



SOFTWARE REVIEW '10

EYE ON OMS SYSTEMS

2010 ORDER MANAGEMENT SOFTWARE ROUNDUP

BY ERNIE SCHELL

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The hot topic in systems is the July 1 deadline for meeting the requirements of the Payment Card Industry Security Standards Council (PCI-SSC) and its Payment Application Data Security Standard (PA-DSS). But there is still much confusion with this issue.

According to the Data Security Standard, software vendors should have their systems reviewed by an officially certified qualified security assessor (QSA) to assure that the system meets all the required standards. If approved, the vendor may apply—and pay—for posting on the official PCI-DSS systems list.

If a system is hosted outside the merchant's facilities, it does not need to be PA-DSS-compliant, just PCI-compliant (which involves a similar but separate sort of testing, also by a QSA).

The ultimate goal is having direct merchants meet their PCI-compliance requirements. In theory, if the payment processing system the merchant is using is not officially listed, the merchant can't be compliant. But in practice, it might pass—so long as the system meets all PCI specifications. In the case of a security breach, though, if there is a nonlisted system

involved, the merchant is likely to face heavy fines and, potentially, the loss of its merchant account, i.e., the privilege of accepting credit card payments. (For more on PA-DSS, see "Security standards updates" in the May issue.)

Remember that PCI and PA-DSS standards are a minimum threshold. Smart vendors and merchants will see this whole business not so much as a burden, but as an opportunity to secure their data from thieves both outside and inside the company. That is a worthy goal, with the security standards providing a roadmap to its achievement.

On another note, a caveat regarding systems: Always check two things before signing a vendor's contract: 1) get positive proof that a "flexible report writer" will really let users produce the reports they need, and 2) be sure that there is adequate documentation for the system version you will be using. Simple enough, but absolutely essential.

As usual, the functional grades and ranks in the accompanying chart are based on the vendors' own input (with rigid ground rules). This enables you to see where the system providers believe their strengths lie. ●

Abison Comprehensive Commerce Suite

www.abison.com

Introduced: 2006 **Version:** 02/05/07 **Company:** Abison **Contact:** Scott A. Karlo, 888-877-3963, info@abison.com **Operating system:** Windows **Database:** SQL/MySQL **Open database connectivity:** any ODBC database **E-commerce database:** MySQL **E-commerce platforms integrated with:** MarketLive **Third-party manifesting systems:** UPS Worldship Auto XML, Shiptec, HarveySoft, Endicia/Dazzle, and any ODBC-compliant manifesting system **Credit card processors supported:** Paymentech, TransFirst, Authorize.net **Sales-tax systems supported:** any **Accounting packages integrated with:** Eagle by Activant **Other modules:** purchasing, personalization, BOM, content management **Updates:** media types can be linked to inventory items, support for customer product reviews on CCS Web, auto-submissions to third-party shopping search sites, site sear with auto-suggest, integrated templates for virtual catalogs, line-item level order verification, and a manager's dashboard

ASSISTCommerce Suite

www.assistcornerstone.com

Introduced: 1990 **Version:** 9.2 **Company:** Assist Cornerstone **Contact:** Brenda Hansen, 801-617-1102, bhansen@assistcornerstone.com **Operating system:** IBM OS/i5 **Database:** DB2 **Open database connectivity:** any ODBC database **E-commerce database:** PostGreSQL, MySQL, Oracle **E-commerce platforms integrated with:** Websphere **Third-party manifesting systems:** Varsity (all carriers) **Credit-card processors supported:** Chase Paymentech, Datawire (First Data), Verisign, USA e-Pay **Sales-tax systems supported:** Vertex **Other modules:** G/L, A/P, A/R, encryption (for PA-DSS compliance)

ActiveSeries

www.mnp-media.com

Introduced: 1996 **Version:** 4 **Company:** MNP Media **Contact:** Pierre D'Arbost, 302-798-0700, info@mnp-media.com **Operating system:** Microsoft **Database:** SLQ/Server **Open database connectivity:** any ODBC database **E-commerce database:** Commerce Server and a .net open source platform

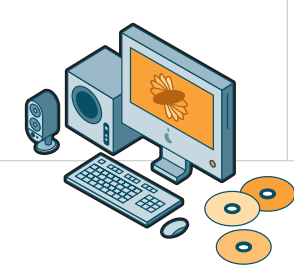
(WebActive) **E-commerce platforms integrated with:** Hybris, Magento, Commerce Server, Shop Creator plus 20 other types **Third-party manifesting systems supported:** Metapak, Endicia **Credit-card processors supported:** Commidea, Paymentech (U.S.), Secpay, Shift 4 for tokenization via Paymentech **Sales-tax systems supported:** Avalara **Accounting packages integrated with:** Sage, Pegasus, Platinum **Other modules:** PSM Active (global purchase supply management), WMS Active (dedicated direct WMS system), Data Analyser (data mining tool), WebActive (e-commerce platform). MNP has nearly 90 users in the U.K.; first U.S. site to go live in the third quarter

Avexxis

www.avexxis.com

Introduced: 1995 **Version:** 7.6 **Company:** Avexxis Corp. **Contact:** John Fink, 860-676-9006 x810, john.fink@avexxis.com **Operating system:** Windows, Unix, Linux **Database:** UniVerse **Open database connectivity:** SLQ/Server **E-commerce database:** ae2 (American Eagle) **E-commerce platforms integrated**

continued on page 34



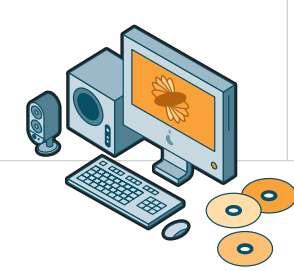
OPERATIONS & FULFILLMENT

SOFTWARE REVIEW '10

ABBREVIATIONS

- R = Replicated database
- X = See system summary
- P = Supported through partners
- F = Future
- UK = Users in the UK
- T = Use tokenization
- AW = Through APIs and Web services
- S = Some
- C = Custom
- AVG = Average
- I* = Requires "Integrator" module
- PRT = Partial
- L = Local delivery
- O (P) = Optional (Preferred)
- ST = See Text

