TrueCommerce™

Episode 2: Transaction Manager Import/Export Errors – Q&A

QUESTIONS AND ANSWERS	
I get several duplicate Purchase Order (850) notices. **How can I tell if it was a vendor update or if it was an issue?**	Check to ensure no 850s were manually created in the ERP in lieu of being able to export.
If we do not import the 850, can we use the functionality for the Purchase Order Acknowledgement (856)?	We recommend that you communicate with your Implementation Specialist or our Support Services team to review your case more closely as it pertains to this question.
I've experienced issues with Invoices. **Can the GTIN be input into the UPC# field? What other fields would the GTIN go to?**	We recommend that you first check the Primary Item field to ensure it is useable, then populate it and try again. For more potential troubleshooting steps, see the 28:30 minute/second mark of the Fall 2022 Webinar, Episode 2: Basic Import & Export Errors recorded presentation.
We are only using it for Outbound Advanced Ship Notices (ASNs). Is it true that the Item Catalog only works for Inbound documents? **Is that also true of the other translations?**	Yes, this would impact outbound ASNs. The Partner List will matter when it comes to, for example, exporting your PO to your business system. Not only can it affect your Inbound into Foundry, it can also affect your Outbound. If you do not have your trading partner set up in your business system, or if you have it set up in a particular way where it does not match, your export out of Foundry into your business system will also be affected. Regarding the Item Catalog, it impacts transactions that you are importing back into Transaction Manager.
How do I prepare EDI so that it is active and ready to receive the first order when "go live" has been conveyed? **What is the best way to divide orders by customer?** **What is the best way to keep things fresh so that others know what has been done/completed?**	A lot of the import/export details key off of the PO, so item details might be tricky to prepare ahead of time. Partner Setup can be accomplished ahead of time and so can the import document type (if that will be needed for your particular trading relationship). Create sub-folders in TrueCommerce Foundry to organize your transactions by partner. Transactions that already have been exported will no longer appear in the Inbox, so that in and of itself shows that the transactions have already been exported or turned around. Also, you can use the *clock* icon to the left of each transaction to view its history.
Do cross-references only apply for Cloud - Cloud integrations or for OnPremise – Cloud Integrations?	If this pertains to the Transaction Manager Desktop instance, then yes, the same rules apply to the Transaction Manager Desktop solution.

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What is the difference between the Item Catalog and Item Cross-Reference in our business system?	I believe this has to do with the Translation versus the Item Catalog. The Item Catalog itself is a list of all inventory items in Foundry. The Cross-Reference likely is referring to the Translation Values in the Item Catalog (the exact item name as it appears in your business system).
We have updated the Item description in the translation to match our descriptions but it pulls into our system with what the customer has on their Purchase Order. **Is there a way to fix that?**	If you are placing an item description that you want in your item setup but it is still pulls the partner's item description whenever you import, you should be able to override the item description. This might be a custom modification.
Would we also be using the following to translate our Trading Partner Item numbers?: **Translation Lookups:/Item Translation – TP Item -> Our Item**	It depends on your particular Business System Plug-in (BSP) setup. If you are not sure whether a lookup is needed contact Support Services.
If we no longer want to send an Advanced Ship Notice (ASN) to a customer, can we turn it off? **Where and how can we do that?**	Yes, you can disable the transaction type by navigating to Trading Partners > (Partner Name) > Preferences > Transactions > Disable the ASN type by 'unchecking' the box to the right of its name > Save.
How can I have our address or any information entered to auto-populate on all of our transactions?	Use the template. Navigate to Trading Partners > (Partner Name) > Preferences > Transactions > Click on the transaction once > Templates > Fill in the address details as needed > Save. This will affect all subsequent transactions.
Can you provide information on the Override option (checkbox) in the Item Catalog, its definition and its purpose? **How does it work?**	Override is a function which will override any item details that have come through from the Trading Partner.
For two of my trading partners, I have to add a fake scenario with fake information, then save and delete it in order to be able to enter my real data. It only occurs specifically for two of my customers. **Is this a system issue?**	This sounds like an issue for Support Services to investigate with you. Contact them at your earliest convenience to obtain assistance.

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Can Mapping Manager map data to Foundry's (Transaction Manager's) Sent mailbox?S	The Sent folder in Transaction Manager reflects documents that have already been transmitted to the trading partner, so those documents can no longer be edited. However, you can navigate to the Sent folder and find a document, then select Options | Copy to Outbox to create a duplicate of it, then make any adjustment(s) manually. Mapping Manager can modify mappings to documents in the Transaction Manager Outbox upon import. This means that if you had, for example, an Invoice previously sent to a trading partner that you now need to send again following a mapping change in Mapping Manager, you will need to make your mapping adjustment(s), Deploy, and then import the Invoice into the Outbox again and, finally, send. To view our Fall 2022 Webinar Episode 1: Mapping Manager, Part One, click here.
This webinar was beneficial! I would like to see more webinars that cover even deeper dives into common issues that users experience in Transaction Manager. **I would also like to be able to perform and address mapping on my own within Foundry. Is that possible?**	Thank you for the suggestion! Following the Fall Webinar Series, we will curate and coordinate a Winter series that will include deeper dives into additional common error issues. 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 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