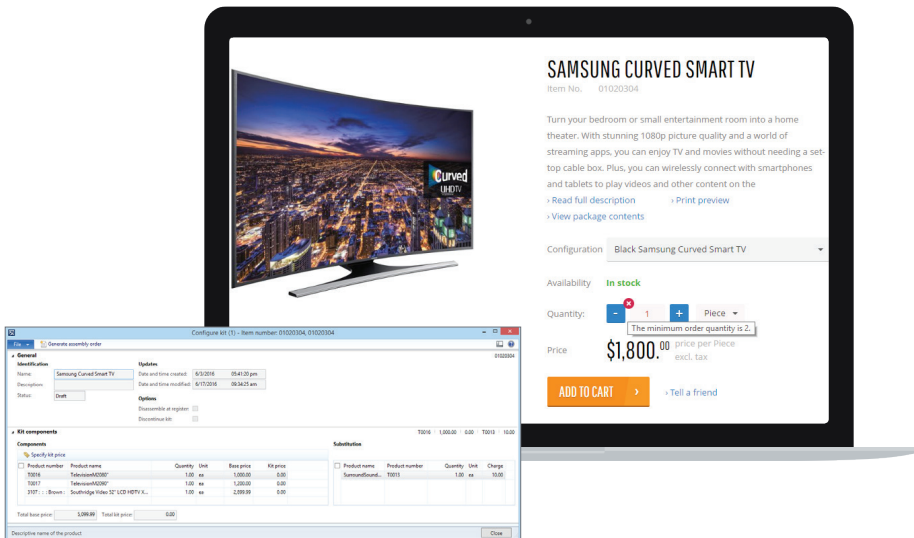
MY SHOPPING CART

✘ The following product(s) cannot be ordered because they are unavailable.
0013 - Adult Baseball Infield Glove - . This product was replaced with the alternative product: 0014 - Adult Baseball Outfield Glove -

Item	Price	Quantity	Total
 ADULT BASEBALL OUTFIELD GLOVE Item No.: 0014	€ 138,69	1 ea	€ 138,69
View	Delete		

Product kits

Product kits in Microsoft Dynamics AX and Dynamics 365 for Operations make it possible to package individual products into one sellable unit and make them available for sale. A product kit consists of kit components and component substitutes. Kit components can be either a distinct product or a product variant. Component substitutes can be a distinct product, product master, or product variant. Different combinations of components and component substitutes included in a product kit are known as kit configurations. One product kit can have one or more configurations.



All product kit configurations are displayed on the product details page in your Sana web store. As such, your clients are able to check all available product kit configurations and then select the necessary one. Your clients can view all product kit components for the selected kit configuration by clicking “view package contents”.

AX and Dynamics 365 for Operations Web store optimization

1. We have extended the list of settings that can be used to disable different features in Microsoft Dynamics AX and Dynamics 365 for Operations in order to improve web store performance. Disabled features will not be used in your Sana web store, so it is important to only disable features you do not wish to use in your web store.
2. Improved product attribute performance.
3. Improved performance of shopping cart and sales order calculations when retail discounts and price adjustments are used.

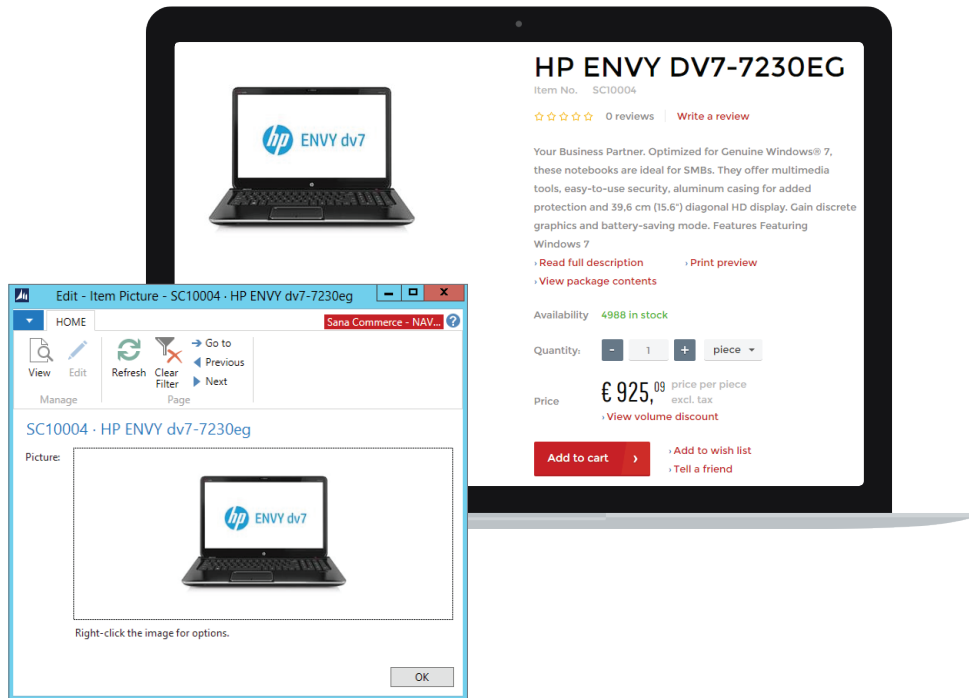
Sana AX and 365 for Operations Web service multithreading

Previous versions of the Sana AX Web service with the .NET Business Connector didn't allow concurrent requests. The new implementation of the Sana Web service for Microsoft Dynamics AX and Dynamics 365 for Operations supports multithreading. The new session manager ensures a significant increase in web store performance.

MICROSOFT DYNAMICS NAV AND DYNAMICS AX

Product images from ERP

We are constantly expanding Sana to more fully utilize the data already present in your ERP system. The catalog in your ERP system already contains product images, and now it's possible to display them in your Sana web store. You can also use Sana's out-of-the-box procedure to add product images and images already present in your ERP system to your web store environment.

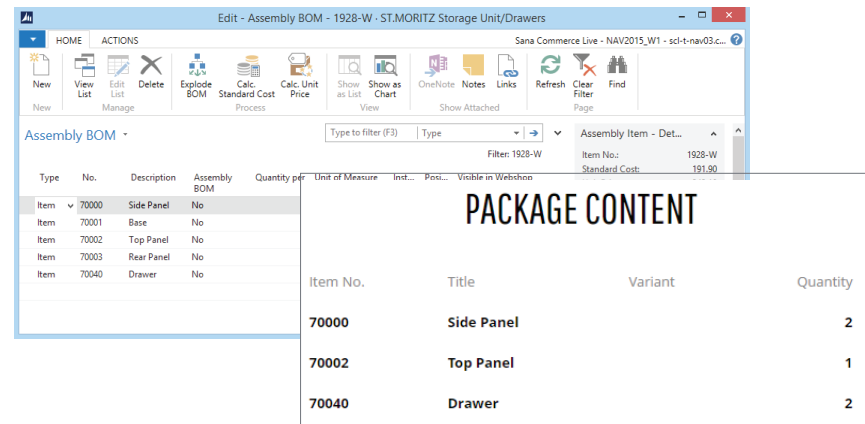


BOM component Visibility

Your ERP system allows you to create a Bill of Materials (BOM). This refers to a complex component structure that is basically a list of materials or components used to build a final product.

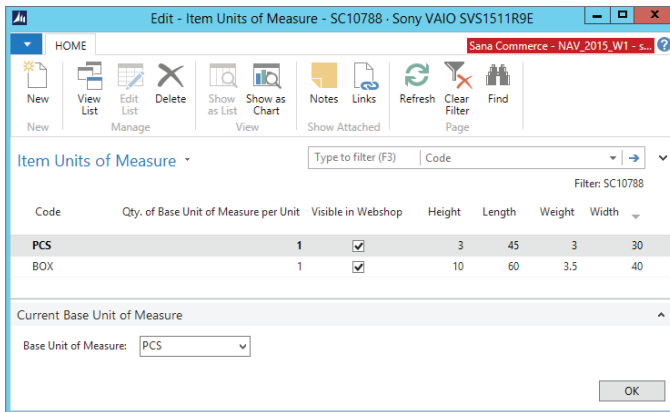
If a client is looking for a computer, for example, and wants to view the list of hardware the computer consists of, they would need the BOM. Your ERP system may contain details for many spare parts that are used to manufacture a product but that aren't actually intended for individual resale. These spare parts can be also a part of the complex product structure. Industrial and technical wholesale and manufacturing companies know all about the complexity of composite product structures.

Sana has supported BOM from the ERP for a long time. What's new is that you can now display or hide any BOM component in your Sana web store. Your ERP system can store a BOM, but if you don't want to display its components in the web store, you can now easily hide any or all of the components.

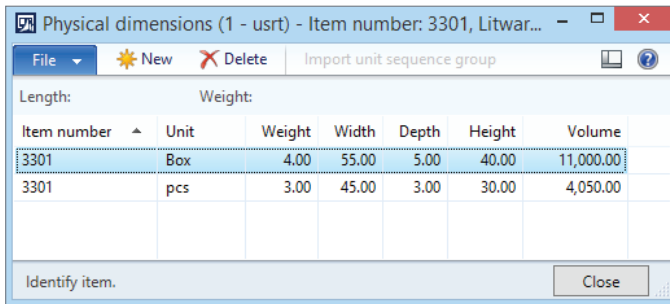


Physical dimensions of a product

If you use an international shipping services like FedEx or UPS to deliver packages to your clients, the courier will often require the weight and physical dimensions of a package to calculate the shipping costs. This information can be defined in your ERP system. Now Sana supports weight and physical dimensions of a package defined in your ERP system per unit of measure.



Microsoft Dynamics NAV



Microsoft Dynamics AX

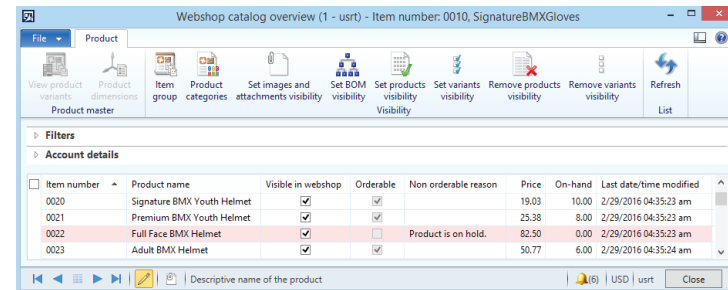
Catalog data visibility

You can manage the visibility of different catalog data in your ERP system. Catalog data that is set as invisible in your ERP system is not displayed in the Sana web store.