SOFTWARE	staff			installs/user base														pa-dss					prices							
	Total staff	Programmers	Support staff	Total supported installs	Total installs on current version	Number with fewer than 12 users	Number with 12-24 users	Number with 25-50 users	Number with 51-100 users	Number with more than 100 users	Avg. orders per day	Percentage of b-to-b users	Percentage of b-to-c users	Percentage that sell to both	Percentage doing at least 10% retail	Percentage that are primarily e-commerce	Avg. number IT staff on site	Hosted solution	Have had compliance assessment	Applied for formal PA-DSS listing	PA-DSS compliant but not assessed	Will have formal compliance by what date?	Hosted solution, PCI compliance confirmed	Software installed less than \$15K	Software installed \$15K-\$25K	Software installed \$25K-\$50K	Software installed \$51K-\$100K	Software installed \$101K-\$250K	Software installed more than \$250K	Transaction-based fee pricing
Abison CCS	11	6	2	8	6	6	---	1	1	---	500	0%	10%	90%	100%	0%	1-2	O	Y	Y	---	2008	2010	10%	54%	---	36%	---	---	NA
ActiveSeries	27	7	10	89 UK, 1 US	74	12	38	29	8	2	2-3,000	15	80	5	75	95	3	N	T	NA	NA	NA	NA	0%	0%	0%	25%	60%	15%	NA
AssistCommerce Suite	19	7	7	55	3	2	6	38	12	7	2000	25	75	80-90	20	10	2-3	O	Y	Y	Y	4/10	NA	0	0	0	35%	35%	30%	NA
Avexxis	20	15	8	66	21	3	9	17	34	3	500	0	90	10	0	0	1	Y	Y	N	N	7/10	NA	---	---	---	AVG	---	---	NA
Celerant Command Retail	75	18	25	270	175	82	39	40	100	14	NA	90	5	5	100	3	2+	O	Y	Y	NA	NA	NA	---	---	---	AVG	---	---	NA
CIO Direct	6	5	0	200P	All	80	20	---	---	---	NA	20	60	20	80	50	0	Y	N	N	Y	NA	Y	AVG	---	---	---	---	---	50¢-15¢
Commerce Management System	15	3	6	250	250	124	89	25	12	0	70-100	20	70	10	10	30	1	N	Y	Y	NA	4/10	NA	60%	20%	15%	5%	---	---	N/A
CORESense	50	12	3	75	70	35	25	5	3	2	600	20	80	20	100	70	0-1	O	PCI	NA	NA	NA	3/10	---	54%	30%	10%	4%	2%	25¢
CWDirect	600	115	35	85	70	NA	NA	NA	NA	NA	NA	5	80	15	60	15	2-5	O	Y	Y	NA	2009	NA	0	0	0	15%	50%	30%	5%
CWSerenade	500	115	35	4	4	NA	NA	NA	NA	NA	NA	0	80	20	50	50	2-3	Y	Y	Y	NA	2009	NA	---	---	---	---	AVG	---	NA
Direct500	20	6	4	13	13	NA	NA	NA	NA	NA	50-2500	77	23	50	75	40	2	N	Y	Y	NA	2009	NA	---	---	---	AVG	---	---	NA
Directions	6	4	4	30	6	---	15	5	10	---	50-500	30	70	25	10	50	---	O	N	N	Y	6/10	6/10	---	---	30%	50%	20%	---	NA
Ecometry Commerce Suite	353	150	115	218	133	6	35	55	67	55	10,000	15	70	15	35	15	1-2	N	Y	Y	NA	NA	NA	---	---	---	---	AVG	---	NA
InOrder	24	8	10	36	36	10	10	13	3	0	2,000	25	55	20	65	75	1	N	Y	N	Y	5/10	NA	---	---	---	---	AVG	---	NA
Island Pacific Direct	55	14	6	4	2	0	4	0	0	0	NA	25	75	NA	100	NA	NA	Y	Y	N	Y	NA	NA	---	---	---	AVG	---	---	O
Junction Solutions	150	40	10	50	6	1	2	8	21	18	100-40K	20	60	20	80	15	10	O	Y	Y	NA	2009	NA	---	---	---	---	20%	80%	NA
MACH3	12	9	5	46	11	6	12	17	5	2	1,500	34	66	73	24	36	0.5	N	Y	Y	NA	5/10	NA	0%	0%	12%	63%	18%	7%	NA
Magstar Total Retail	30	12	12	30	4	3	6	10	8	3	NA	NA	70	30	90	5	1-4	N	Y	N	NA	3Q10	NA	---	---	---	AVG	---	---	NA
Mailware	13	2	4	2000+	200	1,500	400	100	NA	NA	500	35	50	15	25	75	1	N	N	N	Y	6/10	NA	---	AVG	---	---	---	---	N
MOM	58	8	27	3,873	3,412	2,866	581	270	154	2	100	20	60	20	10	40	1	N	Y	Y	NA	NA	NA	AVG	---	---	---	---	---	N
MOSP	35	5	6	95	24	15%	30%	25%	20%	10%	500	15	80	5	30	0	0-1	N	N	N	Y	7/10	NA	---	---	AVG	---	---	---	N
NaturalOrder	12	5	5	32	28	5	8	13	4	4	3,000	50	20	30	2	5	1	N	Y	N	Y	TBD	NA	0%	0%	0%	30%	60%	10%	NA
Omnic MCR	12	7	3	3	6	1	0	6	2	1	2,000	33	66	50	66	15	2	Y	Y	N	Y	4/10	NA	---	---	---	---	15%	85%	NA
OMX (Order Motion)	20	9	3	250	250	50	50	75	50	25	100-300	2	98	5	10	99	0-2	Y	Y	Y	NA	1Q10	Y	AVG	---	---	---	---	---	RB/TB
OpenMCR	4+	2	3	0	0	0	0	0	0	0	50-1,000	20A	40A	40A	30A	40A	NA	O	N	N	Y	4Q10	NA	---	---	AVG	---	---	---	NA
OrderPower!	14	10	2	55	45	12	13	13	12	5	2,000	10	25	20	60	0	0	O	U	N	Y	5/10	NA	---	---	---	AVG	---	---	NA
Response	5	2	2	625+	115	73	23	14	8	0	100-250+	12	88	40	10	25	1	N	Y	Y	NA	4/10	NA	70%	18%	9%	3%	0	0	NA
Sterling	2,475	670	NA	175	4	NA	NA	NA	NA	NA	1, MM+	55	45	NA	75	NA	NA	O	N	N	U	2Q10	Y	---	---	---	---	---	AVG	NA
Stone Edge Order Manager	19	4	12	1,500	1,000	NA	NA	NA	NA	NA	50-500	5	95	NA	NA	90	0-1	N	N	N	N	7/10	NA	AVG	---	---	---	---	---	NA
TernoVelocity	10	6	4	25	17	5	10	5	4	1	1-K	15	55	30	20	15	0.5-1	N	Y	Y	NA	NA	NA	---	17%	33%	33%	17%	---	NA
VuePoint	15	4	4	8	8	0	3	3	2	0	4,000	20	80	10	22	60	2	N	N	N	Y	7/10	NA	R	---	B	E	---	---	NA



