M&S E-Trading Solution
Web EDI User Guide

Version 1.0, 18th Jan 2011

CONTENTS

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 Food2020change@marks-and-spencer.com 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.

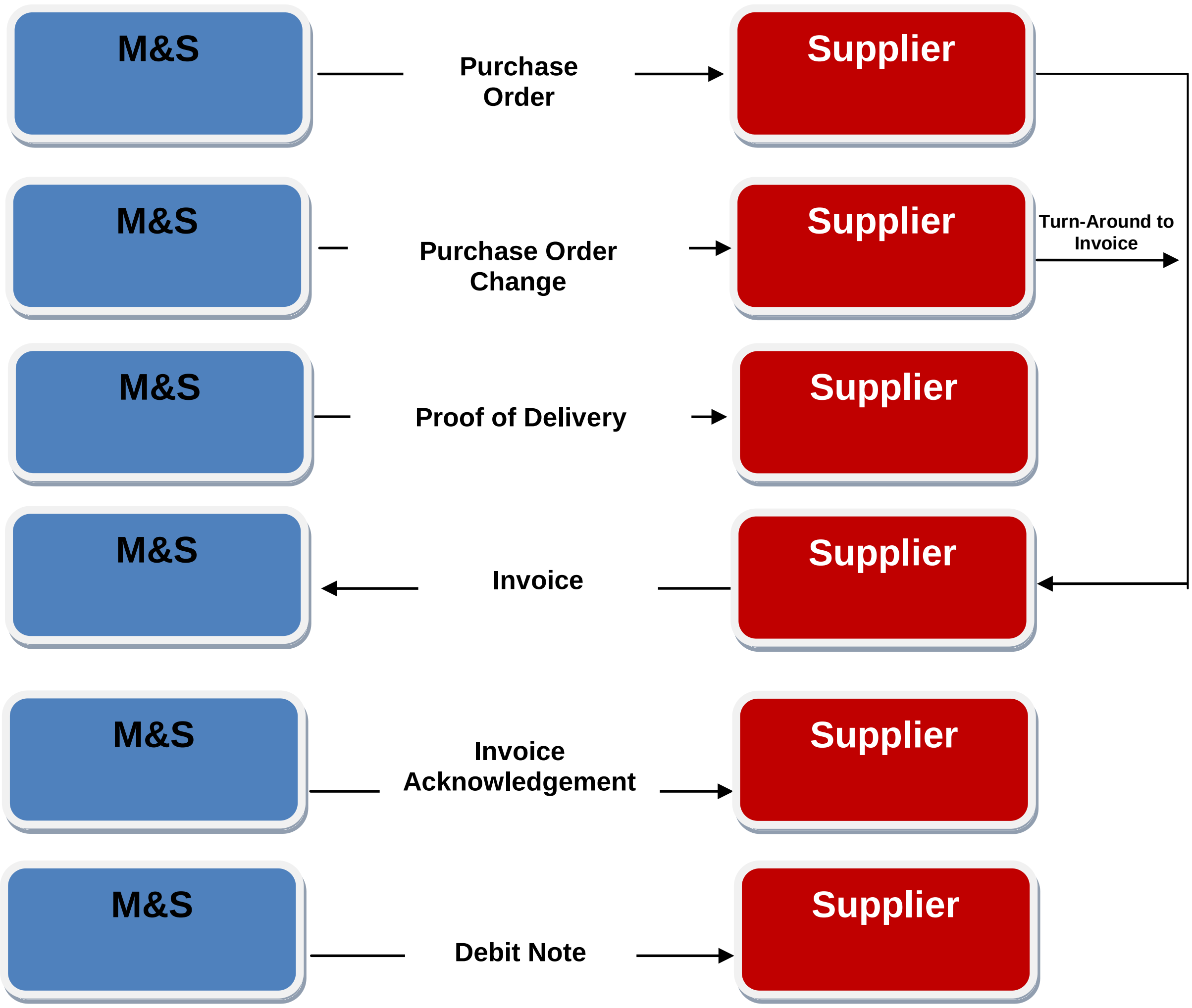


Figure 1: Web EDI Document Process

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 — https://tradinggrid.gxs.com/.

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:

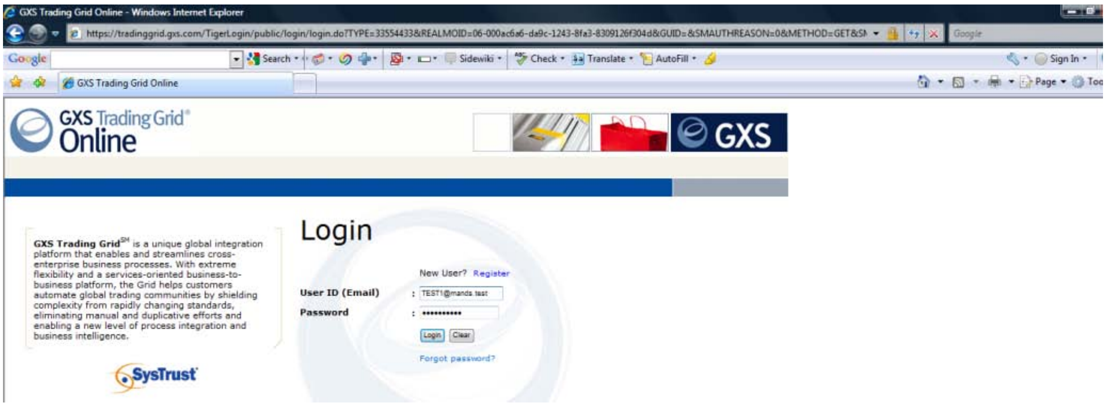


Figure 2-1: **User Login Screen**

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:

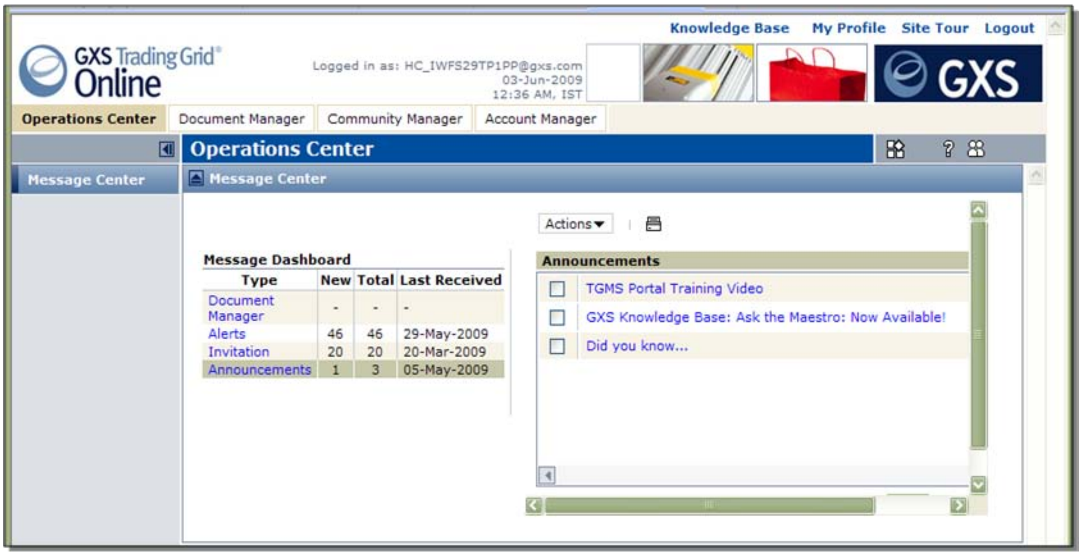


Figure 2-2: **Operations Centre**

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:

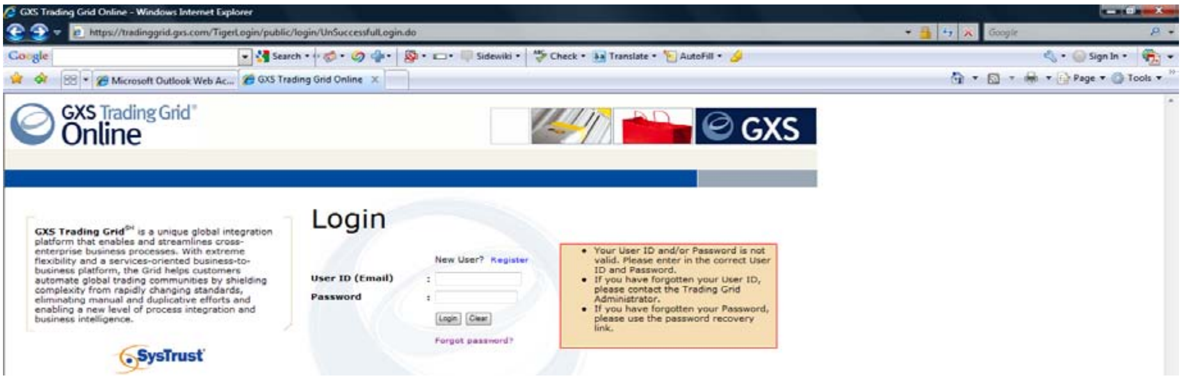


Figure 2-3: **Failed User Login**

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:

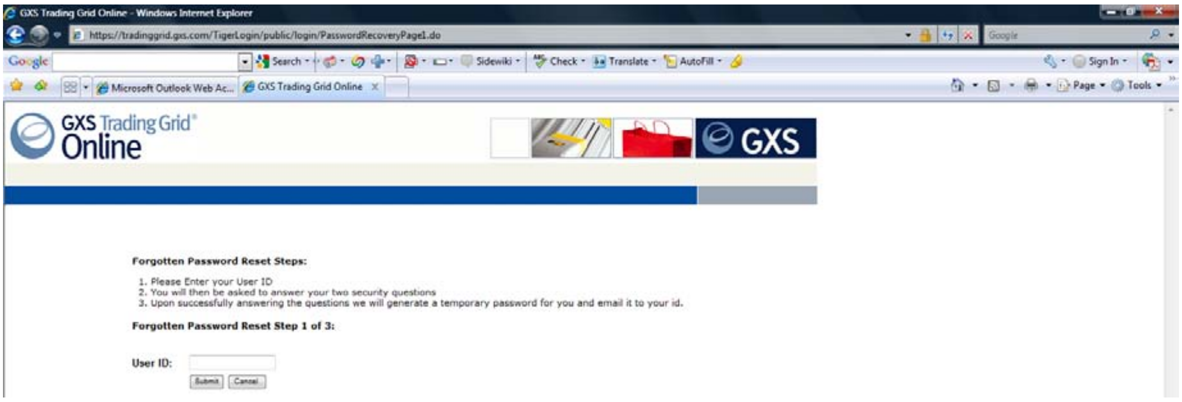


Figure 2-4: **Password Recovery View**

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:

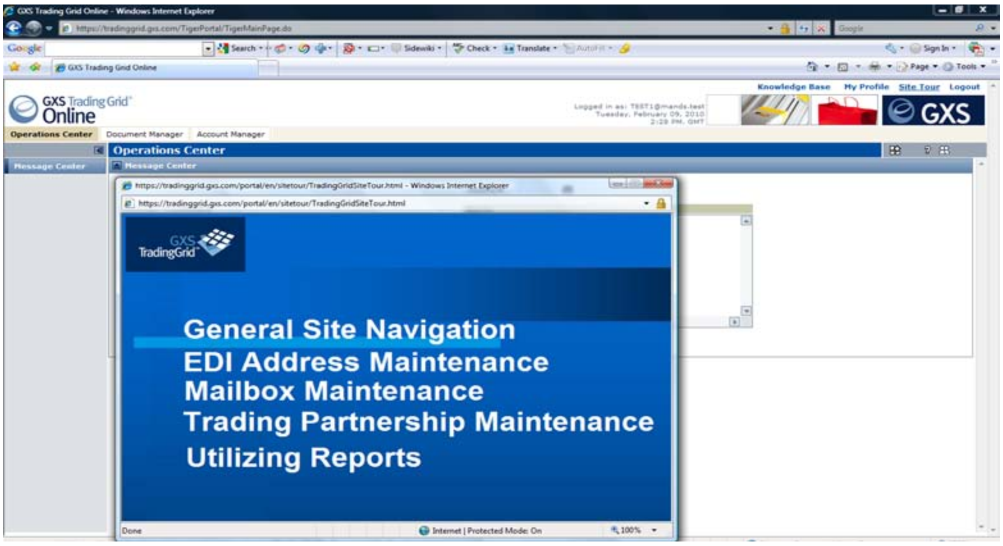


Figure 3-1: Site Tour

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:

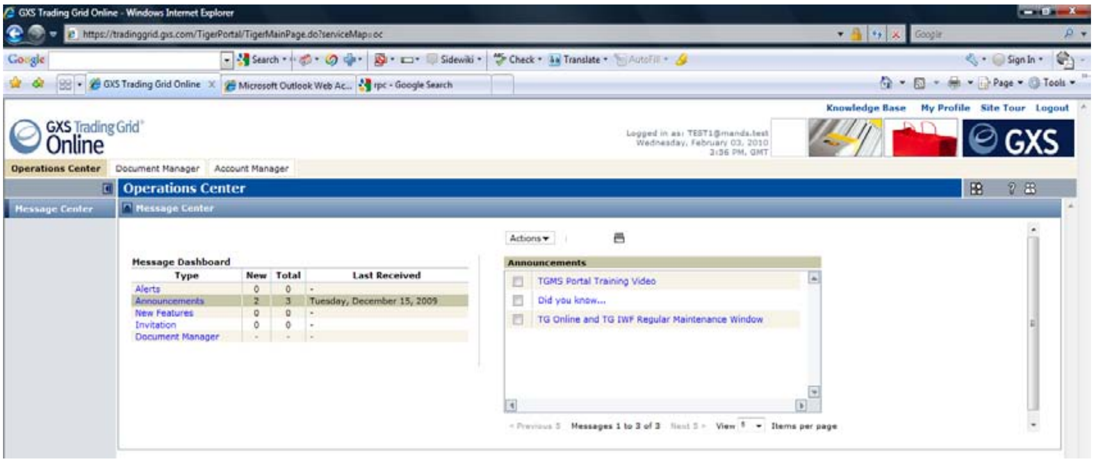


Figure 3-2: Operations Centre

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:

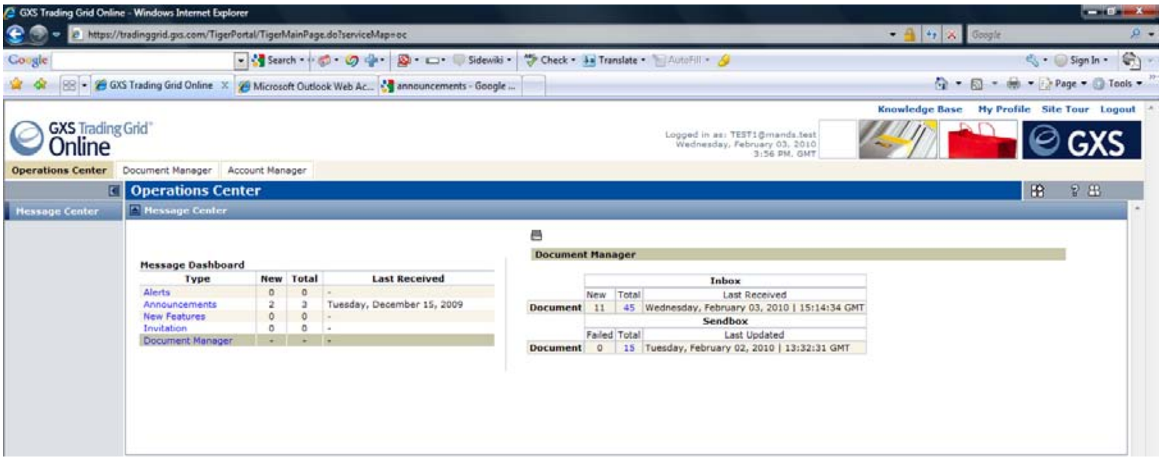


Figure 3-3: Document Manager (Inbox)

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.

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.

