B2B eCommerce Overview
April 2013

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B2B eCommerce Overview

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1 Overview

Welcome to Business-to-Business eCommerce (hereafter referred to as B2B) for the Coles Supermarkets and Liquor businesses.

B2B involves a suite of electronic documents that, when utilised in combination with a strict set of business rules and processes, enables a vast improvement to the administration of the trading relationship.

B2B results in the removal of manual processes and paper documents. These are replaced with electronic documents. These documents relate to ordering, delivery and payment.

Under the B2B process, a higher level of collaboration between retailer and supplier is required. In particular this will affect both Coles and supplier’s IT systems and business processes.

Trading via B2B results in these three outcomes:

- Cost effective Administration
- Timely Outcomes
- Reliable Processes

In its simplest form, B2B documents follow this approach:

All orders placed by Grocery Holdings Pty Ltd (GHPL), the wholesale operation servicing our retail Brands, will be transacted this way.

Currently any items registered with Coles Merchandise which fall under the following categories listed below, are ‘Out-of-Scope’ for the B2B e-trading program:

- Direct to store deliveries (DTS)
- Cross dock deliveries
- Deliveries of Fresh Fruit, Vegetables and Fish
- Liquor
- DC Catch weight lines
- White Milk in Crates
2 The B2B Document Suite

The following diagram illustrates the electronic documents used during the B2B process, as well as the sequence in which they occur in a normal purchase and sale transaction.

Each of these documents is described in detail in the following pages.

**Note:**

1. All suppliers receive a Remittance Advice (RA) from Coles (usually by email).
2. Under B2B, suppliers have the option of receiving their RA in EDI format if they wish.
3. The ASN Discrepancy Memo (ADM) is an email alert of a discrepancy between the ASN and delivered quantity by GTIN. This email refers suppliers to the Trading Partner Management (TPM) tool for details of the items.
3 Trading Partner Management (TPM)

Trading Partner Management (TPM) is an online information-sharing tool provided by Coles for suppliers. It provides visibility of a number of the B2B EDI documents in a secure environment.

Using TPM will enable a more effective working relationship to develop between suppliers and Coles, by reducing the time spent on the telephone and corresponding by e-mail, to resolve transactional issues.

TPM will provide visibility of:
- The status of the Purchase Order (PO) from the time the order is placed.
- The status of the Advance Shipping Notice (ASN) in terms of receipts against each outstanding ASN.
- The ASN Discrepancy Memo (ADM). This document details quantity discrepancies between ASN’s and the physical receipt at item level.

4 The Benefits to suppliers of moving to B2B

There are many benefits for both suppliers and Coles by moving to B2B trading processes. Though not all may apply to every supplier here is a list of the more commonly known benefits:

- Electronic messaging is a fast, accurate and versatile way for passing information between trading partner’s systems enabling better business decisions to be made.
- The speed and accuracy of the scan packing process leads to a reduction in pick errors. This results in a reduction in claims for incorrect delivery quantity that occur when a manual picking process is used.
- The introduction of the electronic invoice (eI) means that the occurrence of lost ‘paper’ invoices ceases. This, in turn, improves the average days outstanding of supplier invoices.
- GHPL Distribution Centre’s (DC’s) prefer to deal with compliant suppliers because of the labour savings B2B generates. DC’s have cost budgets too, and it makes sense for them to schedule deliveries at the cheapest times to process them (i.e. during standard business hours, wherever possible).
- The B2B process enables information such as batch codes and use-by dates to flow from system to system easily and accurately, and this helps ensure customers consume goods at their freshest.
- Moving to B2B with Coles means suppliers will trade using a single, uniform process across all Coles brands. Suppliers who already trade with other retail business (e.g. Kmart, Target or Officeworks) will be familiar with the B2B process, as these businesses have been using B2B exclusively for many years.
- The web-based TPM system enables suppliers to view their PO, ASN and ADM, in real time, day or night.
- B2B improves sales for both Coles and suppliers because the POA enables Coles National Inventory Team to order additional stock for items not fully supplied on previous orders.
- Faster truck turnaround time occurs because DC’s ‘scan receive’ the stock into their systems, as opposed to the old manual process. B2B compliant suppliers are already talking to their transport
providers about productivity gains that occur because of this and are looking to use this to offset future transport cost increases.

- As a part of the B2B development process suppliers audit their existing processes. This often results in the removal of work arounds that have developed over many years that are inefficient and difficult to train new employees on. New employees no longer have to learn ways to “trick the system”.

5 Introduction to Accreditation

In order for suppliers to become accredited to trade using the B2B process, they must pass a comprehensive testing program. This program is provided by the eCommerce Implementation Team (eCIT) and is known as ‘Accreditation Testing’. This team is located at the Coles Store Support Centre and can be contacted in the first instance via email at eCIT@coles.com.au.

