

M&S E-Trading Solution Web EDI User Guide

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1 M&S E-TRADING SOLUTION OVERVIEW

1.1 Web EDI Solution

At M&S we require all suppliers to use electronic communication to enable us to work more effectively and efficiently.

At the heart of our solution is EDI – Electronic Data Interchange; an industry and worldwide standard for electronic business-to-business communication. By adopting this standard M&S is now positioned to truly support a standard way of communicating with you our global supply chain trading partners.

To support all of our trading partners, no matter how large or small, M&S has provided two solutions through which you can exchange business documents: for smaller and occasional suppliers we have our Web-based EDI solution where you can securely receive and send business documents via a web-portal.

The M&S Web EDI solution is powered by GXS using their Intelligent Web Forms (IWF) solution. This solution provides a simple low cost option for communicating business documents with M&S and is perfect for smaller and occasional suppliers who neither have the IT infrastructure nor the resource to implement a B2B EDI solution.

Using this solution you can securely log onto your own Web-EDI portal through an internet browser on your desktop PC to exchange business documents with M&S.

For further information on the Web-EDI solution please view the GXS Web EDI demonstration on the



micro-site. If you have any questions on this solution, or its applicability to you in communicating with M&S please contact us to further discuss the options for you.

1.2 Business Documents for Food Suppliers

You can expect to exchange the following business documents using the IWF EDI option:

Purchase Orders & Purchase Order Amendments

These replace the current 'final orders' and 'depot' splits which we issue for deliveries into GIST depots, or the IFOS orders you receive for supply to our overseas franchise partners. Wines suppliers will continue to receive/raise orders from the Cognos system but will also receive a duplicate IWF order about 2 weeks prior to planned delivery into the UK DHL warehouse. Frozen suppliers using the Web EDI solution will also now receive purchase orders based on the quantities picked up by Bedworth depot for delivery to store.

The original purchase order may be followed by subsequent updates via the Purchase Order Amendment document.

POD (Proof of Delivery)

The proof of delivery will notify the suppliers of the actual quantities received by M&S. These will be sent daily. Suppliers should submit invoices based on these POD quantities.

Invoices

Invoices for received Purchase Orders will be sent using the Invoice business document and should be based on the POD quantities.

Invoice Acknowledgement



Invoice Acknowledgement messages will be sent for every invoice submitted. This will indicate if the invoice has been accepted or rejected, and if rejected will indicate the reason for rejection.

Credit / Debit Memo's

Credit / Debit notes will support adjustments to invoiced amounts where there are mis-matches between the Invoice and goods receipted.

In addition to the EDI messages being exchanged above, Food Chilled vendors have been asked to implement the PAV (pick accuracy verification) system and processes, using RFID. Some Food suppliers may already be using PAV. To support the changes we are making, the PAV messages (delivery note messages) will also need to be updated by Food vendors – note, this is NOT available via the Web EDI solution and any suppliers using PAV should contact Intellident for further advice.

If you have any questions on determining which type of supplier you are, or which business documents you must exchange with M&S, please contact us at <u>Food2020change@marks-and-spencer.com</u> to further discuss the options for you.



1.3 Business Document Process Flow

The message process flow diagram that follows shows the complete document exchange process for the Web EDI messages (P.O, Order Change, Invoice, Invoice Acknowledgement, and Debit Note) exchanged between M&S and yourself.



Figure 1: Web EDI Document Process



2 GETTING STARTED WITH M&S WEB EDI

This section details the user login process and demonstrates how you login into the M&S Web EDI solution. As part of your registration with GXS you will be provided with all the information required to access the M&S Web EDI trading solution.

2.1 Accessing the Web EDI Solution

To access the M&S Web EDI trading solution enter (or copy and paste) the following URL into the Address area of your Internet browser — <u>https://tradinggrid.gxs.com/</u>.

To log onto the solution use the **User ID** and **Password** that you were provided with by GXS as part of the registration confirmation.

First enter the User ID (Email).

Second enter the **Password** and then press Login.

Provided below is an example of **User Login** form:

GXS Trading Grid Online - Windows Internet Explorer		
🕑 🌍 🔻 🐮 https://tradinggrid.gxs.com/TigerLogin/public	login/login.do?TYPE=33554433&REALMOID=06-000ac6a6-da9c-1243-8fa3-8309126f304d&GUID=&SMAUTHREASOI	N±0&METHOD=GET&SA - 🏭 +9 🗙 Google
Google 🔹 🚼 Sear	h • 🖟 🧭 • 🤣 🤹 • 🔯 • 📼 • 💭 Sidewiki • 🛛 🌮 Check • 🔢 Translate • 🎦 AutoFill • 🌛	🖏 * 🍚 Sign In *
😭 🚸 💋 GXS Trading Grid Online		🗿 * 🖾 * 🖶 * 🔂 Page * 🎱 To
CXS Trading Grid" Online	GXS	3
CXS Trading Grid ⁹⁴ is a unique global integration platform that enables and streamlines cross- entegrains business processes. With extreme flexibility and a services-oriented business-to- business platform, the Grid helps customer complexity from rapidly changing standards, eliminating manual and duplicative efforts and enabling a new level of process integration and business integleroc.	Login New User? Register User ID (Email) : TESTIgmenia Isst Password :	
SysTrust	Forgot password?	

Figure 2-1: User Login Screen

Once you have successfully logged into Web EDI solution you will see the **Operation Centre** view. This is your "Landing" or "Home" page each time you log onto the solution:

Operations Center	Document Manager	Com	nmunit	y Manager	Account Mana	ger					
•	Operations (Cent	er						88	88	38
Message Center	Alessage Cente	er									
	Message Dashb	oard				ons▼ E					
	Туре	New Total		tal Last Receiv	ved	TGMS Portal Train	ning Video				
	Document Manager	-	-	-		GXS Knowledge B	Base: Ask the M	laestro: No	ow Availa'	blet	
	Alerts	46	46	29-May-200	09	Did you know					1
	Invitation Announcements	20	20 3	20-Mar-200 05-May-200		Did you know					
							HI.				

Figure 2-2: Operations Centre



2.2 Failed User Login

If your login details have not been registered or you accidentally enter an incorrect User Login ID and/or Password you will see the following message:

Strading Grid Online - Windows Internet Explorer				
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Congle Sea	rch • 🛷 • 🥥 🐢 • 🔯 • 📼 • 💷 Sidewiki • 👌	🂝 Check 🔹 🚂 Translate 🔹 🎦 AutoFill 🔹 🌛	ي. (Sign In 🔹 🍖 🔹
🚖 🔷 🗵 🖌 🍘 Microsoft Outlook Web Ac 🍘 GXS Tr	ading Grid Online X		🕅 🔻 🖾 🕆 🖶 🖬 🖓 Pa	ge 🔻 🕜 Tools 🔻 🖗
C GXS Trading Grid" Online		GXS		
GXS Trading Crid ⁶⁶ is a unique global integration platform that enables and streamlines cross- entegrine business processes. With extreme business platform, the Grid heips customers automate global trading communities by shielding complexity from rajudy changing atandards, emailing a new level of process integration and business intelligence.	Login User ID (Email) Password : [cgt Ger	Your User ID and/or Password is not valid. Please enter in the correct User ID and Password. If you have forgitation your User ID, please contact the Trading Grid H you have forgitation your Password, please use the password recovery link.		
SysTrust	Forgot password?			

Figure 2-3: Failed User Login

In order to resolve any problems with logging into the solution please contact the GXS Trading Grid Administrator or use the password recovery link given below (if you forgot your password).

Password Recovery (Forgotten Password)

To retrieve your correct account password navigate to the password recovery view. Please follow these three steps to recover your active password.

- 1. Enter your User ID.
- 2. You will need to answer two security questions.
- 3. Upon successfully answering the security questions a temporary password will be generated for you by GXS and sent to your designated e-mail address.

Shown below is an example of **Password Recovery** page:

SXS Trading Grid Online - Windows Internet Explorer	and a second
🕑 🌍 🔻 🖻 https://tradinggrid.gss.com/TigerLogin/public/login/PasswordRecoveryPageLdo	+ 🍓 😽 🐹 Google 🖉 +
Google 💽 🛃 Search - 🖓 🧔 - 🥥 🦣 - 🔯 - 💭 Sidewiki - 🚏 Check - 🚂 Translate - 🍢 AutoFill - 🤌	🔩 + 🍙 Sign In + 🛛 🏘
襘 🐼 🕫 🍘 Microsoft Outlook Web Ac 🖉 GXS Trading Grid Online 🗴	🟠 • 🖾 • 🖶 • 🔂 Page • 🔘 Tools • "
Online GXS Trading Grid*	
Forgotten Password Reset Steps:	
 Please Enter your User ID You will then be asked to answer your two security questions Upon successfully answering the questions we will generate a temporary password for you and email it to your id. 	
Forgotten Password Reset Step 1 of 3:	
User ID:	

Figure 2-4: Password Recovery View



3 OPERATIONS CENTRE

The Operations Centre is the main home page and default view of the M&S Web EDI solution; this page provides access to all the primary functions available to you as a user of the solution. This is the first screen you will see after you log into the M&S Web EDI solution. It will allow you to navigate through to the following views/pages:

- Operations
- Document Manager
- Account Manager

3.1 On-line Tutorial

If this is your first time of accessing the solution, we recommend that you view the *Site Tour tutorial*, which explains how to navigate the M&S and GXS Trading Grid solution. To do so, at the top-right of the page, click the **Site Tour** link.