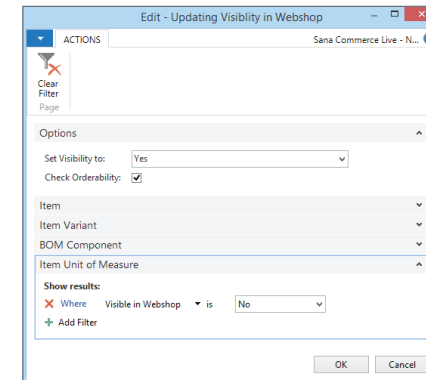
You can display or hide:

- Products
- Product variants
- BOM components
- Item units of measure (applies to Microsoft Dynamics NAV)
- Product images and attachments (applies to Microsoft Dynamics AX)

Imagine you have thousands or even tens of thousands of products in your ERP system and you want to display or hide catalog data in the Sana web store. There is a generic, automated solution that simplify catalog management so you don't have to manage each product individually. Simply use the "webshop catalog overview" window in your ERP system to display or hide all products and other above mentioned product data (e.g. enable visibility of all item units of measure in Microsoft Dynamics NAV or display all product images and attachments from Microsoft Dynamics AX).



Microsoft Dynamics NAV

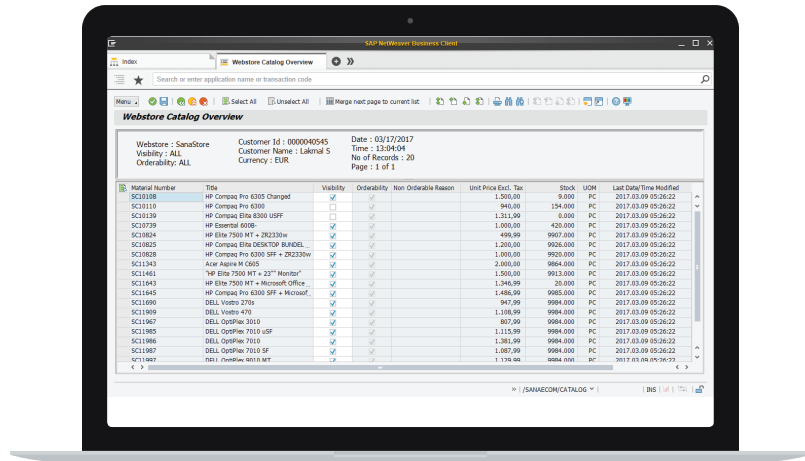


Microsoft Dynamics AX

SAP ERP

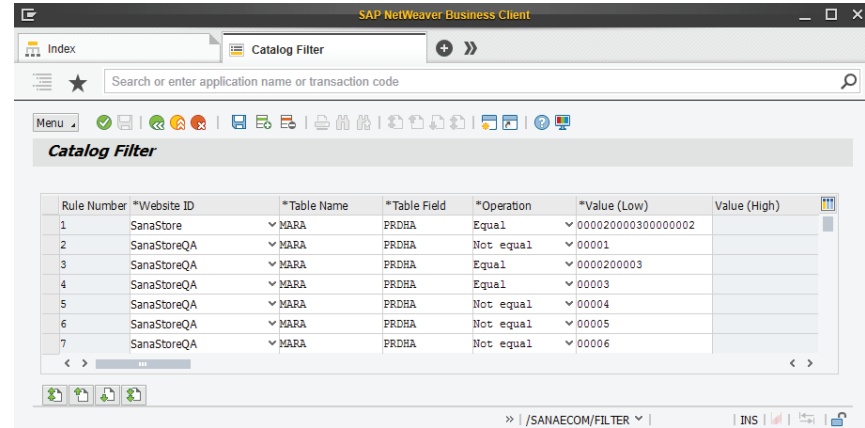
Web store Catalog Overview

Simulate web store behavior to get an overview of all material prices and stock for anonymous web store visitors or for a specific client, units of measure, last modified date of a material, material orderability and visibility. Easily manage visibility of materials from a single place.



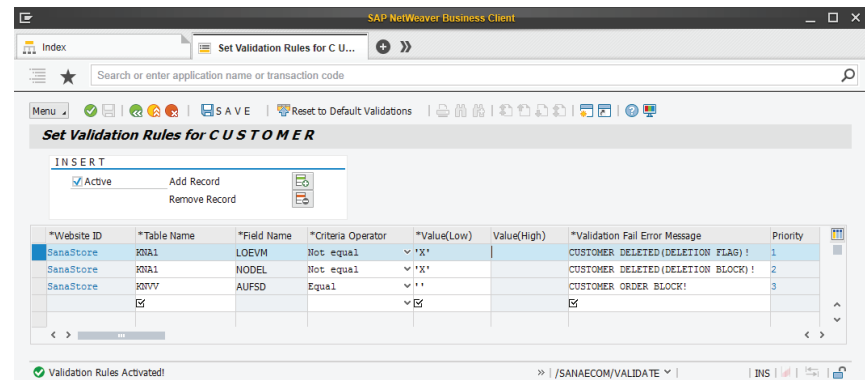
Catalog Filter

If you have several Sana web stores and you only want to display materials of a certain brand or from a specific category hierarchy in each web store, for example, you can set up catalog filter for each web store. Only materials that meet the filter criteria will be displayed in your Sana web store.



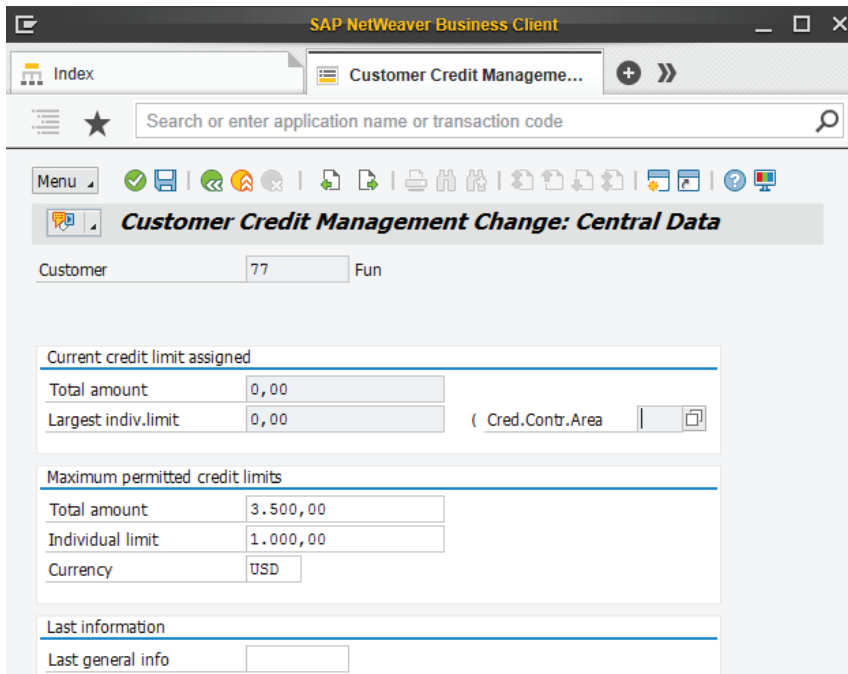
Data Validation Rules

Set up Sana-specific data validation rules in addition to the standard SAP validation for client and material data. Data validation rules affect data retrieval. You can configure validation rules, for example, that define if a material is orderable or if client is allowed to order to order it. Only data that satisfies the selected criteria can be processed by Sana.



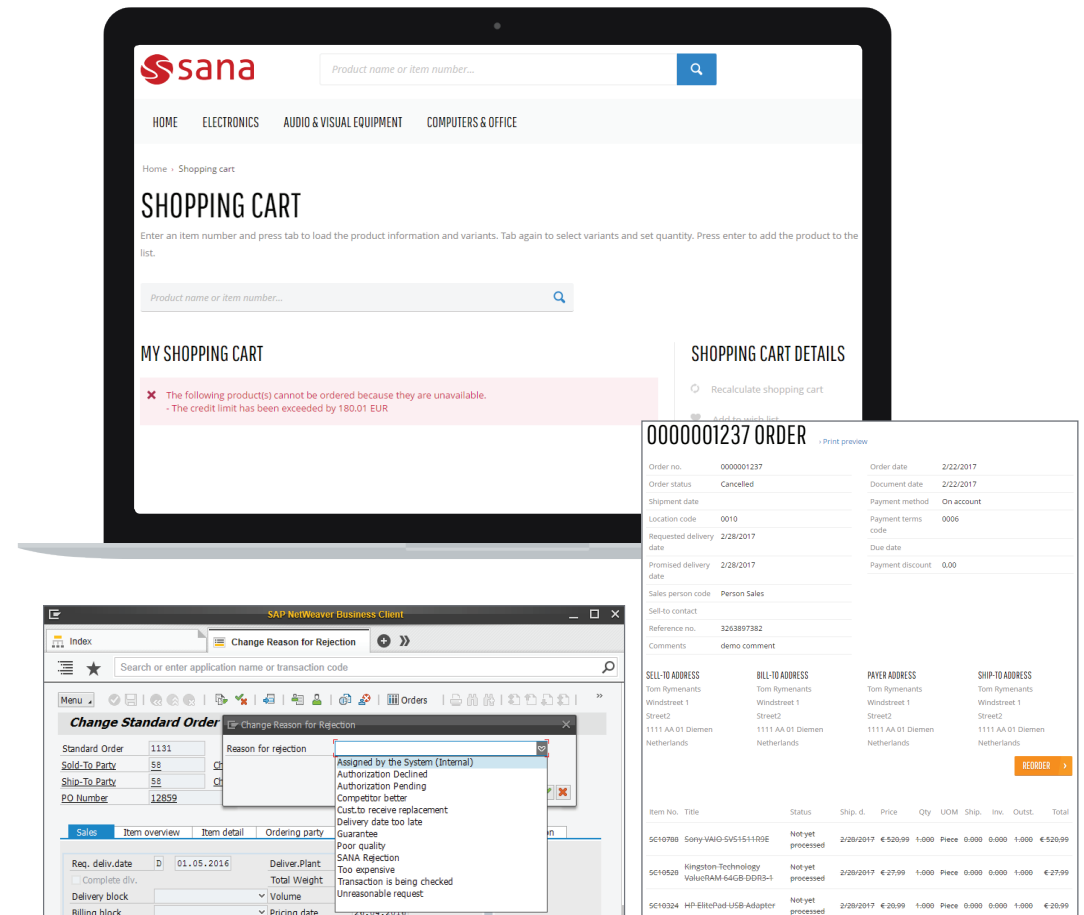
Client Credit Limit

Different businesses have their own credit management needs. In SAP, you can set up automatic credit checks. Credit management allows you to reduce the credit risk by setting up the credit limit for your clients. If a client places an order that exceeds the credit limit defined in SAP, they will see a warning alert in their Sana shopping cart.