Comprising of a group of eCommerce professionals, this team will guide suppliers through a range of test scenarios with the objective of fully testing the supplier’s B2B solution. A more detailed description of this process is provided later in this document.

Experience shows that accreditation testing takes, on average, between 2 and 8 weeks to successfully complete. Once completed, a supplier is deemed as “Accredited”.

The supplier will then finalise any other business requirements and then coordinate the transition to a B2B ‘Go Live’ date, which is always a Monday.

Accreditation testing is discussed in more detail later in this document.

6 Explanation of each B2B Document

6.1 Purchase Order (PO)

Introduction

Electronic purchase orders (PO's) are created in the Coles ordering system and sent for each GHPL DC. Orders may be generated daily, twice weekly, weekly, fortnightly or monthly; however additional orders may be generated by our National Inventory Team as required.

Purchase Orders (PO’s) contain the following detail:

- Sender EDI address – e.g. GHPL 9313938000631
- Receiver EDI address – e.g. Supplier 9319999999999
- Purchase Order number – e.g. R-999999999A
- Date of order
- Delivery date
- Deliver to location – e.g. 9321GR
- Coles Vendor number – e.g. 123456
- Global Trade Item Number (GTIN-14) – e.g. 19312345678901
- Order QTY per GTIN – e.g. Will always be the Carton QTY
- Promotion Date per GTIN (where applicable)
• Order totals – e.g. Total number of GTINs ordered in PO

We expect suppliers to check their electronic mailbox frequently throughout the day, to ensure all orders are retrieved in a timely manner.

When supplier receives a PO that contains errors they should communicate those errors to the Coles eCommerce Support Team – Tel: 1300 558 246 (select option 3) immediately and establish a resolution. (e.g. If the quantity ordered does not round up to whole layer quantities or Coles orders a line item using a GTIN that has been deleted by the supplier).

Resolution of these types of issues should be managed independently of PO processing by suppliers, i.e. the processing of the PO should not be delayed because of these issues. For this reason, it is imperative that your PO review is completed diligently.

6.2 Purchase Order Acknowledgement (POA)

Introduction

Under B2B, a POA is required from you in response to every Coles B2B PO on the same day it is received.

This is in addition to the automated Control Message (CONTRL) required for all B2B documents transacted between Coles and Suppliers.

A POA will confirm, at line item level:

• Items that can be filled as ordered without quantity change.
• Items that cannot be fulfilled (i.e. quantity is set to ZERO by supplier in POA file).
• Items that can be partially filled (i.e. supplier sends back a reduced quantity from original PO).

Provided your POA is accepted by Coles systems, and complies with the business rules listed below, it will cause the stock on order figure in Coles ordering system to change to match the figure in the POA.

There are two main benefits as a result of this transaction:

1. It enables the Coles Collect team to purchase the correct quantity of pallet spaces from its carriers. (This only applies to Coles Collect Suppliers).
2. It enables Coles Ordering system to be updated with what will most likely be delivered for each item, and therefore build this information into its forecasted recommended future orders.

Both these factors are of significant benefit to suppliers, in terms of assisting sales growth, and ensuring accurate Coles Collect rebate claims.

If a POA is rejected in Coles systems, an automated email alert, which will include a reason for the failure will be sent from Coles to the suppliers nominated generic email address advising of the error. The supplier is required to resolve and resend corrected POA.

Business Rule Summary

• A POA is required from ALL B2B live suppliers in response to PO’s sent by Coles.
• The POA must be received by Coles systems in the following timeframes:
  o For same or next day delivery, within 3 hours of receipt of the PO
  o For delivery beyond same or next day, by 4:00pm on the day the PO is received.
To achieve this, you will need to work with your service providers, i.e. your Value Added Network (VAN) and Third Party Logistics & Warehousing Provider (3PL), to allow adequate time for document transport. The accreditation testing process will test this response time.

- **The quantity for each line item on a POA cannot be greater than the original PO quantity.**
- POA(s) should be transmitted to Coles at least 30 minutes prior to an ASN being sent for a corresponding PO. If this does not occur, the POA will not update the order quantities in the PO.
- **A supplier can send multiple POA’s for a given PO to Coles, as long as they are sent within the allowable timeframe.**
- Every POA should include all line items from the original PO that are valid in your system (i.e. it is not restricted to those line items where the quantity is changing). **If a line item is removed from a POA, the GTIN-14 will be deleted from the PO in Coles systems.**
- The price reflected in the POA should be an accurate representation of your price. The price should be the Net Invoice Cost (NIC) including GST (if applicable), per master carton, from your system.
- When sending a POA with quantity changes, the LIN segment must contain **Code '3' - ‘Changed’**, for each GTIN being changed.
  
