

1.0 PURPOSE

The purpose of this Business Practice (BP) is to describe the process that monitors inbound and outbound Electronic Data Interchange/Electronic Commerce (EDI/EC) transactions including corrections to the master data and/or cross reference tables when needed to correct Intermediate Document (IDoc) errors.

2.0 SCOPE

This Business Practice applies to monitoring and error conditions and error corrections of inbound and outbound EDI/EC transactions within the global Enterprise Resource Planning (ERP) system for transactions such as standard orders, free goods order for samples, free goods orders for compassionate use, return orders, pack list, and airway bills (AWB) to carriers, etc.

3.0 ROLES AND RESPONSIBILITIES

Role	Responsibility
Management	Ensure that this procedure is followed and staff receive training
Staff	<ul style="list-style-type: none">• Complete required training
Functional Business Unit	<ul style="list-style-type: none">• Complete required training• Monitor the inbound and outbound IDoc activity• Verify data and cross reference that tables are set up correctly• Reprocess IDoc• Assure all transactions are created with the expected status
EDI/EC Business Analyst	Assists the Functional Business Unit with issues related to EDI/EC
SAP Basis Administration	Sets up communication ports between electronic commerce (EC) global ERP systems

4.0 REFERENCES

Not Applicable

5.0 DEFINITIONS

Terms	Definition
e-Commerce (EC)	Electronic commerce encompasses all electronic methods of exchanging documents.
Electronic Data Interchange (EDI)	EDI is the electronic method of exchanging documents between business partners, utilizing standards; X12, EDIFACT, etc.
ERP	Enterprise Resource Planning

Intermediate Document (IDoc)	IDoc is the standard data structure for EDI transmissions between application programs written for the system.
Value Added Network (VAN)	VAN is a third-party network storing data to be communicated ensuring that all parties and private networks stay private.

6.0 EQUIPMENT

Not Applicable.

7.0 MATERIALS

Not applicable.

8.0 SAFETY

Not applicable

9.0 PRACTICE

This procedure has the following prerequisites:

- A valid trading partner
- A valid product non-restricted to the trading partner
- Valid pricing
- A current partner profile
- EDI cross-reference tables for trading partners and materials, etc.
- System communication ports between EDI partners and global ERP system
- Output determination conditions for outbound transactions

These steps refer to the IDoc monitoring procedure found in Appendix 1 and Appendix 2.