Cancel sales order

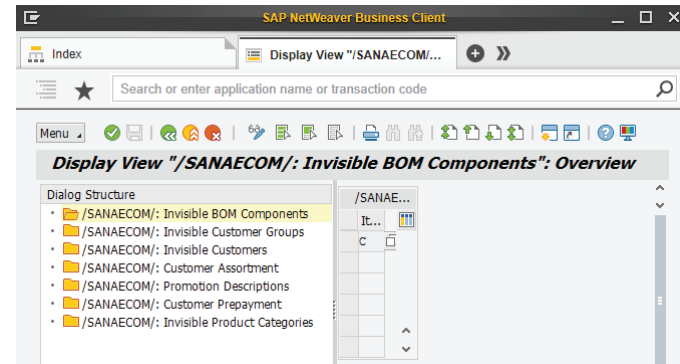
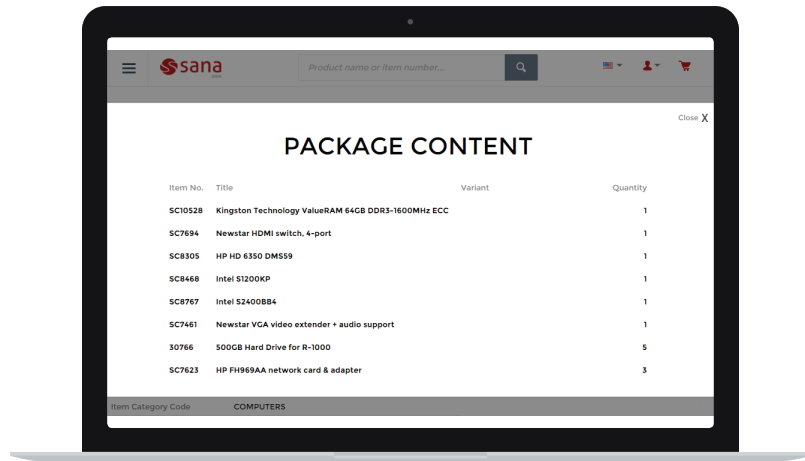
You may need to cancel an order if you need to provide a refund, or if your client changes their mind about an order before you've captured payment for it. In SAP it is possible to cancel an entire sales order and/or any of its lines and specify the reason for its rejection. If you cancel a sales order line, the order will be recalculated inside SAP and the canceled sales order line will be crossed out on the order detail page in your Sana web store.



BOM Component Visibility

Your SAP ERP system allows you to create a Bill of Materials (BOM). This refers to a complex component structure that is basically a list of materials or components used to build a final product. If a client is looking for a computer, for example, and wants to view the list of hardware the computer consists of, they would need the BOM. SAP may contain details for many spare parts that are used to manufacture a product but that aren't actually intended for individual resale. These spare parts can be also a part of the complex product structure. Industrial and technical wholesale and manufacturing companies know all about the complexity of composite product structures.

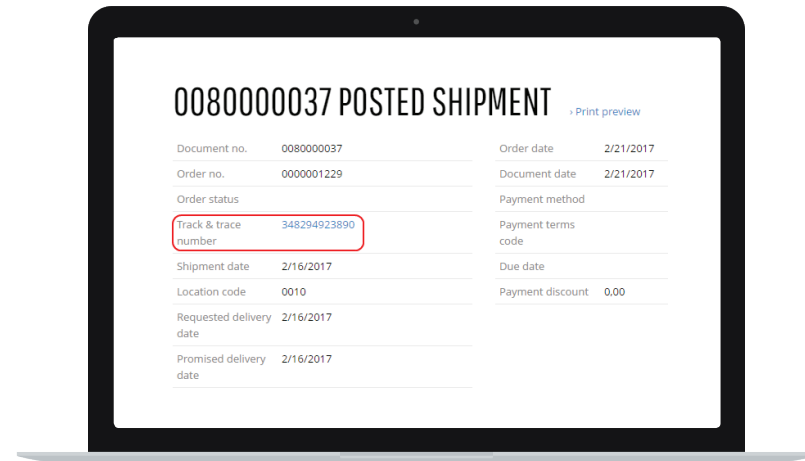
Sana has supported BOM from SAP for a long time. What's new is that you can now display or hide any BOM component in your Sana web store. SAP can store a BOM, but if you don't want to display its components in the web store, you can now easily hide any or all of the components.



Track Your Shipments

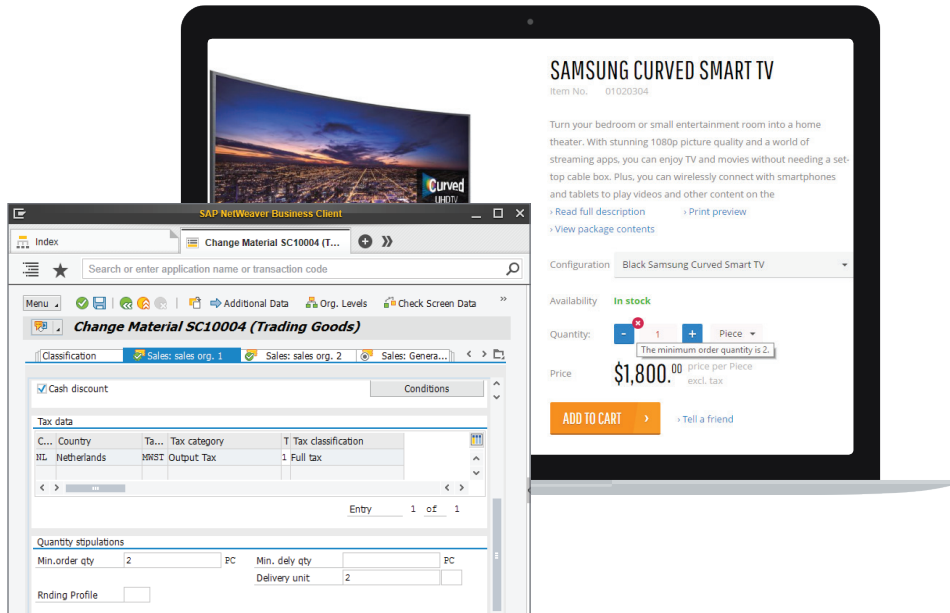
Add more value to the shipping method functionality and give your clients the benefit of tracking their shipments in real time directly from your Sana web store. Shipping couriers, URLs from the delivery services, and bill of lading numbers are all managed in SAP.

All your clients need to do is click on the tracking number on the posted shipment details page in your web store to check the delivery status of their package directly on the delivery service's website.



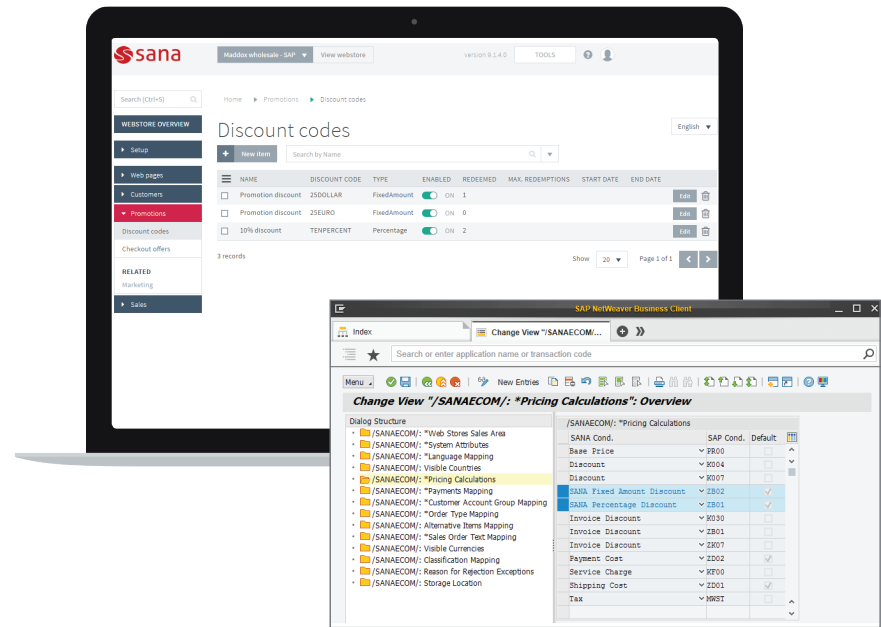
Material Quantity Stipulations

SAP allows you to control the minimum quantity of a material a client may order and the exact multiples that can be delivered. If a delivery unit is set to 2, for example, your client can purchase 2, 4, 6 and so on pieces of a material. Sales quantities set for a material in SAP are validated on the product pages and in the shopping cart of your Sana web store.



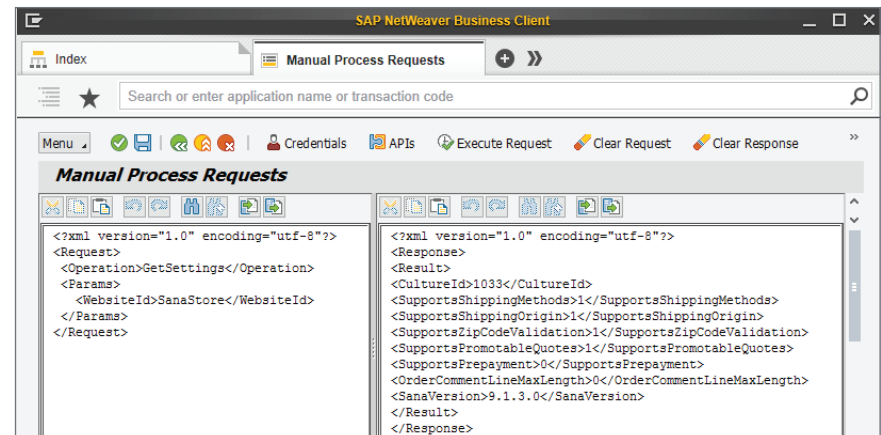
Sana Discount Codes

Sana supports SAP's diverse pricing and discount functionality, but you can now also use fixed amount and percentage discount types created in Sana Admin.



Manual Process Requests

Use the "Manual Process Requests" Sana tool to debug and troubleshoot directly in SAP to resolve problems. Process any XML requests and see output XML responses.



SAP BUSINESS ONE

Besides fixing bugs and implementing improvements, our other main development goal over the last months has been expanding our global presence. SAP Business One is currently available in 42 country versions, also known as localized versions. Each version is designed to run your business operations in a particular country. In addition to the generic SAP Business One business logic, each localized version includes country-specific functionality which helps companies comply with local legal requirements and local business practices. The main differences in localized versions of SAP Business One relate to tax setups and calculations, as rules and rates vary per country.



