TrueCommerce™

Episode 7: Implementations Overview and Support Q&A

QUESTIONS AND ANSWERS

Can I print a QR code on the labels with TrueCommerce?	Not presently, as this is not currently an available function related to the labels.
Can you update your processes during Implementation of new Trading Partners so that it is standard protocol that Bill To and Ship To address information is on the EDI 850 files when Exported out of Transaction Manager?	Yes, the Bill To and Ship To Addresses can be exported off of the 850. TrueCommerce can have just about anything export out to your business system as long as it can be put into your business system, meaning as long as you have somewhere for it to go. Our Integration Specialists can help with just about anything that you need in this regard. Should you need assistance with this, feel free to enter a Support ticket via **Account Management** in the Foundry primary navigation menu.
How long should the Implementation process take from start to finish for a new TrueCommerce customer?	This depends on many outside influences and is nearly impossible to estimate with absolute certainty.
Once an Invoice has been shipped, is there any way that a tracking number can be provided on TrueCommerce? **How can I get tracking information after a Purchase Order (PO) has been shipped?**	Typically, the tracking numbers will be on the Advanced Ship Notices (ASNs) or located on your business system. If the tracking number is found on your business system at the time that you are generating an invoice, TrueCommerce should be able to map it. You can work with your TrueCommerce Integration or Implementation Specialist to get that mapped accordingly. As for after a PO has been shipped, if you are shipping your goods, you will typically have some type of Warehouse Management System (WMS) that will hopefully write back to your business system. Once that order is processed, the TrueCommerce solution will generate that ASN when it has been shipped.
For Automatic UCC Creation: Does it work with the business system; for example, can the ASN be exported from our business system into Transaction Manager?	Yes, it can! We can set up an event in Scheduler that allows for the ASN to be imported into Transaction Manager automatically. It can be set to run every 30 minutes, once an hour, however you prefer; then we can bring the ASN in automatically from your business system.
Are there any plans in the near future to allow the TrueCommerce Scheduler to run more frequently than every 30 minutes (for example, every 15)?	The reason we keep it every 30 minutes is to avoid any issues for customers. Running them every 15 minutes means running them on top of each other and potentially causing crashes to occur, particularly with import/exports.

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I am having an issue being paid by my client because we cannot close out transactions due to my manufacturer not using a tracking number, which is required. **What steps can we take to resolve this?**	You can work with either the Trading Partner to exempt you from having to send a tracking number or work with your VAR to pass the tracking number.
Can the Inventory Report pull drop ship counts from our Trading Partners, or does that information have to come from them? **Does the Inventory Report pull straight from our ERP?**	No, we would not be able to pull it directly from your Trading Partner. TrueCommerce pulls the Inventory Report from your business system, so whatever your business system states that you have for the count can be pulled in.
We have not been able to log in to our application for several months. **Do customers need to go directly to TrueCommerce for support or is the Accounts Receivable (AR) able to provide Support for the TrueCommerce product?**	The Value Added Reseller (VAR) can contact TrueCommerce.
What is an ERP system?	An Enterprise Resource Planning (ERP) system is a software business system or accounting system that customers use to manage day-to-day business activities, such as accounting, procurement, project management, risk management/compliance, and supply chain operations. Some ERP examples include Microsoft Dynamics 365 Business Central, Intuit QuickBooks, Acumatica, and Sage 100, among others.
We are experiencing an issue where some transactions that are sent to our Trading Partners go unacknowledged. **Is there typically a specific reason for that?**	There is not necessarily a specific reason but there could be a couple of possibilities: 1. If the transaction is unacknowledged by the Trading Partner, ensure the Partner is receiving the transactions. If they are receiving them, it may mean that the partner does not send back the Functional Acknowledgement (EDI 997) advising that they received it. 2. If the Trading Partner is not receiving it, check with the TrueCommerce Support team or contact your

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	Implementation Specialist to find out if there may be some other issue.
	NOTE: Your Implementation Specialist contact information is available under **Account Management** in the Foundry primary navigation menu.
We have not started Implementation yet. **Is there any onboarding material (documentation) we can get started on beforehand?**	Yes. If you have a pending project, you should be contacted by someone on the TrueCommerce Implementation team to help expedite it for us before you are assigned a resource. They will reach out to provide you with the Integration Checklist and possibly the business process review so you can get a head start on giving TrueCommerce some of the information that we need.
We just went live with TrueCommerce. Where should I start to get the appropriate training?	If your project remains open with your dedicated Implementation representative they should be able to provide you with follow-up training, whether it be with themselves or the Implementation Support team. Contact TrueCommerce Implementations about anything for which you feel you need more training. Otherwise, you can find Guided Tutorials via Foundry Help or trainings on TrueCommerce University.
MISCELLANOUS (NOT NECESSARILY RELATED TO WEBINAR TOPIC)	
I would like to see if there are any updates about creating an EDI/ASN label when I consolidate differences in POs going to the same Distribution Center (DC).	You can keep on the lookout for any upcoming (or past/recorded webinars) by searching the **Help Articles** under the question mark icon in the top right of the screen when you are logged into Foundry. Meanwhile, following is a link to the Fall Webinar Series, which includes a link to the recorded webinar on the Transaction Manager Labeling Utility: TrueCommerce Webinar Series: Fall 2022
I would like to understand how to use the TrueCommerce Labeling Utility to set up pallets by tier.	You can keep on the lookout for any upcoming (or past/recorded webinars) by searching the **Help Articles** under the question mark icon in the top right of the screen when you are logged into Foundry. Meanwhile, following is a link to the Fall Webinar Series, which includes a link to the recorded webinar on the Transaction Manager Labeling Utility: TrueCommerce Webinar Series: Fall 2022
Will there be more webinars soon? •	You can keep on the lookout for any upcoming (or past/recorded webinars) by searching the **Help Articles** under the question mark icon in the top right of the screen when you are logged into Foundry. Meanwhile, following are

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	the Fall and Summer Webinar Series articles, which include links to past/recorded and upcoming webinars: • [TrueCommerce Webinar Series: Fall 2022](#) • [TrueCommerce Webinar Series: Summer 2022](#)