Product online Market
Service specification

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1 Introduction

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

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

The online Market is a B2B marketplace provided and operated by nexmart. The marketplace is used to display the client´s product catalogue and to create and send orders by the client´s customers for the purpose of selling the products displayed. It also provides a communication channel for passing on information relevant to orders.

2 Scope of services ("In Scope")

In the following the scope of services of the product online Market is described.

The establishment of a presence in the online Market includes the provision of a manufacturer area for a country (hereinafter referred to as "shop").

The online Market supports the languages English, German, French, Spanish, Italian, Dutch, and Portuguese. These languages relate to the navigation and menu navigation of the marketplace and can be selected individually by each user.

Product information is presented in the selected language, provided that suitable translations are provided by the client to the catalogue data.

2.1 Login

Access to the marketplace is controlled via user profiles, which are uniquely identified by the combination of user name and nexmart customer number. Company affiliation and addresses are stored for each user profile.

Only users of companies that are activated for the appearance of the client in the online Market have access to his shop of the marketplace.

These activations for the ordering party are initially created via a list of known trading partners provided by the ordering party. After the initial setup, customers of the client can fill out a registration form at https://www.nexmart.com/de/portal-startseite/ to apply for an activation for the online Market. This form is recorded by nexmart. The client is informed of the request and can accept or reject it.

2.2 Services of the marketplace interface

The client's appearance includes a shop that is integrated into the marketplace interface. The features of this interface are explained in more detail in the following chapters.

2.2.1   General Information

After logging into the marketplace and selecting the client from the list of released manufacturers, the user is shown the page "current" as the shop's start page.

The text "short info" can contain information relevant to the order, for example about shipping costs and minimum order quantity. These can be described or supplemented in more detail in the field "Supplier information".

Service-related information can be entered via the subdivided areas "contact persons", "general terms and conditions" and "other".

Except for the field "short info", which only supports unformatted text, all the above-mentioned fields can be adapted to the desired design as simple text or with the help of HTML and CSS.

2.2.2   Catalogue data structure

The product catalogue used for the online Market is updated weekly as new data is provided. Updating is usually carried out at weekends or outside normal business hours between 17:30 and 09:00 German time. The product catalogue contains all information on the structure and presentation of the product-specific data.

Articles from the product catalogue provided are displayed in the client's online Market presence. The products are displayed using a hierarchical category tree. Each level can be individually expanded or collapsed. When a category is selected, the products contained are listed. One overview page is displayed per category.

2.2.3   Search

The complete category tree can be filtered by keywords using a search field. The products within a selected category are displayed in a list and can be called up directly from there or placed in the shopping basket.

In addition, an article search is available, which can be used to search for keywords. This searches for matches in the item description, title, and item number. Optionally, similar items can be included in the search, whereby results with found partial terms are also displayed.

2.2.4   Display of article data

If an article is called up, it is displayed on a detail page. This detail page contains all the information contained in the product catalogue which is used by the online Market. Further details on the support of catalogue data can be found in the Performance Specification.

2.2.5   Favorites

Each user of a participating and activated customer of the client can individually mark articles of the client as favorites. These articles are displayed in a manufacturer-independent list of "bookmarks", for example, to save frequently accessed articles for faster access.

2.2.6 Order Center

In the order centre of the online Market, users can view their open shopping baskets, order templates, current orders and the order archive. There is a separate menu for each entry. Explanations of the individual elements can be found in the following chapters.

2.2.7 Shopping baskets

A user can create any number of shopping baskets to prepare an order. An existing shopping basket is required to submit an order.

A shopping cart can be filled with articles in the following ways:

- Via the detailed view of an article, indicating the desired order quantity.
- Via the results list of the product search in the manufacturer's range
- Via direct entry of an article number in the shopping cart.
- By uploading an article list in the shopping cart.
    - The template required for uploading (CSV format) is available to download from the shopping cart.
    - Customers of the client can use their own merchandise management system to send shopping baskets by email to the online Market, where they can check and send them off.

If a minimum order quantity has been defined for a product, the system ensures that the defined minimum quantity is automatically added to the shopping basket when the product is added to it. The minimum quantity can be specified in the form of a defined piece or package quantity. A prerequisite is that the minimum order quantities and order quantity steps are included in the catalogue data.

For each item in the shopping cart, a comment can be entered for the order.

In the header data of the shopping basket, a separate order number, remarks in an order text and a commission number can be specified, which are used for the order.

After ordering, the shopping basket is converted into an order. The associated order is displayed in the "current orders" list, which can be accessed via the order center with the menu item "portal".

