

CLOUD-BASED MULTI-BUSINESS-TO-BUSINESS (B2B) MANAGEMENT SYSTEM AND METHOD THEREFOR

Field of the Invention

[0001] The present invention relates to a cloud-based B2B platform. Specifically,
5 the present invention relates to cloud-based multi-or infinite-level B2B management system and a method for collaborative transactions.

Background

[0002] Conventional and traditional business-to-business (B2B) dealings involve many human efforts and times to succeed transactions. It often requires involvements of
10 personnel from several departments to coordinate with each others, and most often than not, other their parties, such as logistic providers, or outside contractors. In each transaction, there are also paper works, which are to be exchanged within parties for considerations. The option for customer to deal/trade with suppliers is typically limited.

[0003] B2B transactions are very much different from the consumer-based
15 transactions that are relatively straightforward. B2B usually involves committees of peoples in an organization and the decisions in committing a transaction would require different considerations resulting in a complex workflow. Thus, the decision-making process for B2B products is usually much longer than in B2C, and it has to be carried out manually between two entities.

20 **[0004]** In reality, one transaction or transaction request often requires involving more than one entity, and sometime, multiple-chains of entities, which makes it far more

complicated and time consuming to coordinate between entities, sometime, crossed entities.

[0005] In the conventional B2B transactions, they are always treated as distinct and independent transactions, in which, it requires experienced and organized personnel to manage the transaction under the same project properly. Such project can be difficult to manage when the same project is required to be split into sub-projects, and some even further requires multi-sub-projects.

Summary

[0006] In accordance with one aspect of the present invention, there is provided a cloud-based multi-B2B system for processing an inbound request to render one or more outbound request to multiple-providers. The system is capable of receiving inbound request through any form, physical or electronic, structured or unstructured through any available communication channels. The inbound request is then being processed and rendered in to a structured digital format for further processing.

[0007] The processed inbound request is then validate over at the B2B system, automatically or manually or both. The validated inbound request is then processed through a rule-based processor to render one or more outbound requests for sending to the corresponding providers according to the providers' profiles. The offerings may be goods or services or both. The outbound requests may also be sent in various forms through any communication channels available.

[0008] The system further provides an ERP integrator, for integrating all types of proprietary ERP system with the present B2B system, such that the inbound and outbound can be processed accordingly in a cross-platform environment.

[0009] The platform is also adapted for collaborating multi-B2B transactions.

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Brief Description of the Drawings

[0010] **FIG. 1** illustrates a schematic diagram of a multi-B2B system in accordance with an embodiment of the present invention;

[0011] **FIG. 2A** illustrates a general workflow carries out through the multi-B2B system in accordance with an embodiment of the present invention;

10 [0012] **FIG. 2B** exemplifies a screen layout intended for the system in accordance with an embodiment of the present invention;

[0013] **FIG. 3** illustrates overall transaction flows of the multi-B2B system **300** in accordance with an embodiment of the present invention;

[0014] **FIG. 4** is an extended illustration of the overall transaction flows of **FIG. 3** in
15 accordance with an embodiment of the present invention; and

[0015] **FIG. 5A** and **FIG. 5B** exemplify a process flow of a project in accordance with an embodiment of the present invention.

Detailed Description

[0016] Embodiments of the present invention shall now be described in detail,
20 with reference to the attached drawings. It is to be understood that no limitation of the

scope of the invention is thereby intended, such alterations and further modifications in the illustrated device, and such further applications of the principles of the invention as illustrated therein being contemplated as would normally occur to one skilled in the art to which the invention relates.

5 **[0017]** It is therefore an objective of the present invention to provide a scalable and costs effective system and method for dealing with multi-business-to-business (B2B) transactions. More specifically, it provides a cloud-based Enterprise Resource-Planning (ERP) platform that is able to handle multi-B2B transactions. It is a unified platform that brings together SME buyers and OEM suppliers, among others for infinite collaboration
10 and transaction through the unified platform. Preferably, the present invention is provided over a cloud based Platform as a Service (PaaS) allowing the users to transact effectively and efficiently. It is understood that the users are generally corporate user, whereby one or more person-in-charge within the corporate organization of the corporate user may access the platform, but any individual user is also possible. In one
15 embodiment, the system includes order processing, logistic coordination, document flow management, and payment means. With the present system and method, it can effectively enable collaborations between customers, suppliers and distribution channels globally through the cloud-based deployment. The system and method automates most, if not all, of the tasks that are traditionally handled manually.

