

**Product basic Setup**  
Service Specification

# Table of Contents

- 1 Introduction ..... 3
- 2 Scope of performance (“in scope”) ..... 3
  - 2.1 Product master data interface..... 3
  - 2.2 Additional options package: customer data interface ..... 3
    - 2.2.1 Setting up the client..... 3
    - 2.2.2 Setting up customers of the client..... 4
    - 2.2.3 Setting up memberships and associations ..... 4
  - 2.3 Additional options package: catalogue data interface ..... 4
    - 2.3.1 Accepting product data ..... 5
    - 2.3.2 Consolidation of data in a product catalogue ..... 5
    - 2.3.3 Using the product catalogue in nexmart products ..... 5
  - 2.4 Referenced documents..... 5
    - 2.4.1 Data manual..... 5
    - 2.4.2 XLS template for customer data ..... 5
- 3 Exclusions (“out of scope”) ..... 5
  - 3.1 Additional options package: customer data interface ..... 6
  - 3.2 Additional options package: catalogue data interface ..... 6
- 4 Service assumptions..... 6
  - 4.1 Additional options package: customer data interface ..... 6
  - 4.2 Additional options package: catalogue data interface ..... 7
- 5 Client’s obligations to cooperate ..... 7
  - 5.1 Product master data interface..... 7
  - 5.2 Additional options package: customer data interface ..... 7
  - 5.3 Additional options package: catalogue data interface ..... 8

## 1 Introduction

This document contains a list of all services with description included in basic Setup at the time of commissioning.

The corresponding chapters also document requirements and obligations for the provisioning and execution of the individual services.

nexmart is a provider of eBusiness services, facilitating communication between manufacturers, retailers and their customers.

basic Setup includes the creation of the client, his relevant customer data, and the setup of an interface for the transmission of product master data to nexmart systems.

The purpose of this is to implement processes that transfer manufacturer product data to nexmart so the data can be used in nexmart products. Therefore, basic Setup is a prerequisite for the use of other nexmart products.

## 2 Scope of service (“in scope”)

The scope of service for the basic Setup product is described below.

### 2.1 Product master data interface

basic Setup includes the setup of a product master data interface. This interface facilitates ongoing processes between the client and nexmart and is a channel for transferring the client's product master data to nexmart. nexmart then uses this product master data to supply the defined connections via the nexmart products commissioned by the client.

Product master data are the minimum requirement for a successful order. They are required for the nexmart product online Market, sales App, extranet Channel, documents to EDI and EDI Connect. At minimum, a unique product number, product name, minimum order quantity and the order unit with price are required. If the product has an EAN, we recommend that this also be transferred.

### 2.2 Additional options package: customer data interface

#### 2.2.1 Setting up the client

The client is set up as a company once in the nexmart system. This company is then used to make the required product configurations, which depend on the scope of commissioned products. Information about available configuration options are described in the relevant service descriptions.

If the client commissions products for multiple or different countries or markets, each country is set up as its own company with its own product configuration. Each company is assigned a nexmart customer number, which is used to clearly identify the customer in all communications between the client and nexmart.

Users with access authorization are first created and then linked to the corresponding client company. It is possible to link users to multiple companies so they can function as administrators for multiple

regions. Administrators of client users can manage these users autonomously. Changes that cannot be made autonomously can be sent to nexmart Customer Support.

User configuration that defines which access authorizations are available when creating a user depend on the nexmart products commissioned. This information can be found in the corresponding service specification.

### **2.2.2 Setting up customers of the client**

Customer data are used to give access to customers of the client to the commissioned nexmart products.

Customers of the client are set up as individual companies in the nexmart environment. Each company has at least one name, one customer number and a primary address. Each customer is linked to the corresponding client company via a customer relationship, which is created using a customer number. At the same time, the customer number is used to clearly identify a customer in the nexmart environment. The customer number can consist of a self-selected, non-modifiable designation or a global, unique qualifier, like a GLN.