OPERATIONS & FULFILLMENT

SOFTWARE REVIEW 10

ABBREVIATIONS

AW = Through APIs and Web services
 C = Can be customized
 F = Future
 L = Local delivery
 P = Supported through partners
 PRT = Partial
 R = Replicated database
 S = Some
 ST = See text

RANK

1 = We are a market leader here
 2 = We are competitive
 3 = Support basic functionality only
 % installed base using this
 1 = >90%
 2 = 75%-89%
 3 = 50%-74%
 4 = 25%-49%
 5 = <25%

KEY: Grade - Rank - % user base

GRADE
 A = This is a major strength of our application suite
 B = Above average in functionality and feature set
 C = We offer and support this in our application suite
 D = This is a minor element in our application suite
 E = We do not support this in our application suite

e-commerce

functionality

modular rankings

SOFTWARE	e-commerce				functionality										modular rankings									
	Integrated shopping cart	Complete e-commerce module	Shared database for call center and Web	Support for real-time Web order import	Display all SKU sizes/colors in DE	Fulfillment functionality	Support single inventory in multiple warehouses	Integrated manifesting	Supports non-U.S. addresses	Supports multiple currencies	Integrated accounting module	% of users with few/minor modifications	% of users with major modifications	Order entry/customer service	E-commerce	Contact/campaign management	Warehouse management	Fulfillment	Merchandise planning/forecasting	Customer database management	Marketing database/analytics	Retail management/POS		
Abison CCS	Y	Y	R	Y	Y	Y	Y	Y	Y	N	Y	0%	0%	A-1-1	A-1-1	B-2-1	B-1-1	B-2-1	D-3-0	A-1-1	A-2-1	C-NA-5		
ActiveSeries	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	95	5	A-1-1	A-1-1	B-2-1	A-2-1	A-1-1	A-2-4	B-2-1	A-1-4	E		
AssistCommerce Suite	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	60	40	A-1-1	A-1-4	A-1-1	B-2-1	A-1-1	C-2-5	A-2-1	B-2-3	D-3-5		
Avexxis	Y	Y	Y	Y	N	Y	Y	N	Y	N	Y	30	70	A-1-1	B-1-5	D-3-5	B-2-1	A-2-1	B-2-4	C-3-3	D-3-5	C-2-4		
Celerant Command Retail	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	40	60	A-2-4	A-1-4	D-3-NA	A-1-5	A-1-NA	B-2-NA	B-2-NA	B-2-NA	A-1-1		
CIO Direct	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	100	0	A-1-1	A-1-1	C-3-1	A-1-1	A-1-1	C-3-1	B-2-1	B-2-1	E		
Commerce Management System	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	85	15	A-1-1	A-1-2	A-1-1	B-2-3	A-1-1	C-3-5	A-2-2	A-2-3	B-2-3		
CORESense	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	60	40	A-1-1	A-1-1	B-2-1	B-2-1	A-1-1	B-2-1	A-1-1	B-2-1	A-2-2		
CWDirect	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	75	10	A-1-1	A-2-1	C-2-2	B-2-1	A-1-1	C-3-2	A-2-1	A-2-1	A-1-1		
CWSerenade	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	50	0	A-1-1	A-2-1	C-2-2	B-2-1	A-1-1	C-3-2	A-1-1	A-2-1	A-1-1		
Direct500	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	75	25	A-1-NA	A-1-NA	B-2-NA	A-1-NA	A-1-NA	A-2-NA	B-2-NA	A-2-NA	C-2-NA		
Directions	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	10	30	A-1-1	A-1-3	B-2-1	A-2-1	A-1-1	B-2-2	A-1-1	B-2-2	B-2-5		
Ecometry Commerce Suite	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	40	15	A-1-1	A-1-2	A-1-1	A-2-1	A-2-1	B-2-1	A-1-1	B-2-2	B-2-4		
InOrder	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	85	15	A-1-1	A-2-2	B-2-2	A-1-2	A-1-1	A-1-1	A-2-1	B-2-3	A-2-4		
Island Pacific Direct	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	0	A-1-1	B-2-4	A-2-2	A-1-1	A-1-1	A-1-3	B-2-2	B-2-2	A-2-4		
Junction Solutions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	80	20	A-1-1	A-1-4	A-2-1	B-2-1	A-2-1	B-2-2	A-2-1	B-1-3	A-1-5		
MACH3	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	80	20	A-1-1	B-2-1	B-2-2	A-1-1	A-1-1	B-2-2	A-1-1	A-2-1	A-2-4		
Magstar Total Retail	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	20	10	A-2-1	C-2-4	B-2-2	A-2-2	A-1-2	B-1-1	A-1-3	A-1-4	A-2-1		
Mailware	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	80	20	A-1-1	A-1-4	A-1-2	A-2-2	A-1-1	B-2-4	A-2-1	B-2-2	C-2-4		
MOM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	15	5	A-1-1	A-1-4	A-2-3	B-2-3	A-1-1	B-2-3	A-2-1	B-1-2	B-2-5		
MOSP	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	75	25	A-1-1	A-2-3	A-1-1	A-2-1	A-1-1	B-2-1	A-1-1	B-2-1	B-3-4		
NaturalOrder	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	90	10	A-1-1	B-2-5	B-2-1	A-2-1	B-2-1	C-2-2	A-1-1	A-1-1	C-3-5		
Omnic MCR	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	80	20	A-1-1	A-1-4	A-2-1	A-1-3	A-1-1	A-2-3	B-2-1	B-2-4	B-2-5		
OMX (Order Motion)	N	N	Y	Y	Y	Y	N	N	Y	Y	N	85	15	A-1-1	A-2-1	A-1-2	B-2-2	A-1-1	A-1-2	A-2-2	B-2-3	B-2-3		
OpenMCR	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	NA	NA	A-1-NA	B-2-NA	A-1-NA	A-1-NA	A-2-NA	B-S-NA	A-2-NA	A-1-NA	B-2-NA		
OrderPower!	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	75	25	A-1-NA	A-1-NA	A-2-NA	A-2-NA	A-1-NA	B-2-NA	A-1-NA	B-2-NA	E		
Response	Y	P	Y	Y	Y	Y	Y	Y	Y	N	Y	40	60ST	A-1-1	B-1-2	A-1-5	B-2-1	A-2-1	C-2-4	A-1-1	B-2-1	C-2-5		
Sterling	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	NA	NA	A-2-NA	A-1-NA	D-3-NA	A-1-NA	A-1-NA	E	D-3-NA	E	B-2-NA		
Stone Edge Order Manager	ST	N	Y	N	N	Y	N	Y	N	N	N	95	5	A-2-1	A-1-1	D-NA-4	C-2-5(E)	A-1-4	C-2-5	C-2-4	E	B-1-5		
TernoVelocity	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	60	30	A-1-1	A-1-3	B-2-5	B-2-3	A-2-1	B-2-3	A-1-1	A-1-2	A-2-4		
VuePoint	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	95	5	A-1-5	A-1-1	B-2-5	B-2-5	B-2-5	B-2-5	B-2-5	B-2-5	A-1-5		

