TrueCommerce™

Episode 3: All About the Transactions - Q&A	
QUESTIONS AND ANSWERS	
Can we archive documents before Transaction Manager does in six months?	No. This is not an automated process that occurs.
How far back does the System Activity Log reach?	It is usually about six months but there are some thresholds. With very heavy use, it may be compressed in a shorter amount of time.
Is it possible for Warehouse Shipping Order (940) and Warehouse Shipping Advice (945) documents to be included withrelated documents when we perform a Search in Transaction Manager?	They should be, as long as they reference the original document. If, in fact, the outbound 940 (which will have its own Document Number) references the original Purchase Order (PO) from the Trading Partner, then it should. If that column is blank (for example, if you have created a 940 and the Alt Document column on the Transactions page is blank), TrueCommerce suggests opening a Support case (via the primary navigation menu in Foundry [**Account Management > My Support Cases > New Case**]) to see if it can be added, provided the information is on the 940 to begin with.
If we use an automated PO Acknowledgement (855), will the PO move from the Transactions Inbox to Received?	No. If you perform any type of document automation, as soon as the document hits your Transactions Inbox it will automatically create an 855 that will be in your Outbox. However, the 850 will remain in your Inbox with a green icon next to it. Additionally, the Transaction History will show that the document automation created an 855.
How do I filter multiple values (for example, Document Numbers 28, 29, 30, 31, 32)? **How do I add certain columns on the Home page, like Bills of Lading (BOLs), which are under other tabs?**	For an explanation and demonstration of how to filter a range of Document Numbers, see the 39:45 minute mark of the webinar here. See the 43:00 minute mark for an explanation and demonstration of how to add columns on the Home page.
What is the difference between standard and asynchronous PDF forms?	The asynchronous process will run in the background and allow you to perform other actions (for example, a larger export of POs or Invoices that you will be creating through import/export). You can perform other functions while it is running. A standard PDF (print) will be accomplished immediately rather than in the background.

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Can you or should you clear your Transactions Received folder? **Should things disappear from the Outbox if nothing further needs to be done?**	TrueCommerce does not recommend that you clear your Received folder. TrueCommerce Foundry is Software as a Service (SaaS) platform, so the storage is TrueCommerce. You are not occupying any additional space; it is really of no benefit to clear your Received folder, other than aesthetics. It may be best practice to move content into your series of subfolders and then allow TrueCommerce to archive it.
What are the reasons you would choose to do a Turnaround versus importing or exporting?	Some TrueCommerce customers may not be connected to an Enterprise Resource Planning (ERP)/business system. They may, therefore, be doing all of their transactions within the Foundry platform, so they will do Turnaround entirely. Customers may have certain document types that are NOT supported by their ERP; for example, many ERPs cannot support the 855 but CAN support POs and Invoices. For those cases there may be a hybrid process: exporting the PO to the ERP but performing a Turnaround for that same PO to create an 855. There may also be times when a customer's ERP system is down. If they normally create their Ship Notices through their ERP, they can use Turnaround to get a shipment out (as a back-up measure).

MISCELLANEOUS QUESTIONS

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. 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 past/recorded webinars: • [TrueCommerce Webinar Series: Spring 2023](#) • [TrueCommerce Webinar Series: Winter 2023](#)

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	[TrueCommerce Webinar Series: Fall 2022](#) [TrueCommerce Webinar Series: Summer 2022](#)