9.1 An IDoc is created for all incoming and outgoing transactions for the EDI/EC process

9.2 Functional Business Unit monitors the IDoc list as required

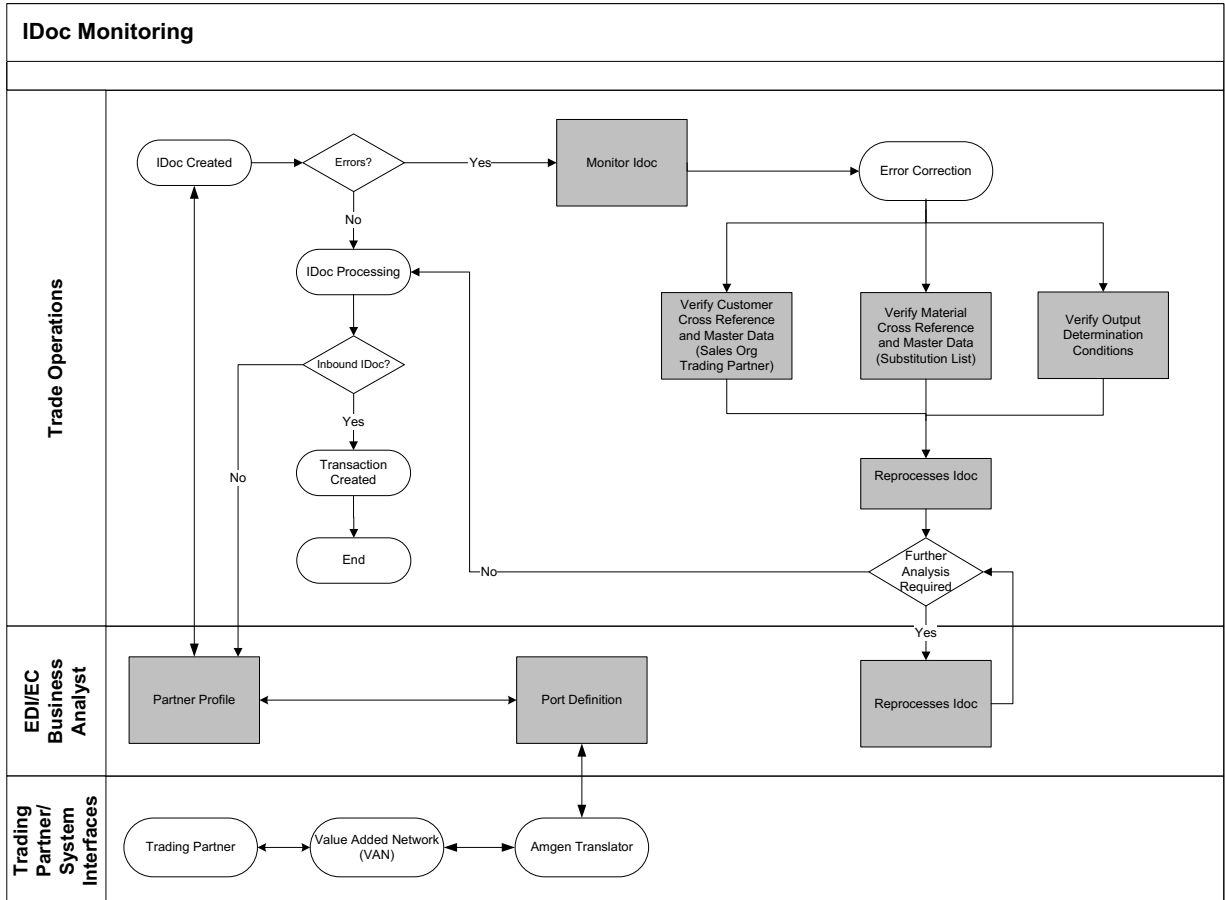
- Status: green, yellow, or red
- Green = successful transaction, no further action
- Yellow = IDoc requires monitoring because the IDoc must be processed within the correct batch time frame
- Red = IDoc requires action

9.2.1 IDocs requiring action

- 9.2.1.1 The Functional Business Unit checks the following data for correct entries:
- Partner cross-reference tables
 - Customer Master setup
 - Material Master setup
 - Output determination conditions are set up for outbound transactions
- 9.2.1.2 After the correction is made, the Functional Business Unit reprocesses the IDoc.
- 9.2.1.3 If IDoc fails again, the Functional Business Unit notifies the COE Service Desk.

APPENDIX 1

iDoc Monitoring Procedure



APPENDIX 2

System-generated Documents

Document	Direction	Description
Airway Bill Notification	Outbound	Notification of shipment
Airway Bill Status	Inbound	Update from the carriers as to the progress of the shipment to its final destination
ASN	Outbound	Advanced Shipment Notification
Credits	Inbound	A positive adjustment to an order or return
Customer Profile	Outbound	Customer information
Debits	Inbound	A negative adjustment to an order or return
Invoices	Inbound	Inbound refers to the direction of transmission of an EDI document in relation to a particular system, not the direction of merchandise, money, or other things represented by the document.
Invoices	Outbound	Outbound refers to the direction of transmission of an EDI document in relation to a particular system, not the direction of merchandise, money, or other things represented by the document. For example, an EDI document that tells a warehouse to perform an outbound shipment is an inbound document in relation to the warehouse computer system. It is an outbound document in relation to the manufacturer or dealer that transmitted the document.
Material Listing	Outbound	Material information and batch number
Pack List	Outbound	A document listing the materials or products in a specific shipment
Payment Advise	Inbound	Customer payment from either customer or third party vendor
Replenishment Orders	Inbound	Vendor replenishment stock order or return
Return Order	Inbound	Customer return material request
Sales Orders	Inbound	Customer request for product or material

DOCUMENT HISTORY

Change	Justification
1. Migrated document into new BP template	Required for North America ERP implementation
2. 3.0 Roles and Responsibilities—updated	Revised to reflect current roles and responsibilities
3. 5.0 Definitions—expanded	Revised to include all pertinent terms throughout the document
4. 9.0 Practice—updated	Replaced legacy content with current content because procedure has evolved
5. Appendices—updated	Revised to reflect procedure changes