OMS DIRECTORY

with: Yahoo, aspdotnetstorefront, Able-commerce **Third-party manifesting systems:** ClipperShip, Aristo, UPS, FedEx, USPS **Credit-card processors supported:** Paymentech, Global, Elavon, First Data **Sales-tax systems supported:** Taxware **Accounting packages integrated with:** Great Plains, Macola, Solomon **Other modules:** accounting **Updates:** total Web store integration, interactive reporting technology allowing data drill-down within all reports, and enhanced CRM functionality leveraging a singular view of multichannel customer activity and communication

Celerant Command Retail
www.celerant.com
 Introduced: 1999 Version: 6.1.3
 Company: Celerant Technology Group
 Contact: Michele Salerno, 718-605-7733 x141, msalerno@celerant.com
 Operating system: Any Database: SQL, Interbase **Open database connectivity:** any ODBC database **E-commerce database:** ColdFusion **E-commerce platforms integrated with:** NA **Third-party manifesting systems:** NA **Credit card processors supported:** Paymentech, PC Charge, most others **Sales-tax systems supported:** Avalara **Accounting packages integrated with:** QuickBooks, MAS 90/200, Great Plains **Updates:** Google and PayPal integration, abandoned-shopping-cart tracking, and a full customer management module

CIO Direct
www.ciotech.com
 Introduced: 2005 Version: A20100301
 Company: CIO Technologies Contact: Gunnar Fredlund, 805-898-2444, gunnarf@ciotech.com **Operating system:** Windows/MPE **Database:** MySQL, Image **Open database connectivity:** MySQL **E-commerce database:** NA **E-commerce platforms integrated with:** Ultracart, 1ShoppingCart, Yahoo, Informercial.TV, Zen Cart **Third-party manifesting systems:** integrated high-volume manifest for USPS with presorting, UPS WorldShip, FedEx SmartPost, Galaxy, UPS Mail Innovations **Credit-card processors supported:** Authorize.net, IC Verify, Transfirst, USAEAY, NetBilling **Sales-**

CORESense On-Demand Retail Management Software
www.coresense.com
 Introduced: 2000 Version: 5.15

tax systems supported: U.S. and Canadian **Accounting packages integrated with:** Peachtree, QuickBooks **Other modules:** Cross-docking, assembly, limited edition tracking, continuity, installment plans, drop-shipping, consignment inventory, container receiving **Updates:** new version of customer service to handle multiple campaigns, simplify daily processing, implement more payment processing alternatives, a new report database (MySQL), and multichannel commerce enhancements

CMS, Commerce Management System
www.newhavensoftware.com
 Introduced: 2006 Version: 7.0
 Company: Newhaven Software
 Contact: Tom Danner, 425-861-7120 x111, tedanner@newhavensoftware.com **Operating system:** Windows **Database:** Sybase iAnywhere SQL **Open database connectivity:** any ODBC database **E-commerce database:** a proprietary application developed with LAMP (Linux, Apache, MySQL, Perl) **E-commerce platforms integrated with:** Yahoo Store, 1ShoppingCart, Miva, etc. plus XML **Third-party manifesting systems:** Endicia.com, FedEx Ship Manager, UPS WorldShip, HaveySoft, ShipRush **Credit-card processors supported:** Transfirst (ePay), Authorize.net, MPS (Mercury Payment Systems) **Sales-tax systems supported:** Exactor **Accounting packages integrated with:** QuickBooks Pro, Peachtree (in dev.) **Other modules:** address validation, automated data imports, purchasing, product fulfillment staging, POS **Updates:** PA-DSS certification, percent discounts at line-item level, sale pricing/scheduled discounts, best-way shipping, order status uploads from CMS to your Website, enhanced catalog request processing, UPS Worldship XML integration, over 30 new and enhanced reports, and improved support for Yahoo stores, others

continued on page 38

SOFTWARE REVIEW '10

continued from page 37

Company: CORESense **Contact:** Chris Martin, 518-306-3043 x 3974, cmartin@coresense.com **Operating system:** Linux **Database:** MySQL **Open database connectivity:** NA **E-commerce database:** MySQL **E-commerce platforms integrated with:** NA **Third-party manifesting systems:** Endicia, HarveySoft, WindowBook, any **Credit-card processors supported:** Authorize.net, PPI **Sales-tax systems supported:** bundled tax rules **Accounting packages integrated with:** QuickBooks, Intaact, MAS **Other modules:** affiliate marketing, multichannel support, supply chain management, product catalog/digital asset management, complex product configurator, pricing/promotions management, Ebay auction management, phone order management, loyalty programs, gift certificates, customer-based pricing, house accounts, EDI, order life-cycle automation, Amazon seller integration, comparison shopping engines, and search engine optimization **Updates:** enhanced e-commerce Website building and management, role-based access control, customizable location and merchandise hierarchies, customer loyalty programs, in-house accounts, and tax-exempt customers