20 **[0018]** Specifically, the multi-B2B means that the system allows a transaction to involve a chain of business entities for business to business to business and so on (B2B2B....), i.e. multi-B2B, for as long as it requires closing the transaction. In another embodiment, the multi-B2B may even evolve into a tree structure or a hierarchical structure. For example, Business A initiates a transaction by requesting, via open, an

RFQ to the other business users through the present platform. The tender specify the requirement X, Y and Z to complete the tendering project. Business B may respond with its interest in tendering that project and the same time requesting Business C for supplying the requirements Y and Z, and Business C may further seek Business D and Business E for supplying the same, so on and so forth. Eventually, Business C may accept the supply for requirement Y and Z from Business E only, and in turn, Business C supplies the same to Business B, and with Business B supplying the requirement X itself, Business B accept the transactions from Business A to supply X, Y and Z. In one embodiment, depending on the requirements, the platform of the present invention may configure each independent transaction between the business entities to be hidden from to another. Alternatively, the transactions (or partially thereof) between the business entities may be configured to be transparent to each related business entities.

[0019] For the purpose of this application, it is understood to a skilled person that the embodiments of the present invention is adapted to provide a multi-B2B management system allowing users or business entities to carry out B2B transactions under the same cloud-based platform. In the context of this application, a multi-B2B transaction refers to a transaction or a project by one business entity that can be divided into sub-transaction or sub-project under another business entity, each of the sub-transaction or sub-project may further be divided in a multi-level manner.

[0020] Under the system and method offered by the present invention, it is possible that all transactions are done under a paperless environment. The system provide a quick and efficient module for handling purchase requisitions, and the system automatically notify the relevant personnel or person-in-charge to look into it through an

automated approval workflow module, thus allowing changes, modifications and approvals can be carried out seamlessly, even remotely, in real time.

[0021] There is also provided a centrally managed module for recording all the transactions and provide a complete report for the recorded requisitions, items purchased, orders processed and payments made. It improves spend visibility, account accuracy, payment schedules and etc. Accordingly to an embodiment, all orders are pre-approved which can be taken as purchase order (PO), which in turn cuts down the repeated/duplicate processing in rendering invoices.

[0022] Desirably, the system and method aim to reduce errors, decrease cost per order, improve process transparency, accelerate order processing, increase processing and etc.

[0023] FIG. 1 illustrates a schematic diagram of a multi-B2B system in accordance with an embodiment of the present invention. The system includes an inbound processor 102, an intelligent capturer 104, a rule-based processor 106, an ERP integrator 108, an outbound processor 110 and an archive and audit module 112. The inbound processor 102 is adapted as a gateway for receiving inbound requests that can come in any means. The request can come in by email, faxes, online form, handwritten document or any known means, physical or digital form. These requests are then handled by the intelligent capturer 104 and processed into machine-readable data. The rule-based processor 106 then processes the machine-readable data to extract the required information therefrom based on sets of pre-defined rules. The extracted data is then stored on the system accordingly in a prescribed structured manner.

[0024] The ERP integrator **108** is a universal application connector, integrating all proprietary ERP systems already deployed at the respective member organizations with the multi-B2B system **100** of the present embodiment of the invention.

[0025] The multi-B2B system **100** then processes the requests through the
5 outbound processor **110** for outputting the requests to the relevant parties. Preferably, the output is sent in a preferred format by the respective recipient entities. The outbound correspondences may include invoices, purchase orders, confirmations, quotations, reports or the like. The output can be sent out through fax, mail on demand, email, or any known form selected by the recipient entities.

10 [0026] The archive and audit module **112** archive all data and activities on the multi-B2B system **100**.

[0027] The multi-B2B system **100** is deployed on the cloud-computing infrastructure. The users or subscribers of the multi-B2B system **100** are mainly entities who are offering products and/or services to the others. These users may be
15 manufacturers, wholesaler, retailers, service providers. The users input the relevant details regarding the products and/or services, term and condition for trades and all relevant prescribed parameters into the multi-B2B system **100** as they subscribed as users. The multi-B2B system **100** facilitates a user interface for allowing the users to manage their own account.

