Internet EDI User Guide

June 5, 2017
# Table of Contents

**Introduction** .................................................................................................................. 3

- Welcome to Internet EDI ........................................................................................................ 3
- EDI 101 - A Primer .............................................................................................................. 3
- Getting Around Internet EDI ............................................................................................. 5
- Using the Mailbox ............................................................................................................... 7

**Processing Incoming Orders** .......................................................................................... 11

- Understanding the Workflow ............................................................................................. 11
- Sales Orders ....................................................................................................................... 11
- Shipments .......................................................................................................................... 15
- Invoicing ............................................................................................................................ 20
- Creating a Direct Store Delivery Statement ....................................................................... 21
- Understanding the Statuses ............................................................................................... 22

**Handling Inventory Inquiry Reports** ............................................................................. 24

- Inbound ............................................................................................................................... 24
- Outbound ........................................................................................................................... 24

**Creating an Outbound Purchase Order** .......................................................................... 25

**Administration** ............................................................................................................... 26

- Setting Up Your Company Profile .................................................................................... 26
- Adjusting Tax Settings ....................................................................................................... 27
- Defining Company Locations ........................................................................................... 28
- Defining 3PL Locations and Users .................................................................................... 29
- Hiding Old Data .................................................................................................................. 30
- Managing Your Catalog ..................................................................................................... 30
- Setting Up Your Trading Partners ..................................................................................... 32

**Carriers - Load Tenders** .................................................................................................. 35

- Managing Load Tenders .................................................................................................... 35
- Reporting a Shipment's Status ........................................................................................... 35
- Creating a Motor Carrier Invoice ...................................................................................... 35
Introduction

Welcome to Internet EDI

Internet EDI is an easy-to-use EDI solution that allows you to exchange EDI documents with your trading partners and print shipping labels quickly and easily, using just an Internet connection and a web browser (no other EDI or XML translation software is required).

The Internet EDI interface uses business rule validations and controls to include the information required by the trading partner.

- To become familiar with the screens and other navigation features of Internet EDI, see the Getting Around Internet EDI section.
- If you are not familiar with EDI concepts, see EDI 101 - A Primer.
- To see the typical workflow for order fulfillment, see Understanding the Workflow.
- To set up your system, see Setting Up Your Company Profile and the other Administration topics.

EDI 101 - A Primer

About EDI

Electronic data interchange (EDI) is a system for exchanging business documents (such as those listed below) between trading partners. A "translator" program deciphers the data into a format that is understood by the recipient, and conversely prepares the outgoing data. For example, Internet EDI is one such translator program, but your trading partners may use different ones. EDI industry standards ensure that the documents can be interpreted accurately regardless of the "translator" system each party uses.

Document Types

EDI documents are static documents that adhere to industry standards. These document types are also known by their document numbers, e.g. purchase orders are "850s".

You cannot change the content of incoming documents (those in your Inbox), but you can view and print them. Outbound documents are created in Internet EDI and listed in your Outbox. For outbound documents, you can provide whatever information is required by your trading partner to process the document.

You may encounter the following documents while working with Internet EDI:

Inbound Documents

<table>
<thead>
<tr>
<th>EDI Document Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>850 - Purchase Order</td>
<td>A purchase order (850, 875) includes the items the trading partner want to buy, quantities, and any additional information regarding discounts, cost, shipping instructions, etc. You can open and print a purchase order but you cannot change it. To begin the order fulfillment process, you must post it into Internet EDI, which creates a sales order.</td>
</tr>
<tr>
<td>875 - Grocery Purchase Order</td>
<td>A purchase order change request (860) is sent by the buyer to outline any changes to a previously sent purchase order.</td>
</tr>
<tr>
<td>860 - Purchase Order Change Request-Buyer Initiated</td>
<td>The 812 is used by a buyer to request an accounting adjustment.</td>
</tr>
</tbody>
</table>
### EDI Document Number

<table>
<thead>
<tr>
<th>EDI Document Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>830 - Planning Schedule with Release Capability</td>
<td>The 830 provides forecasting and material release information, and advises when the buyer expects to receive items.</td>
</tr>
<tr>
<td>820 - Payment Order/Remittance Advice</td>
<td>The 820 provides information about payments being sent by a buyer.</td>
</tr>
<tr>
<td>852 - Product Activity Data</td>
<td>The 852 reports sales and inventory by item and store location.</td>
</tr>
<tr>
<td>846 - Inventory Inquiry/Advice</td>
<td>The 846 may be sent by another location or a seller to advise you of their inventory information.</td>
</tr>
<tr>
<td>824 - Application Advice 864 - Text Message</td>
<td>The 824 is usually generated from a business application program to alert you to errors in an EDI document you sent, most often invoices or ASNs. The 864 is a free-form plain text message that can be used to convey information that may or may not be specific to a particular document you sent. Many partners use the 864 to convey errors related to documents you sent.</td>
</tr>
<tr>
<td>204 - Motor Carrier Load Tender</td>
<td>The 204 is sent to carriers only to advise of an offer to ship goods. The carrier can accept or decline the tender.</td>
</tr>
<tr>
<td>997 - Functional Acknowledgement</td>
<td>The trading partner will send a Functional Acknowledgement (997) to confirm receipt of a document and whether it conforms to EDI standards. Once a document has received a 997, its status will be updated from Sent to Accepted or Rejected.</td>
</tr>
</tbody>
</table>

### Outbound Documents

<table>
<thead>
<tr>
<th>EDI Document Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>810 - Regular Invoice 880 - Grocery Invoice</td>
<td>An invoice may be generated automatically as part of the shipment process, created based on a shipment or sales order, or may be created manually.</td>
</tr>
<tr>
<td>856 - Ship Notice/Manifest, aka Advance Shipping Notice (ASN)</td>
<td>The ASN alerts buyers to shipments that are en route, i.e. what is coming, how it is packaged and when it will be arriving.</td>
</tr>
<tr>
<td>855 - Purchase Order Acknowledgement 865 - Purchase Order Change Acknowledgement</td>
<td>An 855 is sent to the buyer to confirm that an order can be fulfilled as placed or suggest changes. An 865 is sent to the buyer to request changes to the order, or to respond to an 860.</td>
</tr>
<tr>
<td>850 - Purchase Order</td>
<td>Purchase orders may be placed by buyers to request goods and services to be purchased from a supplier.</td>
</tr>
<tr>
<td>846 - Inventory Inquiry/Advice</td>
<td>A vendor may send inventory information to another location or to a buyer.</td>
</tr>
<tr>
<td>870 - Order Status Report</td>
<td>An 870 is used to advise a buyer of the status of any items on an Order, e.g. for custom or special orders.</td>
</tr>
</tbody>
</table>
### EDI Documents and Notes

<table>
<thead>
<tr>
<th>EDI Document Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>882 - Direct Store Delivery Summary</td>
<td>Vendors who ship directly to stores may send a consolidated DSD Statement, instead of individual invoices, to request payment for items delivered.</td>
</tr>
<tr>
<td>990 - Response to Load Tender</td>
<td>Carriers will send a 990 to accept or decline a load tender. For any accepted loads, they will periodically send 214 documents to update the vendor as to the status of each stop, and then send a 210 to invoice for the shipment once it has been completed.</td>
</tr>
<tr>
<td>214 - Transportation Shipment Status Message</td>
<td></td>
</tr>
<tr>
<td>210 - Motor Carrier Freight Details and Invoice</td>
<td></td>
</tr>
</tbody>
</table>

### Getting Around Internet EDI

**Understanding the Screen Layout**

Internet EDI organizes your work into tabs:

- The **Mailbox** tab contains incoming and outgoing EDI documents.
- The **Orders** tab displays a list of all sales orders created when you posted purchase orders.
- The **Shipments** tab displays a list of all shipments (ASNs) that have been created based on sales orders.