CWDirect

www.micros-retail.com
Introduced: 1994 **Version:** 13.0 **Company:** MICROS-Retail (formerly CommercialWare) **Contact:** Chris Sarne, 508-655-7500, info@micros-retail.com **Operating system:** OS400 **Database:** DB2 **Open database connectivity:** NA **E-commerce database:** MICROS-Retail eOne **E-commerce platforms integrated with:** Websphere, MICROS-Retail eOne, FRY OCP, ATG, MarketLive, Broadvision, others **Third-party manifesting systems:** ClipperShip, Agile Ship and ScanCode all standard, plus Pitney Bowes, Aristo, others **Credit-card processors supported:** Chase Paymentech, FDMS, PayPal through Cardinal Commerce, BillMeLater **Sales-tax systems supported:** Vertex **Accounting packages integrated with:** Great Plains, Lawson, JDA, PeopleSoft, Peachtree, Oracle, SAP **Other modules:** CWCollaborate (drop-shipping), CWLocate (multichannel item locator), CWValueCard (cross-channel gift card solution), CWStore (POS, Inventory Control, CRM), CWData/Analytics **Updates:** advanced promotion capabilities, enhanced freight methods, additional source code logic, support for additional PA-DSS standards, retail store

replenishment enhancements, new integrations for payment authorization and taxation, and further integration with the MICROS-Retail Suite to support cross-channel operations

CWSerenade

www.micros-retail.com
Introduced: 2007 **Version:** 2.5 **Company:** MICROS-Retail (formerly CommercialWare) **Contact:** Chris Sarne, 508-655-7500, info@micros-retail.com **Operating system:** Windows, AIX, HPUX, Linux, OS400 **Database:** SQL, DB2, Oracle, Sybase **Open database connectivity:** NA **E-commerce database:** MICROS-Retail's eOne-commerce **E-commerce platforms integrated with:** Websphere, MICROS-Retail eOne and FRY OCP, ATG, MarketLive, Broadvision, and others **Third-party manifesting systems:** ClipperShip, Agilesip, Malvern **Credit card processors supported:** Chase Paymentech, BillMeLater **Sales tax systems supported:** Vertex **Accounting packages integrated with:** Great Plains, Lawson, JDA, PeopleSoft, Peachtree, Oracle, SAP, QuickBooks **Other modules:** CWCollaborate (drop-shipping), CWLocate (multichannel item locator), CWValueCard (cross-channel gift card solution), CWStore (POS, Inventory Control, CRM), job scheduling, CWData/Analytics **Updates:** advanced RF functionality, advanced quotation functionality, customer order history enhancements, rewards program integration, advanced fulfillment options, enhanced e-mail capabilities, support for additional PA-DSS standards, new real-time operational dashboard with drill-down capabilities, enhanced integration for retail merchandise management, and further integration with the MICROS-Retail Suite

Direct 500

www.csiflorida.com
Introduced: 2005 **Version:** 7.3 **Company:** AccuPointe **Contact:** David Brannan, 704-283-0311, david.brannan@accupointe.com **Operating system:** Windows **Database:** SQL **Open database connectivity:** any ODBC database **E-commerce database:** Microsoft Internet Information Services, ASP.Net **E-commerce platforms integrated with:** NA **Third-party manifesting systems:** Starship (integrated), Worldship, ClipperShip **Credit-card processors supported:** Paymentech, Litle, Sage Payment Solutions, Paypal, Transfirst, all processors supported by PCCharge

Sales-tax systems supported: proprietary **Accounting packages integrated with:** NA **Other modules:** HR, payroll, manufacturing, contact management, fixed asset accounting, project accounting **Updates:** add-on module to MAS500, a corporate gift module for both call center and e-store, fundraiser module for managing fundraiser campaigns for nonprofits, and a new fulfillment module to include boxing logic and integration to UPS, FedEx and USPS for actual freight calculations in the call center and e-store shopping cart

Directions Fulfillment System

www.peppler.com
Introduced: 1984 **Version:** 11 **Company:** Peppler & Associates **Contact:** Patrick Peppler, 847-382-6866, pat@peppler.com **Operating system:** IBM iSeries, Windows 2003 Server, Apache **Database:** DB2 **Open database connectivity:** any ODBC database **E-commerce database:** Apache/Directions **E-commerce platforms integrated with:** NA **Third-party manifesting systems:** HarveySoft, FedEx Server, FedEx Web Services, UPS WorldShip **Credit-card processors supported:** First Data, Litle, Chase Paymentech, Verisign, Global Payment Systems, Nova, CyberSource **Sales-tax systems supported:** all states **Accounting packages integrated with:** Directions Financial Systems integrated, interfaces to MAS90, MAS500, BPICS **Other modules:** e-mail campaign management, payables, receivables, financial reporting (P&L, balance sheet, journals) **Updates:** call center order entry is browser-based with integrated address verification

Ecometry Commerce Suite

www.escalateretail.com
Introduced: 1990 **Version:** 10.0 **Company:** Escalate Retail **Contact:** Charlene Smith, 561-454-4233, csmith@escalate.com **Operating system:** Window, UNIX **Database:** SQL 2005, Oracle **Open database connectivity:** any ODBC database **E-commerce database:** Ecometry offers native real-time integration to its own Java and .NET e-commerce platforms **E-commerce platforms integrated with:** Blue Martini, ATG, Websphere, MarketLive, Demandware **Third-party manifesting systems:** NeoPost, ClipperShip, Pitney Bowes, et. al. **Credit-card processors supported:** Chase Paymentech, Fifth Third Bank, First National Merchant Solutions, First Data, NPC, Litle & Co, Transfirst and

