

# E-trading Set Up and Process

## TEMPLACMS

Version: v.4 (CMS 6.1.0, March 2021)



# COMMERCIAL STATEMENT

This document is subject to any terms as per [teamssoftware.com/legal](https://teamssoftware.com/legal).

# TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>4</b>
<b>SCHEMATIC .....</b>	<b>4</b>
<b>CONFIGURATION AND PROCESSING .....</b>	<b>5</b>
External Systems.....	5
Folder Structure .....	6
<b>SUPPLIERS.....</b>	<b>8</b>
<b>STORES ORDERS VIA E-TRADING.....</b>	<b>8</b>
Repeat Stores Orders .....	8
<b>PURCHASE INVOICES VIA E-TRADING.....</b>	<b>9</b>
Purchase Invoices – New Import .....	9
Order Matching.....	10
Purchase Invoice Approval .....	10
Repeat Orders.....	11
<b>APPENDIX A - E-TRADING FILE SCHEMAS.....</b>	<b>12</b>
Stores Order Schema .....	12
Purchase Invoice Schema .....	13
<b>APPENDIX B - IMPLEMENTATION/TEST PLAN .....</b>	<b>14</b>
Stores Ordering via E-Trading.....	14
Purchase Invoicing via E-Trading .....	15

# INTRODUCTION

Electronic trading (e-trading) offers huge benefits to office admin productivity, where large volume transactions (orders and invoices) are currently being exchanged manually with key suppliers, typically janitorial supplies companies.

TemplaCMS offers a standard import/export solution for e-trading so that this can be configured to interact with one of more suppliers. The interface can be set up in a variety of ways to create stores order export files and to cross-check supplier purchase invoice import files, both of which should match to standard TemplaCMS schemas, see **Appendix A**. Bespoke supplier-driven schemas can also be accommodated, albeit software development charges will apply.

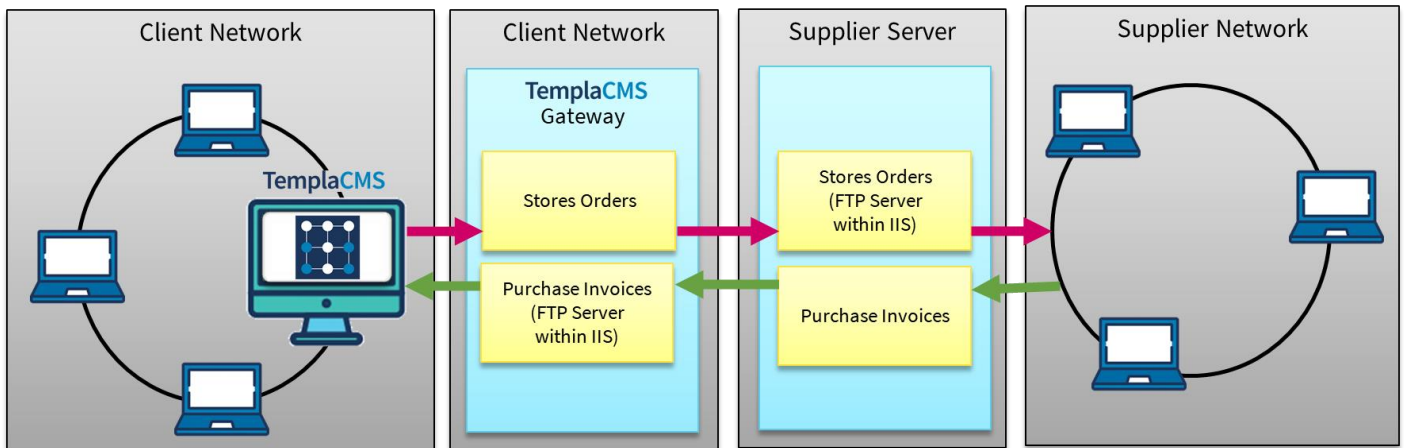
Currently supported janitorial suppliers are:

- Avica UK Ltd
- Bunzl Cleaning & Hygiene Supplies
- Forestdale Business Services Ltd
- Janitorial Express
- Mayflower Washroom Solutions
- Merton Group UK
- Pattersons (Bristol)
- Thamesmead Business Services
- Wessex Cleaning Equipment & Janitorial Supplies

However, when implementing e-trading with any supplier, **Appendix B** provides a by no means exhaustive list of what needs to be checked and/or tested by a TemplaCMS client with any new or existing e-trading supplier.