The following tabs may or may not appear depending on your implementation:

- The **Invoices** tab displays a list of all invoices that were created automatically by the system when a shipment was completed, or manually created by a user.
- The **DSD Statements** tab displays the active Direct-to-Store statements with their current status. You can also create new statements.

All of these tabs are always available and cannot be closed. However, when you double-click on a document on any of the tabs, it opens in a new tab which can be closed (an X appears on the tab name).

The buttons at the top control system-wide functionality, such as administrative setup, transaction search, and online help. These buttons are always available regardless of which tab or document you have open.

The buttons at the bottom change according to the tab or document that is open and provide functionality specific to that tab or document.
Data Entry Conventions

In any of the four main tabs, you can sort the lists by clicking on any column heading, or move a column to another location in the grid by clicking the heading and dragging it to the left or right of another column.

Fields that are available for editing are surrounded by a box.

Required fields are highlighted in yellow (if a tab includes required fields, the tab name includes a yellow square). If you mark a document as complete but any required information is missing, the applicable fields are flagged with red text and a red box.

Fields may be deemed mandatory according to the required workflow process or by the trading partner.

Some fields may only be required depending on selection in another field; these are highlighted in green. For example, a vendor number on an invoice is not normally a required field, but it may be required if you select a store as the shipping location and the trading partner requires a vendor number in such situations.
Printing or Exporting Data

Anything that you want to output from Internet EDI provides the same options at the bottom of the screen:

The CSV button is only enabled when viewing 830-Planning Schedules and 852-Product Activity Data documents to allow you to export the data to a .csv file.

Searching for a Transaction

The Transaction Search tool allows you to quickly find a transaction even if it is hidden due to your Document Threshold settings.

You can search for documents by trading partner (sent to or received from), document type, reference number (e.g. invoice number, purchase order number, shipment ID, etc.), or date range (e.g. when it was created or received).

1. Click Tools.
2. Enter your search criteria using any combination of the fields at the top. For example, you may want to look for a particular Reference No, or you may want to see all purchase orders from a particular Trading Partner in a given Date Range.
3. Click Search. All matching transactions are listed.
4. Double-click on a transaction to view its detail, or select it and click Open Selected Transaction. It opens in a new tab.
5. To return to your search results, click Tools again.

Using the Mailbox

About the Mailbox

The Mailbox includes an Inbox folder which lists all incoming EDI documents (documents you receive), and an Outbox folder which lists all outgoing documents (documents you send) that have been sent or are on hold status.

Both contain subfolders that filter specific document types. Selecting any one of the subfolders will filter the list of documents to just show the types of documents described by the sub-folder name. For example, the Inbox has a sub-folder for Purchase Orders. You can see purchase orders on the Inbox (amongst all other incoming document types), or click the Purchase Orders subfolder to only see purchase orders. Other less common documents are only visible at the top level (Inbox or Outbox) which always show all documents.
You should review the incoming and outgoing documents periodically (e.g. daily or hourly) to watch for documents that require action. The number of new documents is shown in bold, e.g. Inbox (8).

Incoming and outgoing documents are refreshed periodically; to perform an immediate synchronization, click Check Mail.

To view the underlying EDI data for any incoming or outgoing document, select the document and click View EDI.

### Reviewing Incoming Documents

EDI documents that are sent to your company are shown in the Mailbox tab in the Inbox:

- **Click Inbox to display all types of incoming documents on the right.**
- **If you just want to see one type of document, click the arrow to the left of Inbox, then click a category to filter the list.**
- **Mailbox subfolders show more detailed columns than those shown at the parent level (Inbox/Outbox).**

All Document Types

All newly received documents are shown in **bold** and have a Status of "New".

You can view and print all document types: Double-click on the document to open it in a new tab. To print the document, enter the page number and number of copies at the bottom and click **Print**. To close the document, click the X in the tab name. You can print purchase orders directly from the Mailbox>Purchase Orders subfolder without opening them first: select one or more and click **Print POs**.

Other than purchase orders/changes, no other actions are permitted on incoming documents. **However, you should review Customer Messages regularly because they may require further action, e.g. an alert that a previous transaction may have been rejected due to errors.**

### Purchase Orders

- **If the purchase order status is "New", you can click Post to create a new sales order, which will be added to the Orders tab.**
- **If the purchase order status is "Posted", a corresponding sales order exists; click the Orders tab to access the order.**
- **If there was a problem with posting, the status is "Error" and the entry is shown in red text. A description of the problem and resolution will appear in the “Notes” column. Once you fix the problem, click Post again.**
- **To search for a specific purchase order, enter the PO number in the PO by Number field at the bottom of the Mailbox tab and click Find. As you type, potential matches are listed.**
- To print one or more purchase orders, select them and click **Print POs**.
- To print the packing instructions associated with a purchase order, select the PO and click **Packing Instructions**. Select the appropriate **printing options** and click **Print**.

**Note:** If AutoPost POs is enabled for your implementation, Internet EDI:
- verifies that a corresponding sales order does not already exist
- creates a sales order
- changes the PO status to "Posted" but leaves the line in bold so that you can see that there is a new order.

**Purchase Order Changes**
When a purchase order change (860) is received, the corresponding sales order's status is changed to "Change Pending-Buyer". The order and any shipments are frozen until the purchase order change is either posted or cancelled.

You can post a purchase order change to the corresponding sales order if the sales order status is one of: "Change Pending-Buyer" (newly received 860), "Changed-Buyer" (a previous 860 was posted), or "Changed-Seller" (a previous 855 or 865 was posted to the order). If an open shipment exists for this order, you must first cancel any related packing or shipment records before you can post the change to the order.

Purchase order changes may be automatically posted if AutoPost POs is set and the above conditions are met.
For more information, see **Managing Changes**.

**Reviewing Outgoing Documents**
Most outgoing documents are created and sent automatically as part of other processes in Internet EDI. For example, when you complete a shipment, an ASN (856) document is created; when you complete an invoice, the EDI invoice (810) is created.

These documents are placed in the Outbox and sent immediately unless you put them on hold.

You should regularly review the Outbox to ensure held documents are sent at the appropriate time. You can also see if outgoing documents have been accepted or rejected by the trading partner; rejected documents may require further action by you.