RBS Lynk **Sales-tax systems supported:** Vertex **Accounting packages integrated with:** Great Plains, Lawson, Oracle, SAP, Multiview, GTS, QuickBooks, PeopleSoft, and others **Other modules:** CRM, guided selling, assembly, gift registry/wish list, correspondence, installment billing/continuity/standing order, assembly, wireless warehouse, gift cards **Updates:** m-commerce support (m-commerce rapid launch program), eBillMe interface, user-defined holds, chargeback maintenance and fraud control, enhanced refund management, customization filters, and one-use-only promotion codes

InOrder

www.morsedata.com
Introduced: 2000 **Version:** 7.4 **Company:** Morse Data Corp. **Contact:** Sales Dept., 888-667-7332, sales@morsedata.com **Operating system:** Windows 2008 Server **Database:** SQL/Server **Open database connectivity:** any ODBC database **E-commerce database:** .NET, ADO/ASP, Java Script **E-commerce platforms integrated with:** Yahoo Store and proprietary **Third-party manifesting systems:** Malvern Systems, Pitney Bowes Ascent, Kewill ClipperShip, Endicia, GMS Globalsoft **Credit-card processors supported:** TransFirst, Paymentech Orbital Gateway (real-time Internet), Authorize.Net, Signio Verisign, IC Verify, Credit Now, Litle, First Data **Sales-tax systems supported:** CCH ZipSales Tax Data Service **Accounting packages integrated with:** Great Plains, Peachtree, QuickBooks, Oracle Financials, MAS **Other modules:** job cost, subscriptions, continuity, personalization, loyalty program, list management, warehouse management, commissions, royalties, purchasing, A/P, A/R **Updates:** user-defined hierarchies for Website drill-down to products; completely integrated RF handheld terminals for receiving, put away, and picking; inventory cost tracking, PayPal integration, installment billing, kitting, gift certificates, and a MOM conversion tool

Island Pacific Direct

www.islandpacific.com/
Introduced: NA **Version:** 3.2 **Company:** Island Pacific **Contact:** Jim Phillips, 949-476-2212, info@islandpacific.com **Operating system:** IBM iSeries **Database:** DB2 **Open database connectivity:** any ODBC database **E-commerce platforms integrated with:** Websphere Commerce Suite **Credit-card processors supported:**

Paymentech, FNBO, others **Accounting packages integrated with:** various

Junction Solutions for Multichannel Retail

www.junctionsolutions.com
Introduced: 2003 **Version:** 2009 **Company:** Junction Solutions **Contact:** Chris Hafenschner, 314-378-4578, chafenschner@junctionsolutions.com **Operating system:** Microsoft Dynamics/AX **Database:** SQL/Server 2008 **Open database connectivity:** SQL/Server, Oracle, Linux **E-commerce database:** Junction E-commerce On Demand **E-commerce platforms integrated with:** MS Commerce Server, MarketLive, Demandware, Venda, ATG, Starship, ProShip, Clippership, ConnectShip **Credit-card processors supported:** Chase Paymentech, FDMS, Fast Transact, DataCash **Sales-tax systems supported:** Vertex, CCH **Accounting packages integrated with:** Dynamics/AX (integrated), Great Plains, Peoplesoft, JDEdwards **Other modules:** telemarketing, CRM, manufacturing, supply chain management, financials, HR, workflow, role-based menus/dashboards, document management, task recorder, BI/dashboards

MACH3

www.machsoftware.com
Introduced: 2006 **Version:** 2.5 **Company:** Data Management Associates **Contact:** Larry Maher, 800-660-1275, x204, lmaher@machsoftware.com **Operating system:** MSNT 2003/8, AIX, RedHat LINUX **Database:** IBM UniVerse 11.2 **Open database connectivity:** any ODBC database **E-commerce database:** Faircom C-tree, IBM Redback, Web Services **E-commerce platforms integrated with:** DminSite, SiteForm, SitesNow, et. al. **Third-party manifesting systems:** Kewill, Pitney Bowes, NeoPost, Malvern, ClipperShip, WorldShip, Harvey, RateLinx, WindowBox **Credit-card processors supported:** PPI **Sales-tax systems supported:** NA **Accounting packages integrated with:** Great Plains, MAS2000, SBT, QuickBooks **Other modules:** Web-based query tools, personalization, gift certificates/messages, integrated fax/e-mail, continuity, club membership, manufacturing, CRM Web Access **Updates:** updated Touch Screen POS, wireless RF warehouse management system, upgraded scan check and manifesting to reflect box count and box inventory, integrated with Skipjack

for better PA-DSS and PCI certification and options for user-controlled BI

Magstar Total Retail

www.magstarinc.com
Introduced: 1985 **Version:** 7x **Company:** Magstar **Contact:** Contact Harold Cameron, 877-332-3335, x229, hcameron@magstarinc.com **Operating system:** Linux **Database:** APPGEN, SQL **Open database connectivity:** any ODBC database **E-commerce database:** any via APIs **E-commerce platforms integrated with:** Truition, Novator **Third-party manifesting systems:** NA **Credit-card processors supported:** SDG, Tender Retail, Monetra, Microtrax **Accounting packages integrated with:** Lawson, Great Plains, AccPac **Updates:** integrated SQL Business Intelligence Dashboard, Intelligence Mobile (Wireless) POS, and the TOTAL Warehouse Management Application

Mailware Multi Channel Manager

www.mailware.com
Introduced: 1995 **Version:** 2010 **Company:** Core Technologies **Contact:** Bruce Kowkabany, 866-624-5927, x912, bruce@core-tech.com **Operating system:** Windows **Database:** DBISAM, SQL **Open database connectivity:** any ODBC database **E-commerce database:** NA **E-commerce platforms integrated with:** Amazon, eBay, Magento, Volusion, Buy.com, Fulfillment by Amazon (FBA), Yahoo, Monster Commerce, Mailware Web, OSCommerce, others **Third-party manifesting systems:** UPS Worldship, Endicia **Credit-card processors supported:** PC Charge, XCharge, PCAuthorize, ICVerify, Authorize.Net, many gateways **Accounting packages integrated with:** QuickBooks **Other modules:** multichannel management **Updates:** enhanced assemblies, and enhanced drop-ship PO creation with ability to edit created POs. Now supports Amazon, Yahoo, eBay and other e-stores, retrieving orders and uploading new products, product changes and order status using each store's API or Mailware-supplied developer kits