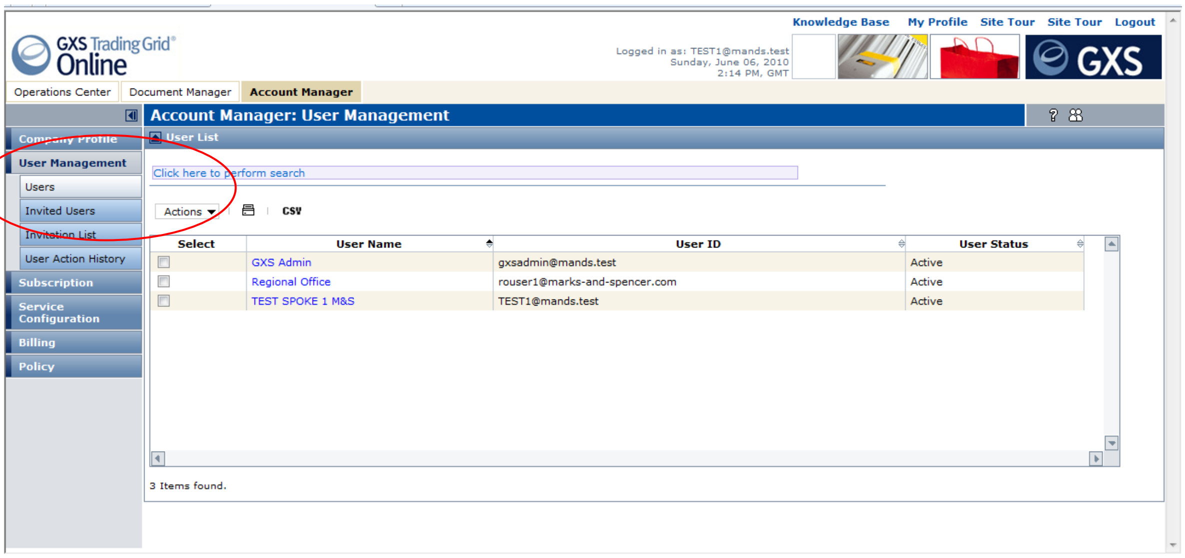


Figure 5: User Management

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.

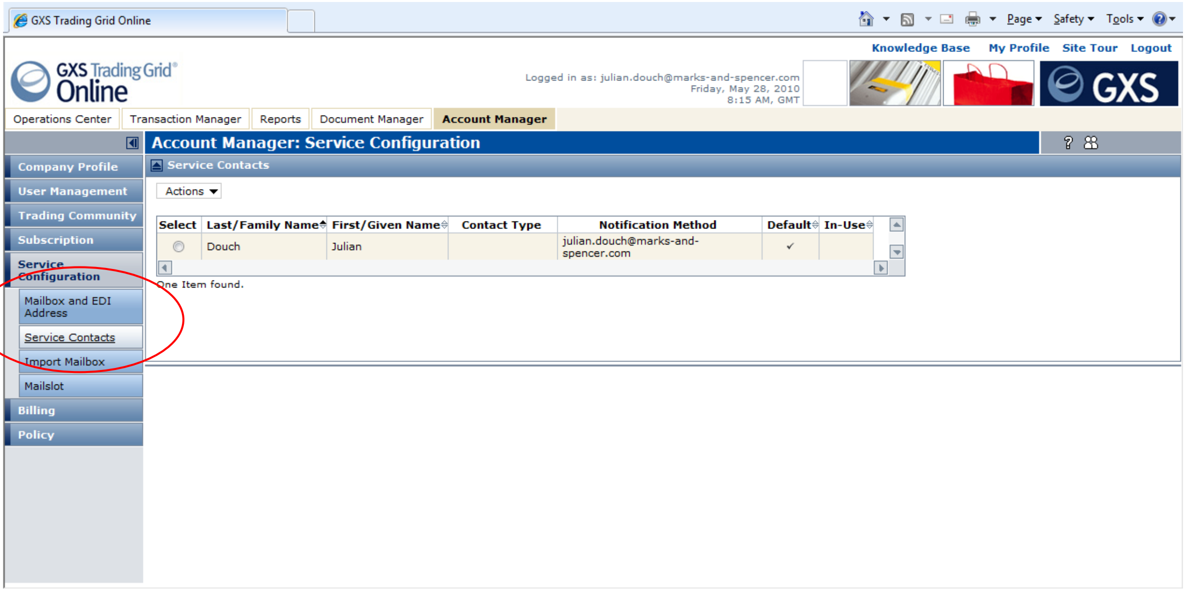


Figure 6: Service Configuration Management

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.

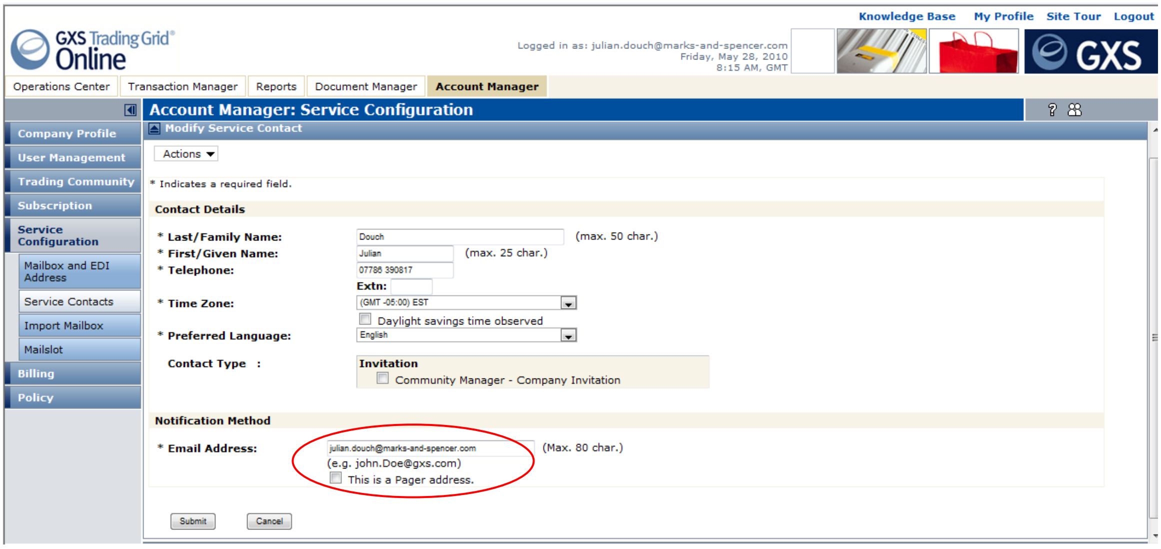


Figure 7: Changing the Notification User Information

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:

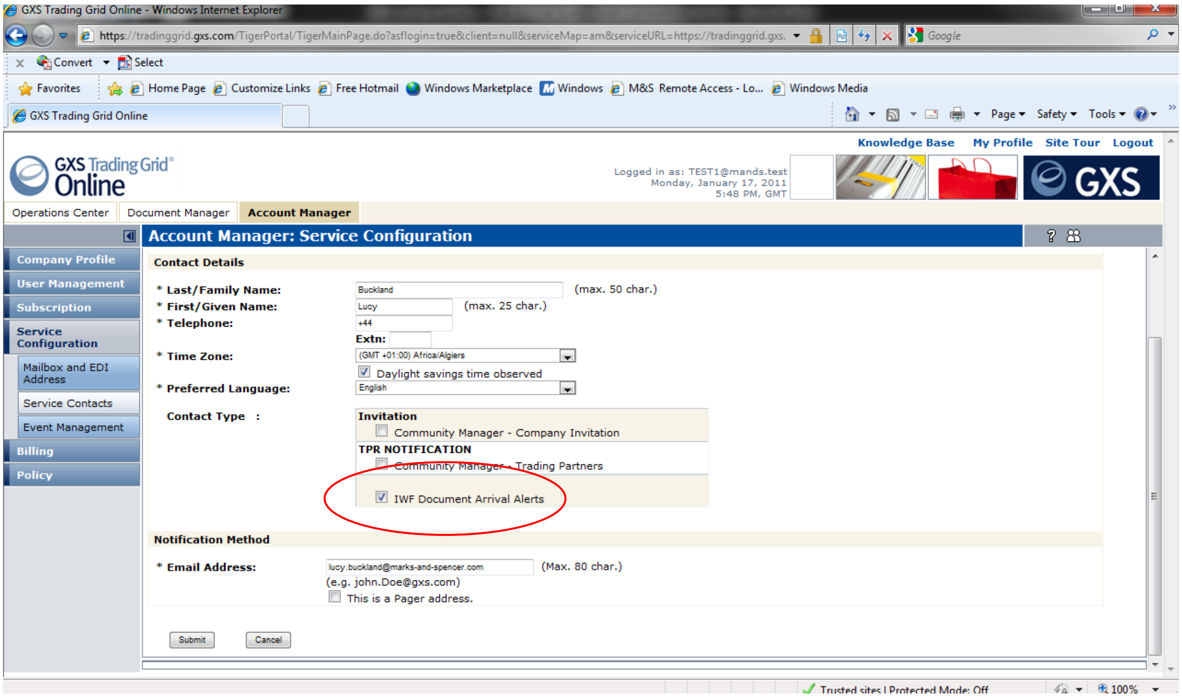


Figure 8 – Selecting Email Arrival Alerts

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 **Submi**t. 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:

