TrueCommerce™

Episode 1: Transaction Manager Scheduler Q&A	
QUESTIONS AND ANSWERS	
Where can I get more information on the benefit and process to upgrade from Integration Services Option 1 to the latest and greatest version?/How do I switch the setting to Option 2?	In addition to content within TrueCommerce Foundry's Help menu within the Transaction Manager Online User Guide, there are two guides available within the Foundry **Account Management > Downloads** menu that include important instructions and information about the Options: • Transaction Manager Integration Service Reference Guide • TrueCommerce Integration Service V2 Terminal Server Support Guide
For the Integration Service Option 1 and Option 2, is there a difference in speed or how many transactions can be handled? **What are the benefits of switching to Option 2 if we are currently using Option 1?**	The main difference between the new Integration Service and the legacy Integration Service pertains to the Certificate. The legacy Integration Service requires that once annually, TrueCommerce must create a new Integration Certificate. If you as a customer have not upgraded your certificate within a specified time frame, you will begin to receive errors because you are unable to import/export. On the Transaction Manager splash screen, a message will display alerting you that we upgraded our integration service and that you must install a new certificate. The new Integration Service eliminates the user having to install the certificate. It basically removes having to utilize certificates at all since it has a means to confirm and validate securely with your system behind-the-scenes. In addition to content within TrueCommerce Foundry's Help menu within the Transaction Manager Online User Guide, there are two guides available within the Foundry **Account Management > Downloads** menu that include important instructions and information about the Options: • Transaction Manager Integration Service Reference Guide • TrueCommerce Integration Service V2 Terminal Server Support Guide
Can you switch between Integration Service Option 1 and Option 2 without disrupting your configured events?	In addition to content within TrueCommerce Foundry's Help menu within the Transaction Manager Online User Guide, there are two guides available within the Foundry **Account Management > Downloads** menu that include important instructions and information about the Options: • Transaction Manager Integration Service Reference Guide • TrueCommerce Integration Service V2 Terminal Server Support Guide
A Scheduler event was cancelled instantly after it	You can submit a request to the TrueCommerce Support team. Should you need assistance with this, feel free to

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started in our system. It showed in System Activities as cancelled by user, but this was not actually the case. Additionally, an email notification shows the event as unsuccessful yet that the 850 Export completed ok several hours later. We are using Integration Services Option 2. Should this be raised as a ticket?	enter a Support ticket via **Account Management** in the Foundry primary navigation menu. In addition to content within TrueCommerce Foundry's Help menu within the Transaction Manager Online User Guide, there are two guides available within the Foundry **Account Management > Downloads** menu that include important instructions and information about the Options: • Transaction Manager Integration Service Reference Guide • TrueCommerce Integration Service V2 Terminal Server Support Guide
Is there a way to change how often an Export Error email is received? **For example, if an error occurs over the weekend but I do not work until the following Monday, our InBox will be filled with Export Error emails come Monday. We would like to decrease the frequency.**	You will receive the error email when the job runs. If you do not want to receive those emails on the weekend, TrueCommerce suggests to only run that event Monday – Friday.
What should I search on in the TrueCommerce Foundry Help to create an automated report to send on Rejected Functional Acknowledgements (EDI 997s)/Errors? **Can a report be created to show 997s with rejections?**	Yes! Within TrueCommerce Foundry, navigate to the primary navigation Menu and click **Transaction Manager > Reports**. On the Reports page, there is a **Report Type** drop-down under the *Select Report Type* section called 'Rejected Acknowledgements'. You can actually tell when you have received a rejected 997, and once you have created that document type you can schedule it within Scheduler to email you at any cadence that you prefer to receive those notifications.
What does it means to Export a Purchase Order (PO)?	This will allow the EDI 850 PO to be sent to your ERP system to create a Purchase Order or Sales Order.
We import Excel files into the Outbox for Inventory feeds. **Can we schedule those to be sent?**	Yes, you would select that Trading Partner and transaction in the 'Send' Event.
Is there a way to create consolidated Invoice files by	If your question refers more to needing to send one document per interchange but as a consolidated Invoice, our

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customer and batch once per day (One Invoice file per customer in Easi format)?	teams can show you how to do this either through the Integration or through a turn-around in Transaction Manager. We then work with our network team, Trading Partner Services, to limit the number of transactions per interchange.
I would like to exclude 00:30, 01:00, and 01:30. **Is there an easy way to Export POs every 30 minutes but only between 2 AM and midnight?**	You would be unable to account for this.

MISCELLANOUS (NOT NECESSARILY RELATED TO WEBINAR TOPIC)	
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](#).
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 Winter, Fall and Summer Webinar Series articles, which include links to register for upcoming webinars or past/recorded and upcoming webinars: • [TrueCommerce Webinar Series: Winter 2023](#) • [TrueCommerce Webinar Series: Fall 2022](#) • [TrueCommerce Webinar Series: Summer 2022](#)