

## TOTO partners with Computer Discoveries Inc.

TOTO is the world's largest plumbing products manufacturer. TOTO offers a complete line of commercial and decorative plumbing fixtures and fittings, faucets, accessories, shower and flush valves, as well as lavatories, toilets, Air Baths and urinals. For over 90 years, TOTO has been producing superbly designed, high performance lifestyle enhancing plumbing products for residential bathrooms and commercial restrooms.

TOTO partnered with CDI almost 5 years ago. Their many business process improvement projects related to CDI's suite of JDE complimentary software solutions. One example is utilizing CDI's SnapVSS solution to provide a JDE vendor portal for PO inquiry, acknowledge, change & real-time ASN (advanced shipment notifications) functionality. Another example is providing automated sales order acknowledge, change and shipment emails for all sales orders (not just web sales orders) with CDI's SnapMail project. In 2005 TOTO implemented ERP2Web for B2B with tremendous success.

Toto's web site <http://www.totousa.com>



### **The Challenge**

In the past, end-users and consumers had to purchase parts from local dealers. In 2007, TOTO recognized a need to provide end-users and consumers a convenient and secure way to access TOTO genuine parts. TOTO needed a vehicle for seizing the opportunity to service all customer levels.

## The Solution

TOTO successfully launched its B2C site in Jan. '08 providing consumers a convenient and secure way to access TOTO genuine parts. Consumers can easily drill down through product categorization and search. In addition ERP2Web was adapted to provide selection of part numbers through an intelligent exploded bill of material assembly graphic. The users could easily use their "mouse" for part inquiry, pricing or part ordering. The results in the project was a success. Consumers are happy with the convenience of self-service and TOTO obviously appreciates the incremental revenue gain.

TOTO successfully created an additional source of revenue with ERP2WEB. With the success of B2C <https://www.totostore.us.com>, TOTO expanded their market to the general public thus now servicing ALL customer levels.

TOTO's Vice President, Services, Kenichi Nakano, comments about the TOTO Store project:

**"CDI gave us more than a storefront for JD Edwards; they also shared their knowledge and real-world business experience in the JD Edwards applications to set us on the right course."**

Screenshot #1 – Customer Self-Service, Intelligent Graphic Part Selection



## Screenshot #2 – TOTO B2C Shopping Cart

**TOTO** erpweb  
powered by  
cdi

TOTO Store can currently only support orders requesting to ship within the continental United States

Home | Login | New User | Toilet Chart | Color Chart | View Cart (1) | Help

**Search Catalog**  
if you know the TOTO part, enter the number or description here:

if you don't know the TOTO part, enter the model number or product description here:

**Advanced Search**

- Toilet & Lavatory
- Flush Valve & Faucet
- Seat
- My Account
- TOTO Sites

**Shopping Cart**  
Price shown for the items below are base price. Login to see the customer based price.

Item Number	Description	Quantity	Price	Extended Price	Remove
TSU33A	FILL VALVE ASSEMBLY	2	28.00	56.00	<input type="button" value="X"/>

**Total Price : \$ 56.00**

Promotion Code:

**Shipping Charges**  
Shipping Carrier:

- Ground Residential \$ 10.00
- 2nd Day Air Residential \$ 22.00
- Next Day Air Residential \$ 38.00

**Order Total : \$66.00**

-OR-

For same day shipping - order must be accepted by TOTO USA, Inc. by 1:00 pm ET, Monday - Friday, if TOTO is closed for the observance of a holiday, the order will ship on the next business day. Orders are not shipped or delivered on Saturday or Sunday.

Featured Item(s)  
Recently Viewed  
TSU33A  
FILL VALVE ASSEMBLY

Shopping Cart / CheckOut  
TSU33A 2  
FILL VALVE ASSEMBLY  
**Items in Cart (1)**

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