



Simply eBusiness

**Product documents to EDI**  
Service Specification

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## 1 Introduction

This document contains a list of all services, with description, included for Product documents to EDI at the time of commissioning.

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

Product documents to EDI is a software solution hosted by nexmart. It assists the client to achieve a near-complete digital processing of orders, thereby reducing the need for manual intervention to a minimum. Product documents to EDI takes order documents provided by the client, which exist in an unstructured format only, puts them into a structure and makes them available for further digital processing.

A description of complete processing and transmission to the client can be found in the referenced document entitled Service specification of EDI Connect, and a description of the synchronous posting of orders to an ERP system can be found in the document entitled Service specification of ERP Connect.

## 2 Scope of service (“in scope”)

The scope of service for the Product documents to EDI is described below. It comprises the entire process, from the provisioning of order documents by the client through recognition, content validation and processing, and finally provisioning of the documents to the client by nexmart.

### 2.1 Provisioning

The client provides the order documents by uploading them to an FTP server or sending them to an e-mail address. Both the FTP server and e-mail address are provided by nexmart.

#### 2.1.1 Supported file types

Documents can be provided both for FTP and e-mail attachment in the file formats PDF, TIF/TIFF, XLS/XLSX (Excel only UTF-8) and DOC/DOCX.

Exclusively for e-mails (not valid for FTP storage), plain text e-mails are also processed if they are transmitted without a valid attachment (so-called “mailbody orders”). However, if there is at least one valid attachment of the above formats, the attachment is processed, and the content of the e-mail is discarded.

A document uploaded on the FTP server, an attachment to an e-mail or the e-mail itself represents a single order document.

Specific requirements exist for each file format to ensure optimal processing. These can be requested from the project manager.

### 2.1.2 Supported countries

Product documents to EDI can be configured for different countries depending on the basic setup.

### 2.1.3 Supported languages

The processing of order documents is available for all languages belonging to the ISO 8859-1 (Latin-1, Western European) character set.

## 2.2 Recognition of orders

Recognizing an order consists of multiple process steps. The first step aims to classify a provisioned document as an order and to check for required information about the sender and ordered products.

Keywords found on the order (e.g. "order number") document serve as the means of recognition. nexmart continuously updates the list of keywords for each of the supported languages.

If the document is rejected as an order document based on keywords, or if required information does not exist on the document, the error handling process described below in chapter 2.6 applies.

## 2.3 Content validation of mandatory fields

The validation process for content of mandatory fields compares recognized information with the master data provided by the client and supplements this data. It significantly improves the quality of the data and therefore the capability of digitally processing the document.

Product documents to EDI ensures that the client only receives orders from known customers with known product numbers in the correct quantities and units for further processing. Concerning deviations, the error handling described in chapter 2.6 also applies here.

### 2.3.1 Validation using customer data and product master data

The sender of an order is identified using customer data provided by the client. Moreover, the products of an order are identified by product data of the client.

The provisioning of customer master data and product master data as part of the basic setup is required for content validation.

### 2.3.2 Optional validations

Optional validations enhance content validation and improve the quality of the order so that it is more likely to be further processed successfully.

For this purpose, Product documents to EDI optionally supports the recognition of consignees/delivery addresses based on consignee data after the customer identification as well as the identification of client's product data based on retailer product numbers.

The validation of customer data can be enhanced by the provisioning of consignee data; the validation of product data can be enhanced by the provisioning of retailer product numbers including assignment to the client's product numbers.

## 2.4 Processing and provisioning

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

Product documents to EDI can provide the following fields in digital form if they can be recognized on the order document and, in the case of customer and item data, be added via the master data:

#	Field	Comment	Mandatory field
<b>Header level</b>			
1	Order date	If not available: Date of the day of extraction	
2	Order number		
3	Customer number	If not available: identification via address data of the sender Address data added from master data	X
4.1	Consignee number	Dependent on parent customer number, identification based on delivery address Address data added from master data	
4.2	Delivery address	Identification as found on document as an alternative to consignee number	
5	Delivery date		
6	Delivery method		
7	Sender's contact person		
8	Commission	Captured as remark if defined keywords are found on document	
<b>Item level</b>			
9	Product number		X
10	EAN	If available: priority above product number	
11	Product text	Added from master data	
12	Retailer product number	Referenced to client's product master data	

13	Delivery date		
14	Quantity	Must be > 0 for product to be identified	X
15	Unit	If not available: "EA" (each, piece) as default Optional unit conversion if stored in article master data	
16	Commission	Captured as remark if defined keywords are found on document	

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

## 2.5 Archiving

In addition to being transmitted to the client in digital form, the original document is available for retrieval via a web link in PDF format for a period of 100 days after processing. The file name contains a globally unique identification feature (UUID), which provides additional protection for the original document.

## 2.6 Error handling and clearing

During processing, error handling applies as described below.

### 2.6.1 Deviating product data

If the order document contains a product number that does not exist in the article master data, or if no product number is specified for a product at all, the product is identified as found on the document and transmitted to the client. The parking process (see chapter 2.6.2) does not apply here. The client can check these products via the delegation process explained in chapter 2.6.4.

### 2.6.2 "Parking process"

If the document is rejected as an order based on keywords (e.g. in the case of an invoice or price list), or if mandatory fields (mainly customer number) cannot be identified or their content cannot be validated, the document is sorted out and returned to the client by e-mail with the parking/reject reason.

Parked documents are not classified as faulty and have no influence on the recognition rate of faulty documents assured in chapter 2.6.3.

### 2.6.3 Order documents with errors

nexmart contractually guarantees a percentage of the maximum number of order documents transmitted with errors per month.