Each customer created is also assigned a nexmart-specific customer number, which is used for easy identification when communicating with nexmart. If a customer already exists in nexmart systems, this existing information is used.

If the client provides nexmart a customer user list, the users in this list are first created and then linked to the corresponding customer company. The access authorizations available to create a user depend on the nexmart products commissioned. This information can be found in the corresponding service specification.

nexmart provides solutions that make it possible for the client to autonomously edit, supplement, or clean the customer data that has been created. These solutions depend on the product that has been commissioned. If no such option is available for a product, data updates can be sent to nexmart to be made for the client.

### **2.2.3 Setting up memberships and associations**

If the client is a member of an association known to nexmart, and setup is required for the fulfilment of services as described in the corresponding service descriptions, the membership is created if a membership number is provided.

If the client himself functions as an association, members provided by the client shall be created as described in chapter Setting up customers of the client. The corresponding membership number (and not a customer number) is used to identify a company in this case.

Each member created is given a nexmart-specific customer number, which is used for easy identification when communicating with nexmart.

## **2.3 Additional options package: catalogue data interface**

The scope of service for the basic Setup additional options package is described below.

To provide a complete product catalogue via nexmart, information in addition to product master data is required.

The creation of a catalogue data interface establishes an ongoing process between the client and nexmart and is used to transfer client catalogue data to nexmart. The service that nexmart provides is the acceptance of product data from various sources, which could be sent via various channels with diverse content in different formats. This product data is then merged to create a collective product catalogue. Consequently, this product catalogue is made available and used for the efficient use of nexmart products. These nexmart products must be commissioned separately.

### **2.3.1 Accepting product data**

The client sends product data and media data to nexmart. This product data can be provided in a wide variety of formats, including BMEcat, CSV, Excel or other XML formats. Upon request, an individual interface or FTP can be selected as the transmission channel. The product data supplied is saved in the nexmart environment in a data model similar to BMEcat2005. This data model is described in detail in Data manual.

### **2.3.2 Consolidation of data in a product catalogue**

Product data supplied by the client can consist of multiple partial deliveries, (e.g. master data, media data, price data, update data for features, etc.), which can be compiled to create a complete catalogue in accordance with agreed rules. Furthermore, data enhancements and individual clearing processes can be used to prepare the data to produce the best possible quality.

### **2.3.3 Using the product catalogue in nexmart products**

The results from compiling the product data catalogue are used in nexmart products. nexmart provides for each product the configurations needed and the resulting exports.

## **2.4 Referenced documents**

The following documents are made available to the client together with the service specification.

The most recent version of each of the documents can be accessed online. Access data is made available to the client separately.

### **2.4.1 Data manual**

The data manual describes the fields that are required to provide high-quality product information.

### **2.4.2 XLS template for customer data**

Template for the client to use to provide customer data

## **3 Exclusions (“out of scope”)**

The basic Setup does not include the following:

### 3.1 Additional options package: customer data interface

- The correctness of the customer data nexmart creates depends on the information provided by the client. nexmart does not check the content of the customer data for correctness.
- Customers that nexmart create can request that changes to their address data or user data are made or make these changes themselves. If the client requests that changes are made to this data, the changes cannot be made if they contradict the information provided by the customer.
- If the client is able to make changes to customer data, such as customers, users, roles and authorizations, using his own technology, nexmart will not make these changes for the client free of charge. Nevertheless, if the client commissions nexmart to make these changes, they must be requested separately.
- Depending on the product commissioned, it may be necessary to enrich the customer data being used. The information to be enriched is not part of basic Setup; it is done individually per product. Detailed information can be found in the service descriptions for each product.
- Depending on the commissioned product, additional enrichment of customer data may be necessary. This additional enrichment is not included in the scope of basic Setup. The products to which this applies can be found in the corresponding service descriptions.

