

## Using FTP to transfer your files to Next Logistics

As an alternative to email attachments, we offer our clients the option of FTP (File Transfer Protocol) to facilitate the transfer of sales and purchase order files. The advantage of FTP over email is that files are automatically processed, almost instantly, around-the-clock. In addition, upon receipt of file, an email is sent which includes a detailed log of all transactions and a link to the original file.

To use FTP you'll first need to obtain a login account and agree on the types and formats of the files you wish to send to us. You may wish to use your own FTP Server, in which case you'll need to provide us with your login details for us to use. Either way please contact [support@nextlogistics.info](mailto:support@nextlogistics.info) with your requirements. Please include a copy of your files for evaluation.

Once your FTP account is set-up you'll need to choose how you wish to transfer your files. This choice largely depends on the level of integration between your commerce systems and Next Logistics. If your files are generated by a system then you'll need to configure it to drop files into the correct folder on your ftp account. If you are generating these files by hand then you'll need to upload the files manually. You can do this either by using an FTP client software program, such as [FileZilla](#), and/or by using our website [webftp.nextlogistics.info](http://webftp.nextlogistics.info). The following describes both methods in detail.

## Using FileZilla to transfer files

You may use any software program which supports FTP transfers, however a popular program we recommend is [FileZilla](#) which runs on most operating systems. The following steps explain how to set-up FileZilla and how to transfer files. The instructions should also work the same for any other FTP client software.

Before you start you'll need your login credentials from Next Logistics including: host, username and password. Please contact [support@nextlogistics.info](mailto:support@nextlogistics.info) if you're unsure about these.

### Step 1: Download and install software

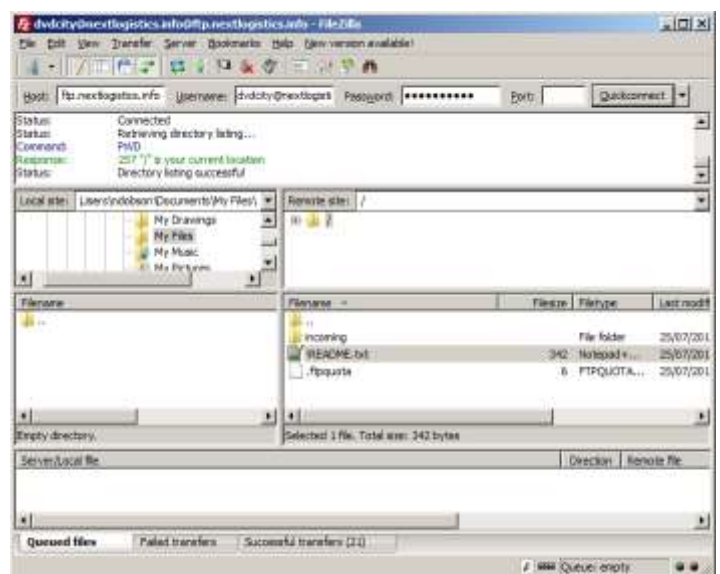
Download and install the software for your operating system from <http://filezilla-project.org/download.php?type=client>

### Step 2: Quick Start

Launch the software and type in your *Host* name (FTP Server address) and your *username & password* into the boxes as the top of the form. Then click **Quickconnect**. If the login is successful then you should now see your local folders in the left-hand-side windows, and the remote files and folders in the right-hand-side windows.

To copy files to FTP you can simply highlight (click or shift-click) files on the left and drag them over to the right. To copy a file from FTP, select files on the right and drag them to the desired folder on the left.

**Please see notes later on in this document regarding folder names and correct placement of files.**



### Step 3: Site Manager



After you have successfully connected to your account you might wish to store your login credentials and default folders so that you can quickly return to them without having to type them in again. For this you can use the Site Manager.

From the **File** menu click **Site Manager**. Click **New Site** button and enter a site name which you can later refer to. Next enter the *Host* name and set *Logon Type* to Normal. Now enter your *username & password*.

