

Imerco Portal Userguide

Table of con

[Contents](#)

Introduction	3
Overview	3
General terms and conditions	3
Supported Browsers	3
Start using the system	4
Standard View	5
Orders	6
See the order	6
Order Treatment	7
Changes to the order	7
When rejecting an order	8
Order lines	8
Print the order	9
Comments to accepted orders	9
Dispatch Advice	10
Generating a Dispatch Advice	10
Print Dispatch Advice	13
Invoice Treatment	14
If the order of some reason isn't to be invoiced, the shortcut with the red plus/"Invoiced" would be the right one to use.	15
Creation of invoice	15
Changing amount or price on line	16
Note on invoice line	16
Search for an invoice or credit note	16
Print invoice	17
Create a credit note	18
Upload of inventory report	20

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Introduction

The supplier portal for receiving orders, sending Dispatch Advices and Invoices, and uploading Inventory Reports, has been put together through a cooperation between Imerco and TrueCommerce. It has been made from a common wish of offering a form of delivery for suppliers to whom a fully integrated EDI solution isn't profitable.

Overview

The supplier will receive its orders in a portal, approve it, and then create Dispatch Advices and Invoices from the portal.

The Purchase Order is sent to the supplier portal, and the supplier is then notified with an e-mail.

After the order has been received it's processed through three simple steps.

1. The order is received and checked for errors.
2. A Dispatch Advice is created.
3. An Invoice is created.

General terms and conditions

As a supplier on the portal, one is a subject to Imerco's general supplier conditions.

Supported Browsers

The following browsers are supported.

- Microsoft Internet Explorer version 8 and newer
 - If you're using Internet Explorer this URL: wesupply.net, can't be present in "Comparability View Settings".
- Firefox version 22 and newer
- Chrome version 25 and newer
- Safari version 5.1.7 and newer

Start using the system

When you log on to the system for the first time it will be set up and ready to use.

Login

You'll have received an e-mail with a UserID and Password that you need to use. The first time you log on to the portal you'll be asked to change the password.

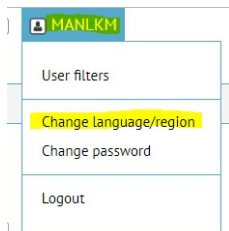
The password Expires after 365 days.

TrueCommerce's general terms and conditions

In order to use the portal you need to accept the general terms and conditions of TrueCommerce by clicking the green tick.

Changing the language

It's possible to change the language (Danish, English, Italian, and German)



Storing of data

The data is saved for 60 days.

Return function

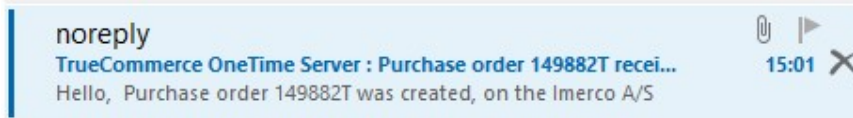


If you want to return to the last page you visited, you need to use this arrow:

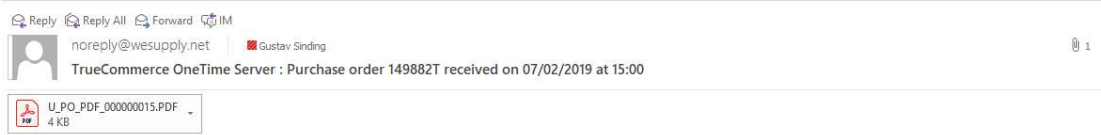
Example of mail order

When Imerco sends and order to your company you will be notified with an e-mail from "noreply@wesupply.net". You are kindly requested to make sure these e-mail messages don't end up in your spam filter.

Example of subject:



Example of content:



Hello,

Purchase order 149882T was created, on the Imerco A/S portal of the TrueCommerce OneTime Server. This email has been sent to you because you are the nominated contact to receive these notifications.

The details of the order are given below.