A sent transaction may be resent at the trading partner’s request.

*The trading partner will send a Functional Acknowledgement (997) to confirm receipt of the document and whether it conforms to EDI standards. In your Internet EDI Outbox, once a document has received a 997, its status will be updated from Sent to Accepted or Rejected.*

**Managing On Hold Documents**
On Hold documents have been created and are ready to be sent but have been put on hold until you are ready to send them.

Held documents are listed in the Outbox with Status set to "On hold". They will not be sent until you manually release each one individually. You have two options for dealing with a held document:

- If you want to further edit a held document, select it and click **Cancel** to revert it to its previous editable state.
- If you are ready to transmit a held document to your trading partner, select it and click **Send**.
Resending a Transaction
After a transaction has been sent, it appears in the Outbox with a Status of Sent (or Accepted or Rejected if a 997 acknowledgement was received from the trading partner).

You may need to resend a document, e.g. to correct an invoice, or the trading partner may request that you resend a document.

To do so, select it in the Outbox and click Resend. The originally sent document remains in the Outbox, and a copy of the original is sent. Until/unless a 997 is received, it will have a Status of New and a check mark in the Resent column.

A document cannot be resent if it has a Status of New or On Hold.
Processing Incoming Orders

Understanding the Workflow

The following workflow covers the standard purchase order handling process; the stages depend on the agreement you have with each trading partner and, in particular, the EDI documents they require to trade with you. Some trading partners may only require some of the following steps depending on which transactions are in use. Internet EDI will enable or disable buttons at different stages to reflect what is required for the selected trading partner.

1. **Review incoming documents** to identify new purchase orders (and any relevant customer messages that may require further action, e.g., an alert that a previous transaction may have been rejected due to errors).

2. **Post a purchase order** to create a sales order. The sales order will be updated as you ship items.

3. **Review the sales order** and, if applicable, send the appropriate response.

4. **Create a shipment**. Make any necessary changes, such as the quantities of each item that will be shipped, as permitted by your trading partner.

   *Shipments are a necessary step in the workflow when ASNs are required by a trading partner. When ASNs are not required by the trading partner, the shipping process is optional depending on your company policies, e.g., it may be required to automatically generate an invoice.*

5. **Pack the shipment** into cartons and/or onto pallets, and **print** the shipping labels.

6. **Finalize the shipment** to generate the ASN. If all items from the order have been shipped, the order is Completed. Depending on the agreement with the trading partner, if not all items were shipped the order may remain Open until all backordered items are shipped, or it may be Closed and the outstanding items cancelled.

7. **Complete (or create) the invoice**. An invoice may be generated automatically as part of the shipment process, created based on a sales order, or created manually. Once complete, the 810/880 invoice document is placed in your Mailbox/Outbox to be sent to the buyer.

   *For more information, see [Understanding the Statuses](#) *

The help topics will guide you through the typical next step as follows:

[Post the PO to create a sales order](#)

Sales Orders

**What's the Difference Between a Purchase Order and a Sales Order?**

A *purchase order* is an incoming EDI document from a trading partner that includes the items they want to buy, quantities, and any additional information regarding discounts, cost, shipping instructions, etc. You can open and print a purchase order but you cannot change it. It can be considered a legal document.

In order to use and begin creating return documents in response to the purchase orders you receive, you must first post it into Internet EDI, which creates a *sales order*. The sales order is a copy of the purchase order as sent by your customer. As you create shipments and invoices against the sales order, Internet EDI will update the sales order with the products and quantities that have been fulfilled or remain available for fulfillment.
The terms "sales order" and "customer order" are interchangeable.

Either party may request changes to the purchase order; for more information, see Managing Changes.

**Note:** This workflow references the typical inbound purchase orders. For information about outbound purchase orders, see Creating an Outbound Purchase Order.

**Creating a Sales Order from a PO**

1. In the Inbox, highlight one or more purchase orders whose Status = "New", then click Post.

2. The new sales orders are available on the Orders tab (look for the PO number). Double-click on an order to open it in a new tab.

3. Review the order header information (across multiple tabs). The information comes from the PO (or the trading partner agreement) and will be updated as shipments are created and completed. You cannot directly change any information on the sales order except the Ship To address and Requested Ship Date.

4. Review the line items:
   - To select how the items should be identified, e.g. by UPC code, vendor or buyer code, etc., select from the second column header.
   - To view full details of a line item, including any notes such as instructions to pack the order for separate stores, double-click the line.

5. If required by the trading partner, send an EDI response: either an 855 to confirm that the order can be fulfilled as placed, or an 855 or 865 to request changes to the order. For more information, see Managing Changes.

   For information about how the order status changes through its lifecycle, see Understanding the Statuses.

6. If no changes are expected, you may start shipping based on the buyer's delivery requirements.

**Note:** If a purchase order includes multiple Ship-To locations:

- A sales order will be created for each location.
- Each order will only include the stores or products associated with that location.
- The order number will indicate that it belongs to a group of orders that share the same source PO; for example, "251746 (2/4)" indicates that this is the second of four orders all numbered 251746 that were generated from the same PO.

Create the shipment or create a manual invoice (if skipping the shipping process)
Managing Changes
Changes may be handled differently for each of your trading partners. Internet EDI enables the appropriate buttons to reflect what is allowed for each partner.

You may encounter the following types of change documents:

PO Acknowledgement (855)
When you receive a purchase order you may be required (by your trading partner) to acknowledge your acceptance or rejection of the order (based on your ability to fulfill it) by creating a Purchase Order Acknowledgment (POA), also known in EDI as an 855.

1. In the sales order, click Create Acknowledgement. The acknowledgement opens in a new tab.

2. Select the Ack Type. Options may vary by trading partner, but common types are: Accepted (No Change), Rejected, Acknowledge (with Detail, no Change), Acknowledge (with Detail and Change).

3. Depending on the Ack Type selected, some fields at the line item level are available for editing, such as the Status Code (options may vary by trading partner), Quantity, or Price.

4. When you are finished, click Complete Acknowledgement.

5. You will be asked if you want to place the acknowledgement on hold.
   - If you choose No, the 855 document will be placed in your Mailbox/Outbox/PO Acknowledgements folder and sent immediately.
   - If you choose Yes, the 855 document will be listed in the Mailbox/Outbox/PO Acknowledgements folder with a "Hold" status, but will not be sent until you manually select it and click Send.
If you confirmed that you can fulfill the order as placed, you can begin shipping the order.

If you advised of any changes to the order, the order is frozen (with "Acknowledgement Pending" status) until you receive a response from the buyer (verbal/email). When you do:

1. Open the sales order and click **Open Acknowledgement**.
2. Click **Change Confirmation**. You will be prompted to indicate if the trading partner accepted or rejected your changes.
3. Click **OK**.