Optionally you may wish to set-up the default folders. Click the **Advanced** tab at the top of the form. Enter or browse the desired local and remote folders. Note that FTP folders use / (forward slash) for folder names, so you should type

/incoming/orders etc.

Click **OK** to save. You can now access the FTP site quickly by using the **Site Manager** button at the top-left of the main form, or by clicking the down arrow to the right of the Site Manager button will reveal the site name which you can click to connect.

**If you are using an FTP program other than FileZilla, please ensure you use BINARY mode for transfers as the other mode: ASCII can sometimes interfere with the format of the files rendering them unreadable. FileZilla appears to default to BINARY mode.**

### Using our WebFtp site to transfer files

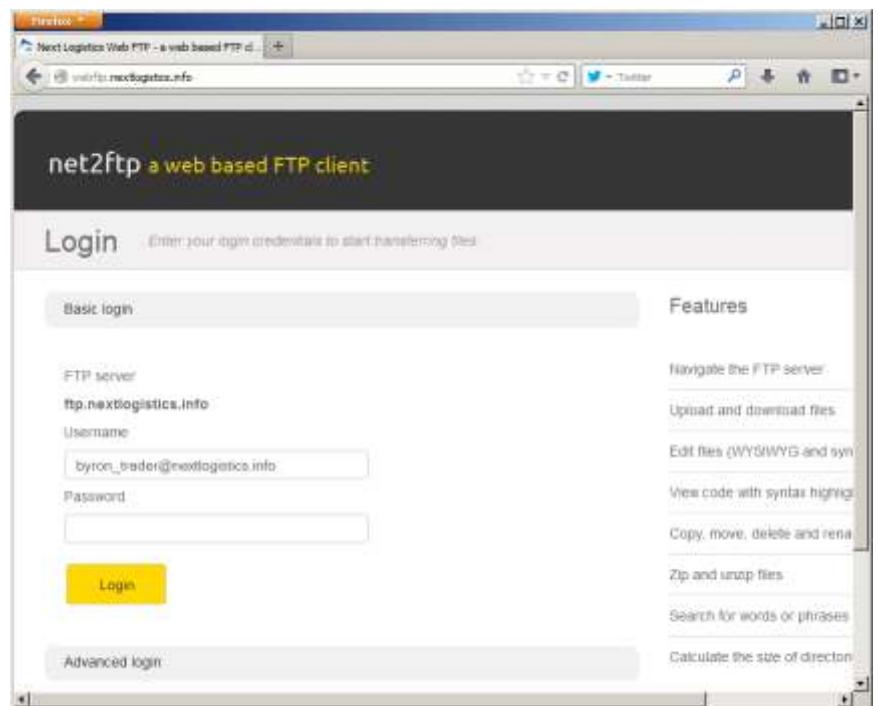
Instead of using a software program to transfer files you may instead use our website at [webftp.nextlogistics.info](http://webftp.nextlogistics.info).