# SCHEMATIC

The below schematic relates to the cases where an FTP server has been set up on the supplier's server, however, the principle is universal regardless of the set up options used.



# CONFIGURATION AND PROCESSING

## External Systems

Separate external systems must be defined for each supplier for:

- The export of Stores Order details to a supplier
- The Import of Purchaser Invoice details from a supplier

Initially **Templa** will configure all authorised e-trading 'external systems'.

There are various options as to how to configure the external system, but the two currently used by Templa are:

- *Path* – if the folder(s) that will contain import/export files is on the server where TemplaCMS runs
- *FTP* – this is commonly used where the supplier has the responsibility of creating the import/ export locations, though in some instances the FTP server can also be on the local server alongside TemplaCMS

'Responsible users' can be defined – these will be alerted to the existence of any new purchase invoices imported.

## EXTERNAL SYSTEM FOR STORES ORDERS (I.E. EXPORT TO)

Target details must be defined as follows:

- *Code* – must match the Supplier-SO folder name create earlier
- *Description* – enter a relevant description
- *File format* – select the schema format to be used
- *Transfer details* – Transfer type:
  - *Path* – the file path of the Supplier-PI folder created earlier
  - *FTP* – the IP address or UNC path to the FTP server
- *User* – the username to log into the FTP location (not applicable to path)
- *Password* – the password to log into the FTP location (not applicable to path)

## EXTERNAL SYSTEM FOR PURCHASE INVOICES (I.E. IMPORT FROM)

External System Details - Supplier Purchase Invoices (IN)

File Tools Help

Close Save Previous Next

General Responsible users Dates

Code: Supplier-PI

Description: Supplier Purchase Invoices (IN)

File format: Purchase Invoice import csv

Tolerance % above: 0.00% Tolerance % below: 0.00%

Tolerance mins above: Tolerance mins below:

Source details

Transfer type: Path

Path/URL/DB: S:\PRODUCTS\Templa-CMS\Client versions\Projects Demo v6\Gateway\Supplier-PI

User: Password:

Target details

Transfer type: none

Path/URL/DB:

User: Password:

ExternalSystemDetail © 2015 Templa Computer Systems Ltd

Source details must be defined as follows:

- *Code* – must match the Supplier-PI folder name create earlier
- *Description* – enter a relevant description
- *File format* – select the schema format to be used
- *Source details* – Transfer type:
  - *Path* – the file path of the Supplier-PI folder created earlier
  - *FTP* – the IP address or UNC path to the FTP server
- *User* – the username to log into the FTP location (not applicable to path)
- *Password* – the password to log into the FTP location (not applicable to path)

## Folder Structure

### GATEWAY

Within the TemplaCMS Gateway folder, two new folders need to be created for **each** supplier where e-trading is going to be used. These folders will be used for exporting Stores Orders (SO) and importing Purchase invoices (PI):

Name	Date modified	Type	Size
Supplier-PI	01/02/2017 14:31	File folder	
Supplier-SO	01/02/2017 14:31	File folder	

**NB: Instead of “Supplier” the supplier’s name should be used**

## SUPPLIER-SO

An “Export” folder needs to be created inside of the Supplier-SO folder and within the Export folder there must be an “/Error” and a “/Done” folder as follows:

PRODUCTS > Templa-CMS > Client versions > Projects Demo v6 > Gateway > Supplier-SO > Export

Name	Date modified	Type	Size
Error	01/02/2017 14:34	File folder	
Done	01/02/2017 14:34	File folder	

