

SCORECARD

Should you decouple your tech stack?

What this is?

This scorecard is a quick, evidence-based tool for manufacturers running ecommerce + ERP with middleware who still feel friction.

How to use this scorecard:

- Gather Sales, CS, Ops, Finance, IT
- Score each row 0-3 using the last 90 days
- Add the total and follow the guidance

Interpreting your total:

0–9: Stay with middleware. Focus on data, UX, adoption

10–17: Hybrid. Add 1-2 headless services where pain is highest

18–30: Decouple key buyer flows. Buyers must see ERP logic live

Score 0-3 points for each.

	0	1	2	3	Your score
Contract pricing complexity	None	Simple tiers	Tiers + exceptions	Tiers + rebates or dates	
Approval workflow depth	None	1 step	2–3 steps	4+ steps, audit trail	
Fulfillment routing	Flat	By region	By weight or value	Multi-rule, split shipments	
Catalog personalization	None	Price only	Product visibility	Visibility + config rules	
Data freshness need	24 hrs	60 min	15 min	Real time during checkout	
Rule change frequency	Yearly	Quarterly	Monthly	Weekly or faster	
Error impact	Low	Medium	High	Very high (lost orders, risk)	
Credit and AR checks	None	Post-order	Pre-submit sometimes	Pre-submit always	
Quoting or CPQ	None	Simple quotes	Configured quotes	BOM, alternates, lead time	
Regulatory visibility	None	Basic logs	Show status	Show proofs and timestamps	

Your Total:

Evidence to attach

- Tickets or emails about price, approvals, shipping
- Ops rework logs
- Credit holds after submit
- Recent rule change requests
- Compliance notes

People to include

- Sales/KAM
- Customer Service
- Operations
- Finance/AR
- IT/Data

Decision rule:

If buyers need ERP logic before "Place Order," decouple that flow.

Next steps:

Pick one flow and prove it in 30–60 days.

Example: live contract pricing with rebate progress, routing before payment, or pre-submit credit check.

Native integration reality check

Don't sign off adding an ecommerce platform until you run this list.

The Promise

"Native ERP integration" sounds like:

- Everything just works between your ERP and ecommerce
- No need for custom development or workarounds
- Faster launch with out-of-the-box functionality

The Reality

Most native integrations move data, not logic:

- Pricing, freight, and terms don't match your ERP
- Orders bypass safeguards and create hidden risk
- Ops teams are still cleaning up after every sale

The 6 questions that save you from that:

Score Yourself

0-1 No's: You are in good shape

2-3 No's: Cracks are showing

4+ No's: You are in rebuild territory

1 **Make sure all pricing logic is included**
Can it reflect contract rates, tiered discounts, and rebates in the storefront?

Miss it and you are either eating margin or explaining surprise invoices.

2 **Confirm customer terms carry through checkout**
Do Net terms, pre-approvals, and credit limits carry through?

If not, your best customers are abandoning orders.

3 **Verify freight is accurate from the start**
Are ERP rates, multi-carrier logic, and routing rules applied automatically?

Wrong rates kill trust before the shipment leaves the dock.

4 **Keep safeguards intact**
Are credit checks, approvals, and manual reviews still in place?

Skip these and you are shipping risk with every order.

5 **Ensure it can scale without breakage**
Can it handle new regions, product lines, and additional systems?

If growth means breaking the integration, you are stuck.

6 **Protect yourself when replatforming**
Will the integration layer (the custom middleware) survive a platform change?

If you have to start over, you did not build it right.

This is one of three tools we use to help manufacturers avoid integration replatforms. Grab the full set at www.acrocommerce.com/tools and start with the one that hits closest to home.

