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Episode 1: POs and PO Acknowledgements - Q&A

QUESTIONS AND ANSWERS	
Is there a way to automatically send an 855 document after receiving the 850 with Transaction Manager?	Yes. Using the manual handling method after receipt of the PO, if the Trading Partner and Item Setup were completed (customer and ERP/business system was defined, Items were defined), click **Export** and it will just write an Order. From the **Transactions > Inbox** in Transaction Manager, click **Turnaround** and in the Transaction Turnaround pop-up box that displays, select your PO Acknowledgement. All of the data from the 850 will be taken and placed on the PO Acknowledgement map. Click **Finish**. Double-click the PO Acknowledgement you just created to open its Transaction Details (One issue you may encounter is there may be required fields in your templates you must complete. It depends on the Trading Partner as to whether you will be able to perform the manual method or not). MANUAL PROCESS: From the Transaction Manager menu, click **Trading Partner**, then select your partner. From the Action bar, select **Preferences > Transactions > Turnaround** tab and on the Transaction Setup page, set the Transaction Type for the PO (auto-created transaction column, select auto-create transaction to be PO Acknowledgement). This goes to the **Received** folder in the Transactions grid. The purpose of this is so you will not be doing multiple Turnarounds and creating duplicates. INTEGRATED HANDLING METHOD: if you have an integration with one of the business systems TrueCommerce supports, you can set up a scheduled job to run the Import for you. For the 855, it will create a document in your business system that TrueCommerce would then use to create the 855.
How do we send a PO Ack to let the trading partner know that the PO was cancelled?	There are a few different ways you can do that. Check with your Trading Partner to see what they would be looking for to send a cancellation. Using our webinar example, let's say AAFES placed an order for Item ABC but Item ABC is no longer in the system, so you would just send it as rejected. For AAFES we would indicate Quantity and the Status as Item Deleted in the Transaction Details Outbox for the PO Acknowledgement columns. It could be different for each Trading Partner. Most partners will want you to send a cancellation. Some may have Cancellation listed as an option under Purpose within the Admin tab in the Transaction Details.

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I have had some issues with items being sent and in the Transactions Outbox buy the buyer not receiving them, resulting in a penalty on our side. **Is this common or something I can fix on our side?**	This is uncommon. Typically, if you have transactions in your Transactions Outbox that are NOT sending that is unexpected behavior. An Outbox transaction with a red X will not send to your Trading Partner because information is missing from required fields; for example, Estimated Date of Arrival and others. As a safeguard, Transaction Manager will not allow sending of the document without required information to protect you from getting charge backs. There are two different things that could be going on here: • You have a transaction in your **Outbox** with missing information that you are not able to send. • You are actually getting the transactions to go to the **Sent** folder but the Trading Partner is not receiving them. Both scenarios can be handled by TrueCommerce's Support team and you can create a case for them to assist you in getting this resolved via **Account Management > My Support > New Cases** under the primary navigation menu within the Foundry platform.
Is it okay to select three different Turnaround options at one time?	Typically, we do not see that but if the scenario calls for it there is nothing stopping you from doing that.
Do trading partners generally expect an 885 back on a PO Change Request (860) or just the original 850?	A Purchase Order Change Acknowledgement Request (865) is sometimes required for an 860. They are becoming more popular, but typically the original 855 is acceptable. Sometimes, though, the Trading Partner will make you send another 855 or an 865. TrueCommerce still uses the same integrative process to create the 865. You can also create an 865 based on the Turnaround, too.
How do you send the 855 to two trading partners (for example, with one as the customer and one as the Warehouse)?	Assuming there are two different Trading Partners, it will depend on how you are going to do it. You can absolutely send an 855 to two different partners via the set up at **Transaction Manager > Trading Partners > Preferences > Transactions** and on the TransactionSetup page, click the **Turnaround** tab. As the Import Document Type for your **Partner to Partner (P2P) Turnaround** Document Type drop-down field, you would select 'PO Acknowledgement' and then set up whatever Trading Partner will be sending the 850 under the Trading Partner Setup.