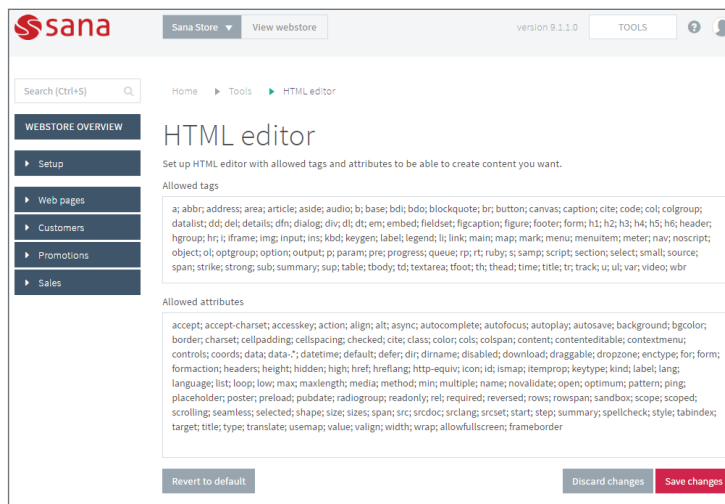
The Sana add-on for SAP Business One is now fully compatible with the following localized SAP versions: Australia, Austria, Canada, Chilean, Mexico, the Netherlands, the United Kingdom and the United States. We have successfully implemented projects on all of these localized versions of our clients' SAP Business One systems.

4

SANA ENHANCEMENTS

HTML editor

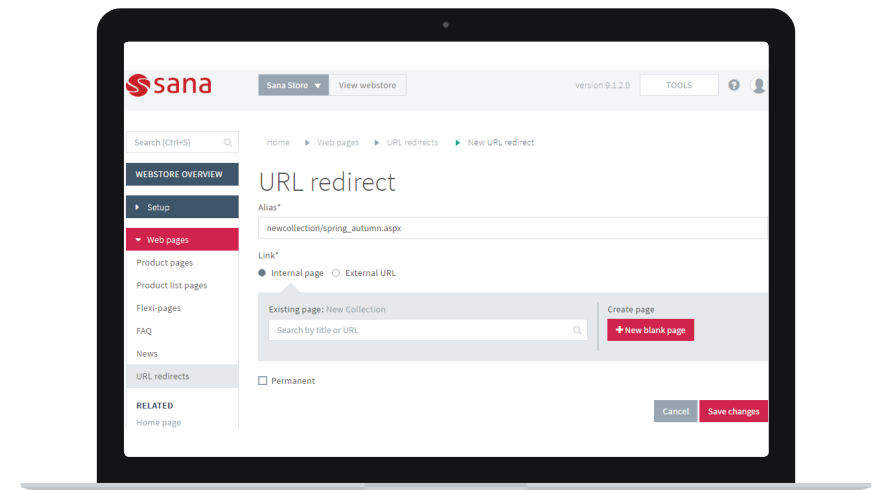
The HTML editor in Sana Admin has a predefined list of allowed tags and attributes. Your system administrator can now extend the list of allowed tags and attributes directly from Sana Admin to be able to create the kind of content you want and optimize your editing experience.



Special characters in URL redirects

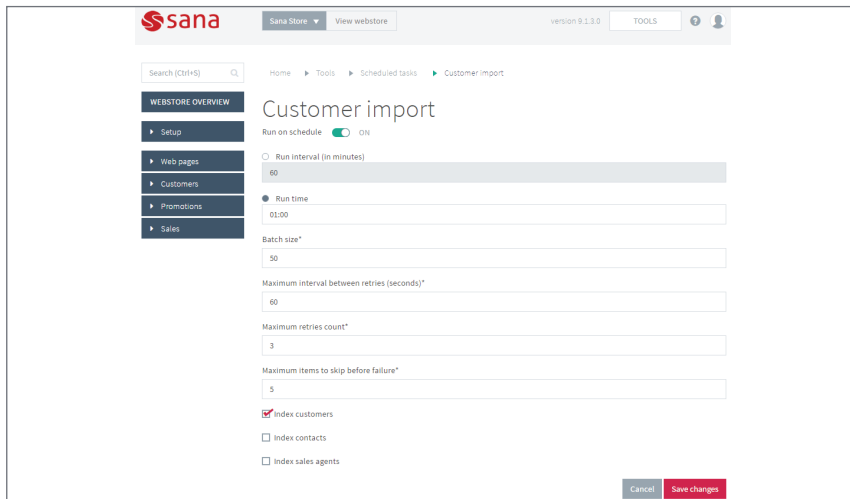
In some cases, clients need to use special characters when they set up URL redirects in Sana Admin. We extended the list of allowed characters that can be used in the URL redirects.

The option to open a page in new browser tab was removed from URL redirects configuration.



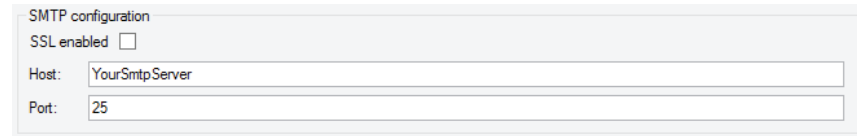
Client import

Save time and index only those accounts from your ERP system that are necessary for your online business. Previously, running the 'client import' task indexed all clients, sales agents and contacts available in your ERP system. However, as you don't use contacts or sales agents for online shopping via the Sana web store, you probably don't want to waste resources for indexing those. No problem. Now you can configure which accounts should be indexed from your ERP system.



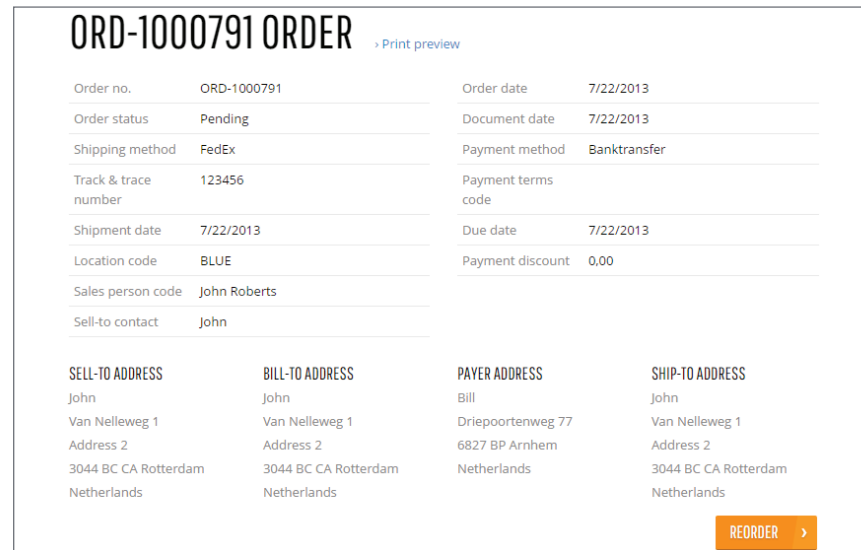
Enable SSL for SMTP

You no longer need to modify the 'web.config' file in the Sana Commerce frontend on the web server in order to use SSL when connecting to your email server. It is now configurable in the Sana Commerce installer. In order to establish an SSL connection with the SMTP server, simply enable the function when you install Sana Commerce.



Payer Address

Until now, Sana only supported client billing and shipping addresses. Some ERP systems, however, can also store other types of client addresses. In SAP, for example, a client can also have a payer address (the main partner responsible for paying the bill) that differs from their billing and/or shipping addresses. Sana now supports client payer addresses from your ERP system and displays them on the order detail page.



ZIP/Postal code validation

ZIP/postal code formats are now validated when a new client registers in the Sana web store. If your ERP system has ZIP/postal code validation rules and it is a required field during registration, then the ZIP/postal code will be validated according to the rules indicated in your ERP system per country.

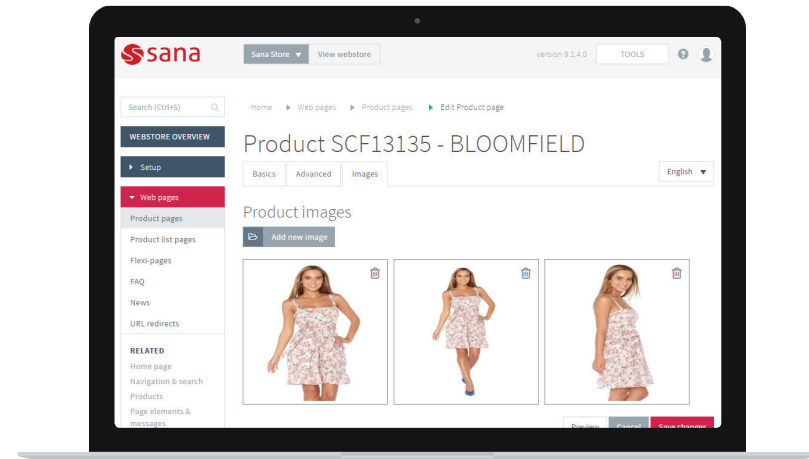
CREATING A NEW ACCOUNT

When you are new you can create your account here. Enter your details below.

PERSONAL DATA	LOGIN DATA
Name* Jessica Hope	Please enter your e-mail address and choose a password to create an account.
Country* United States	E-mail address*
State* New York	Password*
Address*	Confirm password*
Address 2	<small>Password should be at least 7 characters long.</small>
City*	<input type="button" value="SUBMIT"/>
Zip code* 194792370928	
<small>Zip code must be in format XXXXX, XXXXXXXXXX, or XXXXX-XXXX, where X is a number.</small>	
Phone number	

Adding product images

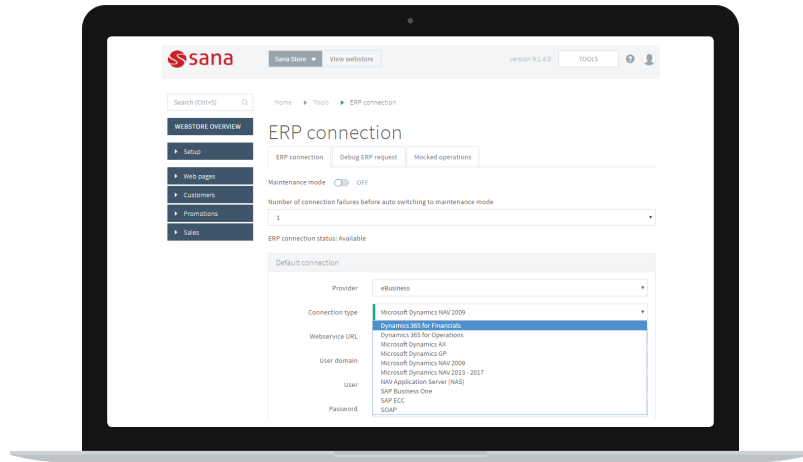
There are a few options for adding product images, one of which is to do so directly in Sana Admin on the product pages. For this option, we've moved product images from the 'basics' tab to 'images'. This means that product images can be added now under a separate tab.