Mail Order Manager (M.O.M.)

www.dydacomp.com
Introduced: 1986 **Version:** 7 **Company:** Dydacomp **Contact:** Robert Coon, 800-858-3666, x231, rob@dydacomp.com **Operating system:** Windows **Database:**

VFP/SQL **Open database connectivity:** any ODBC database **E-commerce database:** ASP **E-commerce platforms integrated with:** YahooStore, eBay, Amazon, MIVA, Shopsite, Channel Advisor, StoreFront, SitelINK **Third-party manifesting systems:** Harvey CPS, Endicia **Credit-card processors supported:** Vital, FDC Nashville, Paymentech, Nova, NDC Global Payments, FDC Omaha, Lynk, Concord, First Data **Sales-tax systems supported:** US, UK, Canada **Accounting packages integrated with:** QuickBooks, Peachtree, Great Plains, Business Works, Microsoft Small Business accounting **Other modules:** address correction, third-party e-commerce, third-party marketplaces, SEO, drop-shipping with EDI, advanced reporting, gift cards **Updates:** now includes detailed data transfer to QuickBooks, mobile access, a pre-manufacturing module, and an advanced reporting module

Mail Order Software Plus

www.datamann.com
Introduced: 1980 **Version:** 18.00 **Company:** Datamann **Contact:** Bill Musty, 800-451-4263, x. 312, info@datamann.com **Operating system:** AIX/UNIX **Database:** Indexed Vision **Open database connectivity:** any ODBC database **E-commerce database:** Emosp (SmallTalk) **E-commerce platforms integrated with:** Windows-based **Third-party manifesting systems:** all major systems **Credit-card processors supported:** Paymentech, Litle, FNMS **Sales-tax systems supported:** internal **Accounting packages integrated with:** ABS **Updates:** enhanced EDI processing, new options for assigning default ship methods to an order, new options for order discounts, and additional modifications required for PA-DSS certification

Natural Order

www.naturalsol.com
Introduced: 1999 **Version:** 9.4 **Company:** Natural Solutions **Contact:** Tyce McIntosh, 317-596-1215, x 204, tmcintosh@naturalsol.com **Operating system:** Windows or Vista workstations, Windows 2003/2008 Server **Database:** SQL/Server **Open database connectivity:** any ODBC database **E-commerce database:** Microsoft Windows Server 2003/2008 **E-commerce platforms integrated with:** CommerceV3 **Third-party manifesting systems:** Kewill, NeoPost, Harveysoft, Pitney Bowes, ClipperShip, UPS/FedEx/
continued on page 40

SOFTWARE REVIEW '10

continued from page 39

DHL **Credit-card processors supported:** Paymentech, Auric, Transfirst, et. al. **Sales-tax systems supported:** Avalara **Accounting packages integrated with:** Macola **Other modules:** financials, manufacturing **Updates:** improved product and address searches; customer service and order entry enhancements; inventory additions; personalization module; modules for Midco Call Center interface and additional CommerceV3 interfaces

Omnicra MCR for Microsoft Dynamics AX

www.omnicra.co.uk

Introduced: 2008 **Version:** 5.1.9 **Company:** Omnicra **Contact:** April Merrill, 877-761-9990, info@prosourcedev.com **Operating system:** Windows **Database:** SQL/Server **Open database connectivity:** any ODBC database **E-commerce database:** ASP.NET **E-commerce platforms integrated with:** Classic ASP, PHP **Third-party manifesting systems:** Kewill **Credit-card processors supported:** SagePay, Paymentech **Sales-tax systems supported:** CCH **Accounting packages integrated with:** SAP **Other modules:** manufacturing, supply chain management, accounting, HR management, online supplier collaboration, mobile applications

OMX

www.ordermotion.com

Introduced: 2008 **Version:** 2.0 **Company:** OrderMotion **Contact:** Marty Fahey, 877-775-3900, marty@ordermotion.com **Operating system:** Windows Advanced Server 2003 (hosted) **Database:** SQL/Server 2005 **Open database connectivity:** NA **E-commerce database:** NA **E-commerce platforms integrated with:** Magento, Yahoo!, Amazon, Proprietary, Modular Merchant **Sales-tax systems supported:** StoreFront, Demandware, MarketLive, OSCommerce, etc. **Third-party manifesting systems:** UPS, FedEx, USPS **Credit card processors supported:** Litle, MerchantWarehouse, Orbital (Paymentech), CyberSource, Authorize.net, VeriSign, USA ePay, Verifi, etc. **Accounting packages integrated with:** QuickBooks, Great Plains, Epicor MAS90, Oracle, et. al. **Other modules:** e-mail and DM campaign management, continuity analytics, order source analysis **Updates:** an ad-hoc reporting system with subscription capabilities, a media analysis module, personalization engine, expanded analytics for continuity management, customer self-service of continuity programs, bad debt workflow

tools for collections, 20-plus new APIs for data access, an automation engine to manage and schedule timing of data in and out, upgraded hardware infrastructure and fulfillment order processing

OpenMCR

www.openmcr.com

Introduced: 2009 **Version:** 3.5 **Company:** OpenMCR **Contact:** Mike Elder, 303-886-3129, mike@openmcr.com **Operating system:** Windows, Linux, or hosted option **Database:** Oracle **Open database connectivity:** any ODBC database **E-commerce database:** Compiere **E-commerce platforms integrated with:** NA **Third-party manifesting systems:** any (negotiating with ProShip as default) **Credit-card processors supported:** multiple **Sales-tax systems supported:** proprietary, or Vertex, Taxware **Accounting packages integrated with:** NA **Other modules:** full ERP, manufacturing, purchasing, project accounting **Updates:** new "open source" system (programmable/customizable) by users, built on Compiere Professional, featuring automated upgrade technology, multilanguage support, workflow management, role-based security (at field level), online help and audit controls, and a services-oriented architecture

Order Power!