**PO Change Acknowledgement/Request (860/865)**
The PO Change Request (860) is a buyer change request that will appear in your Inbox in the Purchase Orders folder. If your system is set to auto-post these, the corresponding sales order will be updated automatically. Otherwise, the corresponding order (and any shipments in progress) are frozen until you decide how to proceed:

- If you want to accept the change, you must first cancel any packing and/or shipping records associated with the order, then select the change in the mailbox and click **Post**. If the change impacts items, you may have to unpack and repack the shipment.
- If you have already created an invoice for the shipment, you will not be able to apply the change request.
- If you are unable to make the requested changes but want to propose alternatives (substitute items, change quantities, etc.), in the sales order click **PO Change Acknowledgement** to generate an 865 response document to send to the buyer.
- If you choose to reject the change, select it in the mailbox and click **Cancel**.

**Other Change Options**
If the trading partner does not send or accept any of the EDI change documents listed above, but both parties agree to changes by other means (e.g. verbal or email), make the required changes on the shipment record or invoice, depending on your workflow with that trading partner.

If a partial shipment was sent on an order and the rest will not be completed, you should **Close Order**. If the trading partner changes their mind and later wants the order to be completed, you can **Open Order**.

If you will not complete an order at all, you can **Cancel Order**; this is the equivalent of deleting it from your Inbox - no message is sent to the trading partner. However, it is recommended instead to **Create Acknowledgement** with Ack Type=Rejected so that the appropriate communication is sent to the trading partner.

**Sending an Order Status Report**
Depending on your implementation, you may be able to send an Order Status Report (870) to advise customers of the status of any items on an Open Order, e.g. for custom or special orders.

1. Open the order and click **Order Status Report**.
2. You will see a list of any previously sent status reports. Click **New** to create and send a new one. The Order Status Report opens in a separate tab.
3. Select the **Type of Report**, **Scope of Report**, and **Order Status**. The options vary by trading partner.
4. Depending on the **Order Status** selected, the line items may be editable. For each line item, select the **Line Status Code**.
5. Other line item fields may be editable depending on the Line Status Code selected. Complete these as appropriate.

6. Click **Send**.

7. You will be asked if you want to place the outgoing document on hold.
   - If you choose **No**, it will be placed in your Mailbox/Outbox and sent immediately.
   - If you choose **Yes**, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click **Send**.

**Shipments**

*Creating a Shipment*

Shipments are a necessary step in the workflow when ASNs (856 documents) are required by a trading partner. When ASNs are not required by the trading partner, the shipping process is optional depending on your company policies -- e.g. it may be required to automatically generate an invoice.

If you have several orders going to the same location (and if allowed by the trading partner), you can consolidate them into the same shipment; see Multi-Order Shipments below.

1. Open the order and click **Create Shipment**. The Shipment record opens in a separate tab. Initially it mirrors the order, but you may now edit details as required.

2. The **ASN Structure** defines how the shipment should be packed. This is defined by the trading partner in combination with the product type and will be one of:
   - Only Pallets (SOTI Structure) -- you will be asked to indicate the items and cartons on each pallet.
   - Only Cartons (SOPI Structure) -- you will be asked to indicate what items have been packed into which cartons.
   - Only Items (SOI Structure) -- the trading partner only wants to see which items are being shipped.
   - Cartons and Pallets (SOTPI Structure) -- cartons are packed onto pallets.

   **Note:** When packing you can choose a different packing method (cartons and/or pallets), but the ASN will still only show the information required by the trading partner.

3. If you do not have a default **Ship From** location (defined in the **Company Settings**), click ... to add or select the location that this shipment will be sent from.

4. The **Ship To** location is pulled from the purchase order; if necessary click ... to select a different location to send the shipment to.

5. Complete the Shipment Summary, Carrier Details, and Load Details sub-tabs. Some of this information may have to wait until after you pack the shipment. You can enter information in any field that has a box around it; mandatory fields are highlighted yellow.

6. If you will not be shipping all items or you will be backordering an item, change the **Qty to Ship** as required (or clear the **Ship Item** check box if you will not be shipping an item at all). Internet EDI will track backorders as necessary.

7. If you wish to **print** a pick list for the warehouse staff, click **Pick List**.
8. If you do not need to create an ASN, the packing process is optional. Choose one:

- Click **Pack Shipment** to prepare the cartons and/or pallets and shipping labels, or
- Click **Complete Shipment** to finalize the shipment.

For information about how the shipment status changes through its lifecycle, see *Understanding the Statuses*.

**Multi-Order Shipments**

If you have several orders going to the same location for the same trading partner (and if allowed by the trading partner), you can consolidate them into the same shipment.

On the Orders tab, select the orders and click **Create Multi Order Shipment**. If the trading partner requires order confirmation, each order’s status must be Confirmed.

When packing the shipment, you cannot add different purchase orders into the same carton or pallet.

*Pack the shipment*

**Packing a Shipment**

You are now ready to convey to your trading partner exactly how your shipment has been packed. There are a number of ways that you can pack your items into containers for delivery to your trading partners. Internet EDI will support however you have your shipment packed.

Retrieve the shipment record, if it’s not already open, and click **Pack Shipment**. Note that the Pack Shipment is part of the shipment record, and no new tab was created.
Note: If you change the ASN Structure on the shipment record after items have been packed, all items will be unpacked and you'll have to repack the shipment.

Packing a Carton

1. Select the Carton Type. If you have not defined carton types, leave the selection as Virtual, but remember that because the size of a Virtual carton is not defined, Internet EDI cannot tell you when it is full so it is up to you to only pack the number of items that will actually fit.

2. To pack all quantities of all items in one carton, click in the Item Staging Area. If items are destined for different store locations, a single carton will be created for each location.

3. If all quantities of all items will not fit in one carton, click (in the Carton toolbar) to add a carton. Then:
   - To pack all quantities of one item into the carton, select the item in the Item Staging Area and click the down arrow in the Carton toolbar.
   - To add fewer than the total quantity of an item, select the item in the Item Staging Area, enter the quantity in the Carton toolbar, then click the down arrow.
To add all quantities of multiple items, hold the Shift or Ctrl key, select the items in the Item Staging Area, then click the down arrow in the Carton toolbar.

As you pack items, the quantities shown in the Item Staging Area are updated to reflect the quantity still to pack.

Click ▼ to close a carton and prevent other items from being added to it.

If you are packing mixed cartons, e.g. two of each item, pack one carton, then use the clone buttons to duplicate the carton: Click ▼ to create one duplicate carton, or click ▼ to create as many duplicates as required until all items in the staging area are depleted.

Packing a Pallet
Items can be added directly to a pallet, or packed into cartons first. Cartons must be closed before they can be added to a pallet.

1. Select the Pallet Type. If you have not defined pallet types, leave the selection as Virtual, but remember that because the size of a Virtual pallet is not defined, Internet EDI cannot tell you when it is full so it is up to you to only pack the number of cartons/items that will actually fit.

2. To pack all quantities of all items on one pallet, click ▼ in the Item Staging Area. If items are destined for different store locations, a pallet will be created for each location.