ERP connection types

You can now use separate ERP connection types in Sana Admin if your Sana web store is integrated with Microsoft Dynamics 365 for Financials or Microsoft Dynamics 365 for Operations. We have also added the connection type for Microsoft Dynamics GP.

All ERP connection types in Sana Admin now have a user-friendly name.



Business client profile is not editable by default

The fields of a business client profile in the Sana web store are no longer editable by default. All business profile fields are now set to read-only in Sana Admin. This change was made because business clients are usually companies and organizations and as such do not need to change their profiles. A web store administrator can, however, always allow business clients to edit their profiles if they so choose. This is controlled from Sana Admin.

YOUR DETAILS	
Name	B2B customer
E-mail address*	frank@sana-commerce.com
Country	Netherlands
Address	Van Nelleweg 1
Address 2	Second line
City	Rotterdam
Zip code	3044 BC
Phone number	+31 (0)10-243 6030
Fax number	+31 (0)10-243 6066

Add values and titles to the dropdown list options

A web store administrator can add dropdown fields with options while configuring client registration fields in Sana Admin. You can now add values and user-friendly titles to the options in the dropdown list. If you have a multilingual web store, option titles can be also entered in different languages. You can indicate a user-friendly title in Sana Admin for display in the Sana web store.

Customer

Registration fields | Profile fields

Entity name: Customer

Field name: Currency

Editor: Dropdown list

Visible:

Default value:

Required:

Options: English

VALUE	TITLE	
USD	United States Dollar	
EUR	Euro	
CAD	CAD	

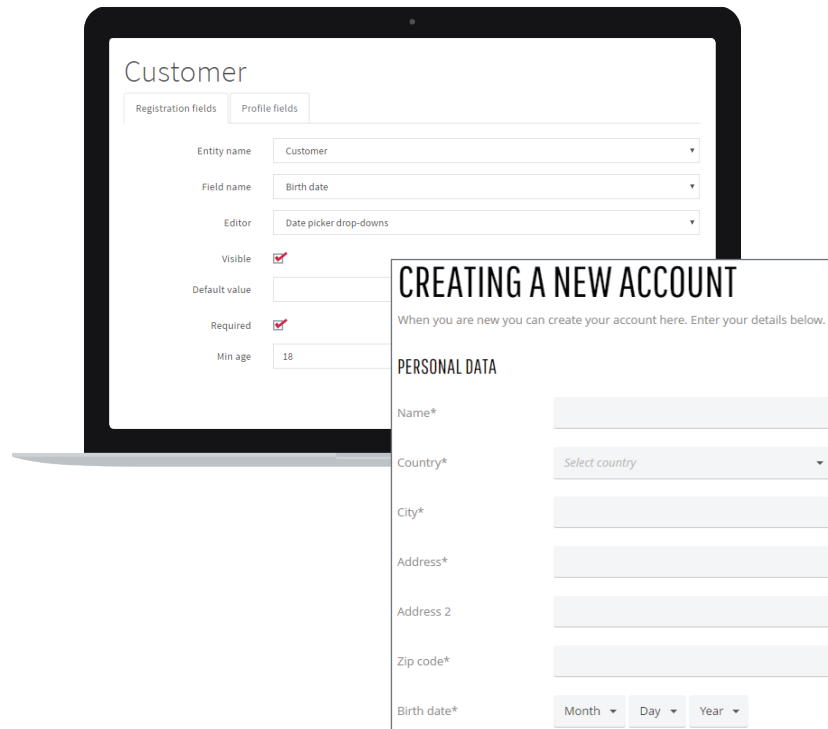
+ New item

Cancel Save changes

Date picker dropdown

We've added an extra editor called 'date picker drop-downs' to the date fields. It can be set up for registration and profile forms. If you require clients to enter their date of birth during registration, for example, you can use either the standard date picker or the date picker drop-down editor. If the date picker drop-down editor is used, your client needs to choose the day, month and year separately.

The order of fields changes depending on the selected language to match the country/region date format standards. You can also define a minimum required age with the date picker drop-down editor.



The image shows a laptop displaying a 'Customer' registration form. The form has two tabs: 'Registration fields' and 'Profile fields'. Under 'Registration fields', there are fields for 'Entity name' (set to 'Customer'), 'Field name' (set to 'Birth date'), and 'Editor' (set to 'Date picker drop-downs'). There are also checkboxes for 'Visible' and 'Required', and a 'Min age' field set to '18'. In the foreground, a modal titled 'CREATING A NEW ACCOUNT' is open, with the subtitle 'When you are new you can create your account here. Enter your details below.' The modal contains a 'PERSONAL DATA' section with fields for 'Name*', 'Country*' (with a dropdown menu), 'City*', 'Address*', 'Address 2', 'Zip code*', and 'Birth date*' (with separate dropdowns for 'Month', 'Day', and 'Year').

Shop account import (account role)

Shop account import has been extended to provide the option to specify the shop account role in the CSV file: regular account, account manager, sub-account.

	A	B	C	D	E	F	G
1	Name	EmailAddress	Password	Activated	AccountType	AccountId	AccountRole
2	Steve Sellwell	steve@sana.com	1234567	1	1 CUST1		2
3	Debbie Dolittle	debbie@sana.com	8901234	1	3 DD		
4	Frank FrequentBuyer	frank@sana.com	5678901	0	1 CUST2		1

Scheduled Task Execution Summary

We've improved logging of scheduled task execution. If any errors occur when a scheduled task is running, all errors will be shown in a summary at the end of the scheduled task log. If a product or client has been blocked, for example, or if the item unit of measure is invalid, you don't need to check the entire task log to find out which product or client hasn't been indexed. You can easily check the results of the scheduled task execution, along with any error messages that may have occurred, at the end of the scheduled task log file.

```
Message: Task 'IndexProducts' has finished.
Extra data:
-----
Timestamp: 12/19/2016 17:06:05
Message:

Errors summary:

Product CL00300 is non orderable. The reason is: Item is blocked.

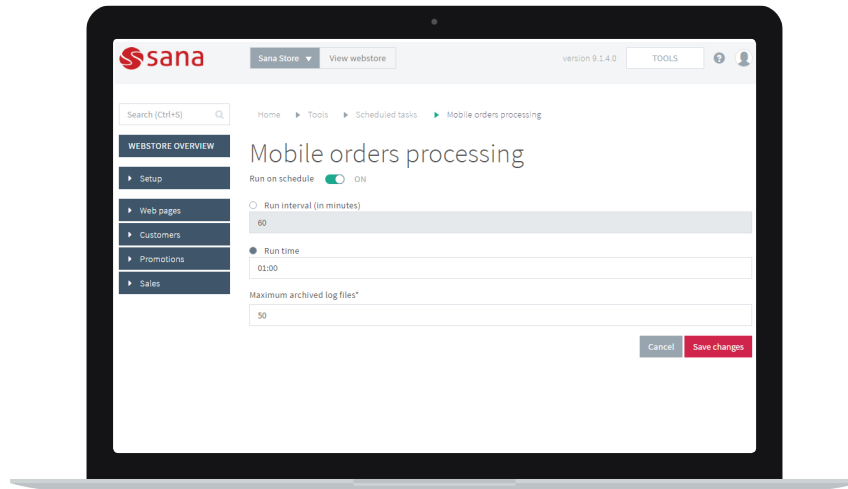
Product FA00240 is non orderable. The reason is: Inventory Posting Group is empty on Item.

Product IR00023 is non orderable. The reason is: Item Unit of Measure is invalid on Item.

Product IR00032 is non orderable. The reason is: Item Unit of Measure is invalid on Item.
```

Maximum archived Scheduled Task log files

Every scheduled task in Sana Admin now has an extra parameter: “maximum archived log files.” This parameter is used to specify how many log files from the scheduled task should be stored. If the maximum limit is exceeded, the oldest log file will be removed and a new one will be created.



Apply client assortment rules to product suggestions

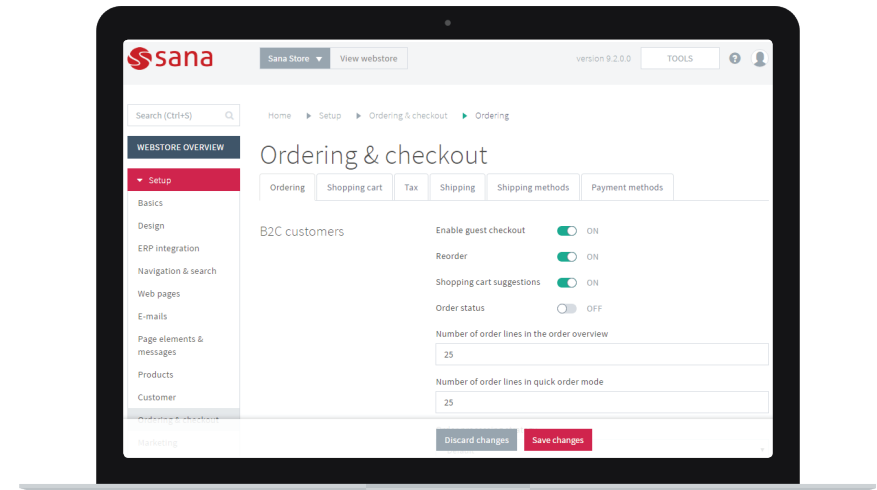
In this Sana release we've made some small improvements to the functionality of client assortments and shopping cart suggestions. Client assortment rules configured in your ERP system are now also applied to shopping cart suggestions. This means that if there are any client assortment rules in your ERP system that restrict product visibility for a specific client in their catalog, those products will not be visible to your client in their shopping cart suggestions either.

Use only active faceted filters in URLs

Only the faceted filters selected on a product list page will be added to the web page URL. This allows for much shorter URLs than the old approach, when all faceted filters were added to the URL.

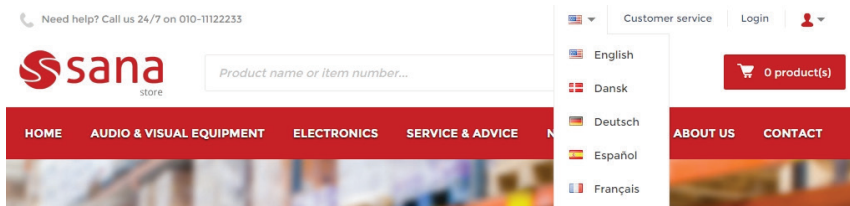
Better User Experience in Sana Admin

We've added a sticky panel with “save changes” and “discard changes” buttons to Sana Admin. The buttons are always visible, even when you scroll the page. This feature is useful when there are a lot of settings on a page, as you no longer need to scroll to the bottom to save or discard your changes.