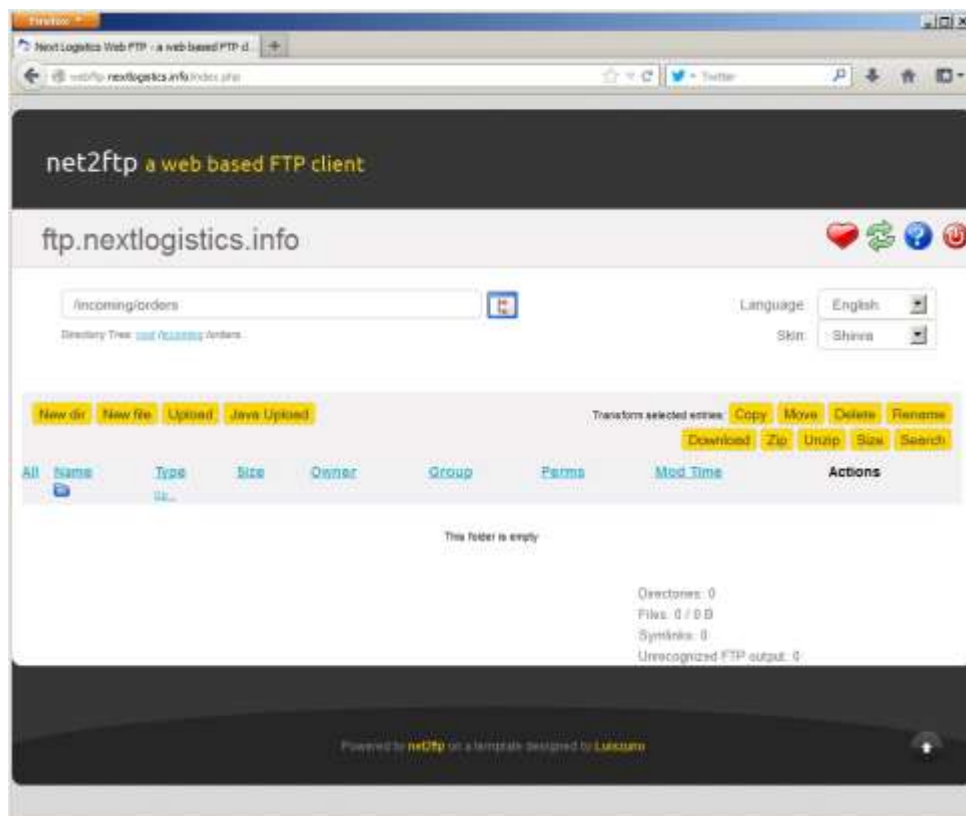
Before you start you'll need your login credentials from Next Logistics including: username and password. Please contact [support@nextlogistics.info](mailto:support@nextlogistics.info) if you're unsure about these.

Using the basic login, enter your username and password. Once you're connected you should see your remote files and folders. Controls are available for all the main file & folder functions including upload, download, copy, move, delete etc.

To jump to a specific folder such as **/incoming/orders** simply type into the top box and press enter key. There's a full help system available by clicking the ? symbol at the top-right of the web page.

You can bookmark a specific page and optionally store your username and password so you can instantly return to the same point later. Just click the heart symbol and bookmark one of the provided links.





To transfer a file, first connect to the desired folder by clicking the folder name links or by typing into the top box and pressing enter. Once you're showing the correct folder click the upload button and click the Browse button to show your local files. Select one or more files and then click the tick symbol to start the transfers.

After the files have transferred you can click the left-arrow symbol to return to the file & folders view.

To download a file simply click the file link and save or open the file as desired.

**Important: Please see next section regarding the correct folders to use.**

## File types and folder locations

It is important that you place files into the correct folders. This is because the automated systems check, download and process folders unattended, and the system assumes that if a file is placed in the orders folder, for instance, then it must be an order file. The systems check only specific folders, so please ensure they are placed correctly otherwise they will be ignored.

Unless special or existing arrangements are in place, the following describes the default folder names:

Folder	File Type
<b>/incoming/orders</b>	Sales orders
<b>/incoming/receipts</b>	Purchase orders, invoices, packing lists
<b>/incoming/skus</b>	Product lists
<b>/incoming/kits</b>	Sku/bundle configurations

Note that by default none of these folders are set-up for automated processing. Typically, most customers use the ftp account only for transferring sales orders. For each file type a sample file must first be submitted for evaluation and set-up. Please email [support@nextlogistics.info](mailto:support@nextlogistics.info) and include a copy of your files for approval.

As for the files themselves we prefer comma or tab-delimited csv files. However we can accept Excel files in xls or xlsx format as long as the file is consistent, containing only a single sheet using column headers. Please contact [support@nextlogistics.info](mailto:support@nextlogistics.info) for a copy of our standard file formats and samples.