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	For assistance with this, contact TrueCommerce Support by submitting a case via **Account Management > My Support > New Cases** under the primary navigation menu within the Foundry platform.
Is there a way to determine how many POs that were received still need to have the 855 sent?	Yes. If you were to receive ten 850s, for example, you would see those in your Transactions Inbox. If you were to export those or perform a Turnaround, they would go to your Received folder. Anything that is in your Inbox has not yet been processed, so there has been no Turnaround, there has been no export... but if you were to do a Turnaround to create the 855 or if you did an export to create your Sales Order in your ERP, it should go to your Received folder. Basically, the rule is that if there is a transaction in your inbox (an 850, for example), it should be one where you either need to perform an export or a Turnaround.
What if you have multiple warehouses? **How does the system know which warehouse to check for inventory?**	It depends on your ERP; for example, if NetSuite is your ERP, we would actually have a report generated from within the ERP to include all of the locations. Because it is ERP-specific, it can vary, but TrueCommerce can typically handle it. If you are in the Implementation phase with Transaction Manager, talk to your Integration Specialist about this. if you are in Production with Transaction Manager, you can contact TrueCommerce Support about this by submitting a case via **Account Management > My Support > New Cases** under the primary navigation menu within the Foundry platform.
When I create an 855 via Turnaround from an order and complete all of the required information in the Outbox, the red X disappears and it is in Test mode. **Do I need to change it to Production mode before I send it?**	If you are in Production with Transaction Manager, yes. Navigate to the primary navigation menu in Foundry and select **Transaction Manager > Trading Partners**, then select the specific trading partner. Click the Transaction Setup **Status** tab, find the transaction you are sending and change the **Test/Production** column field to 'Production'. You would then perform your Turnaround again.
Can you edit the Raw EDI files as flat text before sending them or Import an EDI file that is generated outside of TrueCommerce (NOT through the interface)?	Regarding loading an 850 that you receive from somewhere else via EDI, TrueCommerce can absolutely do that. If you are in the Implementation phase and want that loaded into Transaction Manager, reach out to your TrueCommerce implementation Specialist

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	Regarding editing the raw data, it depends. You cannot edit EDI data that is sent over the TrueCommerce network; it is "locked" for the Inbound data. For Outound data, however, you can edit it—for example, the Outbound 855—via its Transaction Details page. When you begin to fill out the fields, you can see the data showing via the **View Raw EDI** selection from the action bar.
How do you use an EDI 855 to inform customers that an item is discontinued from your ERP integrated platform?	This will vary per Trading Partner. You can view your 855 Transaction Details page and under the **Items** tab **> Status** columns, "Item Deleted", look at your Trading Partner Status options and what they provide to you/TrueCommerce to send them as far as what we are doing with that Item, but TrueCommerce can make that work.
Is Scheduler what we need in order to automate POs?	It depends. If you are doing an integrated setup (for example, pushing 850s to your ERP and importing 855s based on the Sales Order that was created), select **Transaction Manager > Administration > Scheduler** from the primary navigation menu in Foundry. If you want to automate it, Scheduler is what you need.
How do I find a Purchase Order (PO/850) that is not in the Transaction Manager Transactions Inbox but was sent EDI?	You can use the ***Quicksearch*** field on your **Transactions > Inbox** page, check subfolders and check your Received Deleted and Archived folders. You can also select the magnifying glass in the top right of the Transactions page to open the Search panel, enter the **Document Number/Alt Document Number**, then click the magnifying glass button to perform the search action. If you still cannot find it, contact TrueCommerce Support on why, if an order has been sent via EDI, you are not finding it. You can submit a Support case via Account Management > My Support > New Cases under the primary navigation menu within the Foundry platform. **NOTE**: Data is auto-archived for six months in Transaction Manager. if you truly need the PO and you believe it has been auto-archived, contact TrueCommerce Support for assistance.
We just went live with TrueCommerce. **Where should I start to get the appropriate training?**	If your project remains open with your dedicated TrueCommerce 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.

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	Otherwise, you can find Guided Tutorials via Foundry Help or trainings on TrueCommerce University.
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 the Summer, Fall, Winter, and Spring Webinar Series articles, which include links to register for upcoming webinars or past/recorded and upcoming webinars: • TrueCommerce Webinar Series: Spring 2023 • TrueCommerce Webinar Series: Winter 2023 • TrueCommerce Webinar Series: Fall 2022 • TrueCommerce Webinar Series: Summer 2022