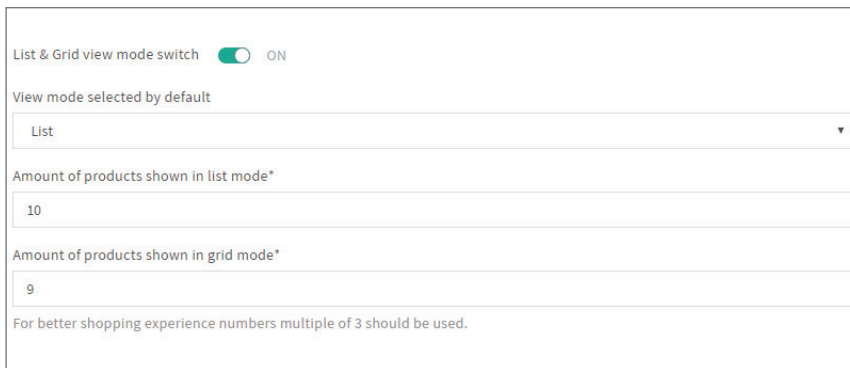
Web Store Languages

When a user navigates through the web store and changes the web store language, the user will remain on the same page. In the previous versions of Sana, changing the web store language redirected the user to the homepage.



Number of products displayed on product list pages

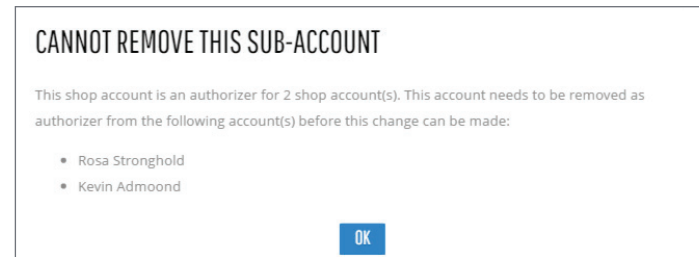
In the previous versions of Sana, ten products were displayed by default on a product list page in the list view mode and 9 products were displayed in the grid view mode. If there were more products, your client could load them using one of the configured paging types. Now it is possible to define how many products should be displayed by default on all product list pages for each view mode (list and grid) in Sana Admin.



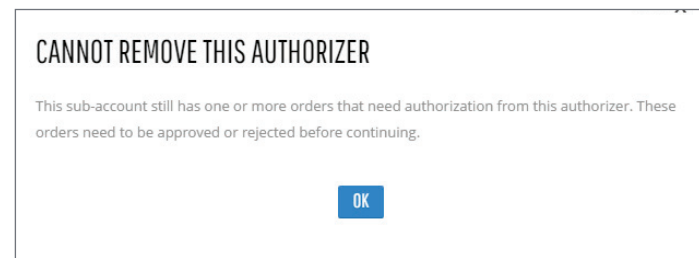
Authorizer Validation

A few improvements have made to the shop account role's functionality to allow for the creation of account managers and sub-accounts with limited budget and approve/decline orders.

- If a user tries to remove an authorizer, change authorization rights or deactivate an authorizer, an error message will notify the user as to why it is not possible to manage the shop account.



- If a user tries to unlink an authorizer from a sub-account that still has orders that need to be approved or declined, an error message will notify the user as to why it is not possible to unlink the shop account.

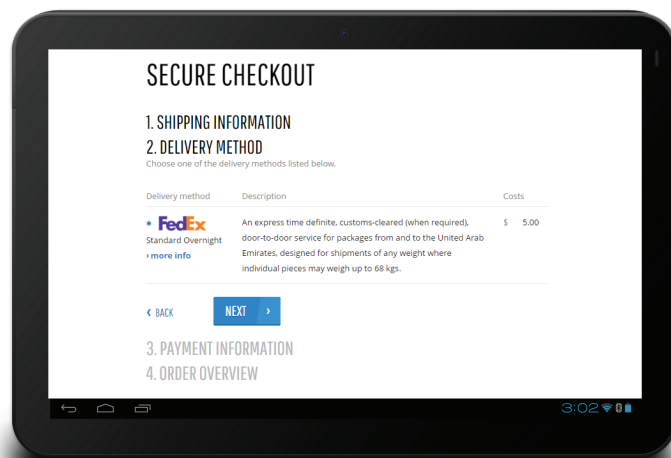


The aforementioned improvements were done for both the Sana web store and Sana Admin.



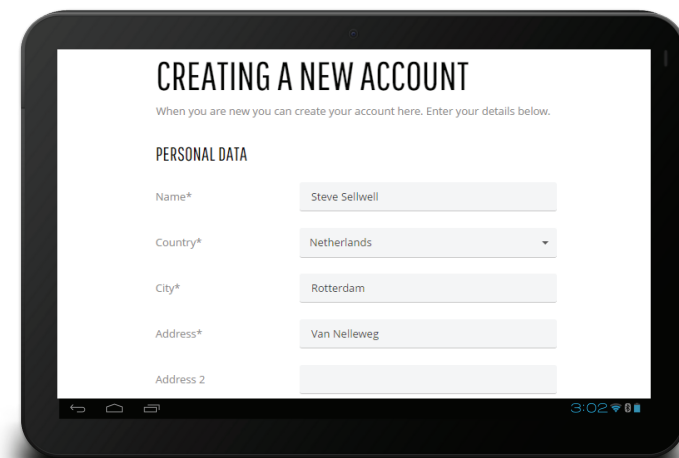
Payment & Shipping Method Descriptions

Now you can add a description to the payment and shipping methods in Sana Admin. Payment and shipping method descriptions are displayed in the Sana web store during the 'delivery method' and 'payment information' checkout steps when a client chooses how the order should be paid for and delivered.



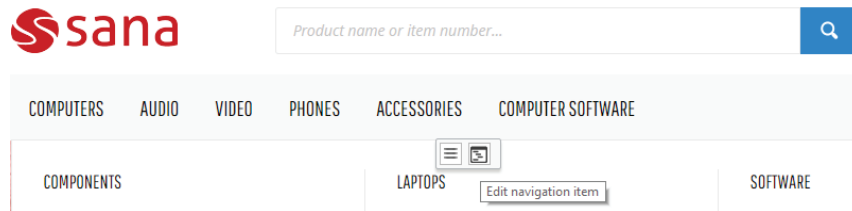
Tax code format validation

Tax code formats can now be validated in the Sana web store. If your clients or sales agents enter a tax code during online registration or when creating a prospective client, it will be validated according to the format set for that country in your ERP system.



Edit menu items AND sorting options using in-site editor

We've enhanced the in-site editor in this Sana release. Not only can you edit the entire web store navigation directly from the in-site editor, but you can also adjust each navigation item individually.



You can also edit product list and search result page sorting options for different languages. To change sorting options on the product list and search results pages, click 'create page messages' on the in-site editor toolbar, find the necessary text, and either change the default text or add a new one.



5

TECHNICAL ENHANCEMENTS

Smarter Session State Behavior

In previous versions of Sana you may have noticed that you couldn't open a second web store page until the first page was finished loading. This happened because the session state creates a session for every user who accesses the web store in order to identify the user across web store pages. When a user makes a request, all other requests within the same session ID are locked until the first one is processed. We've optimized the session state behavior for Sana 9.2 to improve web store performance. Now, if there's no need for a session state on a given page, it won't be used and will thus eliminate redundant session processing.

Sana web store markup validity

We've had the Sana web store tested for compliance with W3C validation rules. The results of the W3C validator were used to detect errors and potential issues, after which we provided fixes. This was done to ensure the high quality of Sana web store pages and compliance with web standards.

Sana web store page speed analysis

The Sana web store has been tested with the PageSpeed tool to check whether it was performing well and to identify ways to make it faster. Based on the PageSpeed results and suggestions we have improved JavaScript loading and browser caching.

Smarter and Easier Design Customizations

Sana Commerce 9.2 introduces new technology called "RazorDeface." This technology is included in a standard Sana Commerce SDK solution and makes it possible to apply modifications to razor views in run-time without changing the original source files. Creating small customizations to razor views does not require copying the entire source file, which as a result increases the compatibility of the modifications with future changes in source razor files. The main goal of this technology is to improve design pack compatibility with different versions of Sana Commerce.

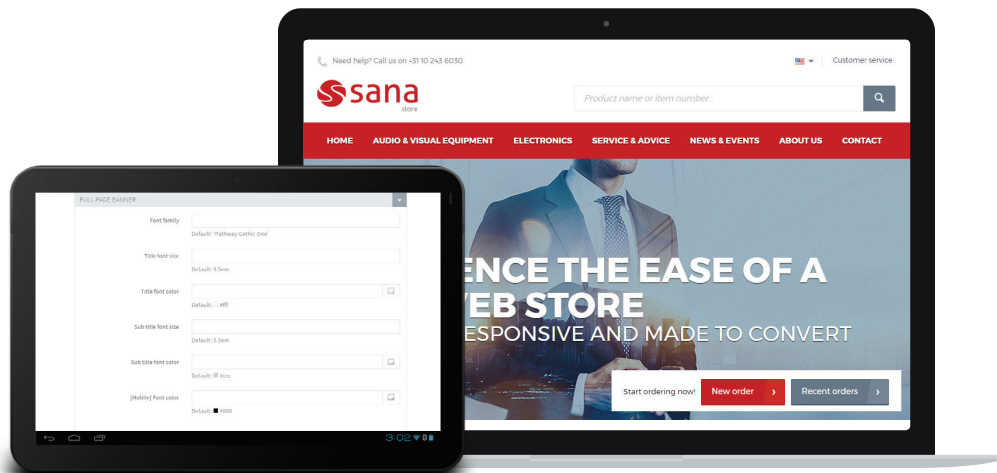
We've also improved CSS rules to provide a more responsive Sana web store design. In past versions, all CSS rules for responsive design were stored in a single CSS file. Now, there are three CSS files — one each for desktop, tablet and mobile layouts, which makes design customization easier.

6.