Shown below is an example of Site Tour Tutorial page:

Figure 3-1: Site Tour

3.2 **Operations Centre**

This Operation Centre page will enable you to access the following information about your account:

- Alerts: By clicking on the Alert option you can find any attentive news or actions that need to be taken or that are pending for you to take action on.
- Announcements: By clicking on this option you can see any announcement updates about either the M&S Web EDI solution or useful messages which can help you to remain up to date with using the solution.
- New Features: By clicking on this option you can view any recently added features to the M&S Web EDI solution.
- Invitation: By clicking on this option you can view announcements from M&S regarding upcoming events or invitations to join those events. (Not currently used)

Provided below is an example of the **Operations Centre** page:



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🌢 🚸 😒 • 🍎	GXS Trading Grid Online 🙁 🧝	Micros	oft Outlo	ok Web Ac 🔮 rpc - Google Search			💁 • 🖻 • 🖶 • (🔐 Page 💌 💮 Tools
							Knowledge Base My Profile	Site Tour Logout
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Operations Center	Document Manager Acco	ount Mar	ager					
6	Operations Center	er					E E	8 7 8
Hessage Center	Ressage Center							
						ions• 🗧	_	ń
	Message Dashboard Type	New Total		Last Received	Ann	iouncements		
	Alerts	0	0	-		TGMS Portal Training Video		
	Announcements	2	3	Tuesday, December 15, 2009	10	Did you know		
	New Features	0	0		11	TG Online and TG IWF Regular Maintenance Window		
	Invitation	0	0	•	1000	To online one to the negative realized model		
	Document Manager	1.0						
					10 E			
							100	

Figure 3-2: Operations Centre

From this page you can view a summary of all of the business documents you have exchanged (received and sent) with M&S.

If you click on the Document Manager link from the list the summary will appear as the main view summarising the following:

- Inbox: New, Total, Last Received transactions
- Sendbox: Failed, Total, Last Updated transactions

Provided below is an example of **Operations Centre** view showing the Document Manager summary:

Google	Search +									Google	💮 Sign In 🔹	2
	hand					an Tran	slate •	AutoFill • 🤌		ج.	Sign In •	13.
😭 🎄 🙁 🔸 🍘 GXS Trading	Grid Online 🛛 🍘	Microso	ft Outle	all Mak As								100
									Q •	⊠ • ⊕ • D	Page = 🔘 T	ools •
GXS Trading Grid" Online								Logged in as: TEST1@mands.test Wednesday, February 03, 2010 3:56 PM, GNT	Knowledge Base	Hy Profile Sit	GX	gout S
			øger									
Oper	ations Cente	er i								BB	2 B	
Hessage Center	sage Center											
					8							
Mess	age Dashboard				Documen	t Mana	ger					
		New	Total	Last Received	Tabox			Inbox				
Alert	5	0	0	•		New	Total	Last Received	-			
	uncements	2	2	Tuesday, December 15, 2009	Document	11	45	Wednesday, February 03, 2010 15:14:34 G	MT			
New	Features	0	0	-				Sendbox				
	ation ament Manager		_			Failed	Total	Last Updated				
0000	Americ Pidridger				Document	0	15	Tuesday, February 02, 2010 13:32:31 GMT				

Figure 3-3: Document Manager (Inbox)

You can also access the **Document Manager** itself which is your main page for accessing and viewing all of the business documents exchanged with M&S – information on how to use the Document Manager is provided in section 5.

To view your documents just click on the number below the Total under Inbox or Sendbox, e.g. 45.

Summary: Operations Centre-> 1. Click Document Manager (Navigation Bar)



4 ACCOUNT MANAGEMENT

The Account Management page is the main page for managing all aspects of your Web EDI account. The default view for Account Management is the Company profile:

Company Profile

The company profile view provides the capability to manage your company information held with GXS for the named account.

User Management

The user management view provides the ability to manage all users of the Web EDI account including the specification of their administration access and which documents they can and cannot access.

Subscription

The subscription view provides detail to your current Web EDI subscription held with GXS showing your subscription type, the term of your contract and the billing start and end dates.

Service Configuration

The service configuration view enables you to view and manage the connections with your trading partners e.g. Marks and Spencer, the users who will receive notifications of new documents being sent to you from your trading partners

Billing

The billing view provides you with your account billing history, showing Invoice details for each billing month.

Policy

The policy view enables you to set parameters regarding your account password.

The sections that follow provide detail to the key account management options summarised above.

4.1 Company Profile

As summarised previously the company profile view provides the capability to manage your company information held with GXS for the named account. Once you click on the **Account Manager** tab you will automatically be directed to the **Company Profile** view as shown in Figure 4 below.

	Grid®		Knowled Logged in as: TEST1@mands.test Friday, May 28, 2010	lge Base My Profile	Site Tour Site Tour La	ogout C
- Offanic	ocument Manager Account M	anager	2:21 PM, GMT			<u>ວ</u>
· · · · · · · · · · · · · · · · · · ·	Account Manager: C	-			7 8	
Company Profile	Company Profile					-
User Management Subscription	Actions					
Service	Profile Status					Ξ
Configuration	Current Status:	Active				
Billing	Created Date:	Tuesday, December 15, 2009	Created By:	System		
Policy	Last Updated Date:	Thursday, December 24, 2009	Updated By:	Poorna Lakshmi		
	Organization Hierarchy					
	Child Company(s):	None	Hierarchy Access:	Allow to create	child company(s)	
	Company Information					
	* Company Name:	TEST SPOKE USER FOR M&S				
	* Address Line 1:	station raod	Address Line 2:			
	* City/Town:	london	State/Province:	(Required for United	d States and Canada)	
	ZIP/Postal Code:	tw16 6su (Required for United States, Canada and	* Country: Jnited Kingdom)	United Kingdom		
	Website:					
	* Industry Type:	Wholesale And Retail Trade; Repair Of	D-U-N-S Number:	factoria and the	te x is digit)	
one			Inte	rnet Protected Mode: On	ka 👻 🔍 10	0% •

Figure 4: account manager – company profile view



4.2 User Management

The user management view provides the ability to manage all users of the Web EDI account including the specification of their administration access and which documents they can and cannot access.

If you wish to grant a new user within your company access to the Web EDI account then the administrator needs to select the **User Management** option from the menu bar.

Online	gGrid°			Logged in as: TEST1@mands.test Sunday, June 06, 2010 2:14 PM, GMT			2 G	XS
	Document Manager	Account Manager						
٩		nager: User Manageme	ent				728	
Company Profile	🕒 User List							
User Management	Click here to per	form search						
Users								
Invited Users	Actions 👻	E CSV						
Invitation List	Select	User Name		User ID	 ⇔ Us	ser Status	4	
User Action History	Select	GXS Admin	gxsadmin@m		Active	ser Status	4	
Subscription		Regional Office	-	rks-and-spencer.com	Active			
Service		TEST SPOKE 1 M&S	TEST1@man	ds.test	Active			
Configuration								
Billing								
Policy								
								-
	4						•]
	3 Items found.							
	L							

Figure 5: User Management

Having selected the user management option, select **Users**; this will display a list of users whom have access to the account. To add a new user, select **Create New User** from the actions drop down menu which will provide a user template form for you to complete.

You will need to add their name and email address, assign a user name and password, and then assign the access rights to that user. It is recommended that you do NOT provide users with administration access ensuring users cannot edit the account or delete documents from the account.



4.3 Service Configuration

(

The service configuration view enables you to view and manage the connections with your trading partners e.g. Marks and Spencer, the users who will receive notifications of new documents being sent to you from your trading partners.

Having selected the **Service Configuration** option on the menu options, you can select the **Service Contacts** option add, change, or delete account users to be notified of business documents received by your Web EDI account.

	🏉 GXS Trading Grid C	nline								🏠 🝷 🔊	-		afety 🕶 T <u>o</u> ols 🕶 🔞 🕶
	GXS Tradi	naC	rid®							Knowled	ge Base	My Profile	Site Tour Logout
	Online	ing G	nu				Logg	ed in as: julian.douch@marks-and- Friday, N 8	-spencer.com May 28, 2010 3:15 AM, GMT				🕑 GXS
	Operations Center	Tran	saction M	lanager	Reports	Document Manager	Account Manager						
			Accou	nt Ma	nager: Se	ervice Configur	ation						7 🖁
	Company Profile	[Servi	ce Conta	acts				_				
	User Managemen	t	Action	s 🔻									
	Trading Communi	ity	Select	Last/F	amily Name	+ First/Given Name	e Contact Type	Notification Method	Default≑ In	I-Use≑ ▲			
	Subscription		0	Douch		Julian		julian.douch@marks-and- spencer.com	*	-			
	Service Configuration	_	4	n found.									
1	Mailbox and EDI		One Iter	m found.									
	Address)										
	Service Contacts	_											
	Import Mailbox Mailslot	_											
	Billing												
	Policy												

Figure 6: Service Configuration Management

You can select the action you wish to undertake by clicking on the **Actions** drop down menu. If you wish to amend or delete a user select the user from the list provided. If adding or amending a user you will be shown the user screen as shown in Figure 7 below.

						Knowledge Base My Prot	ile Site Tour Logou
Online	(Grid [®]		Logge	d in as: julian.douch@marks-an Friday,	d-spencer.com , May 28, 2010 8:15 AM, GMT		<i>G</i> XS
Operations Center Tr	ransaction Manager Reports	Document Manager	Account Manager				
•	Account Manager:	Service Configura	ation				2 88
Company Profile	Modify Service Contact						
User Management	Actions 🔻						
Trading Community	* Indicates a required field.						
Subscription	Contact Details						
Service Configuration Mailbox and EDI	* Last/Family Name: * First/Given Name: * Telephone:	Douch Julian 07786 390817	(max. 25 char.)	(max. 50 char.)			
Address Service Contacts Import Mailbox	* Time Zone:	Extn: (GMT -05:00) EST	vings time observed				
Mailslot	* Preferred Language:	English		•			
Billing	Contact Type :	Invitation Commu	inity Manager - Comp	any Invitation			
Policy							
	Notification Method						
	* Email Address:	julian.douch@marks-and-sp (e.g. john.Doe@gxs. This is a Pager a	com)	Max. 80 char.)			
	Submit Cancel						

Figure 7: Changing the Notification User Information

The email address of the user provided will be the address where notifications are sent to informing your company that M&S has sent a new business document to your account. This option can be changed via the 'Contact Type' section:



	e - Windows Internet Explorer	ger/MainPage.do?asflogin=true&client=null&xerviceMap=am&serviceURL=https://tradinggrid.gxs. 🗸 🔒 🗔 49 🗙 🔀 Google	× ا
x Convert -		erwainzage.ao:asitogin=trueecclient=nuiteservicewap=amoserviceUnt=nttps://traininggrid.gis. 👻 📑 🔯 🖓 🖍 🕥 Ooogie	~~·
		🥫 Free Hotmail 🕥 Windows Marketplace 🌃 Windows 🔊 M&S Remote Access - Lo 🖉 Windows Media	
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GXS Trading Online	Grid [®]	Knowledge Base My Profile Site Tour Logged in as: TEST1@mands.test Monday, January 17, 2011 Si48 PM, GMT	Logout ^
	-		
Company Profile User Management Subscription Service Configuration Mailbox and ED1 Address Service Contacts Event Management Billing Policy	Contact Details * Last/Family Name: * First/Given Name: * Telephone: * Time Zone: * Preferred Language: Contact Type :	Buckland (max. 50 char.) Lusy (max. 25 char.) +44 Extra: (GMT-01:00) Africa Algers • GD Daylight savings time observed English Invitation Community Manager - Company Invitation TPR NOTIFICATION FOR Community Manager - Trading Partners Ø IWF Document Arrival Alerts	•
	Notification Method * Email Address:	lwry bukład@marks-and-spencer com (Max. 80 char.) (e.g. john.Doe@gxs.com) This is a Pager address.	
		🗸 Trusteri cites Protecteri Mode: Off 🛷 💌 🕅	100%

Figure 8 – Selecting Email Arrival Alerts



5 WORKING WITH YOUR DOCUMENTS

IMPORTANT: Depending on your Company's subscription agreement and the permissions assigned to you by your Company Administrator, you may not see all of the functionality discussed in this section.