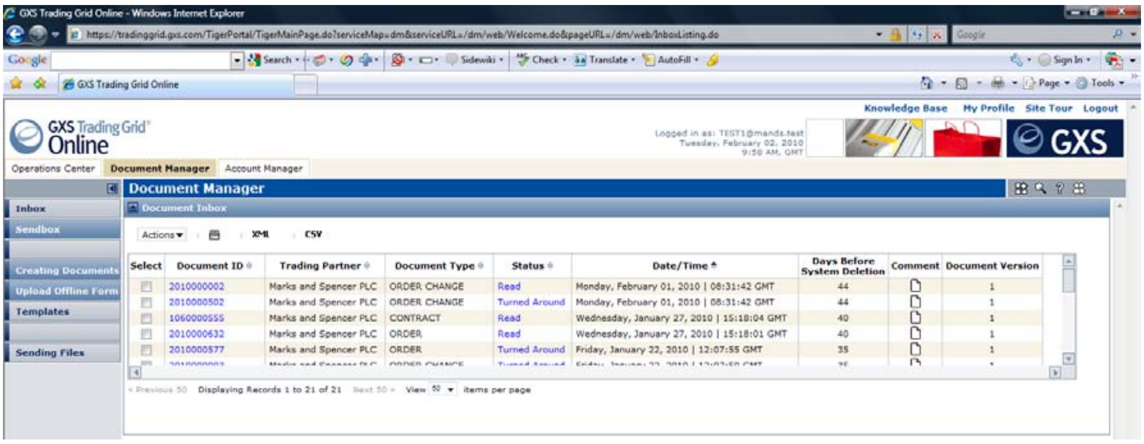


Figure 5-1: Document Manager Inbox

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 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:

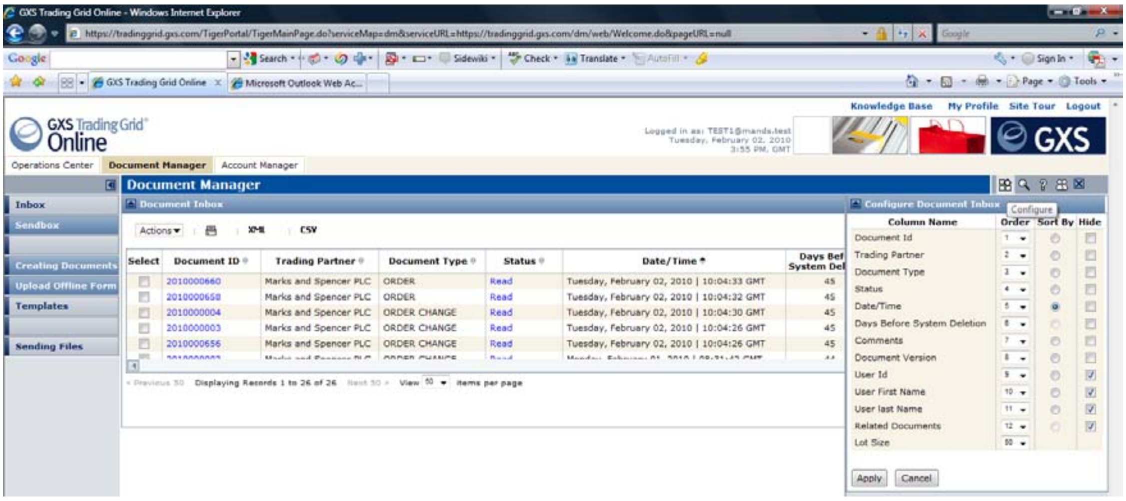


Figure 5-2: Configure Document Manager

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 **Submi**t. 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:

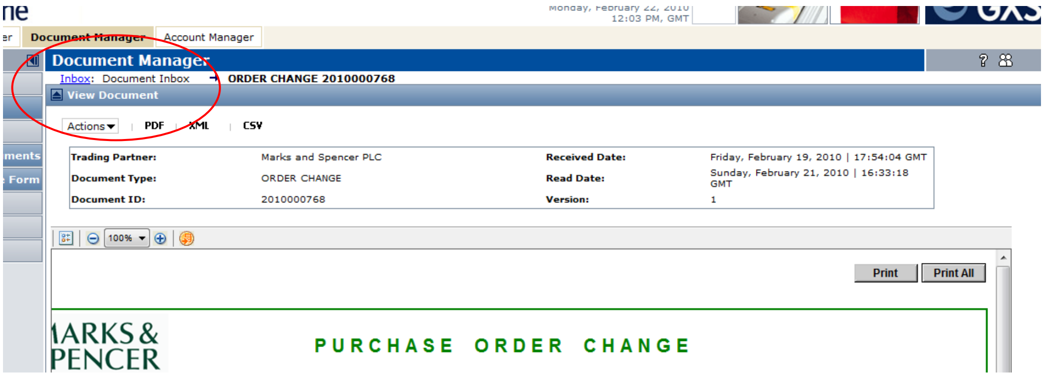


Figure 5-3: Navigating back to your Inbox

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 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 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:

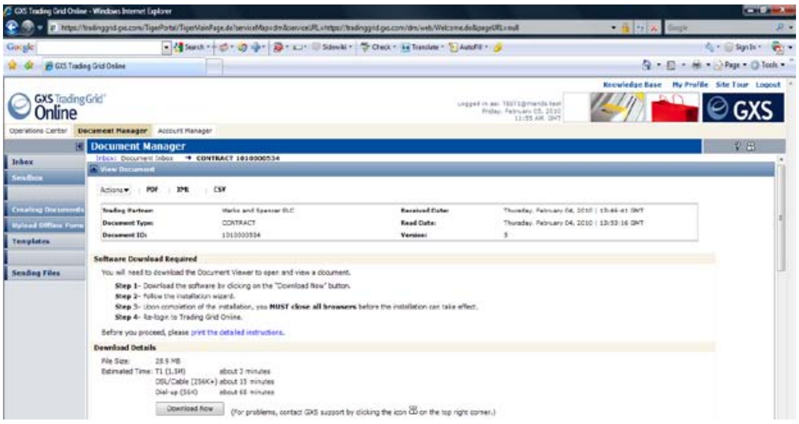


Figure 5-4: Downloading Document Viewer

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

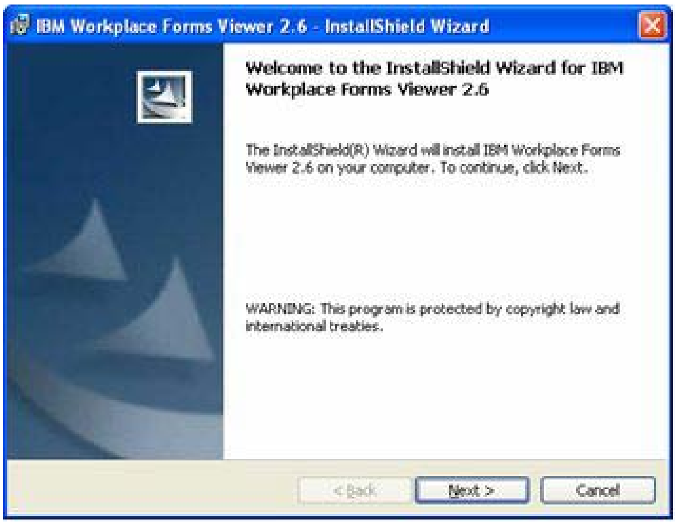
1. At the following prompt, click the **Cancel** button.

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.

