



Mirakl Integration FAQ

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FREQUENTLY ASKED QUESTIONS	
<p>1. Who is TrueCommerce?</p>	<p>TrueCommerce is the most complete way to connect your business across the supply chain, from EDI to inventory management, to fulfillment, to digital storefronts and marketplaces – with seamless integration to your ERP system. We’ve revolutionized supply chain visibility and collaboration by helping organizations make the most of their omnichannel initiatives via business P2P connectivity, order management, collaborative replenishment, intelligent fulfillment, and cross-functional analytics.</p> <p>The TrueCommerce Global Commerce Network can connect businesses to over 180,000 retailers, distributors, manufacturers, and logistics service providers. As a Managed Service provider, we also manage new trading partner onboarding, as well as the ongoing management of partner-specific mapping, labeling changes, and communications monitoring. With offices in North America, the UK, Central Europe, the Nordics, and Vietnam, we offer both the scalability and security of having a global provider, as well as local support and knowledge of your market. That’s why thousands of companies—ranging from small businesses to the global Fortune 100, across various industries—rely on us. www.TrueCommerce.com</p>
<p>2. How can TrueCommerce help Mirakl Operators and Sellers?</p>	<p>The TrueCommerce platform broadens the connectivity and file format options available to Sellers, allowing Sellers to easily connect to multiple marketplaces. Sellers can exchange transactional information with Mirakl using the same process they use for their wholesale and retail customers.</p> <p>The integration flexibility offered by the TrueCommerce integration can help Operators increase the number of Sellers on their marketplaces.</p>
<p>3. What connection methods and networks does TrueCommerce support?</p>	<p>The platform supports AS2, sFTP, HTTPS, X.400, PEPPOL, and EDI VAN.</p>
<p>4. What file formats does TrueCommerce support?</p>	<p>The platform supports a range of file formats including:</p> <ul style="list-style-type: none"> • EDI – X12, TRADACOMS, EDIFACT, EANCOM, and others.

	<ul style="list-style-type: none"> • XML – any variant, including GS1, cXML, FINVOICE, TEAPPS, SVEFACT, OIOUBL • General text – CSV, positional
<p>5. What transactions are supported by the integration?</p>	<ul style="list-style-type: none"> • Documents to Sellers <ul style="list-style-type: none"> ○ Orders ○ Order amendments ○ Order cancellations • Documents from Sellers <ul style="list-style-type: none"> ○ Order acceptance ○ Shipments ○ Offers ○ Refunds ○ Invoices
<p>6. How does the integration operate?</p>	<p>The TrueCommerce platform uses a time-based schedule to retrieve orders, order amendments, and order cancellations for your shop, using the standard Mirakl API. TrueCommerce converts those orders to your preferred format and sends them to you using your preferred communication method.</p> <p>You send order acceptance, shipments, invoices, orders, and offers to TrueCommerce using your preferred file format and communication method. We then use the information that you send us to call the appropriate Mirakl API.</p> <p>As well as translating formats and communication protocols, the platform translates data elements such as item codes and reason codes between those used by the Seller, and those used by the Operator.</p>

<p>7. How is the service implemented?</p>	<p>The TrueCommerce Mirakl integration is delivered as a Managed Service.</p> <p>If you are a Seller, we will setup and configure the TrueCommerce platform to meet your requirements, and work with you to validate the end-to-end solution.</p> <p>If you are an Operator, we set up and configure the TrueCommerce platform to meet your requirements, and onboard each of your Sellers. The onboarding process is supported by the Onboarding Portal to help TrueCommerce to consistently move Sellers through each step of the process, and a Seller Certification Portal that allows Sellers to upload and verify messages prior to going live.</p>
<p>8. Can TrueCommerce help me onboard my sellers?</p>	<p>Yes. TrueCommerce will onboard your suppliers as part of the Managed Service. Our seller onboarding management application has been used for onboarding projects with up 4,000+ sellers. The onboarding application allows us to easily define the steps required to setup a seller and automates the process of moving sellers through those steps.</p> <p>Our Seller Certification Portal allows sellers to uploads order acceptance, shipments, offers and refunds in their agreed format, and have those files validated for syntax, completeness, and correct data.</p>
<p>9. Can TrueCommerce help me integrate with my ERP, Order management, and other business systems?</p>	<p>TrueCommerce has out-of-the-box integration to leading ERP application, including Microsoft Dynamics, NetSuite, and SAP BusinessOne. We can also deliver files or messages in a format that can be imported into your business systems.</p>
<p>10. What marketplace models are supported?</p>	<p>The integration supports Standard Marketplace, Single Creditor, Dropship, B2B and B2C.</p>
<p>11. How can I get more information?</p>	<p>Visit www.truecommerce.com or call: Denmark: +45 4582 1600 Germany: +49 89 45 30 400 UK: +44 3456436600 US: 1888-430-4489</p>