3. If all quantities of all items will not fit on one pallet, click ▼ (in the Pallet toolbar) to add a pallet. Then:
   - To add a closed carton to the pallet, select the carton and click the down arrow in the Pallet toolbar ▼. (To add multiple cartons, hold the Shift or Ctrl key while selecting.)
   - To pack all quantities of an item directly onto the pallet, select the item in the Item Staging Area and click the down arrow in the Pallet toolbar ▼.
   - To add fewer than the total quantity of an item, select the item in the Item Staging Area, enter the quantity in the Pallet toolbar, then click the down arrow ▼.
   - To add all quantities of multiple items, hold the Shift or Ctrl key, select the items in the Item Staging Area, then click the down arrow in the Pallet toolbar.

   Note: You may not be allowed to add items directly to a pallet (without being placed in a carton first), depending on the trading partner requirements.

As you pack items, the quantities shown in the Item Staging Area are updated to reflect the quantity still to pack. Click ▼ to wrap a pallet and prevent more items or cartons from being added to it.

If you are packing mixed pallets, e.g. various sizes of containers, pack one pallet, then use the clone buttons to duplicate the pallet: Click ▼ to create one duplicate pallet, or click ▼ to create as many duplicates as required until all items in the staging area are depleted.
Locating a Packed Item
To view where an item is packed, select it in the list on the left. A blue border will display around any cartons or pallets the item has been packed to. In the following example, item ABCC-101 is packed in cartons 4 and 5.

Making Changes
- To clear the entire carton, click 🗑️ to delete it (if the shipping labels have not yet been printed), or click 🍒 to empty it.
- To change the quantity of an item that has been packed, or to enter details about the carton such as volume or weight, right-click on the carton and choose Edit/View.

Unpacked items are returned to the Item Staging Area.
Change pallets in a similar fashion.

Finishing Packing
1. Click Save.
2. If you are not finished packing, click Back to return to the Shipment record.
   If you are finished packing:
   - Click Review Packing to review the packing list (and optionally print shipping labels), or click Shipping Labels.
   - If you chose to print labels, you are prompted to select label options. (If the ASN structure is set to cartons only, the pallet options will be unavailable.) When you have selected your options, click Generate Labels. You will see a preview of the label with the standard view and print options.
   - Click Back to return to the Shipment record (where you can print a Packing Slip if necessary).

Return to the shipment to finalize it
**Finalizing a Shipment**
When the shipment is ready to be (or has been) sent, you must mark it Complete. This generates the ASN and invoice (if required by the trading partner).

1. Verify and complete any missing details in the Shipment Summary, Carrier Details, and Load Details sub-tabs.
2. Print a Packing Slip if required.
3. Click **Complete Shipment**. You will be prompted if any information required by the trading partner is missing.
4. A confirmation box appears.
   - If there are unshipped items and the trading partner does not allow back orders, you will be alerted that back orders will be cancelled; if possible, cancel out of the confirmation dialog box and make changes to avoid losing the sale of those items.
   - Indicate if you want the ASN to be placed on hold (e.g. if the shipment will not be sent for a few days). The ASN will be listed in the Mailbox/Outbox/Shipping Notices with "On Hold" status, but will not be sent until you manually select it and click **Send**.
   - Confirm the date and time of the shipment by accepting the date presented or by changing it as necessary.
5. Click **OK**. The ASN will be generated and sent to the trading partner (unless you placed it on hold). The corresponding sales order is updated with shipment details and quantities sent, and the sales order status is changed to "Completed" (if all items have been shipped) or "Open Order" (if there are items outstanding that may still be shipped). If the buyer indicates that they do not want the remaining items, you must manually Close the sales order.

**Reprinting Labels**
You can print (or reprint) labels at any time, before or after a shipment has been completed. Open the shipment record and click **Review Packing** to review the packing list and then click **Print Labels**.

**Invoicing**

*If you ship direct to stores you may be able to create a Direct Store Delivery Summary (882) in place of an invoice.*

1. There are three ways to create an invoice:
   - An invoice may be generated automatically against a completed shipment. To view or edit, double-click the invoice on the Invoices tab.
   - You can create an invoice based on a sales order (no shipment): double-click the sales order on the Orders tab, then click **Direct Invoice**.
   - You can create an invoice manually (i.e. there is no incoming data to base it on): click **Create Invoice** on the Invoices tab.
2. Make any additions or changes as required to the header information.
3. Add, edit, or delete line items as required.

4. Taxes are automatically applied based on the Ship To province/state. You can adjust these in three ways:
   - To remove all taxes, clear the check box in the header (e.g. HST).
   - To remove the tax from an individual line item, clear the check box beside the individual line item tax amount.
   - To change the percentage of tax applied on an item, select the line, click View/Edit Line, then adjust the percentage on the Taxes tab.

5. Optionally, click Preview EDI to check the underlying EDI information for any errors.

6. Click Complete Invoice.

7. You will be asked if you want to place the outgoing document on hold.
   - If you choose No, it will be placed in your Mailbox/Outbox and sent immediately.
   - If you choose Yes, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click Send.

   For information about how the invoice status changes through its lifespan, see Understanding the Statuses.

Creating a Direct Store Delivery Statement
Depending on your implementation, if you ship direct to stores you may be able to create a Direct Store Delivery Summary (882). This summary itemizes separate invoices and may be sent in place of an invoice. A separate DSD Statement must be created for each product category.

1. On the DSD Statements tab (only available if your implementation is set up to use these), click Create DSD Statement.

2. Select the customer from the List of available customers (these trading partners must be enabled for DSD by Commpoint).

3. Change the Bill To and Remit To addresses if necessary (from the Trading Partner Defaults and Company Settings respectively).

4. Select the Product Category.

5. Click Add Invoice to record an invoice, and then:
   - Enter the Invoice Number and select the Invoice Date.
   - Select the Store Number where the delivery was made.
• Enter the number of Units Shipped (and optionally the Weight and Volume) and select the appropriate unit of measure.

• Enter the Subtotal Amount and enter the taxes as $ or % amount.

• Click OK.

6. Repeat step 5 for each invoice related to the same product category.

7. Optionally, click Preview EDI to check the underlying EDI information for any errors.

8. Click Complete Statement.

9. You will be asked if you want to place the outgoing document on hold.
   • If you choose No, it will be placed in your Mailbox/Outbox and sent immediately.
   • If you choose Yes, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click Send.

Understanding the Statuses
Each stage in the order fulfillment process has its own status.

The trading partner will send a Functional Acknowledgement (997) to confirm receipt of the document and whether it conforms to EDI standards. In your Internet EDI Outbox, once a document has received a 997, its status will be updated from Sent to Accepted or Rejected.

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Purchase order has just arrived, no sales order has been created for it.</td>
</tr>
<tr>
<td>Posted</td>
<td>Purchase order has been posted into the Internet EDI system, a corresponding sales order can be found on the Order List tab.</td>
</tr>
</tbody>
</table>

Sales Orders
A sales order will change status several times during its lifecycle. All statuses are changed automatically, as the result of a process, except Closed and Cancelled which are applied manually.