20 [0028] The multi-B2B system **100** may allow any users, subscribed or unsubscribed, to enter a request thereto. The request can be made through any telecommunication channels, which include facsimile, email, online forms or the like. Such request can be in a structured or unstructured format. For clarity not limitation,

structured format means that the request is made in a prescribed format that is readily acceptable by the multi-B2B system **100**. It can be an online live form or a downloadable form obtained from the multi-B2B system **100**. For unstructured format, it can be in any proprietary format or random form, though it will be desired that it is at least machine-readable form, or at least neatly prepared. All requests, structured or not, are to be processed through the inbound processor **102** for extracting required information therefrom. For structured requests, it can be processed through the Rule Based Processor **106** to render the outbound request(s) through the outbound processor **110**. Accordingly, the original request from the requester may ultimately be turned into multiple outbound requests for different vendors or providers, which in turn offers the requester different options for the transactions. The multi-B2B system **100** may allow the respective vendors and service providers to receive the outbound requests through a preferred mode of communications, which may include facsimile, email, XML, web publishing, or the like.

[0029] To deal with variances between the ERPs employed under the respective organizations, if any, the multi-B2B system **100** further uses the ERP integrator **108** as a means for collating the inbound and outbound to ensure on the compatibility between the various ERPs and the multi-B2B system **100**.

[0030] As the parties received the outbound request(s), they may respond to the outbound request(s). The system **100** processes the respond in the same or substantially the same way as to the inbound request.

[0031] **FIG. 2A** illustrates a general workflow carries out through the multi-B2B system **100** of **FIG. 1** in accordance with an embodiment of the present invention. The workflow includes receiving request **202**, extracting information from the request **204**,

verifying the information **206**, managing the data and transactions at **208**, archiving the data and transactions at **210**, and tracking and collaboration the transactions **212**. As provided, the system is capable of receiving the inbound request in any communication channels at step **202**. As the inbound request is received, whenever applicable, the inbound request is converted to a digital data for further processing. The digital data may be an image file of a scanned document containing the request. Through the image, at step **204**, the multi-B2B system **100** performs a content analysis to extract the relevant details therefrom. The relevant details include customer's name, order number, part numbers, shipment details and etc. The extracted details are fed to the corresponding fields of a structured database, which is suitable for processing by the system. At step **206**, the extracted details are processed through validation process. The validation process may include structuring the extracted details, automating ERP database lookup and feeding, exceptions detections, verifying and data for accuracy and management at step **208** to ensure that the orders are routed to the correct workflow path. The structured data may further verified physically for accuracy and any adjustment can be done under this process. Following that, the inbound is being archived at step **210** and the progress is subsequently tracked and collaborated at step **212**. Depending on the task, the tracking and collaborating may be carried out fully automatic or semi-automatic, i.e. partially manual control.

[0032] **FIG. 2B** exemplifies a screen layout intended for the system **100** in accordance with an embodiment of the present invention. As shown, a thumbnail image of the scanned document is arranged on the top of the screen. As the thumbnail is selected, a larger image will be displayed on the right side as a reading pane for visual verification. The system uses optical character recognition (OCR) technique to extract

the relevant texts therefrom, processes and analyzes the texts for feeding into the appropriate field accordingly. Extracted information may include global fields, such as the company details, and an order field which specific to the particular order. The screen allows the users to manually validate the data before submitting for further processing.

5 **[0033]** **FIG. 3** illustrates overall transaction flows of the multi-B2B system **300** in accordance with an embodiment of the present invention. The multi-B2B system **300** collaborates transactions between the end customers **302** such as a building owner, SME customers **303** and the OEM supplier **304** in a looping manner where the platform allows business entities to carry out transactions in an infinite loop of business to business to
10 business (B2B2B) and so on transactions, i.e. multi-B2B transactions. The SME customer or contractor **303** is positioned between the end customer **302** and the supplier **304** as a middle party for receiving order for processing and transmitting the processed orders from and to the party/parties of interest. As illustrated above, the incoming order may be received as fax or other physical medium that requires further processing to extract the
15 order information therefrom. Once the order is processed, the B2B system **300** transmits the processed order to the party/parties of interest as an electronic purchasing (e-Purchase) order, and the relevant personnel in-charge may review the order for consideration through the provided platform **300**. When desired, the supplier **304** may opt to receive the processed order in a printed copy for internal processing in a
20 conventional way.