An order document is considered to have been submitted with errors if any of the following fields have been processed incorrectly:

- Header level: Customer number, Consignee number, Delivery address, Order number, Delivery Date
- Item level: Product number, Quantity, Unit

All other fields contain supplementary information and are therefore not included in the error handling process.

#### 2.6.4 Manual clearing by the client (“delegation process”)

Order documents that were successfully processed via Product documents to EDI but cause further error messages that nexmart cannot correct are delegated to the client for clarification along with information via e-mail.

Subsequent correction is possible for the client’s employees via a web application provided by nexmart. This interface is available in German, English, French, Dutch and Spanish.

It is possible to configure internal service assignment for certain retailers to a specific employee at the client.

#### 2.6.5 Stop on processing in the client’s ERP system

During processing, nexmart can set a flag that results in an automatic stop on processing and allows manual editing.

A possible stop point is the web application mentioned in chapter 2.6.4. Alternatively, the client can use the information in his own ERP system to trigger a stop there and force manual intervention. The client must ensure that the stop information is processed in his ERP system.

### 2.7 Order transmission

The transmission of orders in a customized format to the client’s system can be carried out asynchronously via EDI Connect or synchronously to the client’s own interface set up for direct transmission to the ERP system per ERP Connect and is not part of the Product documents to EDI.

### 2.8 Business and processing hours

Business hours are as follows: 8 am to 6 pm CET.

The processing time is a maximum of 4 hours after receipt of the document during the business hours.

Further information on processing times of e.g. countries outside Europe can be requested from the project manager.

### 2.9 Referenced documents

The following documents are made available to the client together with the performance description.

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

#### 2.9.1 Service specification of basic setup

This document describes the services included in the setup of a nexmart interface. Basic setup allows the client to use nexmart products.

#### 2.9.2 Service specification of EDI Connect

This document describes the services included in the setup of an EDI Connect interface. EDI Connect is required to further process and transmit orders generated by Product documents to EDI to the client.

#### 2.9.3 Service specification of ERP Connect

This document describes the services included in the setup of an ERP Connect interface. ERP Connect facilitates the synchronous reconciliation with and posting to the client's ERP system.

## 3 Additional options packages

The Product documents to EDI can be upgraded to include the following optional package.

### 3.1 Processing via "Individual cut-off times"

The extension package "Individual cut-off times" can be selected for the business and processing time.

All documents received by nexmart at least 30 minutes prior to the defined cut-off time will be processed by the cut-off time at the latest. Documents received after the cut-off time will be processed by the next cut-off time. A maximum of three cut-off times between 9 am and 5:30 pm CET can be defined for this package.

## 4 Exclusions ("out of scope")

Product documents to EDI does not include the following:

- Handwritten order documents or document contents are not covered by the automated identification process if the typeface is inconsistent or overall illegible.
- The asynchronous order transmission of digitalized documents via EDI Connect to the client is not included in this solution. This function must be requested and set up in a separate project.
- The synchronous order transmission of digitalized documents via ERP Connect directly to an ERP system is not included in this solution. This function must be requested and set up in a separate project.



## 5 Service assumptions

The service assumptions described below must be ensured by the client for smooth and efficient implementation of Product documents to EDI.

- The nexmart basic setup for configuration of an interface for customer master data and product master data has been completed successfully.
- The provisioning of customer master data and product master data by the client as part of the basic setup is ensured.
- Mandatory field content in the master data is congruent with the field name, e.g., the customer data field contains a customer number and the address field contains a customer address (name, street, zip code).
- The content of mandatory fields in the master data is unique, e.g. a customer number and the address data of a customer address (name, street, postal code) must be unique in the customer data. Hence, duplicates must be ruled out.
- Prior to the start of the project, the client states the expected monthly volume, specified by total number of items resulting from the order documents.
- The rate that results from “parking process” error handling is no higher than 1% per month. The rate is calculated by comparing the number of documents returned to the client by error handling with the total number of documents.
- The rate that results from the “parking process” on the part of nexmart may not exceed the contractually specified percentage per month. The rate is calculated from the proportion of documents returned to the customer as a result of the error handling. A low rate is only given if the client ensures a high and consistent quality of his order documents and master data.
- The additional options package for “Individual cut-off times” requires the constant and continuous transmission of individual documents.

## 6 Client's obligations to cooperate

For smooth commissioning and setup of Product documents to EDI, the following obligations to cooperate must be guaranteed by the client.

- Naming a project manager for active participation in a configuration project carried out by nexmart.
- Prior to commissioning, the client must provide sample documents that represent cases for the later productive use. The samples are categorized as follows and are used for a feasibility analysis:
  - Documents from retailers with orders that are easy to process.
  - Documents from retailers with orders that are more complicated to process, i.e. where manual entry of these orders in the client's system already creates more work than those from retailers with orders that are easy to process.
- The order information relevant for the client must be marked on the sample documents by i.e. color highlighting.
- The client must indicate the special topics known for the purpose of a feasibility analysis. Based on nexmart's experience, these include (but are not strictly limited to) the following:
  - Address data on the document that does not match 100 % these from the master data
  - Consignee recognition
  - Ambiguities in case of deviating delivery addresses (according to order document or consignee data)
  - Conversion of quantity units
  - Inclusion of comments
  - Use of logic that is considered implicit knowledge 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 beginning of the project.
- If the client receives documents that have been converted incorrectly, the client must report them to nexmart within 14 days for process improvements.

nexmart reserves the right to change the range of services described in this document in future versions, which may also mean the discontinuation of existing services.