Customer: Imerco A/S
Deliver-to:
Ordered by: Imerco A/S
Supplier: MANDALAY A/S
Ship from: MANDALAY A/S
Delivery method: Direct to customer

A copy of the complete order is attached. The details of the order are correct as of the e-mail date/time.

To acknowledge the order [click here](#).

If you require further assistance then please contact the Service Desk, using the contact details below.

Phone: +45 45 82 17 77
Email:

Use the link in the received e-mail, or open your browser and type in the following web address: Imerco.Truecommerce.net/portal

Standard View

We've made a single standard Imerco-setup.

It is though, possible to choose a different setup with more headers / information if that is wanted.

Click on the glasses on the right side of your window to change it:



View profile selection ✖

Actions	Name	Description
Select	All	All
Select	Default	Default
Active	Imerco Order view	Imerco Order view
Select	Retail	Retail

<< < Page of 1 [Go](#) > >> [i](#)

The chosen standard is the Imerco view, but if one wants to change it, it's possible to try out the other views.

The guideline is described from the Imerco Standard View.

Orders

Choose "Web-EDI"/Orders in the toolbar on the top of the page.



See the order

In the order window you'll be able to see the orders you've received, and a status for the particular order.

Orders

Actions... [Outout/export...](#) Quick search: Order No. (fuzzy) 🔍

Actions	Ship-to	Ship-from	Order number	Imerco Store no	Order date	Class	First delivery	Last delivery	No. of lines	Total quantity	Total value	Order status	Invoice status	Memos	Shortcuts	Documents
View More...			149880T	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	1 (PCE)	1,499.97	Awaiting acknowledgement	Not ready			▶ ▶
View More...			14988TT	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	1 (PCE)	1,499.97	Awaiting acknowledgement	Not ready			▶ ▶
View More...			149882T	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	1 (PCE)	1,619.97	Awaiting acknowledgement	Not ready			▶ ▶
View More...			1498821	IM66666	23/01/19 01:00	Dropship	05/02/19 13:44	05/02/19 13:44	1	1 (PCE)	1,619.97	Complete	Invoiced			▶ ▶ ▶
View More...			1498823	IM66666	23/01/19 01:00	Dropship	08/02/19 18:00	08/02/19 18:00	1	1 (PCE)	1,499.97	Complete	Invoiced			▶ ▶ ▶

- An unprocessed order has the status: "Awaiting Acknowledgment"
- A processed order has the status "complete" or "rejected"

You can also search for orders with specific statuses.

- Click on the icon the search icon (the one that looks like a magnifying glass)
- Click on "Acknowledgement Status" (equivalent to Order status)
 - Here you can see the different statuses you can search for, and what status they'll show you on the orders.
 - All = Shows all orders
 - Not yet acknowledged = Awaiting acknowledgement
 - Acknowledged/ Accepted = Awaiting shipment/Complete
 - Cancelled/Rejected = Rejected

Click on the "Save-Icon"  to start the search.

Order Treatment

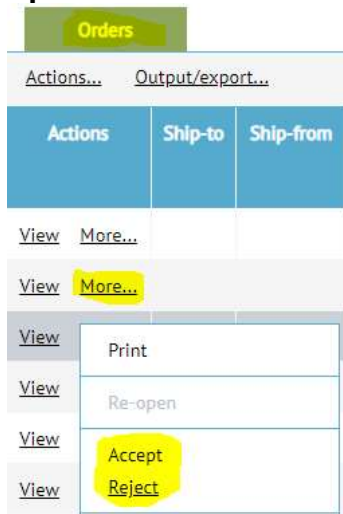
The following applies:

- Accept - If the order can be delivered.
- Reject - If the order can't be delivered or has been cancelled.

This can be done in two ways.

1. Click on the orders overview/front page
 - Click on "More"
 - Choose "Accept" or "Reject".
2. From inside the order you can choose "Accept" or "Reject" from the document header.

Option 1



Option 2



Changes to the order

It's possible to change the orders status from "Rejected" to "Accepted" but not the other way around.