  For example:
  - PO quantity for GTIN-14 1 is 100, POA received with quantity change to 80
  - PO quantity for GTIN-14 2 is 100, POA received with quantity change to 0
- If the quantity for a GTIN-14 is set to zero, **the corresponding price should not be set to zero**. It should still be the Net Invoice Cost (NIC) including GST (if applicable), per master carton, from your system.
- No GTIN-14 substitutions will be accepted and the POA will be rejected if a substitution is attempted, e.g. when a supplier attempts to substitute the new GTIN-14 of a product for the old GTIN-14.
- If a promotional date is transmitted for a GTIN-14 in the PO, this date must also reflect against the GTIN-14 in the POA.
- A POA received from a Supplier after a valid ASN has been received against the same PO, will be rejected.

### 6.3 Advance Shipping Notice (ASN)

**Introduction**

The ASN is an electronic document that advises Coles of the items to be delivered to fulfil a PO. It should be provided well in advance of the carrier actually delivering the goods.

The ASN document must conform to GS1 retail industry standards.

In order to ensure the integrity of data and that the ASN accurately details the quantity shipped, your system is required to:

- Allow the contents of the PO to be interfaced directly to your picking system.
- Collect and store data by scanning the ordered GTIN-14 to build each pallet.
- Generate a unique Shipping Container Marking (SCM) Logistics label that is compliant with the GS1 logistics labelling standards. This label should be affixed during the individual logistics unit packing.
The SCM Logistics label is an essential component of the receiving process, therefore you must ensure labels are always readable, scannable and positioned correctly on each logistics unit.

- SCM Logistics labels need to be:
  1. Applied on both fork entry and exit sides of the pallet (i.e. 2 SCM labels for every pallet).
  2. On top of the shrink-wrap.
  3. Between 500 – 800 mm from bottom of the pallet.
  4. No closer than 50 mm from RIGHT HAND vertical edge.

Labelling specifications can be found at: B2B Logistics Labelling Standards

- Compile the ASN from the data collected and stored during the scan packing operation with links to specific logistics labels. This ensures the ASN detail matches the physical shipment.

- Transmit the ASN to GHPL on completion of the packing process for each consignment that makes up the order. This is to be sent as soon as possible to ensure that the ASN arrives and is validated by Coles systems ahead of the goods arriving at the destination DC.

**ASN Rejection process**

Coles ASN validation process will identify any errors within your ASN(s) and will result in the document being rejected. This will result in manual intervention by the Coles eCommerce Support Team.

As an example of validation, the ASN will be matched to the PO to ensure the items being delivered match the items that were ordered.

Where the ASN matches the PO without exception, delivery, receipt and payment should proceed uninterrupted.

A PO cannot be cancelled or modified from the time of ASN validation until the receipt process is finalised.

**There are 2 levels of ASN failure:**

1. **ASN(s) that fail syntax check in the Coles systems:**
   
   If mandatory segments or segment details are missing from the document the ASN will fail. For example:

   - Missing or invalid PO number (i.e. Received - R99999999A, S/be R-99999999A)
   - Missing or invalid delivery location (i.e. Received - 9418, S/be 9418GR)
   - Missing Serial Shipping Container Code (SSCC) (i.e. SSCC segment missing)
   - Missing vendor number (i.e. Supplier Number S/be 123456)

2. **ASN(s) that fail with data issues in TPM:**

   ASN(s) will go to a ‘Review’ or ‘Rejected’ status in TPM due to invalid data within the document. For example:

   - Duplicate SSCC details, (i.e. SSCC details have been provided on a previous ASN)
   - Unknown or substitute GTIN-14, (i.e. a GTIN-14 is removed on the POA due to no stock by setting the quantity to zero, but the GTIN-14 is then listed on the ASN)
   - Invalid or missing ‘Use by’ or ‘Best Before’ date, (i.e. date missing or in the past)
   - Closed Purchase Order, (i.e. PO has been closed by Coles National Inventory Team)
If an ASN is rejected in Coles systems an automated email alert, which will include a reason for the failure, will be sent from Coles systems to the suppliers nominated generic email address advising of the error. The supplier is required to resolve and resend corrected ASN.

***Very Important***

B2B suppliers have been granted access to TPM during Accreditation testing and should be checking that their ASN(s) have a status of ‘Accepted’ and not ‘Requires Review’ or ‘Rejected’ prior to a delivery being made to GHPL.