DESIGN ENHANCEMENTS

Full-page Banner Styles

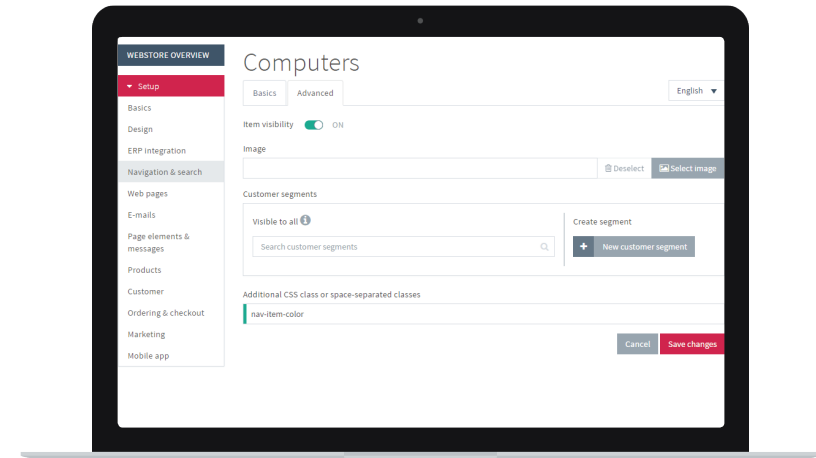
You can now change the font family, size and color of the full-page banner content element title and subtitle. This can be achieved with the new web store theme options located in the “full-page banner” area.



Web Store Menu Item Styling

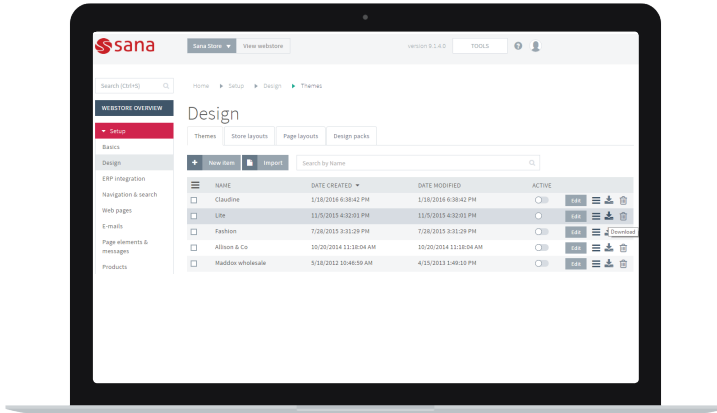
Additional CSS class or space-separated classes can be added to the menu items of a Sana web store in Sana Admin. You can change the style of any individual item by adding custom CSS classes to the menu items.

This allows you to make adjustments such as changing the color of the menu item or selecting different dimensions for menu item images. To change the style of a certain menu item, simply add a custom CSS class and then add the necessary style using HTML injections in Sana Admin, a design pack, or Sana Commerce SDK.



Web store Themes and Design packs

It is now possible to import and export web store themes in Sana Admin. A web store theme is stored in XML format. If you have multiple Sana installations, for example, this feature makes it easy to export your custom theme from one web store and import it to another one.



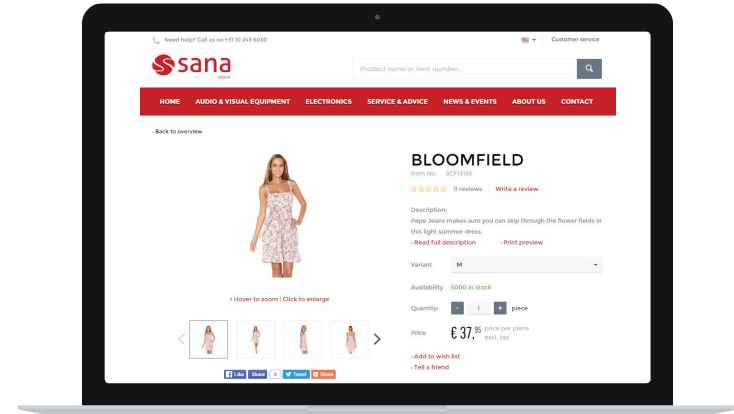
A web store theme can now also be included in a design pack. This means that you can create a custom web store theme directly in Sana Admin, export the theme and put it into a design pack so it will be a part of the custom web store design.

We've also made it much easier to create a design pack. There's no longer any need for third-party tools like NuGet Package Explorer to create a design pack. You can simply create a design pack with the correct structure and all the necessary content like store layout, page layouts and theme, and then add it to archive. When the design pack is added to archive, you can simply change the archive extension to *.sanapkg. Finally, design pack validation has been improved. If something is wrong with the design pack, you will see a message indicating what should be checked when you upload the design pack in Sana Admin.

Improved loading of Product images

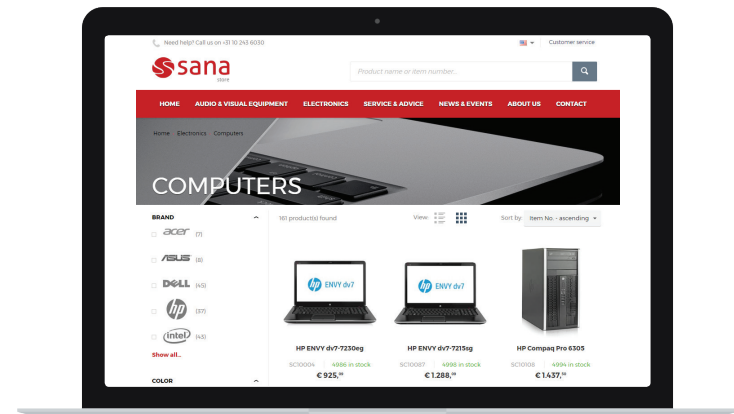
We have improved product image loading on product detail pages. This refers to products and product variants with multiple product images — particularly high-quality images.

When a product has multiple product images, an image slider appears on the product detail page; we have improved image loading by replacing the image slider.



Product Tile Height

The height of product tiles in the grid view on product list pages now takes product titles into account. If a product has a long title, the height of that tile and all other product tiles in the same row will automatically increase.



7

ADD-ONS

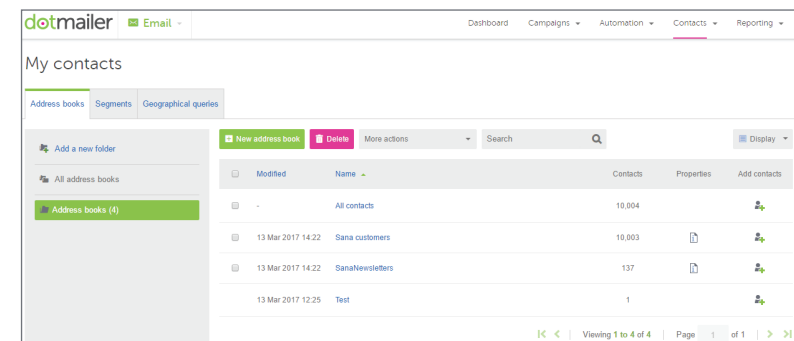
EMAIL MARKETING

Dotmailer

Dotmailer is a leading marketing automation platform with email at its core. Creating, testing and sending beautiful emails has never been quicker or easier. This is the best tool you need to become a better marketer. Dotmailer allows you to send marketing emails, automated messages, and targeted campaigns. Dotmailer's robust marketing automation makes sure your emails get to the right people at the right time. Integration between Sana and dotmailer allows you to send emails to the target clients based on their behavior, preferences and sales order history.



Dotmailer makes it easy for you to keep your clients up to date on news or promotional campaigns, their purchases and even new products they might like. Together with client segments, you can show your most profitable clients how deeply you appreciate their business and confidence by sending them personalized emails. Don't you think your clients will be happy to receive the letters of gratitude with discount offers for their next purchases? It helps you keep in touch with your clients and easily incorporate their purchase activity into your email marketing campaigns.



NEW PARCEL DELIVERY PROVIDERS

Understanding the best ways to deliver your products to clients is an important part of running your business. Before taking your first order, you need to decide which shipping methods you want to use and set up your web store so it's easy for clients to choose the delivery method that works best for them.

Sana is now integrated with **UPS** and **USPS** parcel delivery services.



United Parcel Service (UPS) is the world's largest parcel delivery provider. UPS delivers more than 15 million parcels per day to more than 7.9 million clients in more than 220 countries and territories around the world. Shipping needs vary from business to business and client to client. UPS provides the options you need.

United States Postal Service, also known as the **Post Office, U.S. Mail**, or **Postal Service**, often abbreviated as **USPS**, is an independent agency of the United States government responsible for providing postal services in the United States. The company also provides parcel delivery services. Shipping with USPS means you get access to the country's largest delivery network. With a range of shipping services available, you can choose the one that's right for your business.

Integrating your Sana web store with UPS and USPS shipping services allows you to calculate shipping costs for UPS and USPS in real time based on the selected delivery method, your client's shipping address, and the actual weight and dimensions of the parcel.

PAYMENT SERVICE PROVIDERS

For a store owner, choosing a payment service provider (PSP) — the online service for accepting electronic payments by a variety of payment methods, including credit card — is an important decision.

In order to meet your business needs and to make it easier for you to allow your clients to choose how they want to pay for purchases, Sana has added support for a new payment provider with this release: **CyberSource**.

CyberSource[®]
the power of payment

CyberSource Secure Acceptance Web/Mobile lets you securely accept payments made on the Web or on mobile browsers, worldwide, without handling payment data. For clients making purchases on your website, the process is entirely seamless with consistent branding throughout the checkout process. CyberSource supports an extensive list of payment cards across the globe and offers a wide choice of gateways and acquiring banks, all through one connection.

NEW CONTENT ELEMENTS

Create beautiful content without the need for a designer, keep your clients up to date about different campaigns and offers through social networking service, improve your web store navigation, import products to a shopping cart using a CSV file and more. All this can be achieved with Sana content element add-ons.

Image slider

Give your web store a stylish look with the “image slider” content element. It allows you to create an image slider and image carousel in different sizes and with different visual modes and add them to web pages. This content element supports unlimited images linked to specific pages and it rotates the images every few seconds.

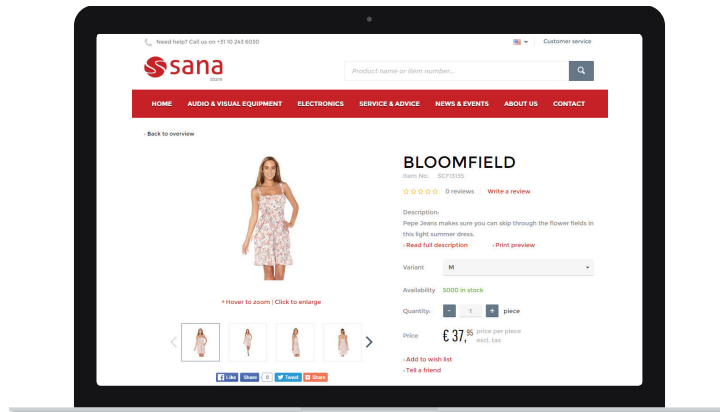
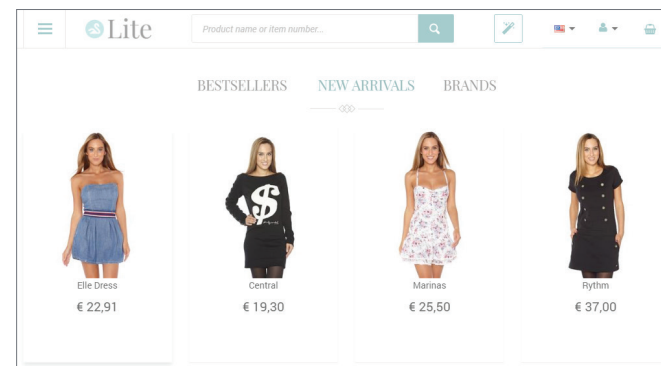


Image carousels are great tools for rotating images like brand logos.

