nexmart

Simply eBusiness

Product Documents to EDI

Service specification

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1 Introduction

This document contains a list of all services, including descriptions, that are included when orderingProduct Documents to EDI .

The relevant chapters also document the requirements and obligations for the provision and operation of the individual services.

TheProduct Documents to EDI is a software solution from nexmart that supports the client in achieving almost complete digital processing of documents, thereby reducing manual intervention to a minimum. Order documents that are available to the client in unstructured form are structured by theProduct Documents to EDI and made available for further digital processing.

The complete processing and transfer to the client is described in the referenced documentService specification: EDI Connect , and the synchronous posting of orders to an ERP system is described inService specification ERP Connect .

2 Scope of services ("In Scope")

The following describes the scope of services provided byProduct Documents to EDI . It covers the entire process from the provision of order documents by the client to recognition, content validation, processing, and final delivery to the client by nexmart.

2.1 Provision

The client provides the order documents by storing them on an FTP server or sending them to an email address. Both options are provided by nexmart.

2.1.1 Supported file formats

Documents can be provided via FTP or as email attachments.

It is recommended that all documents be converted to PDF format before transfer to nexmart, as the capture process is particularly optimized for documents of this type.

In addition to PDF, the following document types are supported:

- Plain text
- RTF
- Markdown
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook

- OpenDocument Spreadsheet
- OpenDocument Text
- Open XML Format Document
- Open XML Format Sheet
- HEIC
- HEIF
- JPEG
- PNG
- TIFF
- RFC822
- CSV
- HTML

For emails (not valid for FTP storage), plain text emails are also processed if they are transmitted without a valid attachment (so-called "mailbody orders"). If there is at least one valid file attachment in the above-mentioned formats, only the attachment is processed; the content of the email is discarded.

A document provided on the FTP or as an attachment to an email, or the email itself, represents only a single order document.

2.1.2 Supported countries

TheProduct Documents to EDI can be set up for different individual or multiple countries per channel for the respective order documents, depending on the basic setup and further use.

2.1.3 Supported languages

Order documents can be processed in all languages using UTF8 character encoding.

2.2 Order recognition

Order recognition takes place over several process steps. The goal of the first processing step is to classify the provided document as an order and extract all recognizable and clearly assignable information.

2.3 Content validation of mandatory fields

After recognition, the extracted information is validated. The aim of content validation is to compare the recognized information with the requirements defined by the client for a processable order, to correct it automatically if possible, and to transparently display any non-compliance with the requirements. To do this, parts of the read data are compared with the customer and article master data provided by the client and enriched if necessary.

As a result, theProduct Documents to EDI ensures that the client only receives orders from customers known to them, with item numbers known to them, in correct quantities and units for further processing. If there are any discrepancies, the error handling described in chapter2.6 also applies here.

2.3.1 Validation based on customer data

The sender of an order is identified on the basis of customer data provided by the client. The customer number specified on the document is primarily used to identify the buyer.

If there is no unique customer number for identification, the buyer is identified on the basis of an automatic address comparison. A similarity value is then determined by comparing the address on the document with the stored addresses. If this similarity with a stored address is sufficiently high, the buyer is assigned to this customer.

The client can choose whether the delivery address or the sender's address should be used primarily for identifying the buyer.

A prerequisite for content validation is the provision of customer data as part of the basic setup.

2.3.2 Validation based on article master data

The items listed on the order document are compared with the article master data on the basis of the identification numbers contained therein. Each ID contained in the document is compared with the stored article master data and classified.

A prerequisite for content validation is the provision of article master data as part of the basic setup.

2.3.3 Optional validations

The optional validations enrich the contents of the order so that it is highly likely to be processed successfully in the further course of the process.

