

# Introducing IM-XML

XML is the latest standards-based Internet technology for electronic commerce. Ingram Micro has deployed the IM-XML product to deliver high-performance systems connectivity previously only available using proprietary technology.

Using IM-XML, business partners connect directly and in real-time to Ingram Micro's world-class inventory and distribution platform, IMpulse. IM-XML automates business transactions such as price catalogue updates, availability checks and ordering, with the flexibility to adapt quickly to new situations and support new processes.

## Product Highlights

- ⊙ Real-time functionality
- ⊙ Low-cost Internet connectivity
- ⊙ Multi-country support, using IM-XML Secure transmission
- ⊙ Flexible technology for rapid solutions development



## Benefits of using IM-XML

IM-XML provides upstream and downstream connectivity for Ingram Micro vendors and resellers. It is a cost-effective choice for supply chain automation, telesales applications and e-commerce solutions. Major product benefits include:

- ⊙ Automation of routine transactions eliminates the need for double data entry, lowering staffing costs and reducing input errors.
- ⊙ Real-time allocation of product eliminates uncertainty over order status, allowing customer expectations to be set accurately and met every time.
- ⊙ On-line delivery status information means orders can be tracked from factory to end user, providing the highest standards of customer convenience.
- ⊙ Real-time cost information drives up-to-the-second pricing, keeping the supply chain competitive and the final customer satisfied.
- ⊙ As standards-based Internet technology, XML is ideal for complex multi-partner supply channels and fast-changing business environments.

## IM-XML Functionality

- ⊙ Price and availability enquiry on up to 50 SKUs at one time.
- ⊙ Fulfillment order entry.
- ⊙ Order line entry.
- ⊙ Comment line entry.
- ⊙ Order status enquiry.
- ⊙ Order modification and release.
- ⊙ Dynamic messaging on packing slips (in countries where personalized delivery is available).
- ⊙ Price and availability enquiry from reserved inventory.
- ⊙ Order line entry from reserved inventory.



# Getting Started

- ⊙ Software licence order entry for direct ship to end user.
- ⊙ Serial number retrieval for shipped parts.
- ⊙ Shipment track-and-trace number enquiry for shipped orders.
- ⊙ Back order cancellation.
- ⊙ Open order line cancellation.

## Partner Requirements

The IM-XML solution is set up as a client application on the business partner's system. Any application that can create, post and read XML response documents over the Internet can use the system.

## Technical Requirements

A dedicated XML webserver is recommended in order to maintain a consistent level of service.

## Implementation

Ingram Micro will deliver the IM-XML material to the reseller free of charge.

Ingram Micro will supply, via a password protected web site, the following development materials:

- ⊙ IM-XML Schemas: the technical, machine-readable definitions of each supported transaction.
- ⊙ IM-XML Transaction Layouts: Human-readable transaction definitions.
- ⊙ IM-XML Test Plan: the recommended trading partner test plan.

## Primary Contacts:

*Resellers should contact their Ingram Micro sales representative or eSolutions consultant for further details about IM-XML.*

*Alternatively email to [eSolutions@ingrammicro-europe.com](mailto:eSolutions@ingrammicro-europe.com) for more information.*



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