Business Rule Summary

- An ASN cannot contain items from more than one PO. Therefore goods from different orders cannot be included on the same ASN or mixed on a pallet.
- An ASN can only list items for one destination.
- Substitute GTIN-14(s) are not permitted in an ASN.
- If more than one delivery is required to fulfil an entire order, your system is required to create an ASN for each delivery. Typically this would occur for very large orders which do not fit on one truck.
- An ASN cannot be split over multiple trucks.
- An ASN cannot contain duplicate SSCC’s.
- All items are identifiable by the ordered GTIN-14.
- The quantity in the ASN cannot exceed the quantity advised in the POA.
- A duplicate ASN number from the same supplier (within the last 24 months) is not permitted unless the previous ASN was rejected.
- The supplier number in the ASN must be the same as the supplier number on the PO.
- There must be one and only one immediate physical delivery destination and it must match the one on the PO.
- The package type must be provided in the ASN and must be from the list specified in the Coles ASN (DESADV) Message Implementation Guide (MIG).
- SSCC numbers must be unique to the ASN and cannot be blank or zeroes
- An SSCC number must not have been used within the last 12 months, unless the previous ASN, in which it was used, was invalid or rejected.
- The GTIN-14 quantity must be greater than zero.
- For relevant products either the “Expiration Date” or “Best Before Date” must be provided in the ASN. All items within a SSCC must carry the same “Expiration Date” or “Best Before Date”.
- The ASN must relate to an open and valid PO.
- If the GTIN quantity for an ASN exceeds the outstanding order quantity, the ASN line(s) related to the GTINs will be rejected in TPM, and result in manual intervention from the Coles eCommerce Support Team.
The structure of the ASN must conform to the Coles agreed format (i.e. Coles systems must be able to interpret the contents of the document, it must not be ‘corrupted’). The format checks are to ensure your compliance with the Coles MIGs ie:

- ASN hierarchical structure is valid
- EDI address must be valid
- Document type and version is valid
- ASN created time stamp must exist
- The total of the line items must equal the number of lines in the message.

6.4 ASN Discrepancy Memo (ADM)

Discrepancies between the quantities advised in the ASN versus actual goods received will trigger the generation of an ADM. This will occur within 24 hours of receipt of the delivery.

Where discrepancies are identified, suppliers will be sent an email advising of an ADM, which can be viewed in TPM.

Logistics unit contents that match ASN details precisely will:

- Minimise processing time and optimise costs
- Improve in-stock and sales
- Reduce the need for ADM’s to be generated

6.5 eInvoice (eI)

The eInvoice document will replace the need for:

- Suppliers to send paper invoices with their deliveries

Business Rule Summary

Whilst the electronic invoice (eI) is relatively simple in concept, i.e. it should basically mirror your paper invoice in terms of the information it provides, there are quite a number of business rules governing its use. These should each be considered when you are developing your solution and business processes around sending or resending this document.

Content Validation Checks

- An eI can relate to only 1 ASN.
- An eI can relate to only 1 PO.
- The ASN number must be included in the eI.
- The GTIN-14 quantity must be greater than zero.
- The GTIN-14’s and Quantities displayed in the eI must be equal to the GTIN-14’s and total Quantities in the ASN.
- Each GTIN-14 must only be listed once containing the total quantity.
- The sequence of GTIN-14’s displayed in the eI does not matter to Coles, and will not affect processing of the eI.
- All line items on your eI must have a GTIN-14. e.g. a line item for freight will fail in Coles systems.
- The eI number must have no more than 16 characters.
- It is acceptable for the el number to be the same as the ASN number, as long as the ASN number is 16 characters or less.

**When to send your el**

- It is highly recommended that suppliers confirm the ASN is in “Accepted” or “Receiving Complete” status in TPM before sending the el.
- It is acceptable to batch el’s and send them in the evening of, or the day after despatch.

**Rejected ASN’s**

**Scenario 1 – ASN rejected due to an incorrect GTIN-14 or Oversupply**

- If your ASN is rejected because it contains incorrect GTIN-14’s or attempts to oversupply the PO, you will need to amend and resend your ASN. If you have already sent your el then you will have to send a new one because the GTIN-14’s and/or quantities won’t match the new ASN. This is why we recommend checking TPM before sending the el. It is highly recommended that you use the same el number for your amended el, irrespective of whether you issue the revised ASN with a new ASN number or not.

**Scenario 2 – ASN rejected due to an invalid Use-by date and/or Expiration Date.**

- You will need to amend and resend your ASN. If you use the same ASN number for the resent ASN you will not need to send a new el, providing the GTIN-14’s and quantities still match.
- If you issue a new ASN with a new ASN number then you will have to send a new el, because the previous el will contain the rejected ASN number.
- **Important:** If you use a new ASN number after a rejection, this should always be reflected in an amended el.
- If your system requires you to issue a new el with a new number then Coles will be required to process the last el received manually. This is because Coles system will contain two el’s relating to the same ASN. This may affect the speed of processing.