### 3.2 Additional options package: catalogue data interface

The basic Setup additional options package does not include the following:

The client is responsible for maintaining his own product data in his systems and also for the provisioning of it.

## 4 Service assumptions

The service assumptions described below must be ensured by the client for smooth implementation of basic Setup.

### 4.1 Additional options package: customer data interface

- If, once basic Setup is complete, the client requests changes to the master data format or transmission channel, they must be agreed with nexmart and changes made by nexmart must be commissioned by the client.
- The client is required to have an active contractual relationship with each customer listed in the transmitted customer data.
- If personal data belonging to the client's customers is transmitted to nexmart, nexmart assumes that these persons have been informed of and consented to this transmission in accordance with the current version of the GDPR.
- The format in which the client provides customer data for automatic import may not be arbitrarily changed by the client.
- nexmart reserves the right to modify individual customer relationships and modify or supplement incomplete information to ensure a consistent standard of quality of the customer data.

- The FTP server for transferring data is used exclusively for the transfer and not for archiving data. Any remaining data is cleaned up by nexmart after 14 days.

## 4.2 Additional options package: catalogue data interface

- nexmart basic Setup for configuration of an interface for product master data has been completed successfully.
- The client ensures the regular provisioning of correct product master data for basic Setup.
- If, once basic Setup is complete, the client deems it necessary to change the format or transmission channel, this must be agreed with nexmart and changes made by nexmart must be commissioned by the client.
- The FTP server for transferring data is used exclusively for the transfer and not for archiving data. Any remaining data is cleaned up by nexmart after 14 days.

# 5 Client's obligations to cooperate

The obligations to cooperate described below must be ensured by the client for smooth implementation of basic Setup.

## 5.1 Product master data interface

- Data required to fulfil the minimum requirement by the client and to be saved by nexmart is defined in catalog guide. This data must be provided by the client.
- BMECAT2005 or BMECAT 1.2 are possible data provisioning formats. Other formats, such as CSV or XLS, are options but only as agreed and after field definition and testing.
- An FTP server is the typical transmission channel for data. The data transmitted by the manufacturer is saved here. nexmart provides access to the FTP server. Upon request, nexmart can set up automatic data retrieval from a server provided by the client.
- The required update interval for product data is defined by the client. We recommend that updates are made at periodic intervals of 1-4 weeks so that nexmart products always have current data.
- If the project is an international project, the client must define which product data (language) apply to which countries.

## 5.2 Additional options package: customer data interface

- The client is responsible for maintaining his customer data in his own system. He is also responsible for providing nexmart with this data.
- The client shall provide nexmart with a contact person to agree on the format, content and quality of the customer data to be transmitted.
- The client shall provide nexmart customer data by completing the XLS template for customer data. It contains customer data, address data, and user data.
- The client shall provide nexmart with current and correct customer data only.

- The client shall first transfer the customer data to be created to nexmart by email.
- The client shall provide updated customer data via FTP.
- The required update interval for customer data is 1-5 business days so that nexmart products have current data at all times.
- nexmart must be notified immediately if a contractual relationship between the client and a customer connected to the nexmart environment is terminated. This applies in particular if personal data has been exchanged, which as a result of the termination, must be deleted.

### 5.3 Additional options package: catalogue data interface

- Data required to fulfil the minimum requirement by the client and to be saved by nexmart is defined in catalog guide. This data must be provided by the client.
- BMECAT2005 or BMECAT 1.2 are possible data provisioning formats. Other formats, such as CSV or XLS, are options but only as agreed and after field definition and testing.
- An FTP server is the typical transmission channel for data. The data transmitted by the manufacturer is saved here. nexmart provides access to the FTP server. Upon request, nexmart can set up automatic data retrieval from a server provided by the client.
- The required update interval for product data is defined by the client. We recommend that updates are made at periodic intervals of 1-4 weeks so that nexmart products always have current data.
- If the project is an international project, the client must define which product data (language) apply to which countries.