**NB: the name of the main folder (i.e. Supplier-SO) must be setup to match the external system code**

## SUPPLIER-PI

An “Import” folder needs to be created inside of the Supplier-PI folder and within the Import folder there must be an “Error” and a “Done” folder as follows:

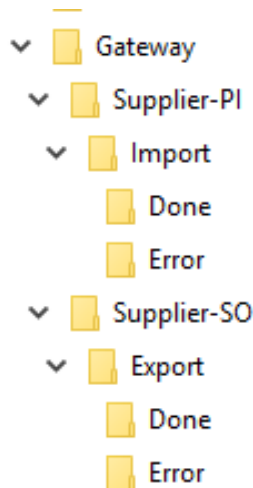
PRODUCTS > Templa-CMS > Client versions > Projects Demo v6 > Gateway > Supplier-PI > Import

Name	Date modified	Type	Size
Done	01/02/2017 14:34	File folder	
Error	01/02/2017 14:34	File folder	

**NB: the name of the main folder (i.e. Supplier-PI) must be setup to match the external system code**

## SUMMARY

The overall folder structure will be as follows:



**NB: The setup of the above file structure is normally the responsibility of Templa, during implementation of the initial e-trading supplier(s) but, thereafter, further folders can be added for any additional suppliers.**

# SUPPLIERS

In order to flag a supplier for e-trading within TemplaCMS, the relevant import and export paths must be defined on the supplier record via **Maintenance > Purchasing > Suppliers**:

Supplier Detail - AAA GUVNOR DESPATCH LIMITED

File Tools Help

Close Save Previous Next Notes Attachments Process sheets Create mail

Aged credit Transactions

General Properties Contacts Dates

Accounts system: Accounts

Code: AAADSPA Owned

Name: AAA GUVNOR DESPATCH LIMITED

Address: 44 ABBOTTS WALK

Town: BEXLEYHEATH

County: KENT

Postcode: DA7 6RJ

Telephone: 020 8310 7065

Fax:

Website:

VAT: Standard Rate

Terms: From invoice date days 30

Default mailing contact: (not set)

Inactive?

VAT registration number:

Workbill supplier?

Consolidated WB format: Format 1-standard

Memo

SupplierDetail © 2015 Templa Computer Systems Ltd

**E-Trading**

E-Trading?

Stores order export: Supplier Stores Orders (SO)

Purchase invoice import: Supplier Purchase Invoices (IN)

- *E-trading* – defines the supplier as available for e-trading (defaults to no)
- *Stores order export* – the stores order external system the supplier e.g. Supplier-SO
- *Purchase invoice import* – the purchase invoice external system for the supplier e.g. Supplier-PI

## STORES ORDERS VIA E-TRADING

Where a supplier has been setup for e-trading, any approved stores order will be sent out via the Gateway, which will create an export file and either be saved to the relevant path (for manual distribution) or FTP'd to the supplier's server (for automated import into the supplier's sales ordering system).

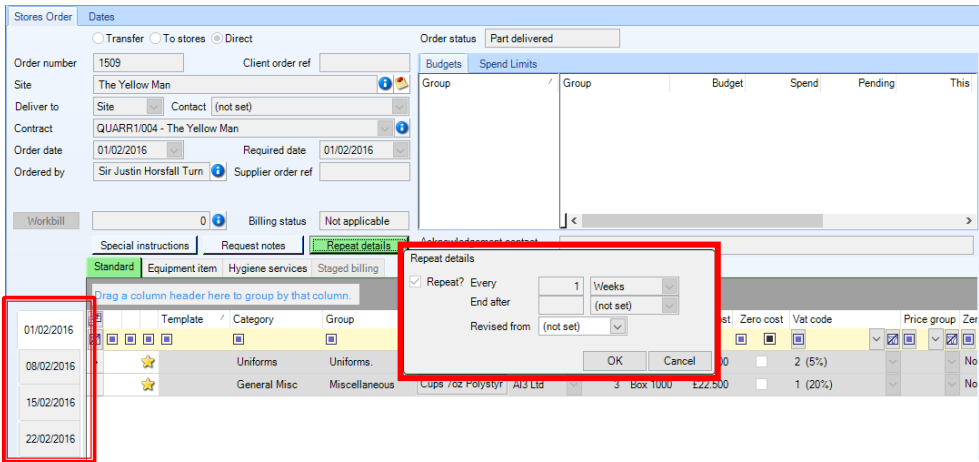
As a Stores Order can contain products for multiple suppliers, so potentially a mixture of e-trading and non-e-trading suppliers, TemplaCMS will determine which products should be included within the export file(s). The Stores Order approval process is no different for stores orders containing e-trading suppliers than for those containing no e-trading suppliers.