**Cost used on el**

The cost on the el should be the cost that applies as of the PO date.

**Rejected el’s**

- If your el is rejected by Coles systems please fix and resend the el with the same el number.
- We recommend you use the code 384 “Corrected Invoice” and code 9 “Original” in the BGM segment of the resent message.
- If your system requires you to issue a new el with a new el number then we recommend you use the code 388 “Tax Invoice” and code 9 “Original” in the BGM segment of the resent message.
- We recommend using these codes because they may help you distinguish between original and corrected el’s.

**Sending a Replacement el**

- In this scenario the ASN is in accepted status in TPM. You have sent the el and it has been validated by Coles systems and is error free. However you wish to send a replacement el (e.g. because you have used incorrect carton costs).

**If the replacement uses the same el number:**

- In this case you can send a replacement as long as it is sent on the same day as the el it replaces. The replacement will be processed and the original will be discarded. If you cannot do this then do not send a replacement as Coles systems will consider it a duplicate and reject it.

**If the replacement uses a new el number:**

- In this case it is recommended the replacement is also sent on the same day. If the original el has been processed the replacement will be discarded. If not then processing of the replacement will occur manually because Coles’ system will contain 2 el’s relating to the same ASN. This may affect the speed of processing.
• If you follow the rules above there will be no need to contact Accounts Queries before sending a replacement eI.

Other
• Do not update an eI based on the ADM. Use the ADM to follow up short supply with your warehouse or carrier.
• The eI must always have a GTIN-14. If it has less you will need to pad the number with leading zeroes.
• Do not send a paper copy of the eI with the delivery.
• Suppliers will not be able to view eI’s in TPM.
• If your eI does not explicitly request a CONTRL, then one will not be sent.

6.6 Remittance Advice (RA)

The RA is available in e-mail or EDI format. This can be implemented independently of any other B2B document and is organised at the request of the supplier through the Coles eCommerce Support Team Coles.eCommerce@coles.com.au.

The RA format and timing will not change under B2B and it will continue to detail all elements of supplier’s remittances e.g.: invoices, rebate claims, settlement discount.

7 Additional Important Information

7.1 GHPL Receiving Process

The terms and conditions of delivery to each location are not changed as a result of B2B. On delivery into any receiving location, GHPL will count the logistics units, (eg: number of pallets) and compare them to the driver’s consignment note and stamp the document accordingly. This is the initial proof of delivery.

The merchandise is then electronically scan receipted once it arrives at receiving locations. The ASN must have been transmitted to Coles before the goods arrive at the GHPL DC in order for it to be validated (and amended if necessary).

Receiving staff will validate that all SSCC’s, as noted in the ASN, are physically received by scanning each SCM Logistics label at the receiving dock.

When all SSCC’s are accounted for, this will trigger the internal processing to update the GHPL stock and PO records and provides information to Coles payment systems.

Logistics unit contents will be checked to ensure contents exactly match ASN details.

Master cartons are required to have valid GTIN-14 barcodes on 2 or more sides. These barcodes are used by GHPL DC’s when conducting compliance checking to ensure the carton matches the ASN and SCM Labels.

The business requirements document “Coles Carton Logistics Labelling Requirements” can be found at Coles Carton Logistics Labelling Requirements.
7.2 Accreditation Testing

The eCommerce Implementation Team (eCIT) has been formed to support the implementation of electronic trading. The team provides consultation and advice to suppliers on issues relating to eCommerce and the standards involved in electronic trading.

Whilst the team is responsible for auditing and accrediting vendor products and solutions, and endorsing those that meet our requirements, its primary responsibility is to test suppliers’ ability to meet the Coles B2B eCommerce requirements. This is done with a series of accreditation test orders sent from Coles production systems. Each accreditation test order is based on a real life business scenario designed to fully test the accuracy and functionality of the supplier’s solution.

For example we may send an order for 4 cartons each of 4 different items. Suppliers may then be required to return a POA to adjust these quantities, and then provide an ASN, followed by an el. As part of the testing, SCM Logistics Labels will need to be sent to the eCIT, as their scanability will be checked and validated.

The period of time taken to complete accreditation testing generally varies between 2-8 weeks. Suppliers can help minimize the time taken for accreditation testing by allocating focused resources to the testing process.