When rejecting an order

When you've chosen to reject an order you'll have to provide a reason for the rejection.

Click on the green tick  to confirm the rejection.


Please note: Imerco will be notified when an order has been rejected.

Order lines

To see the specific order lines click on "view" on the left side and then "lines" in the tab on top.

OBS: An order line can't be edited. Only the whole order can be accepted or rejected. In case of changes to an order please contact Imerco.

Actions	Item	Supplier Item, code	Supplier Item, EAN 13	Supplier Item, description	Ordered	Outstanding	Pack size	UOM	Unit cost	Value	Order status	Invoice status	Invoiced quantity	Remaining to invoice
	100389913	8500	5714328850005	MARGUERIT B'DNK 2-PERS. HVID	1	1	1	PCE	1.619,9700 each	1.619,97	Awaiting acknowledgement	Not Invoiced	0	1
Actual delivery	Ordered	Outstanding	On shipment	Shipped	Shipment reference	Order status	Invoice status							
	1	1	0	0	Not available	Awaiting acknowledgement... Not Invoiced								

By clicking on the "Arrow/" on the left side you can fold out the specific order line.

Overview

Under overview you can see a complete "Summary" of the order including the total amount that needs to be paid.

Print the order

Find the order as it has been described above, and click on either "View" or "More".

If you press "**View**":

Orders				
Actions...		Output/export...		
Actions	Ship-to	Ship-from	Order number	Imerco Store no
View	More...		149880T	IM66666

Then click on "Output/Export"

Header	Lines	Summary
Actions...		Output/export...

Then press "Print"

Order - 149882T		
Header	Lines	Summary
Actions...		
Print order report		
Order number	149882T	

If you press "**More**":


Orders	
Actions...	
Actions	Ship-to
View	More...
View	More...
View	Print
View	Re-open

A PDF is now created and can be saved on your computer or printed at once.

Comments to accepted orders

When you press "Accept" the following window will appear:

Here you are given the opportunity of writing a comment to the order. This comment is only for internal use, and Imerco won't be able to see it. You also have the option of leaving the comment field empty.

When you want to move on you have to click on the green tick in the top right corner, . The order will then have been accepted and the status of the order on the portal will be changed to "Awaiting shipping".

Actions	Ship-to	Ship-from	Order number	Imerco Store no	Order date	Class	First delivery	Last delivery	No. of lines	Total quantity	Total value	Order status	Invoice status	Memos	Shortcuts	Documents
View More...			149880T	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	0 (PC)	0,00	Rejected	Not ready			
View More...			14988TT	IM66666	23/01/19 01:00	Dropship	08/02/19 13:19	08/02/19 13:19	1	1 (PC)	1.499,97	Complete	To be Invoiced			
View More...			149882T	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	1 (PC)	1.619,97	Awaiting shipping	Not ready			

Dispatch Advice

Generating a Dispatch Advice

If the order has been accepted you'll have the option of creating a Dispatch Advice. This can be done in two ways.

1: Press "More", and then "Build shipment by SKU"

Actions	Ship-to	Ship-from
View More...		
View More...		
View		
View		
View		
View		
View		
View		

2: Click on the red delivery truck under "Shortcuts".

Orders																	
Quick search: Order No. (fuzzy)																	
Actions	Ship-to	Ship-from	Order number	Imerco Store no	Order date	Class	First delivery	Last delivery	No. of lines	Total quantity	Total value	Order status	Invoice status	Memos	Shortcuts	Documents	
															ACK	ASN	INV
View	More...		149880T	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	0 (PCE)	0,00	Rejected	Not ready				
View	More...		14988TT	IM66666	23/01/19 01:00	Dropship	08/02/19 13:19	08/02/19 13:19	1	1 (PCE)	1.499,97	Complete	To be invoiced				
View	More...		149882T	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	1 (PCE)	1.619,97	Awaiting shipping	Not ready				

When you've done either of the two things described above you will enter the following window:

Shipment - NEW

Header

Lines

Actions...