To this end, theProduct Documents to EDI optionally supports the identification of goods recipients/delivery addresses based on goods recipient data (GR data) downstream of customer identification. Warning recipient numbers are enriched for the delivery address in order to distinguish known delivery addresses from deviating addresses (technically dropshipping or third-party delivery addresses). The recognition of warning recipient

addresses uses the same address comparison as the recognition of the buyer and therefore also recognizes slight deviations between stored addresses and the actual address on the document, which can prevent unnecessary delivery costs for the buyer.

Buyer recognition can be improved by providing goods recipient data (GR).

2.4 Processing and provision

During processing, order contents such as order number, customer number, and item data are recognized, relevant information from the master data is added, and the order is made available in digital form.

Product Documents to EDI can provide the following fields in digital form if they can be recognized on an order document and supplemented with master data in the case of customer and item data:

Field	Comment
Order date	If not available: Date of extraction
Order number	
Customer number	If not available: Determination via sender's address data
Tax number	
Customer address	
Supplier number	
Consignee number	Depending on parent customer number, identification based on delivery address Address data is supplemented from master data
Delivery address	Document-compliant identification as an alternative to the consignee number
Desired delivery date	
Contact	Name, telephone number, and email address
Commission	Recorded as a comment
Item number	
EAN	
Item description	Enriched from master data upon recognition
Desired delivery date (at item level)	
Currency	

Quantity	Must be > 0 for item to be identified
Unit	If not available: PCE (=piece) as default Unit conversion possible if stored in article master data
Price per unit	

Additional fields are not digitized. For documents that cannot be processed by nexmart in this step, the error handling described in the chapter "2.6 " applies.

2.5 Archiving

In addition to being transmitted to the client in digitized form, the original document is available for retrieval in PDF format via a web link for a period of 90 days after processing. The web link is included in the digitized form of the document. The web link is also accessible after calling up the document in the EDI Center/mynexmart.

2.6 Manual error handling check

Documents must be checked manually if at least one of the following situations occurs during processing.

2.6.1 Deviation from article master data

If the order document contains an item number that is not present in the item master data , or if no article number is specified for an article, the
item is recorded in accordance with the document or a dummy article number is added and transmitted to the client. The parking process (see section 2.6.2) does not occur here. These articles can be checked using the delegation process described in section 2.6.4.

2.6.2 Parking process

If the document is already excluded as an order document due to its content (e.g., in the case of an invoice or price list) or if the sender cannot be identified, the document is sorted out and the client is informed by email.

Parked documents are not classified as incorrect and do not affect the recognition rate of incorrect documents guaranteed in section 2.6.3.

2.6.3 Incorrect order documents

nexmart contractually guarantees a low percentage of the maximum number of faulty order documents transmitted per month.

An order document is considered to have been transmitted incorrectly if one of the following fields has been processed incorrectly:

- Header level: Customer number, consignee number, delivery address, order number, delivery date
- Item level: Item number, quantity, unit

All other fields are supplementary information and are therefore not part of error handling.

2.6.4 Manual clearing by the client ("delegation process")

Order documents that have been successfully processed via the Documents to EDI product but cause further error messages that cannot be corrected by nexmart are delegated to the client for clarification, together with information via email.

Subsequent correction is possible for the client's employees via a web application provided by nexmart.

It is possible to configure the internal assignment of specific customers to a specific employee at the client.

2.6.5 Difficulty rating

Each order document is assessed during automatic processing in terms of its recognition difficulty. A distinction is made between "easy," "medium," and "hard." The reason for each assessment can be viewed via the EDI Center. The assessment is based on defined criteria, such as whether the addresses on the document can be clearly distinguished between the buyer and delivery address, or whether the number of items contained exceeds a certain value via . All orders that are not classified as "easy" are delegated to the client for manual verification of the recognized content. In consultation with nexmart, the client can define additional rules for the classification of difficulty if the type of documents received requires this in order to ensure the highest possible proportion of fully automatically processed documents with a minimum error rate.