**NB: it is the TemplaCMS client's responsibility in conjunction with their e-trading supplier (or their supplier's IT company) to agree how e-trading sales orders will be acknowledged back to the TemplaCMS client, i.e. what will serve as a 'proof of receipt'. Similarly, when products are delivered by the supplier to the client or client sites, it is the client's responsibility to agree how 'proof of delivery' is communicated.**

## Repeat Stores Orders

Within TemplaCMS, a repeat order is a single Stores Order with a single Stores Order number with a 'repeat frequency' (i.e. weekly, monthly, annually, etc.) that is used by a TemplaCMS overnight batch process to generate an additional instance of the order:





Regardless of 'repeat frequency', a repeat order is only sent out to e-trading suppliers when initially approved and when subsequently terminated, when an 'end after' date is not set at conception. Thus a repeat order can be sent out in the following scenarios:

- **Initial SO approval** of a repeat Stores Order which has no 'end date' will result in:
  - Repeat Order flag = **R**
  - Repeat frequency = defined
  - Repeat max count & Repeat End date = not defined
  
- **Subsequent SO approval** of a repeat Stores Order (which can only occur once) by the addition of an end date will result in:
  - Repeat Order flag = **T**
  - Repeat frequency = defined
  - Repeat max count =- defined
  - Repeat End date = defined
  
- **Initial SO approval** a repeat Stores Order with an end date will result in:
  - Repeat Order flag = **T**
  - Repeat frequency = defined
  - Repeat max count =- defined
  - Repeat End date = defined

With a repeat Stores Order with a repeat flag of **R**, there will eventually be a follow-up e-trading file detailing the termination of this repeat Stores Order; whereas with a repeat Stores Order with a repeat flag of **T** (where the end date is known at the point the Stores Order is initially placed), no further e-trading file will be sent out.

## PURCHASE INVOICES VIA E-TRADING

### Purchase Invoices – New Import

When a purchase invoice is imported into TemplaCMS, any responsible users will be alerted, with the purchase invoice displayed within the Purchase Invoice Register list with a status of '**New import**' and will be marked as entered by the TCMS master user:

Purchase Invoice Register																	
Drag a column header here to group by that column.																	
St	Q	O	Di	Log num	Status	Type	Supplier name	Supplier ref	Text	Tax point	Due date	Net value	Vat value	Gross value	Entered by	Entered	A
					ne		supplier										
				35228	P06 - New Im	Invoice	Supplier A	v\N99031	30003	06/01/2017 0	05/02/2017 0	£624.86	£124.97	£749.83	TCMS - Templa-	12/01/2017 1	
				35227	P06 - New Im	Invoice	Supplier A	v\N98974	29994	05/01/2017 0	04/02/2017 0	£79.28	£15.86	£95.14	TCMS - Templa-	12/01/2017 1	
				35226	P06 - New Im	Invoice	Supplier A	v\N98332	29836	20/12/2016 0	19/01/2017 0	£174.36	£34.87	£209.23	TCMS - Templa-	12/01/2017 1	
				35174	P06 - New Im	Invoice	Supplier A	v\N98735	29855	22/12/2016 0	21/01/2017 0	£320.00	£0.00	£320.00	TCMS - Templa-	03/01/2017 1	
				35173	P06 - New Im	Invoice	Supplier A	v\N98734	29811	22/12/2016 0	21/01/2017 0	£392.00	£0.00	£392.00	TCMS - Templa-	03/01/2017 1	