5.1 Document Manager

The Document Manager page is the primary page for accessing the business documents that have been sent to you from M&S, or those documents which have been sent to M&S by yourself.

The Document Manager page/view can be accessed through either the second tab of the top navigation bar, or from the navigation list provided on the Operations home page as detailed in the previous section.

The **Inbox** will be the default view that you will be presented with. The main viewing pane will show all of the documents that are currently residing within your inbox. For each message within your Inbox, by default the following information is shown:

- Select: Check the box against the Document that you want to take relevant action on.
- Document ID: Represents the unique ID for every document.
- Trading Partner: EDI address of the Trading Partner who sent the document (M&S).
- Document Type: Purchase Order, Order Change, Proof of Delivery, Invoice Acknowledgement, or Debit Note.
- Status: Current status of the document e.g. Read (Viewed) or downloaded (The document or file contents were downloaded to your desktop). Turned Around (Turned into Invoice), New (To be View/Turned Around).
- Date/Time: Displays the date and time when the specific document accessed according to its current Status.
- Days Before System Deletion: Displays days remaining before the system will delete the document. Once deleted, you cannot retrieve the document or file. All documents will remain on the system for 180 days.
- Comment: Here you can add relevant comments against the document to follow on or reminder of a specific task. Just click on the under comment, write comments and press Submit. Your comment will appear in place of , in order to make any changes just click on the previous comment, edit and submit.

Provided below is an example of the Document Manager Inbox:

Google			Search • • · 🗂 • 🌀 🗇 •	🔕 • 📼 • 🔲 Sidewi	ki • 🍜 Check •	👪 Translate • 🦎 AutoFill • 🍃			5.0	Sign In •
🖌 🖓 🍘 GXS Tradir	ng Grid On	100						Ø	• 📾 • 📾 • 🔂 P	age + 🔘 Tool
			iller-sch				Knos	vledge Bas	e My Profile Site	Tour Logo
GXS Trading	Grid"					Logged in asi TEST1@mands.te Tuesday, February 02, 20 9:50 XM, 05	10	1	0	GXS
		Manager Account								
ৰো	Docu	ment Manage	F						HB 9	88
Inbox	Doct	iment Inbox								
	Actio	ns v i 🗃 i X	1				Days Before		-	
Sendbox		ns v i 🗃 i X	ML CSV Trading Partner +	Document Type 0	Status #	Date/Time *	Days Before System Deletion	Comment	Document Version	A
Sendbox Creating Documents	Actio	ns v i 🗃 i X	Trading Partner 0	Document Type ORDER CHANGE	Status # Read	Date/Time * Monday, February 01, 2010 08:31:42 GMT	Days Before System Deletion 44	Comment	Document Version	
Sendbox Creating Documents Upload Offline Form	Actio	ns▼ 🖶 X Document ID 0	Trading Partner • Marks and Spencer PLC				System Deletion	0	Document Version	4
Sendbox Creating Documents Upload Offline Form	Actio	Document ID + 201000002	Trading Partner • Marks and Spencer PLC	ORDER CHANGE	Read	Monday, February 01, 2010 08:31:42 GMT	System Deletion 44	000	Document Version	4
Sendbox Creating Documents Upload Offline Form	Actio	Document ID + 20 201000002 2010000502	Trading Partner Marks and Spencer PLC Marks and Spencer PLC	ORDER CHANGE ORDER CHANGE CONTRACT	Read Turned Around	Monday, February 01, 2010 08:31:42 GMT Monday, February 01, 2010 08:31:42 GMT	System Deletion 44 44	0000	1	4
Sendbox Creating Documents Upload Offline Form	Actio	Document ID + 20 201000002 2010000502 106000555	Trading Partner Marks and Spencer PLC Marks and Spencer PLC Marks and Spencer PLC	ORDER CHANGE ORDER CHANGE CONTRACT	Read Turned Around Read	Monday, February 01, 2010 08:31:42 GMT Monday, February 01, 2010 08:31:42 GMT Wednesday, January 27, 2010 15:18:04 GMT	System Deletion 44 44 40	000	1	•
Inbox Sendbox Creating Documents Upload Offline Form Templates	Actio	Document ID 0 201000002 201000502 106000555 201000632	Trading Partner Marks and Spencer PLC Marks and Spencer PLC Marks and Spencer PLC Marks and Spencer PLC	ORDER CHANGE ORDER CHANGE CONTRACT ORDER	Read Turned Around Read Read	Monday, February 01, 2010 08:31:42 GMT Monday, February 01, 2010 08:31:42 GMT Wednesday, January 27, 2010 15:18:04 GMT Wednesday, January 27, 2010 15:18:01 GMT	5ystem Deletion 44 44 40 40	0000	1	A

Figure 5-1: Document Manager Inbox

The same view and information is also provided by default for your Sendbox – this is detailed further in section 5.10 Sendbox.



Both the Inbox and Sendbox views are configurable – you can customise the information shown to meet your own needs. For further information on configuring these views refer to section 5.2 Configuring the Document Manager.

5.2 Configuring the Document Manager

You can configure the Document Manager Inbox and Sendbox by clicking on \square which is located on right top tool bar. This tool box allows you to change the appearance of the Inbox and Sendbox within the Document Manager in terms of:

- What information you wish to be displayed or hidden
- Which property you wish the documents to be sorted by e.g. Document Id, Document Type

Summary: Document Manager->Inbox->Click Configure.

Provided below is an example of the **Configure Document Manager** toolbox:

and	radinggild					com/dm/web/Welcome.do&pageURL=null		• 🔒 🔩 🗙 Google	-		1
oogle			Search • • 👘 • 🥥 🌵 •	🗿 • 📼 • 💷 Sidewi	ki * 🍄 Check	* 🚹 Translate * 🐚 AutoFill * 🌛			4.0	Sign In •	19
😵 🕺 🕈 🖉 GXC	S Trading (Grid Online 🙁 🍘 Mi	icrosoft Outlook Web Ac					🟠 • 🖬 • 📾	• 🕞 Pi	ige = 🔘	Tools
-								Knowledge Base My Profi	le Site	Tour L	ogou
GXS Trading	Gnd					Logged in asr TEST1@mands. Tuesday, February 02, 2			0	CY	S
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perations Center De	-	Manager Account ment Manager	-						mo	28	X
inbox		ment Inbus						Configure Document Inb			
endbox	-		2011 C. 1998					Column Name	- Unit	Sort By	Hid
	Actio	ins▼ 📇 🕺	ML CSV					Document Id	1	0	E
Creating Documents	Select	Document ID .	Trading Partner 9	Document Type 9	Status 0	Date/Time *	Days Bef System Del	Trading Partner	2	0	12
Upload Offline Form	B	2010000660	Marks and Spencer PLC	ORDER	Read	Tuesday, February 02, 2010 10:04:33 GMT	45	Document Type	3 .	0	E
Contraction of the local division of the loc	E	2010000658	Marks and Spencer PLC	ORDER	Read	Tuesday, February 02, 2010 10:04:32 GMT	45	Status	4	0	E
emplates	13	2010000004	Marks and Spencer PLC	ORDER CHANGE	Read	Tuesday, February 02, 2010 10:04:30 GMT	45	Date/Time	5	0	E
	10	201000003	Marks and Spencer PLC	ORDER CHANGE	Read	Tuesday, February 02, 2010 10:04:26 GMT	45	Days Before System Deletion	8 w		E
	13	2010000656	Marks and Spencer PLC	ORDER CHANGE	Read	Tuesday, February 02, 2010 10:04:26 GMT	45	Comments	7. •	0	E
ending Files	100	301000003	Under and Passing DI P	ARRES PURSOE	Read	Mandan Exhanism At SALA I AD. TAS ANT		Document Version	8.4	0	12
ending Files	100			44	VIOLUSEN			User Id	5	0	17
iending Files	4	where the state of the								1 22.91	
ending Files	Rodd	us 30 Displaying Re	cords 1 to 26 of 26 Heat 3	a view or a vierna	her halfs			User First Name	10 -	0	4
ending Files	Rodd	us 30 Displaying Re.	eards 1 to 26 of 26 Heat 3	and the second second	te tale			User First Name User last Name	10 +	0	
ending Files	Rodd	us 50 Displaying Re	cords 1 to 26 of 26 Hunt 3							000	

Figure 5-2: Configure Document Manager

Having accessed the configuration you will be able to see the properties that are available for you to configure; the following details those properties:

- **Document ID:** Represents the unique ID for every document.
- Trading Partner: EDI address of the Trading Partner who sent the document (M&S).
- **Document Type:** Contract, Purchase Order, Invoice Acknowledgement, Order Change, Debit Note.
- Status: Current status of the document e.g. Read (Viewed), Downloaded-The document or file contents were downloaded to your desktop. Turned Around (Turned into Invoice), New (To be View/Turned Around).
- Date/Time: Displays the date and time when the specific document accessed according to its current Status.
- Days Before System Deletion: Displays the days remaining before the system will delete the document. Once deleted, you cannot retrieve the document or file.
- Comment: Here you can add relevant comments against the document to follow on or reminder of a specific task. Just click on the under comment, write comments and press Submit. Your comment will appear in place of , in order to make any changing just click on the previous comment, edit and submit.