Once testing is completed the supplier must complete a comprehensive ‘Go Live’ Checklist, and a ‘Go Live’ date is agreed. This is always a Monday. If there are any issues when a supplier goes live on the B2B eI Process, these are dealt with quickly and efficiently via the Coles eCommerce Support Team on Tel: 1300 558 246 (select option 3), in consultation with the supplier.

7.3 Payment Process

B2B compliant suppliers will be paid according to agreed payment terms. The B2B process will eliminate any delays and errors associated with paper invoice processing, (eg. lost invoices). This means more accurate and prompt payments.

The RA will reference supplier el numbers.

It should be understood that by ‘paying promptly’ this does not imply you will be paid earlier than agreed payment terms.

8 Six Steps to Implementation

The following steps outlined in the following pages have been designed to help you implement a B2B eCommerce solution. Auditing your current internal processes will help you determine how much work is required to prepare you for the B2B process. You may have already partially completed some of these steps, which can be discussed further with your eCommerce Implementation Team member, to confirm your requirements.

The 6 steps are:

1. Project Initialisation
2. Research and Plan
3. Install and Test
4. End-to-End Validation and Accreditation Testing
5. Cut Over and ‘Go Live’
6. Monitor

**Step 1: Project Initialisation**

As a supplier to GHPL, you may have been approached directly by Coles to participate in the B2B eCommerce program. This approach may have taken the form of:

- A request for a one-on-one meeting
- An email and follow up

We will discuss the B2B requirements, operational processes and the steps needed to implement the B2B process. Specific business objectives and required timelines will be detailed.

If a face-to-face meeting or conference call is organised consider bringing the following participants:

- Account Manager(s)
- Technical staff (internal or consultants)
- Supply Chain staff

**Step 2: Research and Plan**

Once you have chosen a B2B solution, you need to think about how you will implement it and what you need to do to set up your solution. This step is very important and you should spend the time necessary to get it right for your business.

Research involves:

- Assessing your current processes, systems and overall direction
- Evaluating potential solutions (if none have previously been implemented)
- Scoping, costing and selecting a final solution
- Familiarisation with the planning and testing functionality provided by the CMT. (Refer to Pages 17 & 18 – “The Community Management Tool”, for an overview.)
- Understanding the change management requirements within your business given the required process changes to implement B2B.
- Preparing an implementation plan that establishes your readiness to trade electronically in the required timeframe.

**Step 3: Install and Test**

This step will vary greatly from supplier to supplier depending on your size, type of merchandise, solution provider and current infrastructure.

Typically during this phase you will:

- Install any additional or upgraded hardware and software.
- Test communications and all the B2B documents as part of your systems development cycle.
- Define, confirm and test re-engineered processes from receipt of order to despatch.

All document validation will be facilitated via the use of the CMT.

When you’ve completed this step, you will be ready to undertake a complete set of End-To-End test scenarios (from PO to el) with Coles prior to being accredited.
Step 4: End-to-End Validation and Accreditation Testing

During this step several test scenarios will be performed commencing with an electronic test order and ending with an eInvoice.

- You will be required to receive and process a test order as if it were a real order. Contents of the order must be validated prior to picking and packing.
- All suppliers are required to respond with a POA for every PO on the day it is received.
- The packing process must result in SCM Logistics labels and ASN(s) being generated. You will not be required to deliver the stock ordered on your test orders.
- The ASN is transmitted to Coles and the SCM Logistics labels are sent to the eCIT for verification.
- Suppliers are required to send a Delivery Advice (also known as a consignment note). This should include your Vendor Number and ASN number and is to be sent instead of a Tax Invoice.
- The eI is transmitted to Coles.
- An ADM will be sent to the supplier to advise that NIL stock was receipted.
- During testing you will have access to Coles Trading Partner Management (TPM) online website to enable you to follow all aspects of your transactions with Coles in real time.
- B2B accreditation is achieved when you have successfully completed all the steps in the CMT.

Step 5: Cut Over and Go Live

Your eCIT member will guide you through a comprehensive ‘Go Live’ Checklist as the final check that all elements of your change to B2B have been understood and considered.

Commencing on the agreed ‘Go Live’ date, Coles will expect all orders to be processed using the B2B process.

The eCIT will advise relevant Coles receiving locations of the date you expect to commence live B2B deliveries.

Step 6: Monitor

This is an ongoing process. Coles will randomly check and monitor your delivery performance to ensure that integrity requirements are maintained. Detailed checking will initially be quite intensive until the system has established your process integrity.

100% integrity will result in less checks being performed, however, deliveries with errors will increase the level of checking. Increased checking will slow processing down considerably and increase processing costs proportionately.