All imported purchase invoices will be automatically matched to the corresponding stores order by TemplaCMS, but it is the responsibility of the TemplaCMS user to check that all 'New import' purchase invoices have been matched as expected. This is done by filtering the Purchase Invoice Register list to show only purchase invoices at 'New import' status, in order to check that these orders have been correctly matched and that no variances exist.

**NB: it is the e-trading supplier's (or their supplier's IT company's) responsibility in conjunction with the TemplaCMS client to agree how e-trading purchase invoices will be acknowledged back to the supplier, i.e. what will serve as a 'proof of receipt'. Any purchase invoice that fails to import (e.g. due to incorrect file format or missing details) will result in an error being shown within the 'Gateway Logs' screen and the relevant responsible user being notified. Conversely, given that it is also possible for the same purchase invoice e-trading file to be sent out twice by the supplier, the TemplaCMS System Control > Accounts > 'Prevent duplicate PI references?' should be checked.**

## Order Matching

When purchase invoices for Stores Orders are received, the matching process within TemplaCMS will match based on Stores Order and Product. Multiple purchase invoices can be matched to the same Stores Orders, where multiple deliveries have occurred, each for different products, or even for the same products due to a shortfall in stock, with TemplaCMS always looking at the outstanding un-invoiced quantity.

If back orders are not accepted by the TemplaCMS client, then the TemplaCMS **System Control > Stores > 'Cancel Remainder?'** flags can be set, so that any purchase invoices whose purchase invoice quantity is less than the original Stores Order quantity, would result in the Goods Receipt (that is subsequently created upon posting the Purchase Invoice) cancelling the remaining quantity – the original Stores Order would then be marked as complete rather than left as an outstanding back order.

## Purchase Invoice Approval

Once the user has checked the purchase invoices have been correctly matched, these purchase invoices must be sent for approval in the normal manner; this uses the same workflow path as for non-e-trading purchase invoices.

From TemplaCMS v6.0.0, users can highlight multiple purchase invoices at once for 'Send on' or 'Reject' as required, without the need to open the Purchase Invoice first.

Log numb	Status	Type	Supplier c	Supplier name	Supplier ref	Text	Tax point
31031	P01 - New	Credit	CROWN	Crown Support Services Li	CN-1314	Devon House 50% discoun	21/09/2016 0
31039	P01 - New	Invoice	EDENRE	Edenreed UK Gp	343791	RAH 20 x Luncheon Vouch	21/09/2016 0
31042	P02 - Pendin	Invoice	TRANSP	Transport for London	00069	23Aug-20Sept'16 congesti	21/09/2016 0
31003	P02 - Pendin	Credit	SAFETY	SMI Group (Safety Manage	6941	credit inv 366016 60 TNS	20/09/2016 0
31032	P02 - Pendin	Credit	CROWN	Crown Support Services Li	CN-1315	International Hse 30% disc	21/09/2016 0

Once workflow processing has been completed, the purchase invoice will be approved providing it is within the unit cost tolerance set on **System Control > Accounts:**

	Increase %	Decrease %
Stores order matched PI tolerance	5.00%	5.00%
Goods receipt note matched PI tolerance	0.00%	0.00%
Workbill matched PI tolerance	0.00%	0.00%

Approved purchase invoices can then be batched and posted to the Accounts and it is this post process that will automatically create Goods Receipt details if none exist.

## Repeat Orders

When purchase invoices for repeat Stores Orders are received, the matching process within TemplaCMS will match based on Stores Order, Product and also on date, where the purchase invoice tax date will be matched to the closest matching or earlier Stores Order required date. This could create potential matching issues for weekly repeat Stores Orders which are purchase invoiced at the end of the month and/or where a shortfall in the delivery quantity means subsequent purchase invoices for back ordered receipts arrives and is invoiced after the date of the next repeat Stores Order.