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Order is newly received and posted, data is identical to PO. If no changes are expected, you may start shipping based on the buyer's delivery requirements.</td>
</tr>
<tr>
<td>Pending Shipment</td>
<td>A shipment has been started but not yet completed. No changes may be made to the order.</td>
</tr>
<tr>
<td>Completed</td>
<td>All items have been shipped.</td>
</tr>
<tr>
<td>Open Order</td>
<td>At least one shipment has been completed but there are items outstanding that may still be shipped. If the buyer indicates that they do not want the remaining items, you must manually Close the order (this happens automatically if the agreement states that back orders are not accepted).</td>
</tr>
<tr>
<td>Closed</td>
<td>At least one shipment has been completed, but the buyer does not want to receive the outstanding items.</td>
</tr>
</tbody>
</table>
### Status Definitions

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cancelled</strong></td>
<td>The order was cancelled before any shipment was completed.</td>
</tr>
<tr>
<td><strong>Change Pending</strong></td>
<td>A PO Change Requests (860) has been received but not posted to the corresponding sales order.</td>
</tr>
<tr>
<td><strong>Buyer</strong></td>
<td>The order and any shipments are frozen until the request is either posted or cancelled.</td>
</tr>
<tr>
<td><strong>Changed by Buyer</strong></td>
<td>A PO Change Request (860) has been posted to the sales order.</td>
</tr>
<tr>
<td><strong>Change Pending</strong></td>
<td>A PO Acknowledgement (855) with changes or PO Change Acknowledgement (865) has been sent from the seller to the buyer. The order is frozen until you receive a response from the buyer and post the acknowledgement.</td>
</tr>
<tr>
<td><strong>Seller</strong></td>
<td>A PO Change Request (860) has been posted to the sales order.</td>
</tr>
<tr>
<td><strong>Changed by Seller</strong></td>
<td>The 855 or 865 sent to the buyer was accepted and posted manually to the sales order.</td>
</tr>
<tr>
<td><strong>Order Confirmed</strong></td>
<td>A PO Acknowledgement (855) with no changes was sent to the buyer.</td>
</tr>
<tr>
<td><strong>Manual Order</strong></td>
<td>Manually created order.</td>
</tr>
<tr>
<td><strong>Modified</strong></td>
<td>This status may only apply to a manually created order.</td>
</tr>
</tbody>
</table>

### Shipments Status Definitions

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pending</strong></td>
<td>Newly created shipment, nothing has been done yet. Printing a Pick List does not change the status.</td>
</tr>
<tr>
<td><strong>Packing</strong></td>
<td>The packing process has started.</td>
</tr>
<tr>
<td><strong>Completed</strong></td>
<td>The shipment is completed (ship date confirmed, ASN and/or invoice generated). Nothing more can be done with it. The corresponding sales order is updated with shipment details, quantities sent, and the sales order status is updated (Completed or Open Order; see Sales Order status above).</td>
</tr>
<tr>
<td><strong>Cancelled</strong></td>
<td>Shipment is aborted (status must be applied manually). If the status was &quot;Packing&quot; or &quot;Packed&quot;, you will be prompted to confirm that you want to cancel the packing information as well (including any shipping labels that have been generated).</td>
</tr>
</tbody>
</table>

### Invoices Status Definitions

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pending</strong></td>
<td>Newly created invoice generated against a completed shipment.</td>
</tr>
<tr>
<td><strong>Direct Invoice</strong></td>
<td>Newly created invoice created against a sales order (no shipment).</td>
</tr>
<tr>
<td><strong>Manual Invoice</strong></td>
<td>Newly created invoice created manually.</td>
</tr>
<tr>
<td><strong>Cancelled</strong></td>
<td>Invoice has been aborted (status must be applied manually).</td>
</tr>
<tr>
<td><strong>Completed</strong></td>
<td>Invoice has been marked Complete but placed on hold - no invoice document has been sent to the trading partner.</td>
</tr>
<tr>
<td><strong>Sent</strong></td>
<td>Invoice document (810/880) has been sent to the trading partner.</td>
</tr>
</tbody>
</table>
Handling Inventory Inquiry Reports

Inbound
You may receive an Inventory Inquiry/Advice Report (846) from another location or a seller advising of their inventory information. This report will appear in your Inbox where you can print it or export it in CSV format.

Outbound
You may create and send a report of your inventory information to another location or to a buyer:

1. Click Create 846. A new tab opens that shows all the items in your catalog.
2. Select the customer that you are sending the report to, and change any other header fields as required.
3. Select the Available Effective and Availability Expire dates at the top of the table. These will apply to each item; override for individual items as required.
4. Enter the Qty Available for each item.
5. If you want to record a different UoM for an item, select the item and then click Add Line and record the availability.
6. Optionally, click Preview EDI to check the underlying EDI information for any errors.
7. Click Complete Report.
8. You will be asked if you want to place the outgoing document on hold.
   - If you choose No, it will be placed in your Mailbox/Outbox and sent immediately.
   - If you choose Yes, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click Send.
Creating an Outbound Purchase Order

Depending on your implementation, you may be able to create an Outbound Purchase Order (850).

1. On the Purchase Orders tab (only available if your implementation is set up to use these), click **Create Purchase Order**. The purchase order opens in a new tab.

2. Select the **Vendor**.

3. Review the order header information (across multiple tabs):
   - Enter or select the **Bill To, Vendor, Buyer, and Ship To** locations.
   - Complete the Status, Terms of Sale, Ship and Delivery Dates, and Shipment Details tabs as applicable.

4. To specify the product you wish to purchase, click **Add Line** and enter the item details (or select the item from the catalog if you have added or imported the vendor’s products to your catalog). Repeat as necessary to add more products to the purchase order.

5. Optionally, click **Preview EDI** to check the underlying EDI information for any errors.

6. Click **Send Order**.

7. You will be asked if you want to place the outgoing document on hold.
   - If you choose **No**, it will be placed in your Mailbox/Outbox and sent immediately.
   - If you choose **Yes**, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click **Send**.
Administration

Setting Up Your Company Profile
Your company profile stores information about your company, such as language, your main contacts for system implementation issues as well as for EDI document notifications, Electronic ID Number, and a quick access to turn taxes on or off. Most of this information will have been populated when Internet EDI was implemented.

1. Click **Company Settings**. The Profile tab opens by default.

2. By default Internet EDI will be presented in your operating system’s default language; choose a different **Language** if necessary.

3. Optionally, define the starting **Transaction Control Numbers** to be used for orders, invoices, shipments/ASNs, etc.

   There are two boxes for each document type; you can define one, or both, or none for each document type.

   - In the first box, you can enter a prefix that will appear before each number (e.g. INV- for invoices, CO for purchase orders, etc.).
   - In the second box, you can enter the starting number, e.g. to continue from the numbering system used before implementing Internet EDI. If you do not enter a number, Internet EDI will assign the first transaction of that type as "1". This number will increment every time you begin a new document of the same type.