[0034] In another embodiment, if no specific supplier is dedicated, the B2B system **300** may also publish the e-Purchase order as a tender inviting vendors / suppliers **304** for bidding.

[0035] The users, which include the end customer **302** and the suppliers **304**, are given an account receivable (AR) and an account payable (AP) for managing financial transactions. Though the multi-B2B system **300**, the AR and AP are handled seamlessly.

[0036] In one embodiment, the multi-B2B system **300** provides a credit module
5 for providing credit facilities in conjunction with the supplier or the financial institution to manage account receivable and account payable on credit terms that can also be customized as needed. Preferably, the credit facilities allows suppliers **304** to receive payments or credits upfront while the end customer **302** to have a credit term, which would help the customer to manage order delivery and cash flow effectively. Such credit
10 system would free cash flow of the supplier to stay competitive and to reduce risk of buyer payment default. Similarly, it leverages supplier credit for project cash flow and reduce risk of supplier shipment default. Further, purchases or order can be expedited with pre-approved credits.

[0037] In yet another embodiment, the multi-B2B system may further include a
15 payment module diverse payment-related options, which may include gateway hosted payment system, multi-currencies manager, Payment Card Industry (PCI) compliance payment system, payment reporting module, and dispute management module.

[0038] In yet a further embodiment, the multi-B2B system may further include
20 invoice management module allowing users to track, manage incoming and outgoing invoices, as well as the payment via the payment module mentioned above.

[0039] Under the system, the supplier **304** who receives an order may further use the system to send a purchase order to another supplier **304** (or sub-vendor) as a end customer (or sub-purchaser) **302** over at the multi-B2B system **300**. In this case, it

understood to a skilled person that the order, purchasing, AP and AR between the multi-B2B system **300** and the users (i.e. purchasers **302** and suppliers **304**) can be carried out in an endless loop, which opens infinite possibilities in businesses to businesses transactions under one platform of the multi-B2B system **300**.

5 **[0040]** Further as shown in **FIG. 3**, most if not all, documents are centralized and archived at the multi-B2B system **300**.

[0041] As shown in **FIG. 3**, the system allows the order, logistics and payment to be carried out seamlessly between the end customer **302**, SME customer **303** and the supplier **304**. The system places no limitation to the SME customers and even supplier
10 to further seek for another or further suppliers of in providing the necessary goods and/or services, which forms the basis of business to business to business (and so on, i.e. multi-B2B) transactions. For avoidance of doubt, any such transactions are not limited to (tangible) products or goods only, the transactions may include services, i.e. intangible commodity, as well.

15 **[0042]** **FIG. 4** is an extended illustration of the overall transaction flows of **FIG. 3** in accordance with an embodiment of the present invention. As shown in the figure, it is desired the users' (i.e. the purchaser **302** and the supplier **304**) side are integrated with additional client modules that would optimize the usability with the multi-B2B system **300**, although it is fully appreciated to a skilled person that the multi-B2B system **300**
20 may be used out of the box by all users without the client integrated modules. One advantage of such integration is that it allows the user to work offline. Another advantage is to eliminate errors through the standardized platform, among others advantages.

[0043] Specifically, on the purchaser **302**, it is provided with order module **421**, a logistic module **422** and a payment module **423** for rendering and processing order module, for handling and managing logistic, and for processing and managing payments respectively in a unified manner. The order module **421** provides an automated workflow that simplifies order rendering and approval process that can be carried out in real-time over the cloud, which literally removes tedious manual touch points in the multi-B2B transactions. It also improves the accounting accuracy by eliminating most of the manual works. The logistic module **422** provides logistic managements that can also be provided by third party provider. Similarly, the logistic workflow can be managed by the module **422** for better tracking and managing by the parties. The payment module **423** offers electronic payment facilities and electronic credit facilities for user to effectively manage cash-flow and working capital.

[0044] The client module deployed at the users side may further provide a project manager **424**, a project costing tracker **425** and a Trade-Mall module **426**, and a control and tracking module for project controlling and tracking.

[0045] The project manager **424** is a module adapted for managing an order based on project. User may create a new project under the user's account through the multi-B2B system, and manages all the requests or responds in relation to the project within the created project. Under the created project, all inbound/outbound orders/purchases, inbound/outbound quotations, inbound/outbound proposals, etc. The project costing tracker **425** works in conjunctions with the project manager **424** to manage and track the costing in relation the created project so that the related transactions can be managed on project basis.