# APPENDIX A - E-TRADING FILE SCHEMAS

## Stores Order Schema

Each CSV file will contain one sales order with the following columns:

Column	Name	Notes
A	Order number	Unique number. Also used in the naming of the file.
B	Source	The Supplier that generated the order
C	Purchase order ref	
D	Order date	formatted as YYYY-MM-DD
E	Required date	formatted as YYYY-MM-DD
F	Total NET order cost	check total that should equal the sum of all lines
G	Detail line count	check sum for the number of lines
H	Special instructions	
I	Delivery code	Client's code for the delivery address
J	Delivery address	
K	Delivery post code	
L	Product code	Supplier's code for the product
M	Product description	
N	Quantity required	
O	Units	
P	NET Unit cost	
Q	Extended NET line cost	Units X unit cost. The sum of this column should equal the header total cost.
R	Repeating order flag	blank=not repeating, R=repeating, T=repeat termination
S	Repeat frequency	in months (M) or weeks (W). e.g. 1W, 2W, 1M, 2M
T	Repeat max count	the maximum number of times the repeat should be processed
U	Repeat end date	the date after which no further repeats should be processed

**NB: if the TemplaCMS client does not use repeat orders (setup so that a single order flagged to repeat) then the highlighted in yellow can be ignored**

## Purchase Invoice Schema

One purchase invoice could have rows from multiple different purchase orders, and equally, where multiple part deliveries have occurred, a single purchase order could be on multiple purchase invoices.

Each CSV file must contain one purchase invoice with the following columns:

Column	Name	Notes
<b>A</b>	Invoice number	Supplier's invoice number
<b>B</b>	Source	The Supplier that generated the invoice
<b>C</b>	Invoice header text	
<b>D</b>	Invoice date	formatted as YYYY-MM-DD
<b>E</b>	Total NET invoice value	check total that should equal the sum of the detail lines
<b>F</b>	Total VAT value	check total that should equal the sum of the detail lines
<b>G</b>	Detail line count	check sum for the number of lines
<b>H</b>	Product code	Supplier's code for the product
<b>I</b>	Order number	Original purchase order number (if known)
<b>J</b>	Invoice line text	
<b>K</b>	Quantity	
<b>L</b>	Units	
<b>M</b>	NET unit cost	
<b>N</b>	NET line value	Total NET invoice value for this line
<b>O</b>	Line VAT	Total VAT for this line

# APPENDIX B - IMPLEMENTATION/TEST PLAN

The following is by no means an exhaustive list of what needs to be checked and/or tested by a TemplaCMS client with any new e-trading supplier.

## Stores Ordering via E-Trading

- How will TemplaCMS client be informed that a TemplaCMS Sales Orders has been successfully imported into the supplier's sales ordering system?
- Enter (several) small Stores Order for an **existing site** with 2-3 lines – The TemplaCMS client then need to know that the supplier's sales ordering system has received the correct information, i.e.:
  - Check site matching works to ensure correct site identified within the supplier's sales ordering system, as this must hold a reference to TemplaCMS's site code, i.e. are the correct TemplaCMS references against the correct sites?
  - Check quantities match, with correct number of decimal places (if applicable)
  - Check product pack quantity match, i.e. correct 'pack'/'unit' denoted, e.g. packet of 24 loo rolls arrives as 1 pack of 24 loo rolls not 24 packs of 24 loo rolls!
  - Check line & total costs match
  - Check required dates are ok, i.e. for delivery next week or month – these can be varied per line
- Enter a small Stores Order for a **new site** – how is this going to be handled within the supplier's sales ordering system? Is someone at the TemplaCMS client going to inform the supplier about new sites so they can be setup in advance of the initial Stores Order or will new site details be simply auto-created?
- Stores Order for a **new (or unknown) product** (or unit) – presumably any new products w/be setup in the supplier's sales ordering system first before the TemplaCMS client is aware of them but it might be worth checking what would happen if an unknown product (or unit) was sent down to the supplier's sales ordering system
- Product cost price changes – how will these be managed?
- Large Stores Orders, i.e.:
  - One with many lines, i.e. what's the largest number of lines included on a Stores Order by the TemplaCMS client
  - One with large quantity figure or numeric value
- Stores Order placed on the **mobile device** by an area manager & it's approval process on TemplaCMS – thereafter, it is sent out to the supplier's sales ordering system like any other Stores Order
- Repeat Stores Order with no end date
- Repeat Stores Order with end date