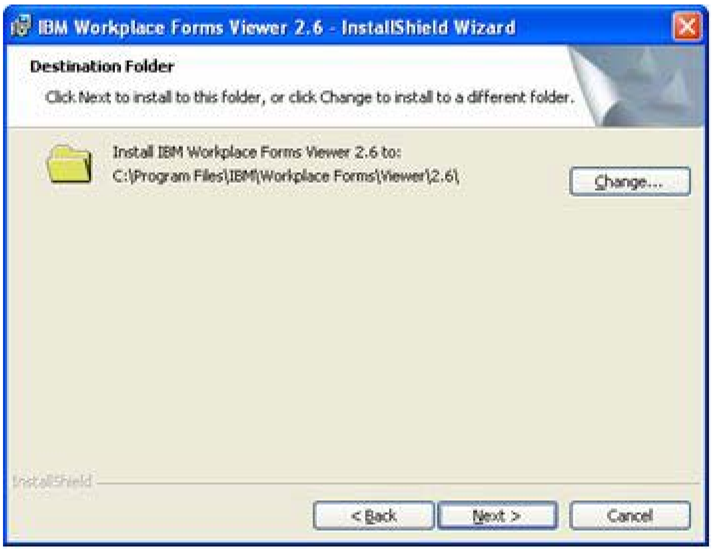
4. Select the language of your community and then click the **OK** button.

5. Click the **Next** button.

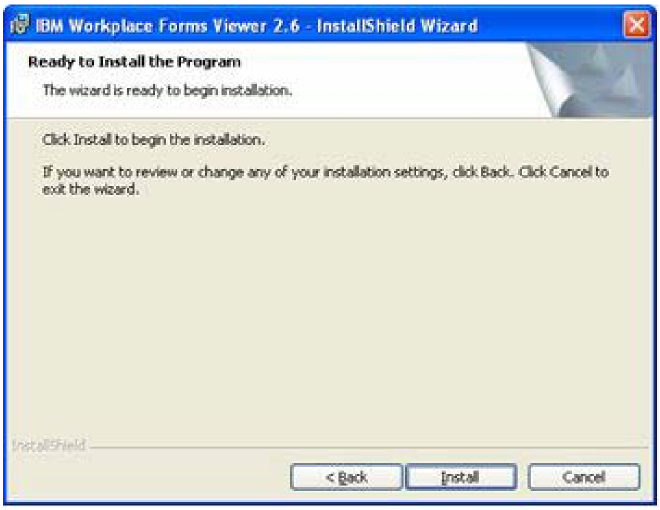


6. For the license agreement, select the "**I accept the terms**" **. . .** option and then click the **Next** button.

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.



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



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**.
2. 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.
4. 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:

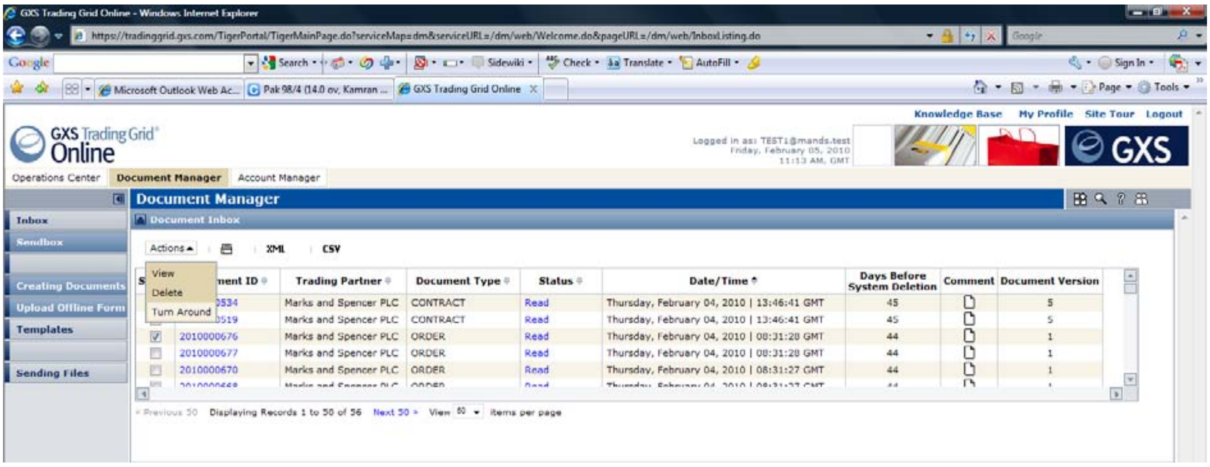


Figure 5-5: Using the "Turn Around" function

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 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**:

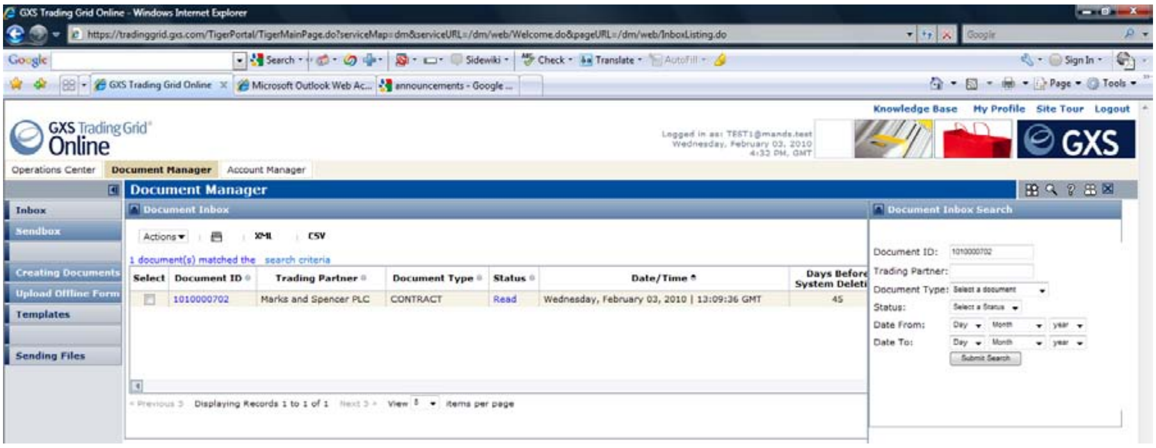


Figure 5-6: Searching a Document

5.9 Contact Us

You can get assistance by selecting the **Contact Us** option on the top right side corner of the form by clicking. 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:

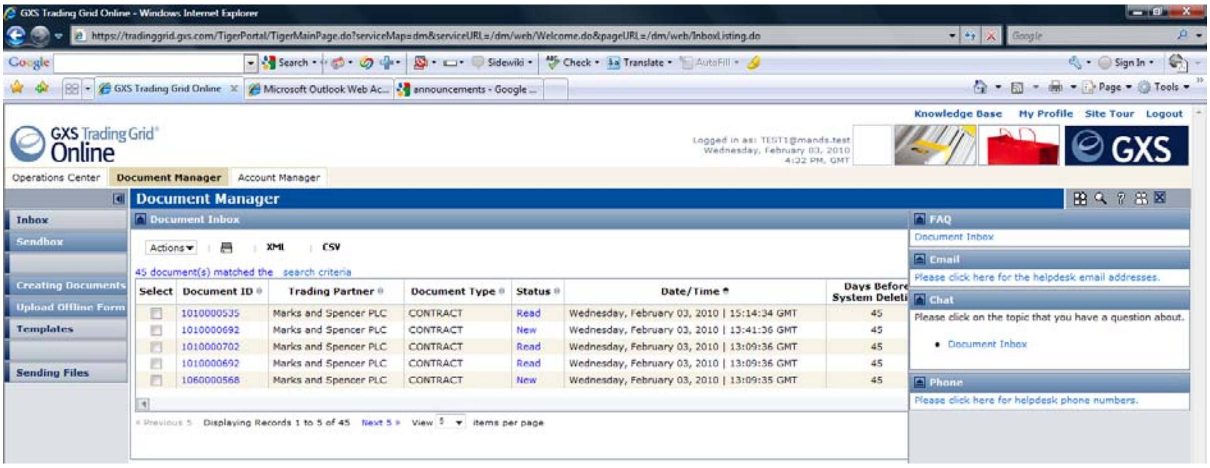


Figure 5-7: Contact Us View

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:

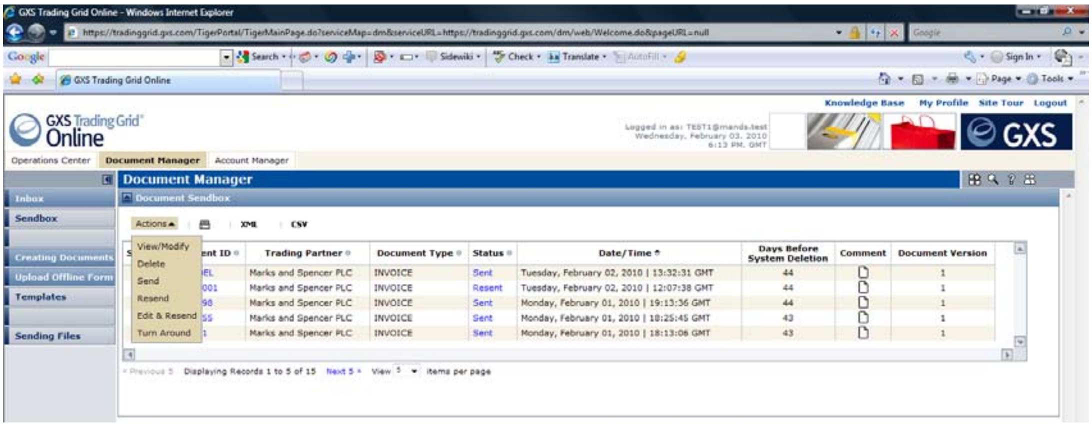


Figure 5-8: Sendbox

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:

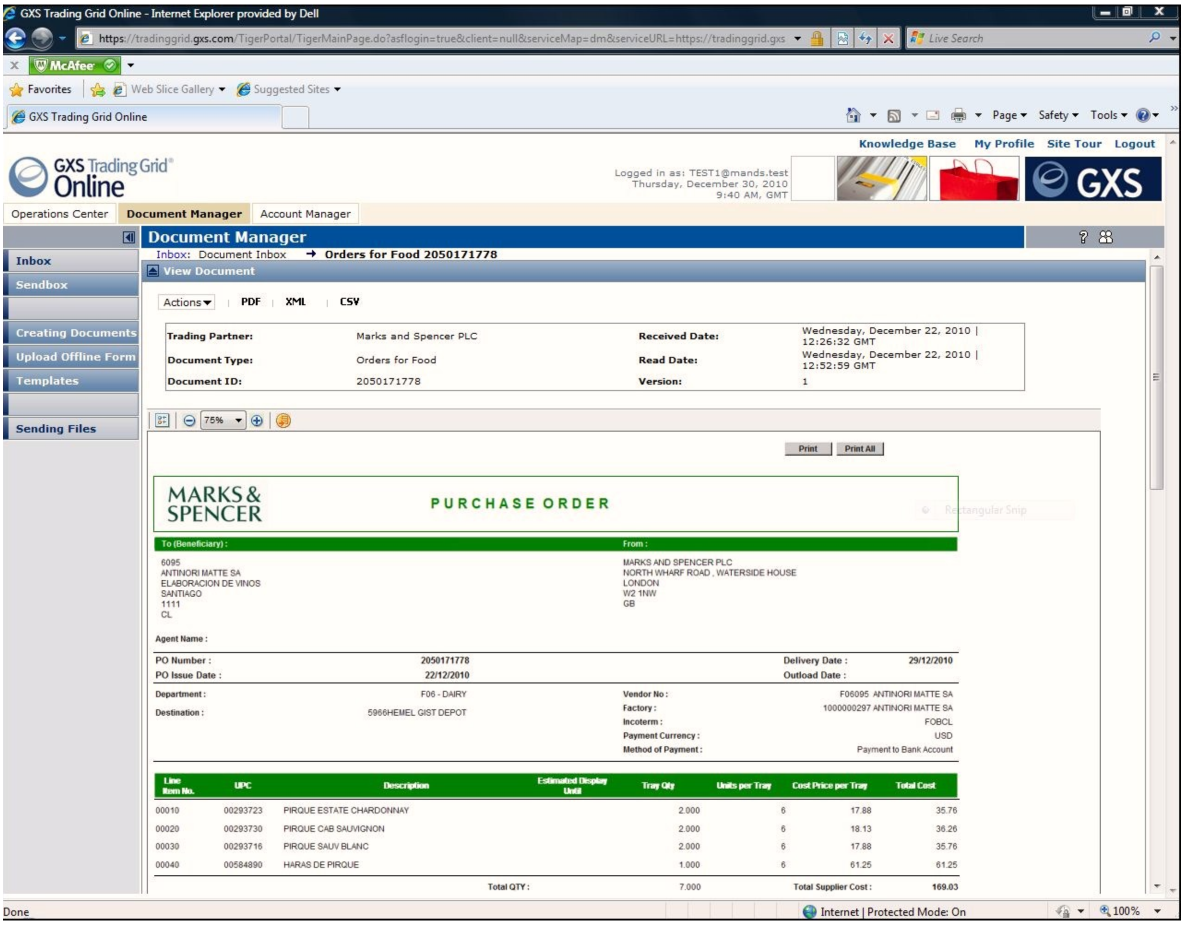


Figure 6-1: Purchase Order Example

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 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.

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:

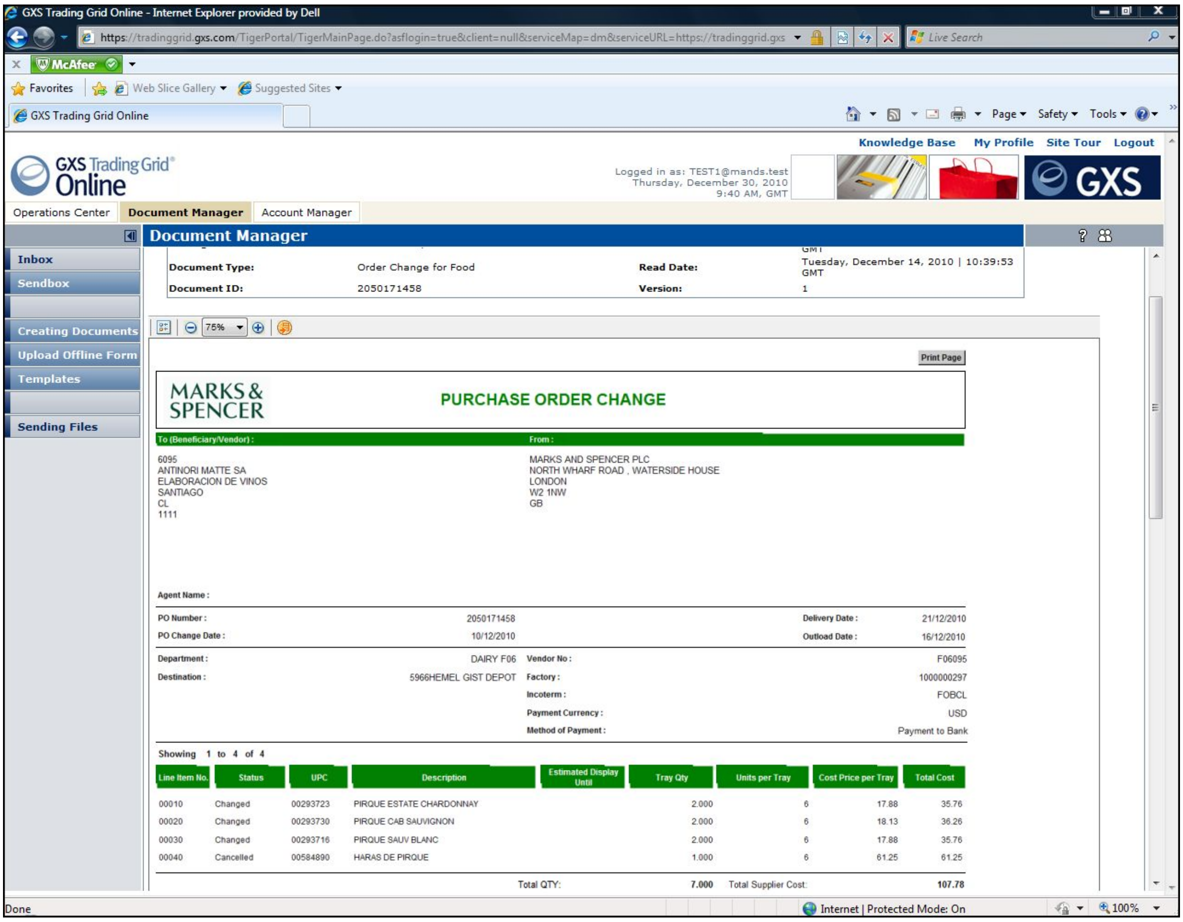


Figure 7-1: Purchase Order Change

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:

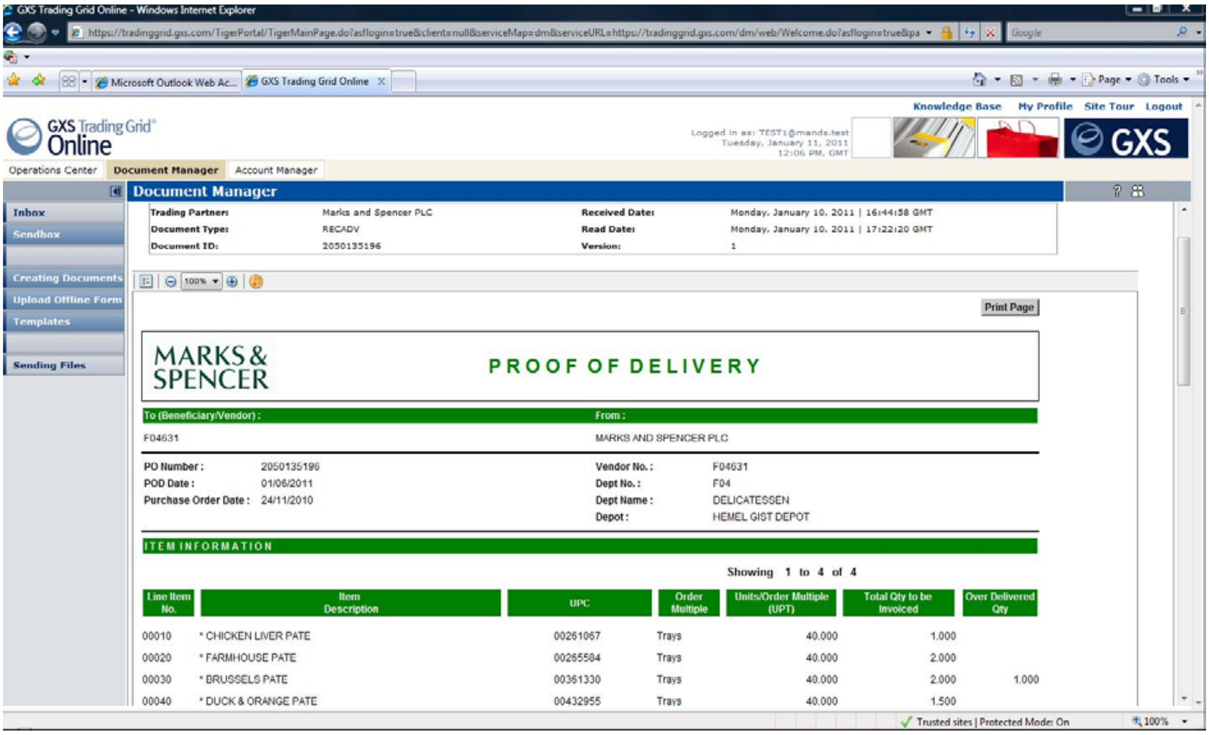


Figure 8.1 – Proof of Delivery

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**:

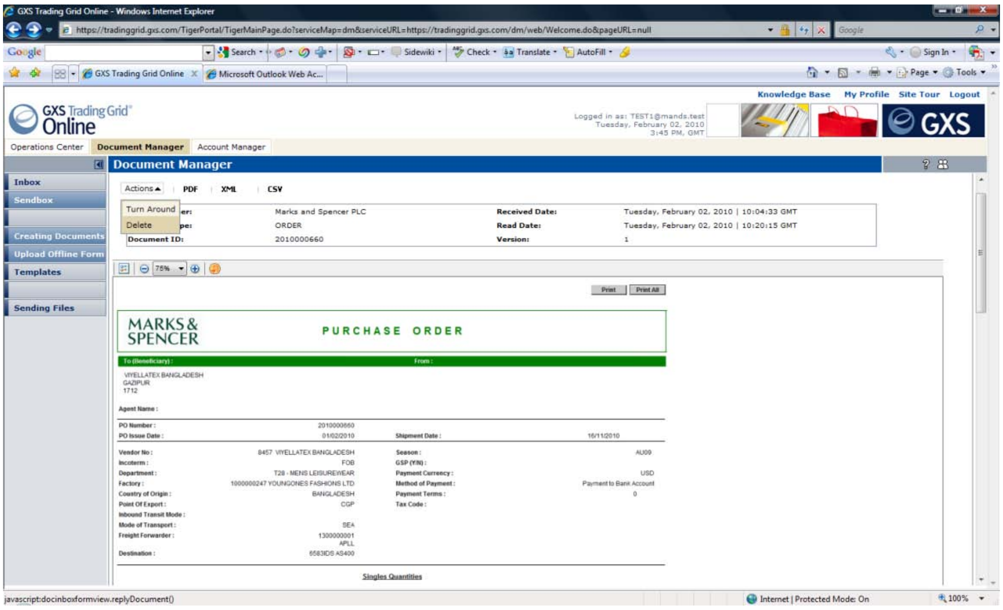


Figure 9-1: Using the "Turn Around" Action

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:

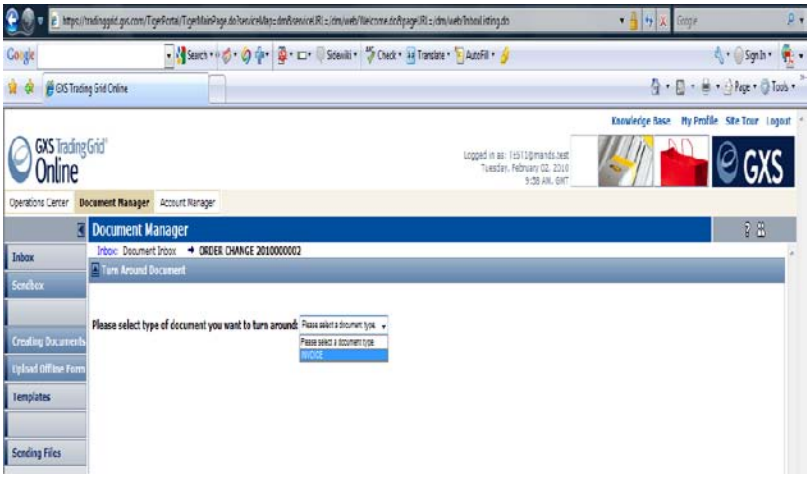


Figure 9-2: Turn Around selection to Invoice

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:

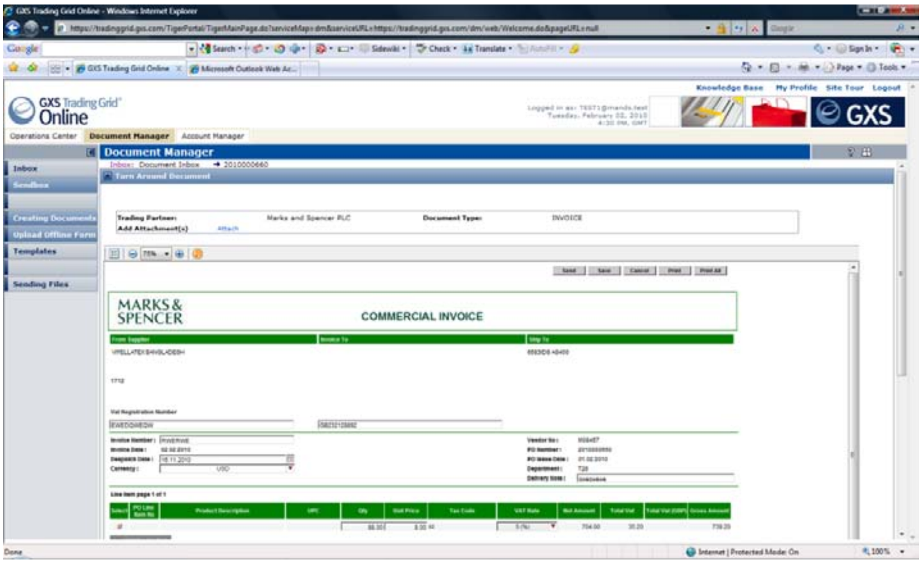


Figure 9-3: Invoice Form

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:

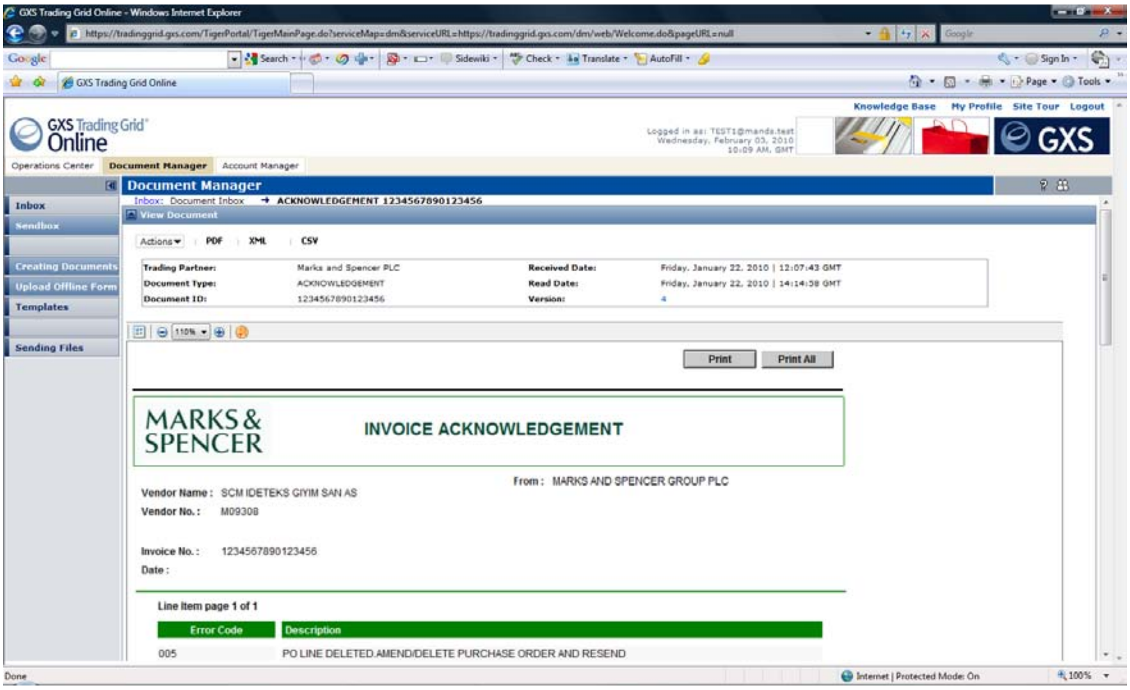


Figure 10-1: Invoice Acknowledgement

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 (Not applicable to Foods vendors)	Amend and resend invoice
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:

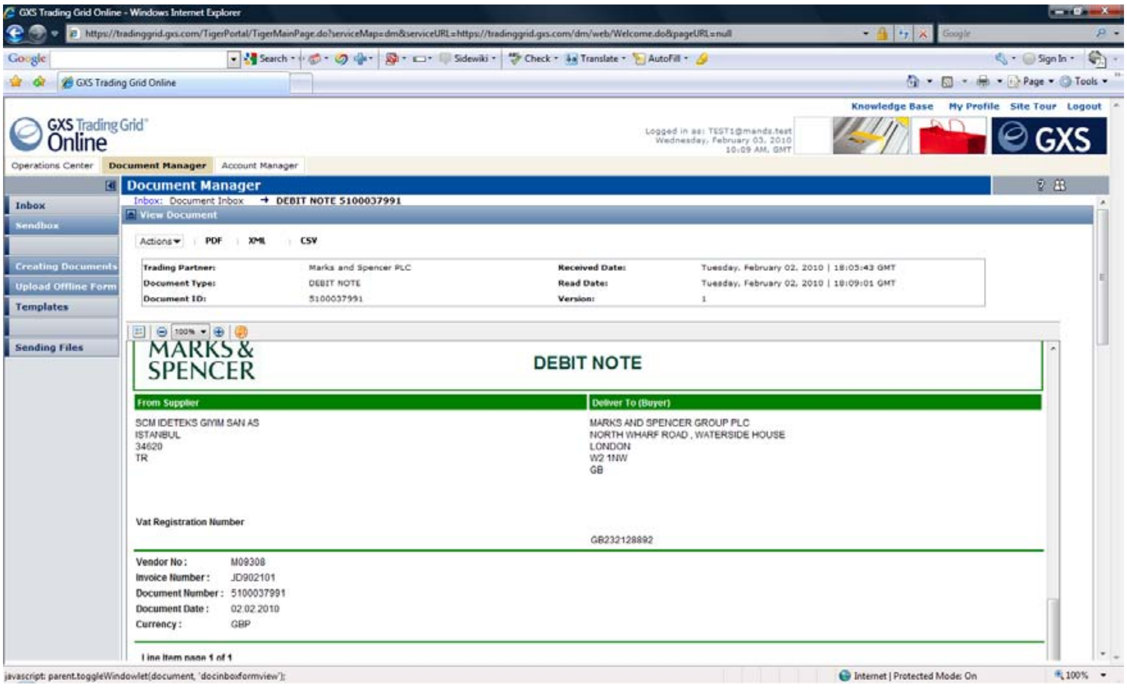


Figure 11-1: Debit Note

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	Our (M&S) Name & Address	**Document Number**	Unique Debit Document No.
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	Item line identifier	Purchase Order	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.	**Delta**	The difference between either the GR Qty and Invoiced Qty OR the PO Unit Price and the Invoice Unit Price
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:

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**:

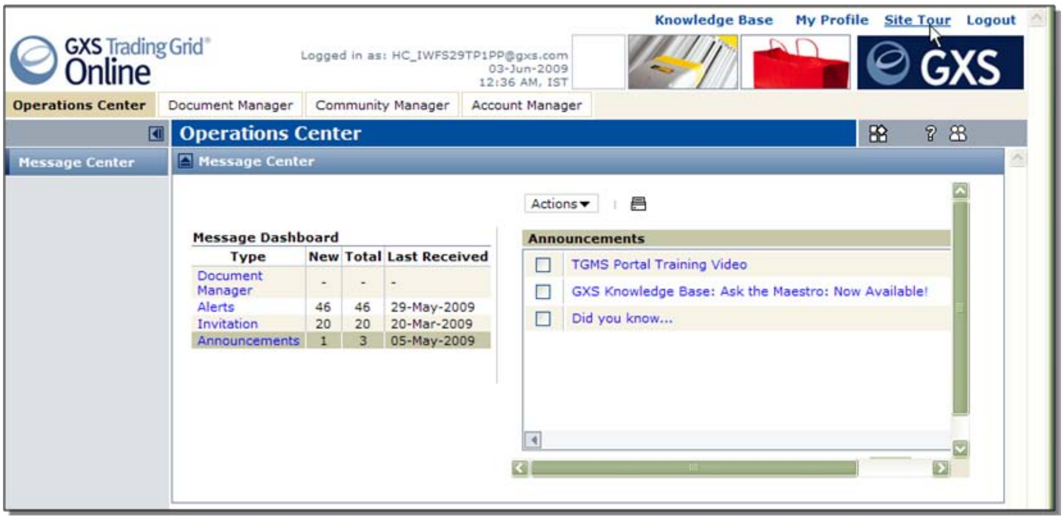


Figure 12-2: Online Tutorial

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**:

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

Business Message	***Who to Contact***	***Contact Details***
Purchase Order/Purchase Order Amendment	Category Team or Buyer.	**Contacts are dependent on category**
Proof of Delivery	GIST, DHL (wines) or the Haulier used	**GIST – 01256 891379** **DHL – 020 7365 1221 or dsc.uk.itservicedesk@dhl.com** **Hillebrand – 01708 689188** **avs@hillebrandgroup.com**
Invoice, Invoice Acknowledgement and Debit Note	M&S Business Service Centre	**BSC – 0333 200 5510** **food.payments@marks-and-spencer.com (prior to go live)** **vendorsupportfood@marks-and-spencer.com (after go live)**
Other – Bank Detail or address Amendments	Corporate Master Data	**0333 200 5510** **bsc.sapmasterdatarequests@marks-and-spencer.com**
Raising a support ticket with M&S IT	M&S IT Helpdesk	**020 8718 5999**

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

The following versions of the document have been produced:

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