Shipment reference

Expected shipment

Expected delivery

Addresses

<p>Supplier 50007055 - 50007055</p> <p>Ship-from MANDALAY A/S Marielundvej 28 Herlev 2730 VAT: 20445947</p>	<p>Customer IMERCO - Imerco</p> <p>Ship-to Contact 1: 29239035, thomas.lauenborg@gmail.com Thomas Lauenborg Jyllingevej 240 Rødovre 2610</p> <p>Ordering branch Imerco IM66666 VAT: 26572517</p>
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Delivery instructions

None provided

References

<p>Common reference <input type="text" value="Common reference"/></p> <p>Delivery note <input type="text" value="Delivery note"/></p> <p>Carrier <input type="text" value="Carrier"/></p> <p>Tracking reference <input type="text" value="Tracking reference"/></p>	<p>Additional reference 1 <input type="text" value="Additional reference 1"/></p> <p>Additional reference 2 <input type="text" value="Additional reference 2"/></p>
---	---

Shipment reference: A reference to the shipment.

Delivery note: Dispatch Advice number.

Carrier: Write the name of the company handling the delivery.

Tracking reference: If a Track and Trace number is available it should be written here.

OBS!: The "Shipment reference" is the only of the four fields that is mandatory to fill out. It is though, requested that the others are filled out too in case it's possible.

When you have filled out the mandatory field (and preferably the others too), you need to move on to the "lines-tab".

Shipment - 189299-ic


Header **Lines**

Actions... Output/export...

Actions	Order number	Order line	Imenco Store no	Supplier item, code	Supplier item, description	Supplier item, EAN 13	Supplier item, ISBN	UOM	Pack quantity
More...	1498827	1	IM65666	8500	MARGUERIT BDNK 2-PERS. HYD	5714328850005		PCE	1,000


If everything looks alright you are now ready to send your Dispatch Advice. If you're interrupted or suddenly need to do something else you have the option of saving the Dispatch Advice. Then you can return to it and send it when you have the time to do so.

SAVE:

If you want to save the Dispatch Advice you click on the "Save-Icon", , that is the one farthest to the left.



Dispatch:

If you want to send the Dispatch Advice you press paper air plane (Build and despatch), , that is the third icon from both the left and right.



After you've pressed "Generate and send" a window, in which you have to type in the shipment information, appears.


Enter despatch information

Please enter the despatch information:

Actual shipment: 18/02/19 15:08

Expected delivery: 18/02/19 15:08

Shipment reference: 189299-tc

When that has been done you once again press the paper air plane, , and the Dispatch Advice is sent to Imerco.

In the order view the orders status will now have changed to "To be invoiced" and appear as seen below:

Actions	Ship-to	Ship-from	Order number	Imerco Store no	Order date	Class	First delivery	Last delivery	No. of lines	Total quantity	Total value	Order status	Invoice status	Memos	Shortcuts	Documents
View More...			149880T	IM6666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	0 (PCE)	0,00	Rejected	Not ready			ACK ASN INV
View More...			14988TT	IM6666	23/01/19 01:00	Dropship	08/02/19 13:19	08/02/19 13:19	1	1 (PCE)	1.499,97	Complete	To be invoiced			ACK ASN INV
View More...			149882T	IM6666	23/01/19 01:00	Dropship	18/02/19 15:08	18/02/19 15:08	1	1 (PCE)	1.619,97	Complete	To be invoiced			ACK ASN INV

Print Dispatch Advice

To print out a Dispatch Advice the first thing you need to do, is to click on the "Web EDI" tab, and then click on the category "Shipments".

TrueCommerce | [Web EDI](#) | [B2B Integration](#) | [Help](#)

Shipment 189299-tc despatched

- Order fulfilment
- Invoicing
- Orders
- Invoices
- Shipments**

There are now two ways to print the Dispatch Advice:

- Press "More" and then "Print Manifest".

Shipments

Actions...