## Purchase Invoicing via E-Trading

- How will the TemplaCMS client be informed that the supplier's sales invoicing system has raised invoices, as these electronic files might never reach TemplaCMS if there is a communication issue? Will supplier's sales invoicing system be providing a statement of sales invoices raised per month?
- Small Stores Order with 2-3 lines then:
  - Purchase invoice for full SO value – is everything matched correctly?
- Small Stores Order with 2-3 lines then:
  - Purchase invoice for full quantity but slight variation in price – check that the invoice tolerance % +/- work as expected
- Small Stores Order with 2-3 lines (& cancel remainder not set on System Control) then:
  - First purchase invoice for partial SO value i.e. partial delivery
  - Second purchase invoice for remaining SO value i.e. partial delivery
- Small Stores Order with 2-3 lines (& cancel remainder not set on System Control) then:
  - Purchase invoice for in excess of the full SO value, i.e. over receipt/invoice

**NB: perhaps this is acceptable, i.e. 90 mops ordered but 96 mops supplied – would the TemplaCMS client reject the extra 6 mops or receipt/pay for them?**

- Small Stores Order with 2-3 lines (& cancel remainder not set on System Control) then:
  - Purchase invoice for partial SO value i.e. partial delivery
  - Purchase invoice for in excess of the remaining SO value i.e. partial delivery but now over receipt/invoice of the remaining
- Several (small) Stores Orders:
  - One Purchase Invoice covering multiple Stores Orders
- Small Stores Order with 2-3 lines & cancel remainder set on System Control then:
  - Purchase invoice for partial SO value, i.e. partial delivery – check cancel remainder
  - Second purchase invoice for remaining SO value, i.e. partial delivery – check affect
- How will the TemplaCMS client be informed that their supplier does not plan to deliver the remaining items on an order? And how will the TemplaCMS client update the Stores Order to ensure it is completed, i.e. cancel remainder?
- Corrupt purchase invoice file that fails to import into TemplaCMS

**NB: these can be seen on the Gateway log screen but how will they be dealt with?**

- Duplicate purchase invoice file sent (so duplicate reference):
  - If System Control flag is set, check this is flagged up on import
  - If System Control flag is not set, consider how this would be picked up
- Weekly/Monthly Repeat Stores Order:
  - Purchase Invoice for a repeat Stores Order for first week/month
  - Purchase Invoice for a repeat Stores Order for second week/month
  - Purchase Invoice for a repeat Stores Order for third week/month
  - Etc.
- Weekly/Monthly Repeat Stores Order:
  - Purchase Invoice for a repeat Stores Order for first week/month, partial delivery
  - Purchase Invoice for a repeat Stores Order for second week/month, full delivery
  - Purchase Invoice for a repeat Stores Order for first week/month, remaining delivery
  - Purchase Invoice for a repeat Stores Order for third week/month
  - Etc.



TEAM Software develops market-leading solutions for companies with distributed workforces. TEAM has a focus on the cleaning and security industries helping the companies who serve these sectors manage and optimise their business; from front line service delivery to back office financial management. TEAM's technology is designed to help improve productivity, employee engagement and profitability, and at the same time help control cost, risk and compliance. For more information, visit [teamsoftware.com](https://teamsoftware.com).