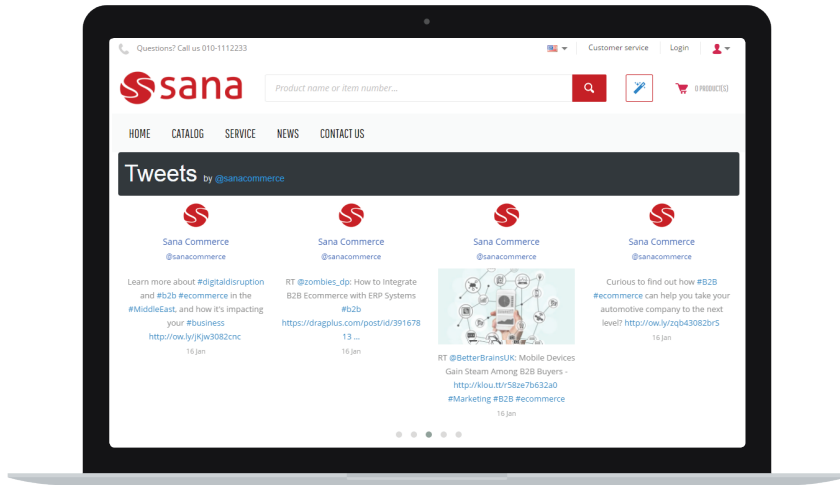
Product set filter

Group multiple product sets and display them on a page by adding a “product set filter” content element. Each product set is displayed as a separate group of products, and you can switch between different product sets on a single page. This feature keeps the page from becoming overloaded with too many products being displayed simultaneously.



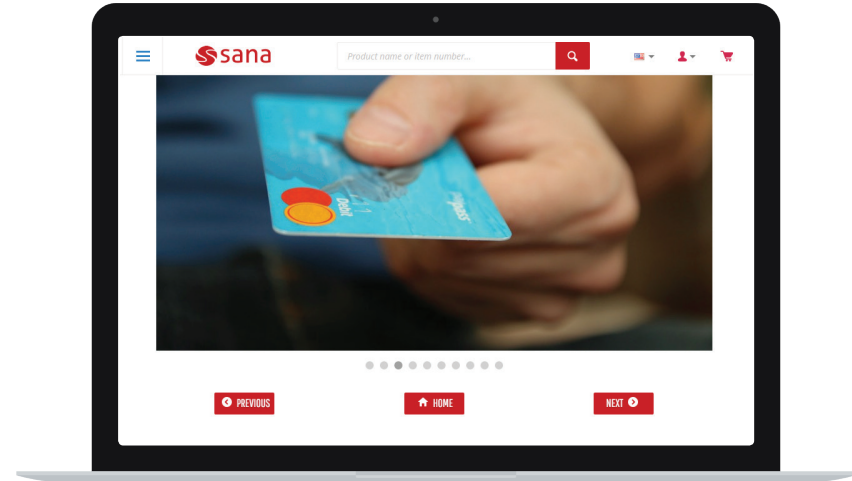
Twitter feed

Add a “Twitter feed” content element to any web page in your Sana web store to display tweets. You can adjust the theme, link color, header and media. Twitter Feed comes with a fully responsive theme.



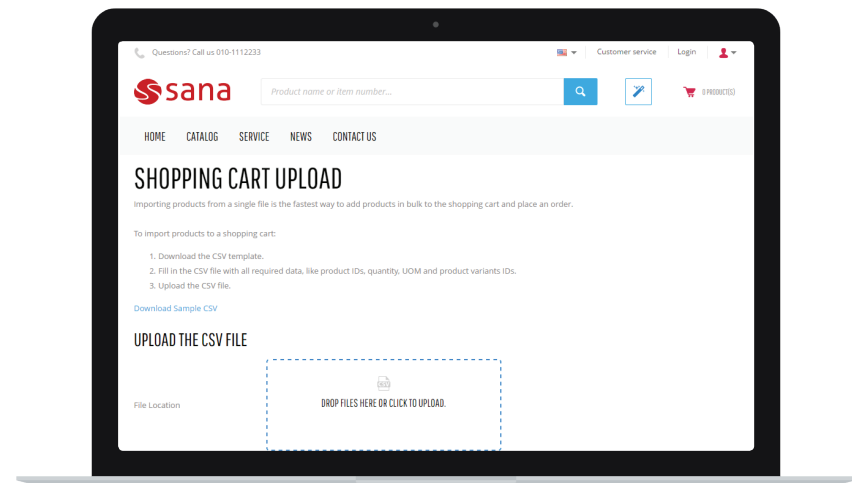
In-page navigation

Make it even easier for your clients to navigate your web store with the “in-page navigation” content element. This element allows you to add extra navigation buttons to web pages linked to specific internal pages or external websites.



Shopping cart upload

Import products to a shopping cart using a CSV file. In a B2B scenario where business clients usually place large orders, importing products from a single file is the fastest way to add products to the shopping cart in bulk and place an order. When importing products, Sana extracts data from your CSV file and turns it into products in your shopping cart.



Team

Easily display your team members in your Sana web store with the “team” content element. This add-on adds a new content element to web pages that allows you to present your team members/employees on the web site using different visual modes, descriptions, roles — you can even add links to your team members’ social media profiles, for instance.

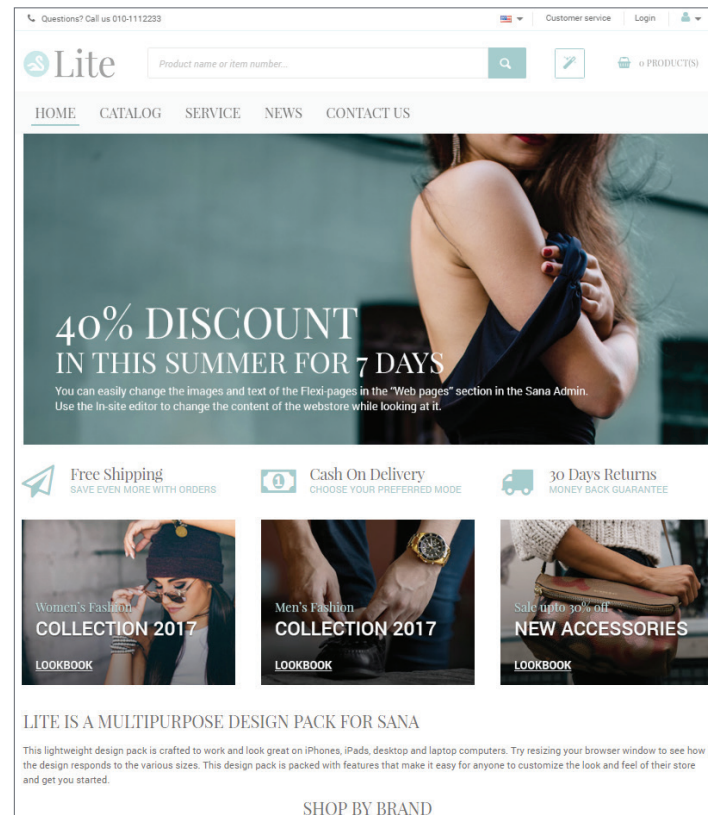


DESIGN PACKS

Lite design pack

We’ve created a Lite design pack that can be installed in Sana to change the look and feel of your web store. The Lite pack features an attractive, clean, lightweight design. It’s highly responsive, follows modern design trends and adds a tasteful touch of elegance to your web store.

The Lite design pack consists of a store layout, a web store theme, and a demo home page that gives you a good idea of how the new design will look with your content.



B2B Design Pack (Claudine)

With our Sana 9.1.2 release we provided a new B2B-optimized design pack that's compatible with all ERP systems we serve. This is the first of many design pack add-ons that will be optimized for web stores that are more active in the B2B market. It offers an attractive, elegant design based on modern trends. This responsive design pack includes optimized store layouts, product lists and grid views that look stunning on any device.

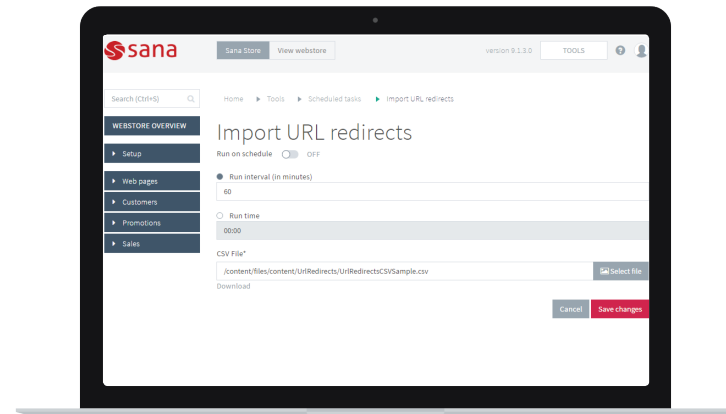


OTHER ADD-ONS

Import URL redirects

A URL redirect is an internet link that redirects users to their desired content. Users can create URL redirects in Sana Admin.

“Import URL redirects” is an add-on that can be installed inside Sana and is used to import URL redirects into Sana from a CSV file. It can be useful if you need to set up a large number of URL redirects. It's also useful if you upgrade from an older version of Sana with a different URL structure, as it will allow you to keep your old URLs indexed and valid.



ABOUT SANA COMMERCE

Sana helps businesses all over the world reach their full potential. We offer the shortcut to e-commerce. How? Through 100% seamless integration with SAP and Microsoft Dynamics. Our e-commerce solution leverages existing business logic and data in powerful and user-friendly web stores. This lets our clients focus on improving their customer experience, streamlining sales processes, and increasing sales volume and frequency.

Sana Commerce is a certified partner of Microsoft Dynamics and SAP. Our innovative approach and strong partner network have made Sana the driving force behind over 1,200 web stores worldwide. Thanks to our extensive experience and expertise, we can offer more than just a product — we also support services such as online marketing, Search Engine Optimization (SEO) advice, hosting and design.

Future-proof your business and join our e-commerce movement.

For more information, visit www.sana-commerce.com.

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