Actions	Ship-to
View Amend More...	
View Amend	Delete
View Amend	Print manifest
View Amend	Print store label

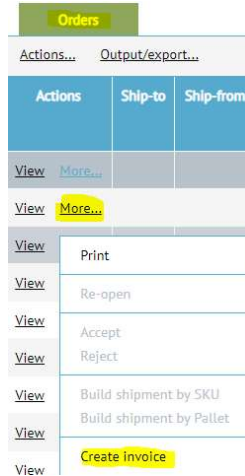
- Press "view" and go to "lines". Then click on "Output/Export" Output/export..., and



Invoice Treatment

There are two options when you are to generate an invoice, as soon as the order has been accepted and sent.

- The invoice is generated under the "Web EDI"-tab. Choose "Orders" Click on "More" and click on "Create Invoice"



- You can use the shortcut. When using the shortcut it's very important that one presses the right shortcut, which

is the one with a green plus . The one to the right, marked with a red plus, changes the order status to "Invoiced", but an electronic invoice is not sent to Imerco. If the shortcut with the red plus, , has been chosen, it's not possible to reverse the action.

Actions		Ship-to	Ship-from	Order number	Imerco Store no	Order date	Class	First delivery	Last delivery	No. of lines	Total quantity	Total value	Order status	Invoice status	Memos	Shortcuts	Documents	
View	More...															ACK	ASN	INV
View	More...			149880T	IM66666	23/01/19 01:00	Dropship	23/01/19 01:00	23/01/19 01:00	1	0 (PCE)	0,00	Rejected	Not ready				
View	More...			149881T	IM66666	23/01/19 01:00	Dropship	08/02/19 13:19	08/02/19 13:19	1	1 (PCE)	1,499,97	Complete	To be invoiced				
View	More...			149882T	IM66666	23/01/19 01:00	Dropship	18/02/19 15:08	18/02/19 15:08	1	1 (PCE)	1,619,97	Complete	To be invoiced				

If the order of some reason isn't to be invoiced, the shortcut with the red plus/"Invoiced" would be the right one to use.

Creation of invoice

Choose "Create invoice"

The portal will now show you an invoice header with information from the original order.

Invoice - NEW

Header | Lines | Summary

Actions...

Document number

Document date

- Document number = Your unique invoice number from your accounting system.
- Document date = The date the invoice has been created. It's automatically set to the days date.
- Click on the tab "lines" to verify that the product information and pricing is correct, if it isn't correct edit it. At the moment it's only possible to downgrade the number. - For changing of lines - see the section "Changing of amount or price on line"
- Press "Validate" under "Actions" to see the total line amount after any changes have been made.
- Click on the "Summary" tab to see invoice totals and send the invoice to Imerco.

OBS!: In the field, "Invoice charges" you can add extra charges such as freight or similar charges.

Invoice - NEW

Header | Lines | Summary




Actions... [Output/export...](#)

Note: As a supplier of goods and/or services, it is your responsibility to ensure this document you are about to save/send contains the correct tax rates and value.

Tax totals							
Code	%	Number of lines	Total quantity	Lines total (excl. discounts)	Taxable amount	Tax amount	
S	25,00	1	1	1.619,97	1.619,97	404,99	

Invoice totals							
Number of lines	Total quantity	Lines total (excl. discounts)	Invoice charges	Taxable amount incl. charges	Tax amount	Invoice total	
1	1	1.619,97	0,00	1.619,97	404,99	2.024,96	

It's now possible to send the invoice to Imerco, or save the invoice for later corrections to be made, doing one of the following to things:

- Click on the paper air plane, , to send the invoice to Imerco.
 - Status will now be "**Sent**" and the order CAN'T be edited anymore.
 - When using the paper air plane, ,
 - Click on "Create document and send" to send it to Imerco.
- Click on, , to save the invoice if you want to finish it later.
 - The status will then be "Created", and you have the option of correcting the invoice.