[0046] In one illustrative example, User A putting a request to User B for one specific order. A new project A is created under the User A account whereas another new project B is created under the User B account. Under the project B, User B may further request User C for specific goods and User D for services, whereby a new project C and
 5 a new project D are created under the respective user account, such that User B can fulfill the request from User A. These projects are not accessible by the other users, unless it is specifically authorized.

[0047] In another illustrative example, User A is putting up a request for tendering. User B and User C respectively responded with intend for tendering, whereby
 10 a Project B and Project C are created under the respective accounts. User B is able to handle the request all by himself and he therefore, provides the relevant proposal to User A directly. User C on the other hand requires to outsource one part of the works to another party and another part of the works though tendering as well. Accordingly, User C is posting up a request to the User D for relevant proposal, and another request for open
 15 tendering. Similarly, User E, User F and so on may tender for the works requested by User C. The request for User D's proposal and open tendering can be all managed under Project C created by User C, but each User D-F manages their own projects under in a similar manner. User C may then provide User A his final tendering proposal, factoring the proposals from User D, User E and F. The same may go to Users D, E and F, and
 20 they can manage it under their own projects at their own way. In this way, as far as the User A is concerned, only the proposals from User B and C is received by User A for consideration, but A has no access to any details concerning User D, E and F or their proposal, unless otherwise authorized by C. In a further embodiment, User A may set a timeline or due date for submitting the tendering proposal.

[0048] As can be seen above, any request for trade or intention for trade can be extended into multiple business entities dealings as in a real life, but the platform allows each business entity to manage the respective projects at structured and organized manner. With the OCR means, the platform allows the real life business dealing experience to be
5 carried out electronically or digitally over the cloud.

[0049] On the supplier **304**, there is provided an account integrator **442** and ERP integrator **444** to integrate the multi-B2B system **300** the users' propriety or in-house accounting and ERP system, if any.

[0050] **FIG. 5A** and **FIG. 5B** exemplify a process flow of a project in accordance
10 with an embodiment of the present invention. The process flow is carried out between a customer / purchaser **502** and a supplier / vendor **504** over the various modules of the multi-B2B system of the present invention. As shown in the flow chart, third parties modules **506** or systems may be involved for realizing the transactions.

[0051] At step **512**, the customer **502** creates a new project through the multi-
15 B2B system. At step **514**, the person-in-charged or authorized personnel of the user (or corporate user), as a customer or purchaser **502**, proceeds to create a new order request that states out all the specifications and requirements of the intended order. The new order request may be rendered through an available form from the multi-B2B system, and as the new order request is approved internally, it is sent to the supplier **504** through the
20 multi-B2B system at step **516**. The new order request may be sent to multiple suppliers fishing for quotations and proposal. As the new order request is received, the supplier **504** renders a quotation in response thereto at step **518**. At step **522**, the form of the quotation from the supplier **504** is detected. If the quotation is a scanned document, the

multi-B2B system uses optical character recognition (OCR) to extract the required information therefrom at step **524**. The OCR may be carried out at the system host, at the client module or through their party OCR system.

[0052] As the final quotation(s) is received in a structured form at step **526**. When

5 there are multiple quotations received, the customer **502** shall review the quotations to decide a supplier **504** at step **528**. Following that, the system checks through the credit payment module, or simply credit module to determine if the end customer **502** has available credit for accepting the quotation at step **530**. If the end customer **502** does not have sufficient credit, at step **531**, he will be directed to the payment gateway to top up
10 credit to proceed with the order. As the credit is topped up, the process returns to the step **528** then the step **530** to verify if the end customer **502** has sufficient credit for selected quotation. The multi-B2B system provide a unified platform which allows the quotations that can be received in various forms and formats to be presented in a unified form. In another embodiment, the system may be configured to present the quotations side-by-side
15 for easy comparisons. At step **532**, if the quotation is rejected, the supplier **504** may be notified. If the quotation is accepted, it is approved at step **534**.

[0053] As the quotation is approved, the customer **502** prepares a purchase order (PO) at step **536**. At step **538**, the corporate user undergoes internal view and approval, and once approves, the official PO is issued and sent to the selected supplier **504**.

20 **[0054]** At the supplier **504**, the form of the PO from the supplier **504** is detected. If the PO is a scanned document, the multi-B2B system uses OCR to extract the required information therefrom at step **544**. The OCR may be carried out at the system host or at the client module of the supplier **504**, if any.