9 The ‘Community Management Tool’ (CMT)

The GS1 Community Management Tool (CMT) is a web-based pre-production testing, document validation and process flow certification service. The GS1 CMT’s primary aim is to assist business communities to engage in B2B eCommerce trading in an efficient and cost effective manner.

CMT defines a workflow process for trading partners to comply with. Trading partners will work through each step, fulfilling all the requirements until they are certified as having completed all required processes before electronic trading can begin.
For the trading partner the 24x7 access provides great flexibility in utilising resources to test electronic messages and to perform compliance requirements, independent of their trading partner’s availability.

At the core of the GS1 CMT is a library or repository of message guidelines and profiles. These guidelines and profiles provide the basis for syntax and business rules compliance checking. Automatic email notification and cascading time-lines in the workflow process are other standout features of the GS1 CMT.

The workflow steps are detailed in the following table.

Queries should be directed to Coles eCIT: eCIT@coles.com.au

### Community Management Tool - Testing & Certification Stages

<table>
<thead>
<tr>
<th>Stage</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Supplier - Register with CMT - Community Management Tool and complete the Coles B2B Supplier profile (if you have not already done so). It is essential you also Read the &quot;Guidelines for Coles B2B Suppliers&quot; documentation on the Community Details Page before continuing.</td>
</tr>
<tr>
<td>3.</td>
<td>Supplier - Activate Workflow Dates</td>
</tr>
<tr>
<td>4.</td>
<td>Supplier - Generate a Purchase Order.</td>
</tr>
<tr>
<td>5.</td>
<td>Supplier - Generate a Purchase Order Acknowledgment document in your internal business system for above generated Purchase Order. Note: As a supplier you are required to send a Purchase Order Acknowledgment document for ALL received Purchase Orders. At least one item quantity must be less than the original order.</td>
</tr>
<tr>
<td>9.</td>
<td>Supplier - Generate an Advance Shipping Notice document in your internal business system for above Purchase Order document. Successfully validate the Advance Shipping Notice against the Purchase Order.</td>
</tr>
<tr>
<td>10.</td>
<td>Supplier - Fax one SCM Logistics label to the eCIT for validation for each Advance Shipping Notice created.</td>
</tr>
<tr>
<td>11.</td>
<td>eCIT - confirm SCM Logistics labels received and are correct.</td>
</tr>
<tr>
<td>12.</td>
<td>Supplier - Generate an Electronic Invoice document in your internal business system for the Advanced Shipping Notice generated above. Successfully validate the Electronic Invoice against the Advanced Shipping Notice.</td>
</tr>
<tr>
<td>13.</td>
<td>Supplier - Generate a Remittance advice (If document selected).</td>
</tr>
<tr>
<td>15.</td>
<td>Supplier - Confirm Trading Partner Management (TPM) Training completed.</td>
</tr>
<tr>
<td>16.</td>
<td>eCIT - Register Supplier on the Coles gateway when document validation complete.</td>
</tr>
<tr>
<td>17.</td>
<td>eCIT - Generate and send an End-To-End test Purchase Order to Supplier.</td>
</tr>
<tr>
<td>18.</td>
<td>eCIT - Confirm receipt of CONTRL message.</td>
</tr>
<tr>
<td>19.</td>
<td>eCIT - Confirm receipt of valid Purchase Order Acknowledgment.</td>
</tr>
<tr>
<td>21.</td>
<td>eCIT - Confirm receipt of valid Advance Shipping Notice.</td>
</tr>
<tr>
<td>22.</td>
<td>eCIT - Confirm receipt of valid Electronic Invoice.</td>
</tr>
<tr>
<td>23.</td>
<td>eCIT - Generate and send ASN Discrepancy Memo (ADM) Alert (via e-mail).</td>
</tr>
<tr>
<td>24.</td>
<td>Supplier - Fax copy of ADM from TPM to the eCIT.</td>
</tr>
<tr>
<td>25.</td>
<td>eCIT - Confirm End-To-End testing complete.</td>
</tr>
<tr>
<td>26.</td>
<td>eCIT - Advise Brand that accreditation is complete.</td>
</tr>
<tr>
<td>27.</td>
<td>eCIT - confirm Supplier setup is moved to Production, Remittance advice is setup (if requested) and accreditation is complete.</td>
</tr>
</tbody>
</table>
### Document Change History