Changing amount or price on line

Include	Actions	Invoice line	Supplier item, code	Supplier item, description	Supplier item, EAN 13	Invoice quantity	Quantity UOM	Price	Tax			Ext. line total
									Code	%	Amount	
<input checked="" type="checkbox"/>	More...	1	3190	MARGUERIT CAFE BORD 070CM HVVD	5714328519007	1	PCE	1,499,9700	5	25.00	374,99	1.874,96
Lines total (incl. discounts, surcharges, subsidy)											1.874,96	

- Deleting an entire line:

If you need to delete an entire line in the order, you can do so by removing the tick from the box, farthest to the left, under include.

- Downgrading the quantity on a line.

If you need to downgrade the quantity on a line you need to be in the tab "Lines". Then you adjust the quantity in "Invoice Quantity" to the desired quantity. Then press "Validate" under actions.

Note on invoice line

It's possible to add a note on a line by clicking "More", and then clicking "Notes".



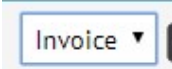
OBS! The information written here will be sent out with the "raw" XML file but won't enter their ERP system, and is therefore not something Imerco is likely to see.

If needed Imerco has the option of seeing the note in the XML file.

Recommendation: Use the note field for internal use, and notify Imerco if there is something you want them to be aware of in addition to the information from the portal.

Search for an invoice or credit note

Click on "Web-EDI"
"Invoices"



It's possible to switch between "Invoice" and "Credit" in the following field:

- Invoices with status "Created" can be edited by clicking "Amend"
- Invoices with status "Sent" can be converted to credit notes by clicking "More" And choosing "Create credit"

You can also search on invoices with specific statuses:

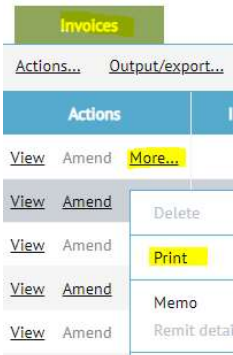
- Click on the magnifying glass to find orders with specific statuses.
- Click on "Status"
 - Here you'll see the different statuses you can search for, and the status that comes with it on the order side.
 - All = Shows all invoices no matter their status.
 - Created = Can be corrected by clicking "Amend".



Click on the "Save"-icon, , to start the search.

Print invoice

Find the invoice you want to print and click on "more", and afterwards "Print". A PDF is now created and can be saved on your computer or printed directly.



Alternatively you can press "View", then go to "Summary", and then click on "Output/Export"






The last step is clicking on "Print"

Create a credit note

Credit notes are created under the "Web-EDI" tab. Choose "Invoices".

Find the invoice you want to credit under "Document number" = write the invoice number.


Use the magnifying glass:  to search.

Choose an invoice, click on "more", and choose "Create credit".





The system now shows a credit note header with all the information from the original invoice.

Credit - NEW

Header | Lines  | Summary

Actions...



Document number

Document date 19/02/19  

Addresses

Supplier	50007055 - 50007055	Invoice-to	Imerco A/S
Invoice-from	MANDALAY A/S		Smedeholm 16
	Mariefundvej 28		Herlev
	Herlev		2730
	VAT: 20445947		ANA: 5790000691104
			VAT: 26572517

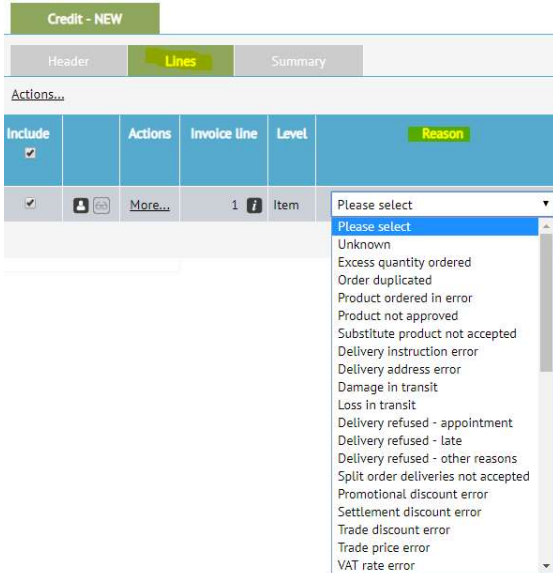
Additional information

Currency	DKK	Original tax point date	18/02/19
Primary contact		Collection ref date	<input type="text" value="dd/mm/yy"/>  
Collection ref	<input type="text" value="Collection ref"/>		

