

## Customer services

The customer services are divided in three main parts: registration and authentication, customer settings and configuration, and customer do it yourself services like customer support, customer RMA and customer offers & invoices. The invoices and offers can be paid online using the eCommerce order system.



### Customer Registration

With the customer registration system users or customers can register themselves into a user group (for example a shop user group). It implements various account activation options like activation by email, like activation by SMS or activation by an administrator. The registration system can be freely applied to for example ecommerce order systems, forums and blogs.

### Customer login

The login system is used to authenticate users or customers, it implements several login functions like force SSL connections, post password by mail and an abuse blocking systems. The security system can be applied to any service, content or application freely. After authentication users or customers can for example access customer services, settings and information.

### Customer addresses

After authentication, customers can review and change their addresses using this module (for example invoice and shipping addresses). The addresses are used for example in the eCommerce order system.

### Customer settings

With the customer settings module, customers can review and change configuration settings that are used for example in the ecommerce, forums and mailing systems. This module is only accessible after authentication.

### Customer Orders

With this module customers can review, download and pay ecommerce orders online after authentication. This module shows for example orders states (paid, shipped, etc.) and order invoices.

### Customer Offers

The customer offers module enables customer to review, download, reject, accept and pay offers. This module shows for example offer prices and offer states (rejected, accepted, new offer).

### Customer RMA

RMA (return merchandise authorization or return material authorization) is a transaction whereby the recipient (customer or relation) of a product or service arranges to return defective goods to the supplier. The RMA procedure is stored in a database and the handling is fully automated online.

## **Customer Support**

This service enables a customer or relation to request support tickets online, an administrator or employee can reply to the requested support items. All support items are emailed to both parties and are stored in a database for further processing.