

Retarus WebConnect for Suppliers

Service description and obligations to co-operate

Introduction

The Retarus WebConnect for Suppliers service is used for the automated transmission of customer orders to suppliers and the receipt of order confirmations and shipping notifications without the need for an EDI solution on the supplier side. The customer can then automatically process the supplier's order confirmation and shipping notification.

The statements in this service description apply in addition to the information contained in the offer. In the event of deviations or discrepancies, the information in the offer shall take precedence. If specific technical agreements have been made between the customer and Retarus, these are listed in the project description contained in the offer.

System architecture

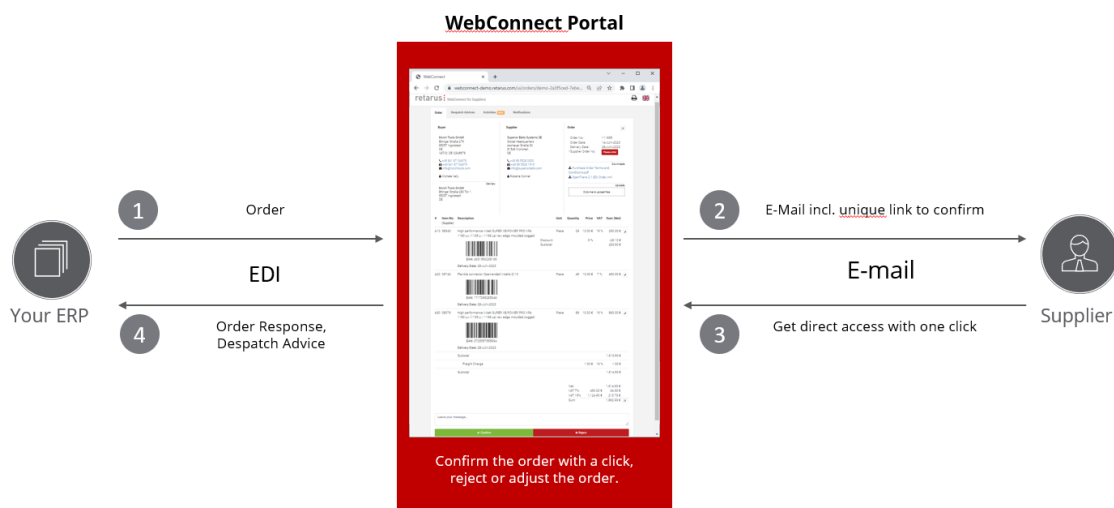


Figure 1: Schematic representation of the WebConnect service

Order, Order Confirmation and Despatch Advice

Step 1: Transferring the order data from the customer to Retarus

The customer first transmits the order data from their ERP application to the Retarus WebConnect service in EDI in-house format via the agreed communication protocol. The EDI in-house format must contain all technical and content-related information such as the supplier's email address, article data and other data fields to generate and send a valid order. The mandatory and optional data fields are agreed with the customer during the kick-off workshop.

If the customer can also provide the order in PDF format, this can be sent to the supplier by email and/or as a download in the Retarus WebConnect portal. If this is not possible, the supplier can print out the order via the portal or Retarus can optionally generate a PDF of the order. This is a template generated by Retarus, which can be supplemented with the customer logo.

Retarus extracts the necessary data (e.g. e-mail address) from the customer's order data for sending e-mails and the data for displaying the order in the Retarus WebConnect portal.

Step 2: Notification of the existence of an order to the supplier

To notify the supplier, Retarus generates an e-mail with a special hyperlink (hereinafter referred to as "WebConnect link") using an e-mail template previously agreed with the customer. This WebConnect link leads to the respective order on the Retarus WebConnect portal without entering login data. The validity period of the WebConnect link is limited in time and is to be defined by the customer. This period can be between 30 and 365 days. Once the validity period has expired, the order data is automatically deleted from the Retarus WebConnect service. The WebConnect link can then no longer be opened.

The content and layout of the email are defined during the kick-off workshop. The customer can choose whether to use a standard Retarus template or provide their own HTML template. The customer's company logo can be used with the Retarus standard template. Optionally, it is possible to dynamically adapt the language of the emails to the recipient. To do this, it is necessary for to contain appropriate recognition features, e.g. an ISO country code in the order data.

Furthermore, additional documents, such as order conditions, can be attached to the email and/or made available for download on the Retarus WebConnect portal. This data is stored in the Retarus infrastructure for this purpose and can either be attached statically to each order or dynamically depending on an identifier in the order data of the email.

It is also optionally possible to make the order available to the supplier in an EDI format as an attachment in the e-mail. This gives the supplier the opportunity to decide for themselves whether they want to process the order data automatically.

Retarus sends the notification email to the supplier on behalf of the customer. By default, a Retarus e-mail address is used as the sender. Optionally, the customer can use their own email address. For this to be technically possible, the customer must fulfil additional obligations to cooperate (see service description: Transactional Email Service).

Step 4: Transmission of the order confirmation to the customer

If an order is confirmed or rejected by the supplier, Retarus WebConnect for Suppliers then automatically generates an EDI order confirmation message.

This is made available to the customer in its EDI in-house format and transmitted via the agreed EDI communication protocol. The supplier receives an e-mail informing him that the order has been confirmed or rejected.

Step 5: Optional: Cancellation/modification of an order by the customer

Cancellation of the order

If an order that has already been sent to the supplier is to be cancelled by the customer, the customer sends the order to Retarus with additional information that allows Retarus to identify which order is to be cancelled. This necessary information is defined in the kick-off workshop and can vary depending on the customer's technical capabilities.