Via the administration interface of the online Market, administrators of the connected customer can configure whether all users of the customer are allowed to access all their own open shopping baskets, i.e. also the shopping baskets of colleagues.

2.2.8 Order templates

Any number of order templates can be created from shopping baskets to save item lists. An individual name for the order template is given. Based on an order template, shopping baskets can be created and saved so that they can be sent at a later time of choice. Order templates can only be viewed by the respective user.

2.2.9 Price display & order verification

The product prices and availabilities displayed in the shop correspond to the values provided by the client. The data of a shopping cart are compared with the available data before the order is placed and updated if necessary. A check against the customer's ERP system is possible when ordering ERP Connect. Further information is available in the Service specification ERP Connect

2.2.10 Order

To send an order, it is necessary to specify a delivery method. Which delivery types are available is defined in consultation with the client. The client can define his own shipping costs for each type of delivery. Delivery types are differentiated between normal and deadline deliveries. With the latter, a desired delivery date can be entered when ordering.

Customers who have several delivery addresses can select one of them in the shopping cart as their destination address. Different delivery addresses can be specified if required. This can be deactivated by the client.

If there are several customer numbers, the customer number relevant for the order can be selected.

2.3 Administration

Several administration interfaces are provided for the online Market.

The respective administration interface offers services adapted to the respective user groups:

2.3.1 Administration for the client

Via the "Back Office Supplier" (hereinafter referred to as "BOS"), an administration interface is made available to the client for the maintenance of the relevant settings for his own appearance in the online Market. Access to the web interface is possible with a login consisting of nexmart customer number, user name, and password. The login data will be made available to the client by nexmart after completion of the setup.

The BOS includes the following services:

- Customisation of the information pages displayed in the shop interface to show contact details, help, and actions.

- Viewing the online Market settings and customer base information for the client mentioned in this document, as well as for connected customers of the client.

- Editing the stored master data of the client.

- Access to an order archive, in which all order messages can be viewed that have been ordered via nexmart in the last 3 months. Included are all orders that were sent to an interface provided by nexmart.

  - By clicking on the respective order number, a detailed view of the order can be called up.

2.3.2   Customer data management

A sub-area within the online Market allowing customers of the client the opportunity to view and process the information relevant to them:

- Management of the company's own employees to provide access to the online Market.

- Management of authorisation for viewing and changing their own company data, including

    o   Own delivery addresses

    o   employees

    o   Authorisations

- Overview of customer activations

    o   Possibility to apply for additional manufacturer approvals for customers of the client.

2.3.3   Administration of orders

In addition to the online Market, the client also has access to the "Order Center". The Order Center is a web interface independent of the online Market, similar to the order archive, through which all submitted orders can be viewed. Not only the respective source and all available details of the order are displayed, but also the current processing status of an order and information on possible problems with an order.

In the case of problematic orders that are marked for processing by the client, the client is automatically informed of these orders by e-mail by default. The client can then correct or stop these orders manually via the Order Centre.

2.4   Promotions

The online Market offers the possibility to offer promotions in the form of discounted products.

The "Standard promotion module - basic promotions (static)" is included in the setup of the online Market presence. Products can be displayed as "promotion". They are also listed and displayed separately under "Order"->"Promotions". On each promotion product and on the promotion page, the promotion text and promotion end date are displayed. After this date, they will continue as standard articles and will no longer be marked as promotion articles. The prices maintained in the product data or the values determined by the order check are still valid.

Additional types of promotions can be activated using the "Promotion Package PRO " extension package. Further information can be found in chapters "Extended Promotion Module - Promotion Module (Offline) " and "ERP Promotion Module - Promotion Module (Online) ".

2.5   Supported browsers

The following browsers are supported for the correct display of the marketplace:

- Chrome version 34 or newer

- Firefox version 29 or later

- Opera version 15 or later

- Internet Explorer version 11 or newer

2.6   Referenced documents

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

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

2.6.1   Service specification ERP Connect

This document describes the services that are part of setting up an ERP Connect interface. ERP Connect enables synchronous checking against, and booking into the customer's ERP system.

2.6.2   Service specification basic Setup

This document describes which services are part of setting up an interface to nexmart. It is only possible to use nexmart products once the basic Setup has been set up.

3   Extension packages

The product online Market can be extended with the following optional packages.

3.1   Service package

Possibility to present your individual information to your customers on the online market, including contact persons and price lists.
The package enables trading partners to call up stored product information. This includes an option to export the product detail page and to download additional documents such as operating instructions or flyers.
The package also includes the integration of a contact form that customers can use to send messages to the client.