Once you start transferring files it is critical that the file formats remain consistent. We use a sophisticated mapping system which maps columns in your files into fields within our database. Therefore it is vital that the column headers do not change. Certain columns are mandatory, and as part of the import process we check for these columns. If they change, or are missing then the file is rejected in full and must be fixed-up and re-submitted. For this reason, please keep a copy of the agreed file format for future reference.

## Import Receipt and log files

If you opt to receive receipt emails then you'll start to see messages shortly after submitting files. The following shows a typical response.

The receipt shows the filename, the date and time the content was loaded into Next Logistics systems, and the result of the import, i.e. **Imported Successfully**.

The receipt also provides a link to the full line-by-line event log and also a link to your original file. In addition, the receipt also contains a unique ref# which is used to provide an audit trail linking the database items to the log file, which in turn links to the original submitted file. If you wish to query anything from the receipt or corresponding log file please quote the ref# in any correspondence. To assist with this a link to warehouse enquiries is provided within the email which automatically populates the ref# in the subject line.



The receipt email provides helpful colour-coding to quickly indicate potential issues (warnings). For instance, if the receipt shows in amber colour then this indicates that at some point during the import, an unexpected issue occurred. You would be advised to check the log file which details the issue and where it occurred in the file.

## Import Log

By clicking the link within the receipt email this will launch your web browser and show you the entire log, detailing events on a line-by-line basis.

The top section, similar to the email, indicates the overall status and also provides a convenient link to your original file. The section below shows events for each row of the file. Potential issues (or warnings) are highlighted in amber.

Links to the warehouse and support email addresses are provided at the bottom of the log. By clicking these links an email will be created which includes the unique ref# so warehouse personnel can quickly look-up your data.

Row	Item	Message
1	Start Order	Create new order for: 'Luke Kennington B' on ref: 'TEST01'
1	Insert Line	Insert sku: '8717418227012' qty:1
1	Finish Order	Saved order ref: 'TEST01' to requisition: 463270
2	Start Order	Create new order for: 'Acre Woods Childcare Talavera' on ref: 'TEST02'
2	Address Check	Suburb: SYDNEY, State: NSW, Postcode: 2113 combination invalid
2	Insert Line	Insert sku: '8717418232764' qty:1
2	Finish Order	Saved order ref: 'TEST02' to requisition: 463271
3	Start Order	Create new order for: 'Hale, Kerry' on ref: 'TEST03'
3	Insert Line	Insert sku: '8717418237554' qty:1
3	Finish Order	Saved order ref: 'TEST03' to requisition: 463272
4	Start Order	Create new order for: 'CONRAD, MICHAEL' on ref: 'TEST04'
4	Insert Line	Insert sku: '8717418237677' qty:1
4	Finish Order	Saved order ref: 'TEST04' to requisition: 463273
5	Start Order	Create new order for: 'Michael Sparks' on ref: 'TEST05'
5	Insert Line	Insert sku: '8717418243630' qty:1
5	Finish Order	Saved order ref: 'TEST05' to requisition: 463274
6	Start Order	Create new order for: 'Sam Khoury' on ref: 'TEST06'
6	Insert Line	Insert sku: '8717418248710' qty:1
6	Finish Order	Saved order ref: 'TEST06' to requisition: 463275



## Troubleshooting



If instead of a success or warning message you receive a failure message then this is likely to be an issue with the file format, or the content. If the former then please check your file. The import system expects files to be in a consistent format, so if you are using Excel 2007/2010 files then please ensure you keep to this format. We do however prefer csv format if possible. Otherwise, if the content is a problem then an error message will be shown which details the problem. In the example it states the required columns are missing: Reference1, Suburb. This means the system is expecting columns labelled "Reference1" and "Suburb" but they are missing.

If a failed message is received then it will be necessary to fix-up the file and re-submit by uploading again. You will see a link to the original file within the message. Our advice would be to keep a copy of a successful file as a template to be used for the creation of new files. This way it is unlikely you'll receive these failed messages in future.