As soon as an order has been cancelled, the supplier is first automatically informed of the cancellation by email. The order is then still accessible via the WebConnect link, but no more changes or confirmations can be triggered by the supplier. The order is marked as "Cancelled" in the portal.

Correction of the order

If an order that has already been sent to the supplier is to be changed by the customer, the customer sends Retarus the amended complete order with additional information that enables Retarus to recognize which order is to be changed. This necessary information is defined in the kick-off workshop and can vary depending on the customer's technical capabilities.

As soon as an order has been changed, the supplier is first automatically informed of the change by e-mail. However, the WebConnect link remains identical for both the original and the changed order. The supplier can still access the original (blocked) order via Activity Tracking. The order is labelled as a "correction" in the portal.

Step 6: Optional: Create and transmit despatch advice note

A despatch advice is used to announce a delivery. WebConnect for Suppliers makes it very easy to generate shipping notifications and send them to the customer in just 3 steps:

1. Generate despatch advice template automatically or manually
2. Edit despatch advice template (e.g. enter delivery note no. etc.)
3. Send despatch advice

Generate despatch advice template automatically or manually

There are several options available in WebConnect for Suppliers to generate a despatch advice quickly and easily:

- Creation of one or more templates per available delivery date
- Creation of a template with all articles
- Creation of an empty template (articles must be added manually)

Edit despatch advice template

The supplier can edit a despatch advice template that has been created. The following functions can be executed:

- Adding and removing articles
- Customize quantities
- Add several specific metadata (e.g. tracking number etc.)

A complete overview also provides information on whether all items with the corresponding quantity have already been integrated into a template.

Send despatch advice

If a despatch advice is triggered by the supplier, Retarus WebConnect for Suppliers automatically generates an EDI delivery notification message. This is made available to the customer in their EDI in-house format and transmitted via the agreed EDI communication protocol.

Retarus WebConnect customer portal

The customer receives access data from Retarus for one or more users to the Retarus WebConnect customer portal. Once logged in, the user receives a complete overview of the orders sent by the customer.

The number of orders displayed is limited by the data available in the system. If orders are automatically deleted after their validity period, they are no longer available in the Retarus WebConnect portal.

The Retarus WebConnect customer portal offers predefined search filters:

- Pending (not yet confirmed by supplier)
- Expired (not yet confirmed by supplier, but time limit reached)
- Rejected (order was rejected)
- Accepted (order has been partially or fully confirmed)
- All

In addition, the following functions are available to the user:

- Indication function whether an order confirmation has been changed or not
- Direct access to the order (specific changes are visible there)
- Sending the order to another recipient (e.g. because it cannot be delivered initially)
- Search by order number, order number or supplier

The screenshot shows the Retarus WebConnect customer portal interface. The browser address bar displays 'webconnect-demo.retarus.com/ui/auth/orders?filter=pending'. The page title is 'Orders overview'. Below the title, there is a search bar and a filter dropdown menu. The table lists 15 orders with the following columns: Order Date, Order No., Supplier Order No., Supplier, Recipient, Total, Modified, State, and Actions. The states are 'Expired', 'Pending', and 'Accepted'. The footer shows 'retarus GmbH © 1992-2024 | WebConnect for Suppliers | Imprint | Privacy Policy' and 'Version 3.0.1'.

Order Date	Order No.	Supplier Order No.	Supplier	Recipient	Total	Modified	State	Actions
22-JUL-2024	364692		Wood, Carey and Howell	noreply@retarus.de	€1,717.96		Expired	
22-JUL-2024	239142		Davis-Mueller	noreply@retarus.de	€657.52		Pending	
22-JUL-2024	828582		Knight Ltd	noreply@retarus.de	€282.19	✓	Pending	
05-JUL-2024	338702		Jones-Adams	noreply@retarus.de	€192.69		Pending	
05-JUL-2024	957322		Hall, Boyd and Henderson	noreply@retarus.de	€129.23		Pending	
05-JUL-2024	946393		Wilson, Lane and Ortiz	noreply@retarus.de	€2,067.86		Expired	
04-JUL-2024	178525		Stone-Hernandez	noreply@retarus.de	€1,653.35		Pending	
04-JUL-2024	562348		Berg Ltd	noreply@retarus.de	€1,740.14		Pending	
04-JUL-2024	310815		Dyer-Steele	noreply@retarus.de	€237.76		Pending	
02-JUL-2024	867353		Jackson LLC	noreply@retarus.de	€1,554.24		Pending	

0 to 10 from 15 Orders

E-Mail- Monitoring of the order status

The e-mail monitoring function is used to compare transmitted orders with the order confirmations received. If no order confirmation has been triggered by the supplier by a certain point in time, an e-mail report is generated and sent to the customer. The report contains the overdue order(s) and offers the option of generating a reminder e-mail to the supplier directly from the report.

The reminder e-mail is already pre-designed (recipient, subject, address, text incl. order number etc.) so that it can be sent quickly.

The time at which the order appears in the report can be defined by the customer (e.g. 4 days before the delivery date). The delivery date or the order date of the entire order can be selected as the reference for this time.

Customer's duty to co-operate for the WebConnect service

The provision of the Retarus WebConnect Service requires the active co-operation of the customer. In particular, the customer must fulfil the following obligations to cooperate:

- Collaboration in the creation of e-mail templates
- Provision of texts, logos and translations for e-mail template creation
- Attachments and documents to be sent to

Other duties to co-operate

Since the Retarus Cloud EDI Services and Retarus Transactional Email Services must also be set up to use the Retarus WebConnect Service, the customer must also comply with the associated obligations to cooperate. Please refer to the service descriptions "Retarus Cloud EDI Services" and "Retarus Transactional Email".