3.2   Spare part package

The spare parts package enables the display of exploded drawings including HotSpot functionality and spare parts lists. The exploded drawing contains numbered spare parts as a reference to the list of all spare parts. The exploded view can be provided with links to the corresponding spare parts in the spare parts list.

3.3 Promotion Package PRO

Mapping of client-specific promotions via the client's ERP system. Enables the status display "Promotion" on products and categories. Display of specific promotion texts and promotion prices at the product level.

The client has the choice between one of the following two modules for furnishing.

3.3.1 Extended Promotion Module - Promotion Module (Offline)

Promotional items can be assigned to groups under "Order"->"Promotions". If the articles are assigned to a group, the search in the shop will first search for the promotion groups. Only then are the remaining products listed for which no promotions exist. In the details, the promotion conditions and the assigned products are displayed in list form. This module enables actions on groups of articles, for example in the form: "Order x battery devices, then you get y discount" or "Order 2 articles xxx and get 3 articles xxx for the price of 2".

3.3.2 ERP Promotion Module - Promotion Module (Online)

Under "Order"->"Promotions" an individual promotion request can be stored. Here, the customer's ERP is directly asked whether it is possible to use a promotion with articles in the shopping cart. If the response is positive, the promotion symbol is displayed on the product.

With this module, graduated and quantity discounts are also possible, as well as promotions for article groups.

The use of this module requires the simultaneous order of the ERP Connect package .

3.4 ERP Connect package

The ERP Connect package enables the retrieval of prices and availability from the client's ERP system and synchronous order transmission.

Before the actual order in the online Market, an order check is made possible in order to check the availability of the products in the shopping cart and the client-specific prices for the customer of the logged-in user.

After the check, the current individual price for the customer is displayed in the shopping cart. If the price differs from the client's standard price, it will also be displayed, supplemented by the percentage difference.

Further information can be found in the Service specification ERP Connect

4 Exclusions of benefits ("Out of Scope")

The online Market does not cover the following services.

- nexmart provides only and exclusively the online platform that is necessary for the transactions carried out within the framework of the use of the online Market. nexmart is only and exclusively a provider of explanations and is therefore not a contractual partner of any of the parties involved in the transactions.

- nexmart accepts no liability for the correctness and validity of information or promises made by the client or ordering party, such as in particular, but not limited to, prices, discounts or conditions, article, EAN or other number combinations, delivery dates, technical data, dimensions or weights, and other product descriptions.

- Whether and to what extent a customer is and remains activated for the use of the online Market is the responsibility of the respective client. For damages resulting from the fact that a client has not approved or blocked a buyer, the respective client is liable.

- If there is a long period of time (several minutes or even hours) between checking a shopping basket and placing an order, errors may occur in the processing of the order. This occurs, for example, if prices and availability have changed since the last check. nexmart accepts no liability for expenses incurred by the client as a result of checking these orders.

- When using older browsers or browsers not specified under "2.5Supported browsers", there may be restrictions in the display and function of the marketplace.

- During the update of the product catalogue the online Market presence is not available. The duration depends on the extent and complexity of the catalogue data.

- The platform used is not designed for use with mobile devices. If the online Market is accessed via a mobile device, the correct display of all content cannot be guaranteed.

5 Assumptions on the provision of services

The assumptions described in the following regarding the provision of services must be ensured on the part of the client in order to ensure the smooth operation of online Market to be able to guarantee this.

- Setting up the online Market requires the previously set up nexmart "basic Setup". The basic Setup ensures the supply of catalogue data and the setup of the necessary message processes to enable orders.

6 Obligations of the client to cooperate

The duties of cooperation described in the following must be ensured on the part of the client in order to ensure the smooth operation of online Market to be able to guarantee this.

- The client informs nexmart for which customers and their users access to the online Market is to be set up. It is assumed that the customer list does not differ from the customer list specified in the Service specification basic Setup or represents a part of it.

- The client accepts to enter information on the imprint and data protection conditions independently via the administration interface before the website is made available to users.

- The customer accepts to report current problems in connection with the checking and processing of orders to nexmart. If nexmart is not promptly informed of these problems and if this results in disruptions in the operation of the online Market, the costs of finding the problem will be passed on to the client according to the time and effort involved.

- The client accepts to keep the catalogue data used up to date and to make it available in the agreed format, as per the "data manual". If problems occur in the ordering process or in the operation of the online Market due to outdated or incorrect product data, expenses for problem analysis and correction can be passed on to the client.

nexmart reserves the right to make changes to the range of functions described above in future versions, which may include the omission of existing functions.