www.csiflorida.com

Introduced: 1995 **Version:** 4.2 **Company:** Computer Solutions **Contact:** Ernie Smith, 305-558-7000, Ernie_Smith@CSIFlorida.com **Operating system:** OS/400 **Database:** DB2 **Open database connectivity:** any ODBC database **E-commerce database:** Apache **E-commerce platforms integrated with:** any **Third-party manifesting systems:** ClipperShip, Logistics Pro, Worldship **Credit-card processors supported:** Paymentech, Transfirst, PC-Charge, PayPal **Sales-tax systems supported:** Independent Systems **Accounting packages integrated with:** J.D. Edwards, MAS500 **Other modules:** G/L, A/P, A/R, work orders, activity tracking **Updates:** enhanced warehousing, boxing logic, Web store, and PayPal integration

Response

www.colinear.com

Introduced: 1999 **Version:** 10.1 **Company:** CoLinear Systems **Contact:** Val Sanders, 800-265-4632, sales@colinear.com **Operating system:** Windows 7/Vista/XP **Database:**MS/SQL **Open database con-**

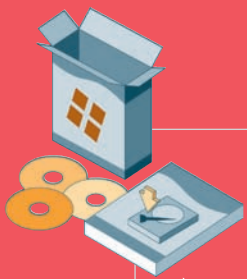
nectivity: MS/SQL, Oracle **E-commerce database:** CommerceV3 **E-commerce platforms integrated with:** Apache, IIS, Commerce Server, et. al. Channel Manager XML Web-services engine configurable for most shopping carts (YahooStores, Magento, Volusion, ASPDotNetStoreFront, Miva, X-Cart, MMLive, etc.) **Third-party manifesting systems:** Any ODBC-compliant manifest system **Credit-card processors supported:** Chase Paymentech, Litle, TransFirst, Nabanco, Orbital, Authorize.net, etc. **Sales-tax systems supported:** Avalara, Vertex, Taxware, DPI (for reporting/remittance) **Accounting packages integrated with:** Peachtree, Great Plains, QuickBooks, MAS 500, Macola, Accpac, et. al. **Other modules:** telephony/PBX interface/reverse phone lookup, outbound telemarketing/Lead management, assembly, CASS addressing; advanced item personalization, Web-based customer self-service, Amazon and Yahoo Stores integration, Magento integration, continuity, others **Updates:** channel manager for multiple third-party Websites, continuity and outbound sales enhancements, b-to-b contact management, product workflow/staging, Web services for gift cards

Sterling Selling and Fulfillment Suite

www.sterlingcommerce.com

Introduced: 1998 **Version:** 9.0 **Company:** Sterling Commerce **Contact:** Malathi Malla, 650-377-4585, Malathi_Malla@stercomm.com **Operating system/Database:** Apache/Tomcat/Linux talking to Oracle database and IIS/BEA WebLogic/Windows talking to MS SQLServer database (configurations with IBM WebSphere, Sun Solaris, IBM AIX, HP-UX, and DB2 are also supported) **Open database connectivity:** any ODBC database **E-commerce database:** Tomcat, BEA, Solaris **E-commerce platforms integrated with:** NA **Third-party manifesting systems:** Pier Bridge **Credit-card processors supported:** via Gateway **Sales-tax systems supported:** third party **Accounting packages integrated with:** SAP, Oracle, JDE, Lawson. Sterling Selling and Fulfillment Suite allows companies to create a consistent, unified buying experience across all channels: Web, store, call center, and field sales **Updates:** broadened e-commerce capabilities for the store and call center channels to enable companies to order from anywhere, fulfill from anywhere

continued on page 47



SOFTWARE REVIEW '10

continued from page 40

Stone Edge Order Manager

www.stoneedge.com

Introduced: 2000 **Version:** 5.912 **Company:** Stone Edge Technologies **Contact:** Barney Stone, 610-994-3699, x111, barney@stoneedge.com **Operating system:** Windows **Database:** MS Access, SQL/Server **Open database connectivity:** any ODBC database **E-commerce database:** NA **E-commerce platforms integrated with:** Integrates with more than three dozen shopping carts and sales channels, plus has an API for generic XML interfaces **Third-party manifesting systems:** any ODBC-compliant system **Credit-card processors supported:** Authorize.net, CyberSource, ECHO Inc., Jet Pay, LinkPoint, Payflow Pro, PC Charge, ProTX, QuickBooks Merchant Services, SkipJack, USAePay, Yahoo/First Data (for Yahoo merchants) **Sales-tax systems supported:** Avatax **Accounting packages integrated with:** QuickBooks **Other modules:** multichannel integration; e-mail merge, notes and task management **Updates:**

include support for Avalara's sales tax system, Bronto e-mail marketing, advanced custom fields, and new configuration options for performance improvements and usability

TernoVelocity

www.terno.com

Introduced: 1999 **Version:** 14.0 **Company:** Terno & Associates **Contact:** Jeff Moliterno, 330-629-7004, jeff@terno.com **Operating system:** Windows, UNIX, Linux **Database:** IBM UniVerse **Open database connectivity:** ODBC and SQL-compatible databases **E-commerce database:** IIS, CommerceServer, Open Source, SQL, XML **E-commerce platforms integrated with:** IIS, CommerceServer, LAMP (Linux, Apache, MySQL, Perl), Redback Middleware interfaces to any **Third-party manifesting systems:** ClipperShip, UPS Worldship, FedEx Powership, Harvey Software, Malvern, Aristo, StarShip, SPSS, any ODBC compliant **Credit-card processors supported:** Chase Paymentech, ICVerify, CMS FirstData **Sales-tax systems sup-**

ported: U.S. and Canada **Accounting packages integrated with:** NA **Other modules:** pick/pack productivity, bill of materials **Updates:** real-time Web interface has been enhanced, along with improvements in retail/POS functionality for a more integrated approach to viewing real-time data in stores

VuePoint

www.onevue.com

Introduced: 2007 **Version:** 2.2 **Company:** OneVue **Contact:** Rod Anderson, 440-394-9422, x705, sales@onevue.com **Operating system:** Win32 **Database:** Progress **Open database connectivity:** any ODBC database **E-commerce database:** OpenEdge **E-commerce platforms integrated with:** NA **Third-party manifesting systems:** NA **Credit-card processors supported:** most via Shift4 **Sales-tax systems supported:** proprietary **Accounting packages integrated with:** QuickBooks, plan for MAS90 **Updates:** now certified with Shift4's 4Go (and i4Go) tokenization so it no longer ever touches credit card data ●

