- **Is B2B (Business to Business) and B2C (Business to Consumer) required?**

- **Do you need to provide customer access for account info., entering requests for quotes, or other collaboration?**

— If B2B, are there any major ERP modifications to your Order Entry process?
— If B2C, are there any significant modifications to the Customer Entry process ?

- **Do you have customers calling your internal customer service team asking for information such as items, availability, pricing, shipping lead times, invoices, accounts receivable balances/aging, etc.?**

- **Do you have a web presence now?**

— If so, by who?
— Is your current site integrated with MD365?
— If so, is the integration managed by your eCommerce provider or another vendor?

- **How many item #s/SKUs do you sell and will they be listed on a possible site?**

- **How many orders do you process (or expect to process) per month?**

- **How long does it take to enter and fulfill an order on average?**

- **Are their special pricing rules in effect?**

— Consistent across all customers?
— Any special pricing for specific customers?
— Are all pricing scenarios in MD365?

- **Do you require pricing to be exposed only when logged into your site?**

- **Is online credit card authorization a requirement on your eCommerce site? If so - which Payment Gateway do you currently utilize?**

- **Is integrated shipping/rate quoting a requirement? What do you use to quote shipping rates?**

- **Do you currently or need to integrate with a Sales Tax Service? If so, which one?**

- **Do you require inventory availability information on your eCommerce site?**

- **Do you have any special requirements, such as upsell/cross-sell, store locators, coupon codes, automatic reorder, etc.?**