To Show or Hide a property from the view, you can Un-tick or Tick the property under the **Hide** column. Having selected the properties you wish to view, click on the property you wish to sort the documents by under the **Sort** column.



Once you have completed the configuration click on Apply to complete the changes.

5.3 General Navigation

When navigating around the Document Manager it is recommended to always use the "Document Manager" tab to return back to the Inbox; it is advised NOT to use the web browser "Back" Button

When viewing a document it is advised to use one of the following options to return back to your document inbox:

- Use the "Document Manager" tab as detailed previously, OR
- Scroll to the top of the document you are viewing e.g. Contract, and click on "Inbox" which is located in the top left corner of the viewing pane.

The two options are shown in the figure below:

ne			12:03 PM, GN		
er	Document Hanager Account Ma	anager			
1	Document Manager				788
(Inbox: Document Inbox	ORDER CHANGE 2010000768			
	View Document				
	Actions ▼ PDF XML	C5V			
men	ts Trading Partner:	Marks and Spencer PLC	Received Date:	Friday, February 19, 2010 17:54:04 GM	т
For	m Document Type:	ORDER CHANGE	Read Date:	Sunday, February 21, 2010 16:33:18 GMT	
	Document ID:	2010000768	Version:	1	
				Print	Print All
	1ARKS& PENCER	PURCHASE	ORDER CHANG	E	

Figure 5-3: Navigating back to your Inbox

5.4 Tips for Using Your Inbox

Your inbox will hold all versions of your documents until they expire – shown by value under "**Days before System Deletion**" – if you need a copy of the business document for your own audit purposes you must download the document to a PDF or appropriate format for you.

The Inbox will retain all versions of the business documents we send you; therefore the latest document will be identifiable by the most recent date and a higher document version number.

By default, the listing is sorted, in ascending order, by **Document ID** or file **Number**. You can re-sort the document listing by another document property / column, in either ascending or descending order. A column that can be sorted is identifiable by a \Leftrightarrow next to the column name.

At the top of the listing, there are icons that let you:

- Print the entire listing click the 🗄 icon
- Download the entire listing in a PDF format click the PDF icon. *Note this option is only available when viewing a document.*
- Download the entire listing in an XML format click the **XML** icon.
- Download the entire listing in a CSV format click the CSV icon.

You can determine the number of documents or files that appear in each "page" of the list. To do so, at the bottom of the list, click the **View** dropdown and select the number.

To find a specific document or file, click the \bigcirc Search icon. In the window that opens, enter your search criteria in the appropriate section to find the document(s) or file(s) that you are looking for. Then, click the **Submit Search** button. The content area of the current page displays the results that match your search criteria.

Note - you do not need to use all of the search criteria available to you.

To view a document, click on the applicable Document ID.



To view file content, click on the applicable file Number.

5.5 Document Viewer Software Installation

Users will need to download and install the Lotus Forms Viewer software before accessing and using the M&S business documents.

This step will only be required upon first use of the M&S Web EDI solution. You must download the viewer to view/create documents in IWF.

Preparation for Installing the Viewer

The PC/Laptop which you will be using to access the M&S Web EDI solution should meet the following technical specifications:

Item	Requirements	
Supported operating systems	Microsoft Windows 2000 with Service Pack 4	
	Microsoft Windows XP with Service Pack 1 or 2	
	Microsoft Windows Vista Home Basic, Home Premium, Business, Enterprise, or Ultimate	
	Microsoft Windows 7	
Hardware requirements	Processor: 500 MHz	
	RAM: 256 MB	
	Disk space: 200 MB	
	Display resolution: 800 x 600 in 16-bit colour	
Supported Web browsers	IBM Workplace Forms Viewer can run stand-alone or within one of the following Web browsers:	
	Internet Explorer 6.0 with Service Pack 1 on Microsoft Windows 2000 with Service Pack 4	
	Internet Explorer 6.0 on Microsoft Windows XP with Service Pack 2	
	Internet Explorer 7.0 on Microsoft Windows XP with Service Pack 2	
	Internet Explorer 7.0 on Microsoft Windows Vista Home Basic, Home Premium, Business, Enterprise, or Ultimate	
	Internet Explorer 8.0	
	Firefox 1.5 on one of the following:	
	Microsoft Windows 2000 with Service Pack 4	
	Microsoft Windows XP with Service Pack 1 or 2	
	Firefox 2.0 on one of the following:	
	Microsoft Windows XP with Service Pack 1 or 2	
	Microsoft Windows Vista Home Basic, Home Premium, Business, Enterprise, or Ultimate	

Table 1: PC/Laptop Requirements for Using M&S Web EDI Solution

N.B – These are correct at time of writing. Please check the operating systems and web browsers that you are using for compatibility. You may also need to contact your IT Administrator to download the Lotus Forms Viewer.



Downloading the Document Viewer

The first time you attempt to access or create a document you will be prompted to download the Document Viewer. Click the **Download Now** button. Provided below is an example of the Downloading Document View:

😧 🛞 = 🖬 https	/trainggrid.gs.com/TigePorts//Tig	perMainPage.do/serviceMaps.dm&cervice/PL.otetpp://	tradinggrid.gis.com/dm/web/Welcome.dol	losge URLa mull	• 🔒 • 🛪 Gauge	8.
Gergle		landi 🛫 - 🧿 🌗 - 🔯 - Kur 🗐 Sidewik	• 😤 Check • 🚂 Translate • 🛅 Auto	na y 🍺		4 · 🖂 Sgalla · 🖓 •
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	Actions + PDF 224	1 1597				
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Uplead Offlice For	Document Type: Document ID:	CONTRACT 1010000304	Read Date:	Thuraday, Pebruary 04, 6	2010 13:53 16 GMT	11
Templates	Distances 101	10100000	venue			
a second	Software Download Requir					-
Seading Files		he Document Viewer to open and view a document				
	Step 2- follow the inst	on of the initialation, you MUST close all brows		£3		
	Before you proceed, please	print the detailed instructions.				
	Deweload Details					
	Dial-up (3	The second s	by dicking the con Toor the top right o			

Figure 5-4: Downloading Document Viewer

To successfully install the Lotus Document Viewer follow the steps that are detailed below.

1. At the following prompt, click the **Cancel** button.



2. You will need to install the viewer, at this prompt, click the **Don't Run** button.



3. At this installation prompt, click the **Yes** button.

ver 6.4.0. Do you wist	h to continue?
No	
	wer 6.4.0. Do you wis



4. Select the language of your community and then click the **OK** button.



5. Click the **Next** button.

18 IBM Workplace Forms	Viewer 2.6 - InstallShield Wizard 🛛 🛛 🔀
	Welcome to the InstallShield Wizard for IBM Workplace Forms Viewer 2.6
	The InstallShield(R) Wizard will install IBM Workplace Forms Viewer 2.6 on your computer. To continue, click Next.
2	WARNING: This program is protected by copyright law and international treaties.
	<gad: next=""> Cancel</gad:>

6. For the license agreement, select the "I accept the terms" . . . option and then click the Next button.



7. For the destination folder, click the **Change** button to change folders. When you have the correct folder displayed on this page, click the **Next** button.

§M<mark>&</mark>S

10 IBM Wo	rkplace Forms Viewer 2.6 - InstallShield Wizard	
	ion Folder xt to install to this folder, or click Change to install to a different folde	u.
	Install IBM Workplace Forms Viewer 2.6 to: C:\Program Files\IBM(Workplace Forms\Viewer\2.6\	Change
tratalSheld -	< Back Next >	Cancel

8. At the installation prompt, click the **Install** button.

🔞 IBM Workplace Forms Viewer	r 2.6 - InstallShield Wizard	
Ready to Install the Program The wizard is ready to begin installa	tion.	14
Click Install to begin the installation.		
If you want to review or change an exit the wizard.	y of your installation settings, click Bac	k. Click Cancel to
InstallSheld		
	< Back Instal	Cancel

Once the installation completes, click the **Finish** button.

Upon completion, you must close all browsers and restart your machine for the installation to take effect.

5.6 Viewing a Document

The following is applicable for viewing documents within the solution:

- 1. On any Trading Grid page, click the **Document Manager** tab. Or, on any Document Manager page, in the left area of the page, click **Inbox**.
- In the document list, click the Document ID of the against document type you want to see.
 Summary: Document Manager->Inbox-> Click Document ID (According to required Document Type).
- 3. To read any attached files from your Trading Partner, at the top of the document form, in the View Attachment(s) area, click the Attach link.
- In the *Document Attachments* popup that appears, click on the attachment you want to read.
 Or, to download it to your PC, select the attachment, click **Actions**, and then click **Download**.



5.7 Turn around a Document in Document Manager

The "**Turn Around**" function on the M&S Web EDI solution enables you to use the data from certain documents to automatically generate an associated document e.g. creating a pre-populated Invoice from a Purchase Order document.

To turn around a document follow these steps.

On any Trading Grid page, click the **Document Manager** tab. Or, on any Document Manager page, in the left area of the page, click **Inbox**.

In the document list, select the document you want to turn around. Then, at the top of the list, click **Actions** and click **Turn Around**.