2.7 Order transfer

Orders can be transferred in individual formats to the client's system either asynchronously via EDI Connect or synchronously via a specially configured interface directly to the merchandise management system via ERP Connect. This is not part of theProduct Documents to EDI . For more information, please refer to the EDI Connect service specification.

2.8 Processing times

The maximum processing time is 2 hours from receipt of the document.

If the document cannot be processed within this time due to content errors, the client will be informed by email. A web interface is provided for post-processing the document data that has been captured up to that point.

2.9 Referenced documents

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

The current version of the documents can be accessed online. The access data will be provided to the client separately.

2.9.1 Basic Setup Service Specification

This document describes the services included in setting up an interface to nexmart. The basic setup must be completed before nexmart products can be used.

2.9.2 Service specification: EDI Connect

This document describes the services included in setting up an EDI Connect interface. EDI Connect enables the further processing and transmission of orders generated by theProduct Documents to EDI to the client.

2.9.3 Service specification ERP Connect

This document describes the services included in the setup of an ERP Connect interface. ERP Connect enables synchronous checking against and posting to the client's ERP system.

3 Extension packages

No optional extension packages are currently offered for theProduct Documents to EDI .

4 Service exclusions ("Out of Scope")

TheProduct Documents to EDI does not cover the following services:

- Handwritten order documents or document content are not covered by the automated identification process if the typeface is inconsistent or generally illegible.
- Asynchronous order transfer of digitized documents to the client via EDI Connect is not part of this solution. This must be commissioned and set up in a separate project.
- The synchronous transfer of digitized documents via ERP Connect directly to a merchandise management system is not part of this solution. This must be commissioned and set up in a separate project.

5 Assumptions regarding service provision

The assumptions regarding service provision described below must be ensured on the part of the client in order to guarantee the smooth and efficient use of theProduct Documents to EDI .

- The nexmart basic setup for establishing an interface for customer master data and article master data has been successfully completed.
- The provision of customer master data and article master data by the client as part of the basic setup is guaranteed.
- The content of mandatory fields in the master data is clearly available, e.g., a customer number and the address data record of a customer address (name, street, postal code) must be unique in the customer data. Duplicates are therefore excluded.
- Before the project starts, the client specifies the expected monthly volume, expressed as the total number of pages resulting from the order documents.
- The quota caused by the "parking process" on the part of nexmart may not exceed the contractually agreed percentage per month. The quota is calculated from the proportion of documents returned to the client due to error handling. A prerequisite for a low quota is that the client ensures a high and consistent quality of its order documents and master data.
- The "Individual cut-off times" extension package requires the continuous transmission of individual documents.

6 Client's obligations to cooperate

The following obligations on the part of the client must be fulfilled to ensure smooth ordering and setup for theProduct Documents to EDI .

- The appointment of a project manager to actively participate in a setup project carried out by nexmart.

- Before commissioning, the client must provide sample documents that reflect the subsequent productive use. The examples are divided into the following categories and serve the purpose of a feasibility analysis:
    - Documents from customers with easy-to-process orders and
    - Documents from customers with complicated orders that already cause additional work in the client's system compared to easy-to-process customers when entered manually.
- The order information relevant to the client must be highlighted on the sample documents, for example by color coding.
- The client must specify the special issues known to them for the feasibility study. Based on nexmart's experience, these include the following issues (but are not limited to them):
    - Address data that does not match 100% between the order document and master data,
    - Uncertainties in the case of differing delivery addresses (according to the order document or consignee data),
    - Conversion of units of measure,
    - Transfer of comments, and
    - Application of logic that is implicitly known and applied by the client.
- Familiarization with the web application provided by nexmart for processing and correcting orders, as well as regular checking and processing of the orders concerned. Documentation for the application will be sent at the start of the project.
- If the client receives incorrectly transmitted documents, they must report these to nexmart within 14 days for process improvement purposes.

nexmart reserves the right to change the scope of functions described above in future versions, which may also include the removal of existing functions.