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Workinstruction Exhibitors
Procedure (digital) orders

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Index

1 Article data entry & pictures

In Beeyond the following information needs to be provided:
- Available (for ordering) Yes / No
- (Maximum) delivery time in days
- Available until (date)
- Packing quantity (order-factor)

This data can be included in the import template (suggested) or added manually into Beeyond.

We would like to receive the photos of your articles. Photos must meet the following specifications:
- Extension: jpg
- Resolution: greater than or equal to 72dpi
- Size: greater than or equal to 1000x1000
- Filename (only when unique): barcode or beeyond number or your own article number

Pictures are to be submitted through WeTransfer to it@pwmarkets.nl
The photos will be cropped and converted to the correct resolution and format before being uploaded into Beeyond. Once uploaded into Beeyond, the image is available in the ordering process in the App and the Portal. Moreover, the image will be available on the cash registers. It will 'pop up' when the corresponding item is scanned.

2 The order process

2.1 The order process and terminology

The ordering process at Trends & Trade can be divided into **three steps** for exhibitors:
1. Entry of sales order + order confirmation
2. Order confirmation by customer + generate purchase order for exhibitor
3. Delivery of goods by exhibitor to Trends & Trade + delivery of goods Trends & Trade to customer

Terminology (Glossary):
- **Sales order**: By placing an order, the customer 'creates' a sales order in the customer portal or app.
- **Authorisation**: In the second step of the process, you will receive an e-mail which contains the sales order (as created by the customer). In this e-mail you are required to accept or decline the request of the customer. *NOTE: order is not final yet. Do not proceed to deliver goods at Trends & Trade.*
- **Purchase order**: Once a sales order is confirmed by the Exhibitor and customer, a purchase order is generated per exhibitor, per sales order. A purchase order is part of the sales order and is therefore not the same. *NOTE: once a purchase order is received, you can proceed to deliver the goods at Trends & Trade.*

2.2 Purchase Order Request / Sales Order and Order Approval

As soon as the cardholder places a Purchase Order, a Sales Order will appear in RetailVista. RetailVista will send a message to the exhibitors who are involved in processing the order so as to approve. The Sales Order is not a definite order but should be considered as a request.
In the enclosed PDF you will find an overview of the order request.
Click on 'accept'. You will now be directed to a RetailVista website page where you can indicate:
- Which number of items per product is available
- The delivery term
- Any comments

Please note: even if you can't deliver, always carry out the following steps:

4 situations are possible:
1. You can deliver all the items as shown > Click on 'Send';
2. You can deliver the order partially > just adjust the number under 'Approved number of items' and click on 'Send'.
   Example: *the cardholder ordered 10 pieces. You can only supply 8 pieces and therefore you adjust the number to 8.*
3. You can deliver the items, but the delivery term differs > adjust the number of delivery days under 'Approved delivery term' and click on 'Send'.

Example: in BEEYOND you have entered a delivery term of 3 days. However, you cannot deliver the items within the specified period and therefore you increase the number of days to 7.

4. You cannot deliver the items > adjust the 'Approved number' to '0' and click on 'Send'. Do NOT use the comments field for this.
   Example: the cardholder orders 10 pieces. You <u>can't deliver</u> (in time) and therefore you <u>adjust</u> the <u>number</u> to <u>0</u>.

Useful to know:
- Possible comments are not visible to the cardholder. We will contact the cardholder if necessary.
- If you cannot deliver because items are sold out, then do not use the comments field without adjusting the number. If you do <u>not</u> adjust the 'Approved number' the cardholder will think and see that you are able to deliver the items.

<u>Important:</u> Speed is required so that the cardholdholder will quickly be informed about the availability of the items requested for. For that reason we have automatically set that if we do not receive a response via the link within 3 days following the order request, we assume that the order cannot be delivered and as a result the sales order (order request) will be cancelled.

You can approve the sales order by clicking on 'Send' on the bottom right of the screen

2.3   Customer and Purchase order(s)

After all involved exhibitors have accepted the order, the customer receives an e-mail. In this e-mail the order as confirmed by the exhibitor(s) is shown. The customer is to accept or reject the order. In case of rejection by the customer, the order will be cancelled, you will be automatically informed about this.

When the customer accepts / confirms the order, a purchase order is created, per exhibitor per sales order. This will be sent to you by e-mail. There is a reference to the sales order on the purchase order. With the purchase order, you can proceed to deliver the items at Trends & Trade or TICA.

2.4   Delivery (at Trends & Trade of TICA)

You deliver the complete purchase order within the set delivery lead time at Trends & Trade or TICA. When delivering the order, it is important to provide a **print** of the **purchase order**. Without this, the warehouse staff cannot process the order. The relevant delivery is labelled with 'order' and can be found in your transaction summary in Beeyond.

3   Stock (availability) via FTP-server

A file with available stock can be uploaded daily (evening before 22:00) on the FTP server/location from Trends & Trade (into the same folder as the article import).
File type: CSV (semicolon separated)
File name: **TT_9999_voorraad.csv** (9999 = four-digit exhibitor number)
Columns (with column / field name):

- **EXPOSANTENNR;BARCODE;VOORRAAD**
  OR
  EXPOSANTENNR;UWARTIKELNR;VOORRAAD
- **Exposantennr:** your four-digit exhibitor number
- **Barcode:** your own EAN13 barcode of the article
- **Uw artikelnr:** your own articlenumber
- **Voorraad:** your stock, <= 0 is not available /> 0 is available

Stock may be actual available stock, however 0 or 1 is sufficient.

Notify it@pwmarkets.nl if this feed is tuned and file is placed daily.

If an item is discontinued, ensure the stock / availability is zero, before removing the item from the stock file. Otherwise, the article remains available for ordering.