Provided below is an example of using the **Turnaround** function in the Document Manager:

longle			- 3	Search • + 🧭 • 🥥 🏰 •	Sidewi	iki • 😽 Check	• 🜆 Translate • 🎦 AutoFill • 🌛			٩.(🛛 Sign In 🔹 🍖
🛊 🎄 😒 - 🍘 Mi	crosoft Ou	itlook We	b Ac 💽 Pa	k 98/4 (14.0 ov, Kamran 👔	GXS Trading Grid Onlin	e X			<u>ن</u>	• 📾 • 🖶 • 🔂 P	age 🔹 🔘 Tools 🔹
GXS Trading Online	Grid*	Manan	er Account	Manager			Legged in as: TEST1@mands.n Friday, February 05, 20 11:13 AM, 0	est 10	wiedge Base	e My Profile Site	GXS
		Contraction of the	Manage	and a second						B 9	. 7 88
Inbox	Doc	ument I	nbox								
Sendbox	Actic	ens 🔺	a x	IL CSV							_
Sendbox Creating Documents	s View	v	ment ID +	1L CSV Trading Partner +	Document Type =	Status #	Date/Time +	Days Before System Deletion	Comment	Document Version	
Creating Documents	s View Dele	v etë			Document Type #	Status =	Date/Time * Thursday, February 04, 2010 13:46:41 GMT	Days Before System Deletion 45	Comment	Document Version	
Creatiny Documents Upload Offline Form	s View Dele	v ste	nent ID 🕈	Trading Partner +	1000 C 100 C			System Deletion	D	Document Version 5 5	•
Creating Documents	s View Dele	v ste	nent ID + 2534 5519	Trading Partner = Marks and Spencer PLC	CONTRACT	Read	Thursday, February 04, 2010 13:46:41 GMT	System Deletion 45	Comment	Document Version 5 5 1	
Creating Documents Jpload Offline Form	S View Dele Turr	v stë n Around	nent ID + 0534 0519 00676	Trading Partner Marks and Spencer PLC Marks and Spencer PLC	CONTRACT	Read Read	Thursday, February 04, 2010 13:46:41 GMT Thursday, February 04, 2010 13:46:41 GMT	System Deletion 45 45	0000	Document Version 5 5 1 1	
Creating Documents Upload Offline Form	S View Dele Turr	v etë n Around 201000	nent ID + 0534 0519 00676 00677	Trading Partner Marks and Spencer PLC Marks and Spencer PLC Marks and Spencer PLC	CONTRACT CONTRACT ORDER	Read Read Read	Thursday, February 04, 2010 13:46:41 GMT Thursday, February 04, 2010 13:46:41 GMT Thursday, February 04, 2010 08:31:28 GMT	System Deletion 45 45 44	D	Document Version 5 5 1 1 1 1	

Figure 5-5: Using the "Turn Around" function

The Turn-Around function is discussed further in section 9 Invoice.

5.8 Searching for a Document

You can search for a specific document by clicking \mathbb{R} and either entering the Document ID, or by selecting Document Type, Status and/or Date.

Summary: Document Manager->Inbox->Click Search

Provided below is an example of the Searching a Document function:

🔁 🐨 💌 https://t	radinggrid.gxs.com/TigerPortal/TigerMainPage.do?serviceMap=dm&serviceURL=/dm/web/Welcome.do&pageURL=/dm/web/InboxLis	sting.do	🔻 🕂 🗴 Google 🖉
Google	💽 🐫 Search 🔹 🧑 * 🧑 🤹 🧶 * 📖 * 💭 Sidewiki * 👹 Check * 🚹 Translate * 🔚 Actor	l + 🄌	🔩 + 🧼 Sign In + 🛛 🏶
🛊 🎄 😫 • 🎘 GX	Trading Grid Online 🕱 🍘 Microsoft Outlook Web Ac 🚼 announcements - Google		🖓 • 🖾 • 🖶 • 🔂 Page • 🔘 Tools
CXS Trading	Wed	Lin as: TEST1@mands.test nesday, February 03, 2010 4:32 DM, GMT	Knowledge Base Hy Profile Site Tour Logout
	Coment Hanager Account Manager Document Manager		開への田岡
Inbox	Document Inbox		Document Inbox Search
Sendbox	Actions Action		Document ID: 1010000102
Creating Documents	Select Document ID Trading Partner Document Type Status Date/Time	Days Before System Deleti	Trading Partner: Document Type: Select a document
Upload Offline Form Templates Sending Files	1010000702 Marks and Spencer PLC CONTRACT Read Wednesday, February 03, 2010		Status: Seecia Stanse • Date From: Day • Mont • year • Date To: Day • Mont • year •
	4		
	Previous 3 Displaying Records 1 to 1 of 1 Next 5 + View 8 + Items per page		

Figure 5-6: Searching a Document



5.9 Contact Us

You can get assistance by selecting the **Contact Us** option on the top right side corner of the form by clicking²⁰. You can take help through **FAQ** regarding GXS Trading Processes, **Email, Chat** or by using **Phone** service to call helpdesk.

Summary: Document Manager->Inbox->Click Contact US-> Select FAQ/Email/Chat/Phone.

Provided below is an example of the "Contact Us" view:

GXS Trading Grid Online	- Window	rs Internet Explorer							
🕒 💮 🗢 🖻 https://t	radinggrid	gis.com/TigerPorta	l/TigerMainPage.do?serviceM	ap=dm&serviceURL=/dm	/web/Welc	ome.do&pageURL=/dm/web/InboxListing.do		🔹 🄙 🗶 Google	۾ ر
Google			🖥 Search • 🕫 🧒 • 🥥 🏰	• 📓 • 📖 • 🔍 Side	wiki • 👹	Check • 🜆 Translate • 🔚 AutoFill • 🌛			🔦 • 🍥 Sign In • 🛛 🚱
🄌 🚸 🛛 🕫 🍘 GX	S Trading	irid Online 🗶 🍘	Microsoft Outlook Web Ac	📲 announcements - Go	ogle _			🖧 • 📾 • 🖶	• 🔂 Page • 🎯 Tools •
GXS Trading	Grid®							Knowledge Base My Profil	e Site Tour Logout
Online	ond					Logged in as: TEGTI@max Wednesday, February 0 4:32 F			C GXS
Operations Center De	cument	Manager Accou	int Manager				5-15 (HIR).		
0	Docu	ment Manag	er						🞛 Q, 7 🔠 🖾
Inbox	Dores	ment Inbox						FAQ	
Sendhox	Actio	ns V 🖻	XML CSV					Document Inbox	
								Email	
Creating Documents	45 docu	ment(s) matched th	e search criteria	I contractor of the	The Assess	T 0453 6600005.cl	Days Befor	Please click here for the helpde	sk email addresses.
	Select	Document ID 0	Trading Partner 0	Document Type ®	Status II	Date/Time *	System Delet	Chat	
Upload Offline Form		1010000535	Marks and Spencer PLC	CONTRACT	Read	Wednesday, February 03, 2010 15:14:34 GMT	45	Please click on the topic that yo	u have a question about.
Templates	83	1010000692	Marks and Spencer PLC	CONTRACT	New	Wednesday, February 03, 2010 13:41:36 GMT	45		
	13	1010000702	Marks and Spencer PLC	CONTRACT	Read	Wednesday, February 03, 2010 13:09:36 GMT	45	 Document Inbox 	
Sending Files	13	1010000692	Marks and Spencer PLC	CONTRACT	Read	Wednesday, February 03, 2010 13:09:36 GMT	45		
densing thes		1060000568	Marks and Spencer PLC	CONTRACT	New	Wednesday, February 03, 2010 13:09:35 GMT	45	Phone Phone	
	4							Please click here for helpdesk p	hone numbers.
	« Previo	15 5 Displaying Re	cords 1 to 5 of 45 Next 5	View 5 + items p	er page				

Figure 5-7: Contact Us View

5.10 Sendbox

You can also view the documents that you have sent to M&S in the **Sendbox;** this is located on the left side of the view located below **Inbox**. In the Sendbox you can **Modify/Edit** and **Resend** the document under **Actions List**.

Summary: Document Manager->Sendbox->Select Document ID->Select Actions (As Required). Provided below is an example of the **Sendbox** view:

loogle		- 1	Search • • 🧭 • 🥥 🍁 •	🔕 • 📼 • 💷 Sidewi	ili - 🚏 C	heck 🔹 👪 Translate 🔹 🔚 AutoFill 🕤 🍰			0.0	🔵 Sign In 🔹
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	- 197 - 19						ĸ	nowledge Bi	ise My Profile Site	e Tour Log
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	Document M	a la construction							199 G	1 2 8
Inbox	Document Se							_		• • •
Sendbox	Actions	B () ()	CSV							
Sendbox Creating Documents	S View/Modify	ent ID •	Trading Partner 0	Document Type 0	Status #	Date/Time *	Days Before System Deletion	Comment	Document Version	
Creating Documents	s View/Modify Delete	_	1	Document Type INVOICE	Status #	Date/Time * Tuesday, February 02, 2010 13:32:31 GMT			Document Version	
Creating Documents Upload Offline Form	S View/Modify Delete Send	ent ID •	Trading Partner • Marks and Spencer PLC Marks and Spencer PLC				System Deletion	8	Document Version	A
	S View/Modify Delete Send Resend	ent ID 0 EL 001 98	Trading Partner • Marks and Spencer PLC	INVOICE	Sent	Tuesday, February 02, 2010 13:32:31 GMT	System Deletion 44		Document Version	4
Creating Documents Upload Offline Form	S View/Modify Delete Send	ent ID 0 EL 001 98	Trading Partner • Marks and Spencer PLC Marks and Spencer PLC	INVOICE	Sent Resent	Tuesday, February 02, 2010 13:32:31 GMT Tuesday, February 02, 2010 12:07:38 GMT	System Deletion 44 44	0000	Document Version 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4
Creating Documents Jpload Offline Form Femplates	S View/Modify Delete Send Resend	ent ID 0 EL 001 98	Trading Partner • Marks and Spencer PLC Marks and Spencer PLC Marks and Spencer PLC	INVOICE INVOICE INVOICE	Sent Resent Sent	Tuesday, February 02, 2010 13:32:31 GMT Tuesday, February 02, 2010 12:07:38 GMT Monday, February 01, 2010 19:13:36 GMT	System Deletion 44 44 44	8	Document Version	
Creating Documents Upload Offline Form	S View/Modify Delete Send Resend Edit & Resend	ent ID 0 EL 001 98	Trading Partner 0 Marks and Spencer PLC Marks and Spencer PLC Marks and Spencer PLC Marks and Spencer PLC	INVOICE INVOICE INVOICE INVOICE	Sent Resent Sent Sent	Tuesday, February 02, 2010 13:32:31 GMT Tuesday, February 02, 2010 12:07:38 GMT Monday, February 01, 2010 19:13:36 GMT Monday, February 01, 2010 19:25:45 GMT	System Deletion 44 44 44 43	0000	Document Version 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	r) 6 F

Figure 5-8: Sendbox



6 PURCHASE ORDER

The Purchase Order document will be the first message sent through to you on IWF. N.B. Suppliers may have received prior notification of our requirements either via provisional and pre-final orders, Q 28 day forecasts or wines orders from Cognos. The Purchase Order represents an agreed quantity, cost price, delivery date and site of supply, between you and M&S, and hence an official commitment to purchase from you by M&S.

Purchase Order documents are easily identifiable within your Inbox through the Document Type value; every Purchase Order document will have a value of "Order" displayed under the associated property.