   *The document number on a new invoice can be overwritten during creation.*

4. Alerts and notifications will be sent to the **Main EDI or IT Contact**, but you can define other users to receive alerts and notifications for specific EDI documents. Click **Add** and enter the name and email address, and select the notification types.

5. Enter any applicable **Electronic ID Numbers**:

   - The **ISA ID Qualifier** is two digits that specify what kind of sender identification is used, e.g. 01 (Duns #), 08 (UCC EDI #), 12 (phone #), 14 (Duns + suffix #), ZZ (mutually defined), etc.
   - The **ISA Interchange ID** is a unique number that identifies the sender/receiver information for the company. There is only one ISA and it cannot be more than 15 characters long.
   - The **GS App Code** is another identifier for the sender/receiver information, usually the same as the ISA Interchange ID.
   - At the very least you should enter your **GS1 Company Prefix** (also known as a UCC/EAN number or company prefix). The GS1 Company Prefix forms the base for a family of identifiers that uniquely distinguish your company’s products, locations, documents, shipments and relationships in the supply chain, and is required to create ASNs and print labels.

6. This screen provides a shortcut to applying the same GST/HST Registration number to all provinces, as well as turning on or off taxes to all provinces or states. These settings can also be controlled on the **Tax Jurisdictions** tab, where you can also choose to turn taxes on or off for individual provinces or states, or apply different registration numbers to each.
Adjusting Tax Settings

The tax percentages are defined for each Canadian province upon implementation, but you can choose whether they are "turned on" or not. You will also need to enter your tax registration number(s).

**Note** US states are listed but you must define the tax percentage and registration number for individual states as required.

To manage these settings, click **Company Settings** and open the Tax Jurisdictions tab where you can do any of the following:

- To use the same registration number for all provinces, enter it at the top and click **Apply for All**.
- To turn taxes on or off at the national level, use the **On** or **Off** buttons at the top.
- To turn taxes on or off for individual provinces or states, clear or select the check box beside each in the list as appropriate.
- To edit the tax settings for an individual province or state, select it in the list and click **Edit**.
  
  In the subsequent screen, click **Add** to create a new tax, or select a tax to **Edit** the name, percentage, registration number, or description. Click **Save** when you are finished.
Defining Company Locations

Define the addresses for your company’s different locations. This includes all locations that you may ship from (including any 3PL locations), and locations where payments are made from and remittances received at.

To define an address:

1. Click **Company Settings**, then click **Add** on the Company Addresses tab.

2. Enter the name and address information. If your organization’s locations are identified using a number, enter it in the **Location Number** field. A DUNS (Dun & Bradstreet) number is commonly used as a location identifier.

3. If this location is the primary location that remittances are paid to, select **Default Remit To**. Invoices will use this address by default but a different location may be selected in individual invoices.

4. If this location is the primary location that products are shipped from, select **Default Ship From**.

   **Note**  The **Default Remit To** and **Default Ship From** may be the same or different locations.

5. If you have purchased the optional **Third Party Logistics (3PL)** module, a check box is available beside **This Location is a 3PL**. You can identify as many 3PL locations as you have licensed; once you have reached this limit, the check box is no longer available for selection for a location unless it is cleared from an existing 3PL location record.

6. Click **Save**. Repeat to define more addresses if necessary.
Defining 3PL Locations and Users

The optional Third Party Logistics (3PL) module allows you to maintain your inventory at, and ship from, a third party distribution centre. Special 3PL users associated with these 3PL locations will receive a notification when a shipment is created for them, and they can log into Internet EDI to prepare the shipment. These 3PL users will only see the Mailbox and Shipments tabs.

If you have purchased the 3PL module, you must define each 3PL location that you have licensed and its associated 3PL users.

**Defining a 3PL Location**

Set up the 3PL location the same as all your other company locations (on the Company Settings > Company Addresses tab), but be sure to select the *This Location is a 3PL* check box. You can identify as many 3PL locations as you have licensed; once you have reached this limit, the check box is no longer available for selection for a location until it is cleared from an existing 3PL location record.

**Defining a 3PL User**

1. Click **Company Settings**, then open the 3PL Providers tab. All defined 3PL locations are displayed on the left.
2. Select a location, then click **Add**.
3. Enter the user's name, login and password, and email address.
4. Repeat as necessary to add additional users to a location, or select a different location and define its associated users.
Hiding Old Data
Over time your data set will become very crowded and system performance may be hindered. To reduce the size of your working data, you can set Internet EDI to hide documents that have a status of Complete, Closed, or Cancelled and that are older than a given threshold period (e.g. two months). This smaller data set makes it easier to find the open and incomplete documents and also results in improved system performance.

Open and incomplete transactions will always be visible regardless of the threshold you set.

Click **Company Settings**. Set the period of time on the Document Threshold tab; the maximum is 12 months or 365 days.

> Although old documents may not be visible, they are still searchable using the Transaction Search tool.

Managing Your Catalog
For consistent data management, you should record all items that you sell. You can enter each item individually, or import an existing catalog in CSV (comma separated values) format. Items in the catalog are not automatically matched to purchase orders, but the catalog is helpful to quickly add items to orders or invoices.

**Recording Items Individually**
1. Click **Items and Packing Rules**, then click **Add**.
2. Enter identifying information (*GTIN/UPC, Item ID, Catalog Number, Description*).
3. Indicate how the item is packaged (*Packing Type, Weight, UnitOfMeasure*) and the *Price* (per unit of measure).
4. To make the item visible throughout Internet EDI, select **Item is Active** until a check mark appears. If you do not make the item active, it retains its initial "indeterminate" state (-) which in effect is the same as inactive. You may want to make an item inactive to temporarily disable it from selection, e.g. seasonal items.

**Importing an Existing Catalog**
You can import an existing catalog in a CSV (comma separated values) file. The CSV file can use different heading names; these will be mapped to the corresponding Internet EDI field name.

1. Click **Items and Packing Rules**, then click **Import or Export Item Catalog**.
2. If the CSV file includes a header row, select **Show CSV (Excel) file settings** and then select **Has Header Record**.
3. Click **Import catalog** and retrieve the CSV file. All records are shown in the lower part of the Import window.
4. In the dropdown list above each column, select the catalog field that the column should be mapped to, or leave it as <Ignore> to not import that column.
5. When you select Unit of Measure (UOM) in the drop down list, you will be prompted to map all the different words listed in that column to the correct two-digit UOM.

6. When you map a column to the UnitofMeasure catalog field, the top right section of the form displays additional UoM mapping to allow you to map the UoM values. For example:

<table>
<thead>
<tr>
<th>Original (imported) values</th>
<th>Mapped to these values in the catalog</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit (column)</td>
<td>UnitofMeasure (field)</td>
</tr>
<tr>
<td>BF</td>
<td>BF</td>
</tr>
<tr>
<td>Each</td>
<td>EA</td>
</tr>
<tr>
<td>Pkg</td>
<td>PK</td>
</tr>
<tr>
<td>Case</td>
<td>CA</td>
</tr>
</tbody>
</table>

7. During the import, Internet EDI will check all UPC codes to ensure they are valid. To ignore this rule, select the Ignore UPC Validation check box.