[0055] Details of the PO is extracted and structured in the multi-B2B system as a received PO at step **546**, and the supplier **504** performs an inventory stock check at step **548**. At this stage, the supplier **504** may re-stock their inventory through the multi-B2B system as described above as a customer **502**.

5 [0056] Referring now to **FIG. 5B**, at step **552** the supplier **504** creates a sales order for processing, and subsequently at step **554**, a delivery order is created. At step **556**, the shipment is processed, and at step **562** the shipment information is forwarded to the customer **502** along with the created delivery order. At step **568**, the shipment is verified against the DO internally at the customer side, which is usually done manually.

10 [0057] Returning to the step **556**, shipping information and the order information are all fed to supplier's accounting system, which is typically third party application **506** for processing at step **558**. Such third party applications are readily available and are well known in the art, therefore, no specific information is provided herein. The corresponding accounting system in step **559** renders the official invoice at the supplier **504** side of the
15 system. Once the invoice is prepared, the credit payment module checks the available credit on the end customer **502** account at step **560**. If the end customer **502** does not have sufficient credit, he will be prompted to top-up the required amount through the payment gateway at step **561**.

[0058] At step **566**, the customer **502** receives the invoice together with his own
20 credit balance, and the invoicing information is also fed into the customer **502** accounting system for payment term management at step **568**. The payment will be recorded at the account payable at step **572**. When the payment is ready to be made up, the customer **502** may settle the payment as they usually do, or through any payment gateway at step

574. Once the payment is authorized, it enters into the supplier's account receivable, at step **576**. Once the payment is settled, the invoice is closed at step **578** and concludes the project at step **582**.

[0059] While specific embodiments have been described and illustrated, it is understood that many changes, modifications, variations, and combinations thereof could be made to the present invention without departing from the scope of the invention.

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CLAIMS:

1. A multi business-to-business (B2B) system for facilitating multi business-to-business management over cloud network, the system comprising:

5 an inbound processor for processing and formatting users' input into an machine-readable data, wherein the users' input may be received in digital and analogue form that includes papers;

a rule-based processor having prescribed rules for handling the processed users' input;

10 an ERP integrator adapted for connecting and integrating users' local system with the multi B2B system; and

a outbound processor for formatting output to users at a desired form, whereby the desired form include digital and analogue of users' choice,

15 a project manager adapted for managing the users' input in a respective project manner.

2. The multi B2B system in accordance with claim 1, wherein the inbound and outbound processors further comprise an intelligent capturer and a OCR reader for processing the input and output from analogue form into a machine readable form, and
20 vise versa.

3. The multi B2B system in accordance with claim 1, wherein the inbound and outbound processors are adapted for transmitting input and output through communication channels that include facsimile and email.

4. The multi B2B system in accordance with claim 1, wherein all orders, logistics and payments are managed by the project managements on project basis in relation to the respective users.

5. The multi B2B system in accordance with claim 1, further comprising:
 a order module for handling orders,
 a logistic module for coordinating logistics of the orders; and
 a payment module for managing payment in relation to the orders,
 wherein the order module, logistic module and payment module work in
 conjunction with the project manager to manage the respective project accordingly.

6. A method of multi B2B business management over cloud network, the method comprising:
 processing and formatting users' input in to an machine-readable data through
 an inbound processor, wherein the users' input may be received in digital and analogue
 form that includes papers;
 handling the processed users' input under prescribed rules;
 connecting and integrating users' local system through an ERP integrator;
 formatting output to users at a desired form by an outbound processor, wherein
 the desired form include digital and analogue form of users' choice,
 managing the users' input in a respective project manner.

7. A method of claim 6, further comprising processing the input and output from analogue form into machine readable form, and vice versa, through a intelligent capturer
 and a OCR reader.

8. A method according to claim 6, comprising transmitting input and output through communication channels that include facsimile and email.
- 5 9. A method of claim 6, further comprising managing orders, logistics and payments through the project managements on project basis in relation to the respective users.
10. A method of claim 6, further comprising:
- 10 handling order through a order module;
coordinating logistics of the orders through a logistic module, and
managing payment in relation to the orders through a payment module,
wherein the order module, logistic module and payment module work in
conjunction with the project manager to manage the respective project accordingly.