Customer Orders will come through as a Purchase Order. They can be differentiated by the PO id which is different to a standard order along with the fact that they will only be processed by M&S in the evening and reach the portal at approximately 11pm.

To access the Purchase Order click the **Document ID** against the appropriate **Purchase Order Document Type**. You will see a document appear for your viewing.

Summary: Document Manager->Inbox->Click Order. Provided below is an example of the **Purchase Order** document:

🖾 McAfeer 📀 🔻						
Favorites 🛛 🍰 🖉 V	Web Slice Gallery 👻 🄏 Su	ggested Sites 🔻				
GXS Trading Grid Onli	ine			<u>ہ</u> -	🔊 🔹 🖶 🕶 Page	🔹 Safety 👻 Tools 👻 🔞 🕻
				Kne	owledge Base My Prof	file Site Tour Logout
GXS Trading	gGrid®		Logged in as: TEST1@mar Thursday, December 3/ 9:40 A	nds.test 0, 2010 M, GMT		<i>G</i> XS
erations Center D	ocument Manager A	ccount Manager				
I	Document Man					728
box	View Document In	box → Orders for Food 2050171778				
endbox						
	Actions V PDF	XML CSV				_
eating Documents	Trading Partner:	Marks and Spencer PLC	Received Date:	12:26:32 GMT	ecember 22, 2010	
pload Offline Form	Document Type:	Orders for Food	Read Date:	Wednesday, D 12:52:59 GMT	ecember 22, 2010	
emplates	Document ID:	2050171778	Version:	1		=
	21 ⊖ 75% ▼ ⊕	1				
nding Files						
				Print Print All		
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	To (Beneficiary) :		From :			
	6095 ANTINORI MATTE SA		MARKS AND SPENCER PLC NORTH WHARF ROAD, WATERS	SIDE HOUSE		
	ELABORACION DE VINOS SANTIAGO		LONDON W2 1NW GB			
	1111 CL		GB			
	Agent Name :				29/12/2010	
	PO Number :	2050171778		Delivery Date :	29/12/2010	
	PO Number : PO Issue Date :	22/12/2010	Vendor No :	Outload Date :	NTINORI MATTE SA	
	PO Number :		Factory :	Outload Date : F06095 A	NTINORI MATTE SA NTINORI MATTE SA	
	PO Number : PO Issue Date : Department :	22/12/2010 F08 - DAIRY	Factory : Incoterm : Payment Currency :	Outload Date : F06095 / 1000000297 /	NTINORI MATTE SA NTINORI MATTE SA FOBCL USD	
	PO Number : PO Issue Date : Department :	22/12/2010 F08 - DAIRY	Factory : Incoterm :	Outload Date : F06095 / 1000000297 /	NTINORI MATTE SA NTINORI MATTE SA FOBCL	
	PO Number : PO Issue Date : Department : Destination :	22/12/2010 F08 - DAIRY	Factory : Incoterm : Payment Currency :	Outload Date : F06095 # 1000000297 # Payn	NTINORI MATTE SA NTINORI MATTE SA FOBCL USD	
	PO Number : PO Issue Date : Department : Destination :	22/12/2010 F06 - DARY 5968HEMEL GIST DEPOT Description	Factory : Incotern : Payment Correccy : Method of Payment : Estimated Display to come to be a	Outload Date : F06095 # 1000000297 # Payn	NTINORI MATTE SA NTINORI MATTE SA FOBCL USD ent to Bank Account	
	PO Number : PO Issue Date : Department : Destination :	22/12/2010 F06 - DARY 5966HEMEL GIST DEPOT Description	Factory : Incoterm : Payment Currency : Method of Payment : Tray City Units per Units	Outload Date : F06005 J 100000027 J Payr They Cost Price per They	NTINORI MATTE SA NTINORI MATTE SA FOBOL USD ent to Bank Account	
	PO Number : PO Issue Date : Department : Destination : Item Hos, LENC 00010 00293723	22/12/2010 F06 - DARY 5966HEMEL GIST DEPOT Description PIROUE ESTATE CHARODONIAY PIROUE CAB SALVISONON PIROUE SALVISONON	Factory : Incolory : Perment Currency : Method of Payment : Instrument (Bisplay Units) Tray Cip Units por Units) 2000	Outload Date : F06005 / 100000027 / Payr r Tray Cost Price per Tray 6 17.88	NTINORI MATTE SA FOBCL USD USD Total Cast 35.76	

Figure 6-1: Purchase Order Example

6.1 Purchase Order Information

The Purchase Order document will detail the following information:

Field Name	Description	Field Name	Description
Beneficiary /Vendor	Your complete Name &	Tax Code	Tax Code according to



Field Name	Description	Field Name	Description
	Address		the PO product & price
From	Trading Partner (M&S)	Inbound Transit Mode	Mode of Transport into the first point of receipt (Hanging
Agent Name	Correspondent agent name if apply	PO Number	Unique Purchase Order No.
Line Item No.	Series No. of the Item Line	Description	Brief description of the order Item Line & Line No.
PO Issue Date	Date when purchase order issued	Destination	Delivery destination name & no.
Vendor No	Unique M&S identifier for your company	Payment Currency	Type of Trading Currency
Incoterm	Types of International Commercial Terms (FOB,CFR,CIF)	Method of Payment	How the payment will be made (Bank Account)
Department	Category name & no. e.g. F06 Dairy	Tray Quantity	Number of trays
Factory	Related Factory Series No. & name where applied	Units Per Tray	Number of items per tray
Includes Vendor Discount of	Agreed discount between you and M&S	Total Supplier Cost	Total supplier cost
UPC	Unique product code of the ordered product	Supplier Cost	Total cost of the PO item line

 Table 6-1: Purchase Order Information

6.2 Additional Information

Managing your Account

It is possible to manage the documents held within your EDI mailbox e.g. you can delete documents by using the **Delete** option from the **Actions** menu.

Before you delete a Purchase Order from your account please make sure of the following

- If deleting an old version of the Purchase Order you MUST have the latest version remaining in your inbox. To check this, you can either sort your Inbox by Document ID, or you can search for that Document ID which will list all versions of that document
- If deleting a Purchase Order please remember that you can only Invoice M&S by using the turnaround function on the latest version of the Purchase Order. If you HAVE NOT invoiced M&S, and you intend to, then DO NOT delete the Purchase Order. If you do NOT have the Purchase Order in your inbox then you will NOT be able to Invoice M&S.
- If you have invoiced M&S before deleting the Purchase Order please retain the latest version of the Purchase Order or Purchase Order Change document for your own records.



Purchase Order Changes

All changes to Purchase Orders will be sent to you; these changes will be published as the Purchase Order Change document – details of this document are provided in the next section. If a Purchase Order Change document has been issued, you must invoice against the Purchase Order Change document and NOT the original Purchase Order.



7 PURCHASE ORDER CHANGE/ORDER CHANGE

Any subsequent amendments to an original Purchase Order will be sent as a Purchase Order Change document. This document will detail the entire order and therefore will replace any previous order received by you from M&S. The Purchase Order Change will have the same document identifier (Purchase Order Number) as the original order itself.

Purchase Order Change documents are easily identifiable within your Inbox through the Document Type value; every Purchase Order Change document will have a value of "Order Change for Food" displayed under the associated property.

The Purchase Order Change will indicate to you which order item lines have been:

- Added
- Changed
- Cancelled

If there has been no change to the order line, the status will be blank. If the entire purchase order has been cancelled no lines will appear on the order.

When Invoicing M&S, if you have received a Purchase Order Change document you MUST use this document for the turn-around function – do NOT use the previously received Purchase Order.

Provided below is an example of the Purchase Order Change document:

GXS Trading Grid Online ·	Internet Explorer p	provided by Dell							
🕒 🌍 👻 🙋 https://tra	dinggrid.gxs.com/T	TigerPortal/TigerMa	ainPage.do?asflogin=true&client=null	&serviceMap=dm&ser	viceURL=https://tradinggrid.gxs	: 🕶 🔒 😒 🍫 🗙	🐉 Live Search		ρ.
X WMcAfee 📀 🔻									
🚖 Favorites 🛛 👍 🔊 We	b Slice Gallery 🔻 💡	🏉 Suggested Sites 🤊	•						
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J 🙋 🖬							edge Base My Profile		
	id.							e Site Iou	Loyout
GXS Trading G Online	JIIU			Log	gged in as: TEST1@mands.tes Thursday, December 30, 2010			$(\mathcal{O} \mathbf{G})$	XS
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and the second se	Document M		ger			_		2 8	2
Inbox	-					GM I	11 2010 10/20/52	8 11	
Sendbox	Document Typ		Order Change for Food		Read Date:	GMT	er 14, 2010 10:39:53		
Senabox	Document ID:	r	2050171458		Version:	1			
	31 🔾 75% 🗸								
Creating Documents									
Upload Offline Form							Print Page		
Templates	MARKS	8	DUDCHAS		NOT				
	MARKS	ER	PURCHAS	E ORDER CHA	NGE				=
Sending Files	To (Beneficiary/Vendo	or) :		From :					
	6095			MARKS AND SPENCER					
	ANTINORI MATTE SA ELABORACION DE V SANTIAGO			NORTH WHARF ROAD , LONDON W2 1NW	WATERSIDE HOUSE				
	CL 1111			GB					
	1111								
	Agent Name :								
	PO Number :		2050171458			Delivery Date :	21/12/2010		
	PO Change Date :		10/12/2010			Outload Date :	16/12/2010		
	Department :			Vendor No :			F06095		
	Destination :		5966HEMEL GIST DEPOT	Factory : Incoterm :			1000000297 FOBCL		
	1			Payment Currency :			USD		
				Method of Payment :			Payment to Bank		
	Showing 1 to 4	of 4							
	Line Item No. S	Status UPC	Description	Estimated Display Until	Tray Qty Units per Tra	ay Cost Price per Tray	Total Cost		
	00010 Change	ed 00293723	PIRQUE ESTATE CHARDONNAY		2.000	6 17.8	8 35.76		
	00020 Change	ed 00293730	PIRQUE CAB SAUVIGNON		2.000	6 18.1	3 36.26		
	00030 Change		PIRQUE SAUV BLANC		2.000	6 17.8			
	00040 Cancell	lled 00584890	HARAS DE PIRQUE		1.000	6 61.2	5 61.25		
				Total QTY:	7.000 Total Supplier	Cost:	107.78		· ·
Done						Internet Prote	cted Mode: On	·	100% -

Figure 7-1: Purchase Order Change



7.1 Additional Information

Purchase Order Change Information

The Purchase Order Change document will contain the same content as the original order document with addition of identifiable item line changes.