<table>
<thead>
<tr>
<th>Date</th>
<th>Significant Update</th>
</tr>
</thead>
</table>
| 31/01/06   | - POA delivery deadline, for delivery beyond same day or next day, changed from close of business day to 4:00pm daily  
- ASN delivery deadline changed from 'no later than 10 mins after the packed goods leave your premises’ to ‘ensure that the ASN arrives and gets validated ahead of the goods arriving at the destination distribution centre’.  
- ADM previously advised as being delivered via e-mail. Now notification of ADM generation will be issued via e-mail with the ADM viewable and printable on Track & Trace.  
- New sample screen view of the ADM in Track & Trace added.  
- The option to propose product substitution via POA has been removed. |
| 31/08/06   | - Appendix A – Business Rule Summary – added last bullet  
- Appendix B - ADM Example - replaced with sample that is actually in operation |
| 05/11/06   | - Addition of Appendices B (RCTI Copy), C (RCTI Item Details) and E (Remittance Advice Copy) and associated commentary on Pages 8 to 10 in respect of Track & Trace information available on the payment process.  
- Renaming ‘eCommerce Contact Centre’ to ‘eCommerce Support’ |
| 08/02/07   | - Reference to ‘Coles Myer’ replaced with ‘Coles Group’ |
| 20/07/07   | - Review for business reference anomalies and new web address |
| 22/05/08   | - Updated the eCommerce Support Team email address.  
- Updated all references from EAN to GS1. |
| 1/09/08    | - Reference to e-Trading replaced with eCommerce (including document name)  
- Reference to delivery window replaced with delivery date  
- Reference to Functional Acknowledgment (FA) replaced with Control (CONTRL)  
- Detail was added to pricing being sent to 4 decimal places in PO’s.  
- Reference to Promotional Dates being sent in PO’s and being required in POA’s was added.  
- Removed all references to pack sizes.  
- Business Rules added:  
  o Suppliers must send back the NIC including GST per master carton from their system via POA’s.  
  o Suppliers must transmit Promotional Dates per GTIN in POA’s, where this date was sent in the PO.  
  o Suppliers are not to set a price to zero in a POA if the corresponding GTIN quantity is set to zero.  
  o Suppliers are to use the 3-Change Flag at LIN level and 4-Change flag at BGM level if the quantity for a GTIN is set to zero in a POA. |
<table>
<thead>
<tr>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/07/09</td>
<td>• All References to RCTI &amp; PO Cost removed</td>
</tr>
<tr>
<td></td>
<td>• Diagram illustrations updated</td>
</tr>
<tr>
<td></td>
<td>• Added POC &amp; eInvoice process and business rules</td>
</tr>
<tr>
<td></td>
<td>• Sample documents of RCTI - Copy, RCTI Details &amp; RA Details removed</td>
</tr>
<tr>
<td></td>
<td>• ADM sample document amended – RCTI reference, Extended Cost &amp; GST Amount removed</td>
</tr>
<tr>
<td></td>
<td>• Replaced ‘Coles Group’, ‘Supermarkets &amp; Liquor’, ‘Food, Liquor &amp; Fuel’ references with ‘Coles’</td>
</tr>
<tr>
<td></td>
<td>• Merged details of ‘Document Validation &amp; Issue Resolution’ into this document</td>
</tr>
<tr>
<td></td>
<td>• Included benefits of B2B</td>
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<tr>
<td></td>
<td>• Included information on Supplier Accreditation Team</td>
</tr>
<tr>
<td></td>
<td>• Changes implemented to the ASN ‘Rejection’ &amp; ASN ‘Business’ rule pages</td>
</tr>
<tr>
<td></td>
<td>• Changes implemented to ‘Two Levels of ASN failure’ - ASN rejection explanation updated</td>
</tr>
<tr>
<td></td>
<td>• Updated new Coles URL</td>
</tr>
<tr>
<td></td>
<td>• Amalgamation of ‘How To Implement B2B E-Trading’ document into this document</td>
</tr>
<tr>
<td></td>
<td>• Renaming ‘eCommerce Accreditation Team' to ‘eCommerce Implementation Team’</td>
</tr>
<tr>
<td></td>
<td>• Updated the eCommerce Implementation Team email address</td>
</tr>
<tr>
<td>27/08/09</td>
<td>• Updated CMT Steps</td>
</tr>
<tr>
<td></td>
<td>• Listed additional eI Business Rules</td>
</tr>
<tr>
<td>11/08/11</td>
<td>• Removed references to POC</td>
</tr>
<tr>
<td></td>
<td>• Updated CMT Steps</td>
</tr>
<tr>
<td></td>
<td>• Document update where required</td>
</tr>
<tr>
<td>26/11/10</td>
<td>• Updated Coles Supplier Portal URL</td>
</tr>
<tr>
<td>11/04/13</td>
<td>• Updated ‘GTIN’ to reference ‘GTIN-14’</td>
</tr>
<tr>
<td></td>
<td>• Updated ‘Out of Scope’ to include: Liquor, DC Catch weight lines and White Milk in Crates</td>
</tr>
</tbody>
</table>