8. When you are finished mapping, do one of the following:
   - If you only want to import items that are not already in your catalog (based on the UPC Code and vendor number), click **Merge with Current Catalog**.
- If you want all imported items to completely replace those in your existing catalog, click **Replace Current Catalog**.

9. Any import errors are displayed in the Reading Log at the top, and will reference which line in the CSV file caused the error. Optionally click **Save Errors** to save them in a text file for easier reading. Correct these errors in the source CSV file that you imported and import again, or add the lines individually as described above.

10. Click **Close**.

**Exporting the Catalog**

To export your product catalogue to a CSV file:

1. Click **Items and Packing Rules**, then click **Import or Export Item Catalog**.
2. Click **Export catalog**, then identify the location and name of the CSV file the items should be exported to.

**Setting Up Your Trading Partners**

**Defining Trading Partner Defaults and Locations**

Define information about each trading partner you deal with, including default invoicing settings and addresses.

1. Click **Trading Partner** and select the **Customer** you want to define. (If you have a long list of trading partners, click ... to view names and related IDs in a sortable table to help locate the appropriate customer.)

2. The Partner Defaults tab displays all Interchange IDs for this customer, identified when the trading partner was set up by Commpart. Complete the following:
   - Enter **My Vendor Number**, i.e. the vendor or account number that identifies you to the customer. This is also used as the Ship From Number.
   - Select their **Preferred Currency** for invoicing.
   - Indicate if they allow a mix of **POs** in a carton or pallet.
   - Define the default invoice term settings that will be used if not included on a purchase order. These include:
     - **Net Days Due**: Number of days until the total invoice amount is due
     - **Net Day of Month**: Day of the month the terms is being referenced
     - **Discount Days Due**: Number of days in the terms discount period by which payment is due if terms discount is earned
     - **Discount Percent**: Discount percentage available to the purchaser if the invoice is paid on or before the Terms Discount Due Date
     - **Basis Date**: Which date is used to identify the beginning of the terms period.
   - Normally tax is based on the jurisdiction where the order is shipped to; if you want users to be able to override the tax jurisdiction on an invoice, e.g. if an order is being picked up locally, select the **Override Ship-To as Tax Basis** check box.
3. The Partner Locations tab stores all addresses for stores, distribution centres, billing, and other. All addresses are shown on the All Addresses sub-tab; to view just addresses of a particular type, click one of the other sub-tabs.

To add a new address, click **Add** and enter the address and main contact information along with the following:

- **Name** - Enter a short descriptor to identify this address.
- **Location ID** - This could be the trading partner’s store number, DUNS number, DC number etc.
- **Location Type** - Select the type of address (billing, distribution centre, store, or other).
- **Default Billing Address** - One address should be designated as the default billing address for use in all invoices. The default billing address will be shown in bold on the All Addresses tab.
- When defining a Store location type, if any Distribution Centre locations are defined, select the distribution centre (DC) associated with this store. Alternatively, if specified by the trading partner, enter the **Pool Facility Code**.

**Importing Addresses**

You can import a list of addresses in a CSV (comma separated values) file. Addresses will be automatically assigned to the Distribution Centers or Store Locations tab if identified as a distribution centre or store in the CSV file. The CSV file can use different heading names; these will be mapped to the corresponding Internet EDI field name.

1. On the Partner Locations tab, click **Import or Export Address Catalog**.
2. If the CSV file includes a header row, select **Show CSV (Excel) file settings** and then select **Has Header Record**.
3. The **Select Partner for Addresses** field defaults to the customer selected on the Partner Locations tab, but you can select a different trading partner to import addresses to.
4. Click **Import catalog** and retrieve the CSV file. All records are shown in the lower part of the Import window.
5. In the dropdown list above each column, select the catalog field that the column should be mapped to, or leave it as `<Ignore>` to not import that column.
6. When you are finished mapping, do one of the following:
   - If you only want to import addresses that are not already in your system (based on the Store/DC/Bill number), click **Merge with Current Catalog**.
   - If you want all imported addresses to completely replace those on file for this trading partner, click **Replace Current Catalog**.

7. Any import errors are displayed in the Reading Log at the top, and will reference which line in the CSV file caused the error. Optionally click **Save Errors** to save them in a text file for easier reading. Correct these errors in the source CSV file that you imported and import again, or add the lines individually as described above.

8. Click **Close**.

**Exporting Addresses**

To export a trading partner’s addresses to a CSV file:

1. On the Partner Locations tab, click **Import or Export Address Catalog**.

2. In the **Select Partner for Addresses** field, select the partner whose addresses you want to export.

3. Click **Export catalog** then identify the location and name of the CSV file the addresses should be exported to.
Managing Load Tenders

The Load Tender subsystem allows carriers to manage incoming load tenders, report on the status of shipments, and prepare invoices.

When a vendor sends you a Motor Carrier Load Tender (204) document, it will appear in your Inbox and is automatically posted to the Load Tenders tab.

1. New load tenders are available on the Load Tenders tab. Double-click on a load tender to open it in a new tab.
2. Review the details of the load tender, i.e. the pickup and delivery stops and dates, weight, any special handling instructions, etc.
3. If you want to accept the load, click Accept Load Tender. If you do not want to accept the load, click Decline.
   The status of the load tender is updated and a Response to a Load Tender (990) document is sent to the vendor indicating your decision.
4. You will be asked if you want to place the outgoing document on hold.
   - If you choose No, it will be placed in your Mailbox/Outbox and sent immediately.
   - If you choose Yes, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click Send.

Reporting a Shipment's Status

You will periodically need to update the vendor as to the status of each stop.

1. On the Load Tenders tab, double-click on a load tender to open it in a new tab.
2. Select the stop that you want to report on, and click Send a Shipment Status Message.
3. Select the appropriate Shipment Status and Shipment Reason and optionally enter any additional Remarks, then click OK. The status of the load tender is updated and a Transportation Shipment Status Message (214) document is sent to the vendor.
4. You will be asked if you want to place the outgoing document on hold.
   - If you choose No, it will be placed in your Mailbox/Outbox and sent immediately.
   - If you choose Yes, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click Send.

Creating a Motor Carrier Invoice

Once the shipment has been delivered, you can prepare a Motor Carrier Freight Details and Invoice (210).

1. On the Load Tenders tab, double-click on a load tender to open it in a new tab.
2. Click Create Invoice.
3. Make any additions or changes as required to the header information.
4. Add, edit, or delete line items as required.

   **Note:** Taxes are not calculated automatically and must be entered as a separate line item.

5. Optionally, click **Preview EDI** to check the underlying EDI information for any errors.

6. Click **Complete Invoice**.

7. You will be asked if you want to place the outgoing document on hold.
   - If you choose **No**, it will be placed in your Mailbox/Outbox and sent immediately.
   - If you choose **Yes**, it will be listed in the Mailbox/Outbox with a "Hold" status, but will not be sent until you manually select it and click **Send**.