Turn Around to Invoice

If you receive a Purchase Order Change document it must be this document that is used to create the Invoice. The "Turn Around" function remains the same as on the Purchase Order document and is further detailed in the next section.

Managing your Account

It is possible to manage the documents held within your EDI mailbox e.g. you can delete documents by using the **Delete** option from the **Actions** menu.

As with the Purchase Order documents previously, before you delete a Purchase Order Change document from your account please make sure of the following

- If deleting an old version of the Purchase Order Change document you MUST have the latest version remaining in your inbox. To check this, you can either sort your Inbox by Document ID, or you can search for that Document ID which will list all versions of that document
- If deleting a Purchase Order Change document please remember that you can only Invoice M&S by using the turn-around function on the latest version of the Purchase Order. If you HAVE NOT invoiced M&S, and you intend to, then DO NOT delete the Purchase Order. If you do NOT have the Purchase Order in your inbox then you will NOT be able to Invoice M&S.
- If you have invoiced M&S before deleting the Purchase Order please retain the latest version of the Purchase Order or Purchase Order Change document for your own records.



8 PROOF OF DELIVERY

Once you have delivered the goods and M&S receive the Good Receipt (GR) from the depot, a Proof of Delivery (POD) document will be sent.

The proof of delivery will notify the suppliers of the actual quantities received by M&S. Suppliers should submit invoices based on these POD quantities.

Proof of Delivery documents are easily identifiable within your Inbox through the Document Type value; every Proof of Deliver document will have a value of "RECADV" displayed under the associated property.

To access the Proof of Delivery click the **Document ID** against the appropriate **Proof of Delivery Type**. You will see a document appear for your viewing.

Summary: Document Manager->Inbox->Click Proof of Delivery. Provided below is an example of the **Proof of Delivery** document:



Figure 8.1 – Proof of Delivery

Field Name	Description	Field Name	Description
Beneficiary /Vendor	Unique M&S identifier for your company	PO Number	Unique identifier of the order.
From	Trading Partner (M&S)	POD Date	This is the date the delivery was received
Purchase Order Date	Date of Purchase Order	Dept No	M&S Category number
Dept Name	M&S Category	Depot	Name of Depot where order was delivered
Line Item No.	Series No. of the Item Line	Item Description	Description of Product
UPC	Unique Product Code for the item	Order Multiple	Explanation of the package i.e tray, case, box.



Field Name	Description	Field Name	Description
Units/Order Multiple (UPT)	Units per Tray	Total Qty to be Invoiced	The number of trays received to be invoiced
Over Delivered Qty	Number of trays over the initial required quantity		

Table 8-1 – Proof of Delivery Fields

8.1 Additional Information

Proof of Delivery Information

The Proof of Delivery document will contain the details of products received as per the original Purchase Order and/or Purchase Order Change.

Over Deliveries

Over Deliveries will show up in decimal format [provide example]

Resolving Proof of Delivery before Invoicing

M&S strongly advocate that if there is query in the values received within the Proof Of Delivery, contact GIST, DHL or the haulier immediately to rectify this and do not action the Invoice document. Please wait for issue resolution and/or an amended Proof of Delivery to be sent before Invoicing M&S.

Turn Around to Invoice

The Proof of Delivery document should be used as the basis for the M&S invoice. The "Turn Around" function is only available from the last Purchase Order or Purchase Order Change. The quantities mentioned stated within the Proof of Delivery should be entered into the Invoice. You cannot "Turn Around" a Proof of Delivery document.

Managing your Account

It is possible to manage the documents held within your EDI mailbox e.g. you can delete documents by using the **Delete** option from the **Actions** menu.

As with the Purchase Order documents previously, before you delete a Proof of Delivery document from your account please make sure of the following

- If deleting an old version of the Proof of Delivery document you MUST have the latest version remaining in your inbox. To check this, you can either sort your Inbox by Document ID, or you can search for that Document ID which will list all versions of that document
- If deleting a Proof of Delivery document please remember that whilst you can Invoice M&S by using the turn-around function on the latest version of the Purchase Order. If you HAVE NOT invoiced M&S according to the quantities received this will trigger the Debit Note function and cause delays to the payment.



9 INVOICE

After receiving the Purchase Order or Purchase Order Change and Proof of Delivery from M&S, you can automatically "**Turn Around"** the most recent Purchase Order or Purchase Order Change document into an Invoice that is pre-populated for you with the information from the order.

To submit an Invoice against a specific Purchase Order or Purchase Order Change document click on **Action** at the top left menu bar and select "**Turn Around**" from the drop-down list.

Summary: Document Manager->Inbox->PO/Change Order->Action->Select **Turn Around**. Provided below is an example of using the **Turnaround Action**:



Figure 9-1: Using the "Turn Around" Action

Once you have selected this action, you will be automatically navigated through to the next view where you must select **Invoice** from drop down menu.

Summary: Document Manager->Turn around Document-> Select Invoice. Provided below is an example of selecting the turnaround **to Invoice** function:

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😫 🏟 🍺 GVS Trading Grid Online		§•⊡•⊜•	🛛 Poge 🔹 🥥 Tools 🔹
		Knowledge Base My Profile	Ste Tour Logost
GXS Trading Grid" Online	Logged in as: 145119(mands.test Tuesday, February 02, 2010 9:38 AW, 6MT		GXS
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Document Manager			88
Inbox Inboc Document Inbox ORDER CHANGE 2010000002 Turn Around Document			
Sendox			
Please select type of document you want to turn around. Rease select type of document you want to turn around. Rease select torone to turn around reases a torone to turn around to turn around reases a torone to turn around to turn			
Sending Files			

Figure 9-2: Turn Around selection to Invoice

Once you have selected the Invoice, a pre-populated Invoice will be displayed detailing the information from the original Purchase Order or Purchase Order Change document. If you have created the Invoice from the



Purchase Order Change document, the item lines which had a status of "Cancelled" will NOT be displayed on the Invoice.

Provided below is an example of the **Invoice** form:

GNS Trading Grid Only	ne - Windows Internet Explorer		COLUMN.
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A 88 . # 9	IXS Trading Grid Online 🗴 🝘 Microsoft Outlook Web Ac-	9.0	· · · · · Page + · Tools +
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		22 44 5 /% ¥ 714.00 31.20 739.20	

Figure 9-3: Invoice Form

The Invoice form will be a combination of Editable and Read Only information – the editable fields are identifiable by the availability of input boxes.

The Invoice form will validate any information that you enter to ensure that the correct type of data is entered e.g. you can only enter numeric values into the Qty field.

The fields which can be changed on the form are as detailed below:

Field Name	Description	Field Name	Description
VAT Registration No.(M)	VAT Registration No. if UK VAT registered. If not, please enter N/A	Invoice Number (M)	Enter the Invoice Number
Despatch Date (M)	Enter the date when order was delivered.	Quantity	Enter the quantity to be invoiced for product
Delivery Note (M)	Enter the delivery note number of the despatched items. Enter N/A if not applicable.	VAT Rate	Specify the appropriate VAT rate (if different from the PO).
Mixed Rate % Split	Split of VAT rate for the specific product.		

Table 9-1: Invoice Input Information Table

Those items marked with (M) are mandatory and must be populated before you send the Invoice to M&S; if you attempt to send the Invoice without completing these fields you will be requested to go back and complete the fields accordingly.

The following information is Read Only on the Invoice document.

Field Name	Description	Field Name	Description
Vendor	Your Name & Address	UPC	Unique Product Code of the product
Invoice To	M&S	Tax Code	Tax Code according to the PO product & price



Field Name	Description	Field Name	Description		
Currency	Invoice currency	Unit Price	Unit price of the Item Line		
Ship to	Delivery Depot details	Net Amount	Final Net Amount of the Order after all deductions		
Invoice Date	Invoice Sending Date	Total VAT	Total VAT charged against the order		
Vendor No.	Supplier series number	Gross amount	Gross amount of the line after tax		
PO Number	Related Purchase Order No.	Tax Amount	Total Tax paid against the order		
PO Issue Date	Date when P.O issued by M&S	Invoice amount	Final Invoice Amount		
Department	Department name & no. e.g. F06 Dairy	Taxable Amount	Total Tax paid against the order		
PO Line Item No	Line number sequence taken from the PO	Value Added Tax	Total VAT		
Product Description	Product Description	Includes Vendor Discount of	The IWF invoice form is generic form for both Food and GM suppliers. This will always default to 0% for all Food suppliers regardless of any individual discount negotiated with M&S. For details of your specific supplier discount, please speak to your Category teams.		

Table 9-2: Invoice Read Only Information Table

When you have completed entering the information into the Invoice form, click one of the following.

- **Send** to immediately send the document to M&S. The document will appear in your Document Sendbox with a status of **Sent**.
- Save to save the document and add the document to your Document Sendbox, where you can later send it; the document will have a status of **Saved**. (Recommended)

9.1 Checking Your Invoice Has Been Sent

You can check the status of the Invoice by navigating to your Sendbox. Each document you send will have an associated status against it in your Sendbox – all documents that have been sent to M&S will have a status of "**Sent**" against them.

9.2 Additional Information

Single Purchase Order per Invoice

It is only possible to have a single Purchase Order and associated line items per Invoice – it is NOT possible to have multiple purchase order numbers referenced on the same invoice document.

Each Purchase order must have a separate Invoice.



Part Invoicing Purchase Orders

The M&S system is run on a 1 PO to 1 Invoice process. If an initial PO had 5 line items and only 4 were delivered, this would be shown on the Proof of Delivery document. The turned around PO would then show all items but you would need to cancel the un-delivered item using the (-) button.

There may be instances where the missing line item will be delivered on a different shipment. If this is the case then the M&S Category need to be contacted so that a new PO is sent for this item so that it can be invoiced separately.

Any queries with the Proof of Delivery document should be directed to GIST.