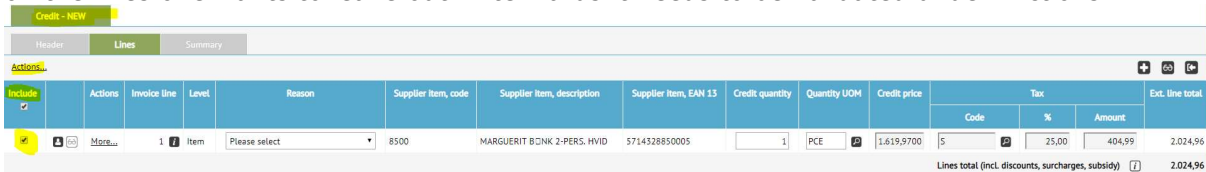
Related documents



Order number	149882T	Original invoice date	18/02/19
Delivery number	xx	Original debit date	
Original invoice number	19990000		
Original debit number			

- Add a unique credit note number from the accounting system.
- Click on the tab "lines" to see the lines and can make adjustments to quantity or lines that are to be credited.
- Choose a "Reason" for the creation of the credit.



If one wants not to credit certain lines from the invoice, those can be removed under "Include" on the lines one wants to leave out. Afterwards it needs to be validated under "Actions".



- Click on "Validate" to see the line total after changes have been made.
- Click on the tab "Overview" to see the credit note totals.
- Click on  to create and send the credit note to Imerco, or click on  to create and save the credit note for later treatment.

You will now see that the credit note's status has changes to "Sent" or "Created".

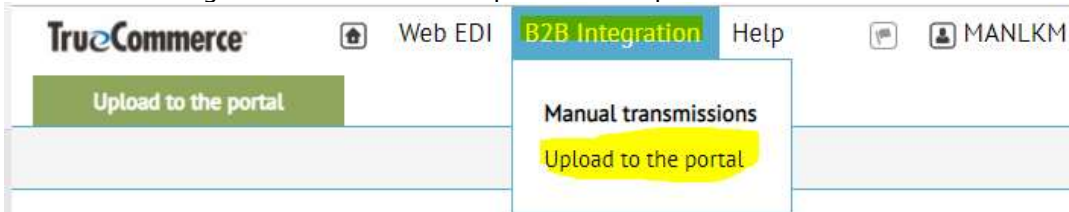
Upload of inventory report

You will be asked by Imerco to regularly upload an inventory report. These are to be uploaded in CSV format and have the following layout:

Supplier	EAN	Quantity
50007055	5,7E+12	31
50007055	5,7E+12	152
50007055	5,7E+12	400
50007055	5,7E+12	10000
50007055	5,7E+12	200
50007055	5,7E+12	200
50007055	5,7E+12	125
50007055	5,7E+12	433
50007055	5,7E+12	154
50007055	5,7E+12	156
50007055	5,7E+12	761
50007055	5,7E+12	127
50007055	5,7E+12	42
50007055	5,7E+12	1
50007055	5,7E+12	798
50007055	5,7E+12	15
50007055	5,7E+12	78

- Supplier: In this column you need to write your supplier-ID.
- EAN: The EAN product number.
- Quantity: The inventory quantity of each specific product written in the same row as the products EAN.

Go to "B2B Integration" and choose "Upload to the portal".



Then press the enhancement glass by "Mailslot" and choose "Inbound Integrated (1)". One then finds the CSV file, with the layout described above, and upload it.