When to Send an Invoice

Invoices can be submitted to M&S at any time from Day 4 onwards, when Day 1 is the day goods were delivered into depot. You must only send your invoice once you have received a Proof of delivery and are satisfied with it. If you wish to query the accuracy of a proof of Delivery you must do so as soon as possible before submitting an invoice. Once a Invoice has been submitted, the depots will no longer be able to accept queries relating to the Proof of Delivery. For further queries on raising Proof of Delivery queries, please see the references at the end of this pack.



10 INVOICE ACKNOWLEDGEMENT

For all submitted invoices, M&S will return an Invoice Acknowledgement, which will either be confirmation of successful receipt of the invoice, or rejection of the invoice with notification of the reason for rejection based on any errors occurring during the processing of the Invoice by M&S.

Summary: Document Manager->Inbox-> Click Document ID (Type Acknowledgement). Provided below is an example of the **Invoice Acknowledgement** document:



Figure 10-1: Invoice Acknowledgement

10.1 Invoice Acknowledgement Information

The Invoice Acknowledgement form contains following information:

Field Name	Description	Field Name	Description
Vendor Name	Your complete name	Date	Date of the acknowledgement
From	Our (M&S) Name & address	Error Code	Error code representing the specific error in Invoice
Vendor No.	Supplier series number	Description	Description of error
Invoice No.	Received Invoice No.		

Table 10-1: Invoice Acknowledgement Information

10.2 Invoice Acknowledgement Response Messages

The following table provides reference to the response messages that will be returned to you via the Invoice Acknowledgement document.

In addition to the response code and message the associated remedial actions are provided to ensure the subsequent successful processing of the Invoice submitted.



Ref	Acknowledgement Description	Vendor Action / Resolution
00	The invoice was successfully processed	No action required
001	The invoice amount does not match the total of lines	Amend and resend invoice
002	This invoice is not relevant to General Merchandise or Foods	Amend PO number and resend invoice
003	Purchase Order is not valid for the vendor	Amend PO number and resend invoice
004	Invalid UPC number	Amend UPC number and resend
005	PO line deleted	Amend/delete Purchase Order and resend
006	PO line is closed	Amend/delete Purchase Order and resend
007	An invoice with the same invoice reference has already been posted	Invoice reference can only be used once
008	The vendor is blocked for payment	No action required – M&S will contact Trading Partner
009	The vendor is blocked for posting in this company code	No action required – M&S will contact Trading Partner
010	No goods receipt is found	Resend invoice when goods are receipted
011	Invoice and goods receipt quantities do not match	Amend and resend invoice
012	Freight forwarder/holding centre has not receipted the item	Resend the invoice when FOB/holding centre status is achieved
014	The VAT amount is incorrect	No action required – M&S will contact Trading Partner
015	Invoice and Purchase Order values do not match	Amend and resend invoice
	(Not applicable to Foods vendors)	
016	Mismatch in Invoice and PO Currency	Amend and resend invoice
017	PO number doesn't exist	Amend PO number and resend invoice

Table 10-2: Invoice Acknowledgement Response Codes



11 DEBIT NOTE

Having received the Invoice from you, if there are any quantity differences between the goods receipted and invoiced or cost differences between the Purchase order and the Invoice, we will notify you by means of a Debit Note.

The Debit Note represents all adjustments raised resulting from differences between the invoiced quantity/price and the goods receipt quantity/price – for each non-matching line on the Invoice we will provide the adjustment details and the reason for the adjustment.

Summary: Document Manager->Inbox-> Click Document ID (Type-Debit Note). Provided below is an example of the **Debit Note** document:

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erations Center	Document Manager Account Manager	per		10-09 AM, GMT	0/10
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	34620 TR		LONDON W2 1NW		
	1K		GB		
	Med Bastatunian Marshar				
	Vat Registration Number		GE232128892		
	Vendor No ; M09308				
	Invoice Number : JD902101				
	Document Number: 5100037991				
	Document Date : 02.02.2010				
	Currency: GBP				
	Line Item page 1 of 1				
crist: parent topole	eWindowlet/document_'docinboxformview'h			Ganternet Protected Mode: Or	100% -

Figure 11-1: Debit Note

Note: This document is read only and is for your information purposes only.

11.1 Debit Note Information

The Debit Note document contains following information:

Field Name	Description	Field Name	Description
From Supplier	Your complete name & address	Invoice Number	Received Invoice No.
Deliver to Buyer	r to Buyer Our (M&S) Name & Document Number Address		
Despatch Date	Date of Despatch	Document Date	Debit Document Date
VAT Reg No	Registration No. of VAT as applied accordingly	Currency	The invoice currency
Line Item No	m No Item line identifier Purc		The related invoiced purchase order number
UPC	Unique product identifier of the adjusted line	PO Unit Price	The agreed PO unit price



Field Name	Description	Field Name	Description
GR Qty	The quantity that has been received for that article / item line	Invoice Unit Price	The unit price for the article that was sent on the invoice
Invoice Qty	The quantity that was invoiced for.		
Value Ex VAT	The net value of the line adjustment	Value Inc VAT	The gross value of the adjustment line
VAT	The total VAT of the adjusted line Total VAT (GBP)		The total VAT in GBP
Reason	The reason for the adjustment on the line item – either Price or Quantity		

Table 11-1: Debit Note Information



12 TECHNICAL SUPPORT

12.1 Help

Multi-lingual help is available via live chat, phone, and email, or context-sensitive "self-help" – the available functions make it easy for you to obtain expert assistance as and when you need it.

If you have a query or require some assistance, first check the online help, which provides information specific to the procedure and page you are engaged in. On any Trading Grid page, in far right of the component title line, click the **(Help)** icon to view the **online help**.

Provided below is an example of **Online Help** form:

					Knowledge Base My Profi	le Site Tour Logout	
Online	gGrid®	Logged	in as: HC_IWFS	29TP1PP@gxs.con 03-Jun-200 1:13 AM, IS		<i>Q</i> GXS	
Operations Center	Document Manager	Com	munity Manager	Account Manag	ger		
G	Operations (Cent	er			88 88	
Message Center	A Message Center	er				13	
	Message Dashb	board		Linesia	Actions → I Announcements		
	Туре	New	Total Last Rec	eived	TGMS Portal Training Video		
	Document Manager	-			GXS Knowledge Base: Ask the Maestro: Nov	v Available!	
		- 46 20	 46 29-May-2 20 20-Mar-2	2009	Construction of the second	v Available!	

Figure 12-1: Online Help

12.2 Online Tutorial

If you have a query or require some assistance, first check the online tutorial — at the top of any page, click on the **Site Tour** link.

Provided below is an example of how to access the **Site Tour Tutorial**:

					12:36 AM, IS Account Mana		(S
1				y Manager	Account Mana		
	Operations (ent	er			88 88	\$
lessage Center	🗎 Message Cente	5F.					
	Message Dashb				Ann	ions▼	
	Document	Type New Total Last Received	ed 🗌	TGMS Portal Training Video			
	Manager	*		•		GXS Knowledge Base: Ask the Maestro: Now Available!	
	Alerts	46	46	29-May-200 20-Mar-200	9	Did you know	
	Announcements		3	05-May-200			
					4		

Figure 12-2: Online Tutorial



12.3 Online Knowledge Base

Trading Grid has implemented GXS Knowledge Base, with an "Ask the Maestro" feature. To access this feature, at the top of any page, click the **Knowledge Base** link.

Shown below is an example of how to navigate to the **Online Knowledge Base**:

GXS Tradin	g Grid*	Logged	in as: HC_IWFS2		Profile Sit	G	Logout
Operations Center	Document Manager	Comn	nunity Manager	Account Manager			
6	Operations (Cente	Î.		8	88	38
Message Center	A Message Cente	er					-
	Message Dashb			Actions			
	Туре	New T	otal Last Rece	TGMS Portal Training Video			
	Document Manager	-		GXS Knowledge Base: Ask the Maestro	o: Now Availa	ble!	
	Alerts		46 29-May-20 20 20-Mar-20	9 Did yay kasa			R.
	Announcements	1	3 05-May-20	9			

Figure 12-3: Online Knowledge Base

You can "Ask the Maestro" at any time you need customer service by following the Knowledge Base link at the top of the page. You can also click the **Alerts**, **FAQs**, and **Problem Resolution** links to resolve your question. Additionally, you can click the **User Guides** link to find Guides and other documentation on various topics.

12.4 M&S Support

The following table provides details of who should be contacted for various queries that may arise

Category Team or Buyer. GIST, DHL (wines) or the Haulier used	Contacts are dependent on category GIST – 01256 891379
	GIST – 01256 891379
Haulier used	
	DHL – 020 7365 1221 or dsc.uk.itservicedesk@dhl.com
	Hillebrand – 01708 689188
	avs@hillebrandgroup.com
	BSC – 0333 200 5510
M&S Business Service Centre	<u>food.payments@marks-and-</u> <u>spencer.com</u> (prior to go live)
	vendorsupportfood@marks-and- spencer.com (after go live)
Corporate Master Data	0333 200 5510
	bsc.sapmasterdatarequests@marks- and-spencer.com
M&S IT Helpdesk	020 8718 5999
C	Centre Corporate Master Data

Table 12-1 M&S Support



13 GENERAL INFORMATION

13.1 Document Publication Timings

The following table provides detail to the notification timing of the M&S business documents to you.

Document	Timing
Purchase Order / Purchase Order Change	Purchase Orders will be published on a daily basis to our suppliers. If an Order has either been created or changed, the new or changed document will be published to you within an hour.
Proof of Delivery	Proof of Delivery will be published on a daily basis. This equates to day 3 i.e. 2 days after delivery into depot.
Invoice	You can submit invoices as and when appropriate. Your Invoices will be processed by M&S within 24 hours of receiving the document that you have submitted.
Invoice Acknowledgement	An Invoice Acknowledgement will be sent to you within the 24 – 48 hours of receiving your Invoice
Debit Note	Debit Notes will be published on a daily basis.

Table 13-1: Document Publication Timings



14 VERSION CONTROL

Version	Status	Issue Date	Author	Comments
0.1	Draft	30/12/2010	M&S	Initial Creation
0.2	Draft	10/01/2011	M&S	Amendments after reviews
0.3	Draft	17/01/2011	M&S	Amendments after reviews
1.0	Issued	18/01/2011	M&S	Approved and converted to pdf for publication

The following versions of the document have been produced: