



## **Supplier Stock Feed Instruction Manual**

Author: Chris Price  
Version: 1.1

Introduction .....	3
<b>Stock File Format.....</b>	<b>3</b>
XML Format.....	3
CSV Format.....	4
<b>Key Information Required for Stock Feed Setup .....</b>	<b>4</b>
Frequency of Feed.....	4
Buffer Stock Levels .....	4
<b>Error Handling.....</b>	<b>5</b>
Non-Arrival of Stock File .....	5
Identification of New Products in the Stock Feed .....	5
Identification of Duplicate Products in the Stock Feed .....	5
Missing Products in the Stock Feed .....	5
<b>Stock Feed Process Map .....</b>	<b>6</b>

## Introduction

Suppliers are contracted to send a stock feed file of "Available Any Time" (AAT) stock which will populate the website. This type of stock feed file may not be used for TV shows.

Stock feeds are scheduled to run at varying, supplier-dependent frequencies throughout the day/night. This stock feed file is in a pre-defined format and at a predefined frequency for ISD to ingest into the inventory system for existing products. This file holds stock only and no product or price data. Each supplier is provided with a unique SFTP location to send the stock feed files.

When the stock file arrives, the system will:

1. Check that the format is correct
2. Update the stock levels for all existing products for that supplier (this includes those with zero stock)
3. Identify any NEW or DUPLICATE products within the feed and send a report to highlight these
4. Zero stock for items which are no longer stocked, are duplicates or have been deleted from the supplier's portfolio

Any product with a stock quantity of zero will be marked as "Out of stock". It will subsequently be removed from the product search on the website.

## Stock File Format

The stock file format can be received in either CSV or XML format and the format used is the choice of the supplier. The stock file format is purposely very simple and in both CSV and XML formats there are only 3 fields per product variant.

### XML Format

Field Name	Field definition	What happens to the data from this field
File created date (Mandatory)	Date/Time	This field will indicate if this is the most up to date file and therefore the one to use. Archived files are kept for a maximum of 24 hours.
Barcode (Optional)	13 digit	EAN 13 or UPC 12 product barcode. This is another unique identifier in case the product-supplier code combination is ambiguous.
Model (Mandatory)	10 characters alphanumeric	Supplier Product Code matching the code provided in the product upload file. This is used as the master key for linking to the SKU and product barcode.
Quantity (Mandatory)	6 digit integer	Number of items in stock at the supplier. This is used to update the ISD inventory system and thus the customer website.

Below is an example XML stock feed file to demonstrate the format.

```
<?xml version="1.0"?>
- <CREATED value="Wed Mar 22 07:35:52 UTC 2017">
  - <PRODUCT>
    <BARCODE>3030053220398</BARCODE>
    <MODEL>2039EU</MODEL>
    <QUANTITY>1464</QUANTITY>
  </PRODUCT>
  - <PRODUCT>
    <BARCODE>3030053452485</BARCODE>
    <MODEL>5248AGU</MODEL>
    <QUANTITY>15</QUANTITY>
  </PRODUCT>
  - <PRODUCT>
    <BARCODE>3030053052494</BARCODE>
    <MODEL>5249U</MODEL>
    <QUANTITY>833</QUANTITY>
  </PRODUCT>
```

## CSV Format

Field Name	Field definition	What happens to the data from this field
Barcode (Optional)	13 digit	EAN 13 or UPC 12 product barcode. This is another unique identifier in case the product-supplier code combination is ambiguous.
Model (Mandatory)	10 chr alphanumeric	Supplier Product Code matching the code provided in the product upload file. This is used as the master key for linking to the SKU and product barcode.
Quantity (Mandatory)	6 digit integer	Number of items in stock at the supplier. This is used to update the ISD inventory system and thus the customer website.

Below is an example CSV stock feed file to demonstrate the format.

BARCODE	MODEL	QUANTITY
8718973006395	CW0464	78
8718973006396	CW0465	50
8718973006397	CW0765	25
8718973006398	CW0425	48

## Key Information Required for Stock Feed Setup

We require the following information from each supplier in order to configure the frequency that the stock feed file will be ingested:

- Timing and frequency of stock feed
- Buffer stock level

### File Name

We require the stock feed to have a consistent name; preferably matching the Ideal Shopping Direct (ISD) supplier reference (E.g. "123456.csv" or "123456.xml"). This supplier reference number will be provided by ISD when requesting the stock feed file.

### Frequency of Feed

The stock feed is set up at the requested frequency to ensure that ISD sells from "near real-time" stock. Stock feeds can be ingested on a frequency as required by the supplier (i.e. Weekly, daily, hourly, etc.) and should arrive regularly and consistently. The system looks for the existence of a file with the correct file name and (if it exists) processes the data. If the stock file frequency needs to be changed, please contact your account manager to request the change.

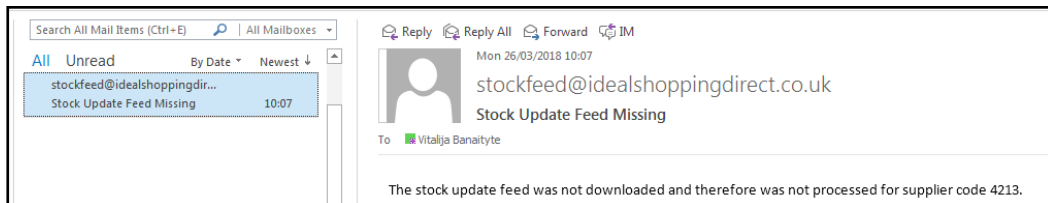
### Buffer Stock Levels

The facility for a buffer stock is available to help to prevent oversells and to give a level of confidence that customers will not be disappointed. The buffer stock level varies between suppliers and it is heavily dependent on the frequency of stock feed updates and expected rate of sales. There is no default value.

## Error Handling

### Non-Arrival of Stock File

If a stock file is not received at the expected time, the system will alert the email group.



When an alert is received, the supplier has the responsibility to find out why the file hasn't arrived. The system will zero the stock quantity against each product to prevent problems with incorrect stock available. This results in the stock being marked as "Out of stock". If stock items on the website are set to "Out of Stock", they will be removed from website search and so will become almost invisible to customers (unless they know the URL for the specific product page, whereupon they will see an "Out of Stock" message).

### Identification of New Products in the Stock Feed

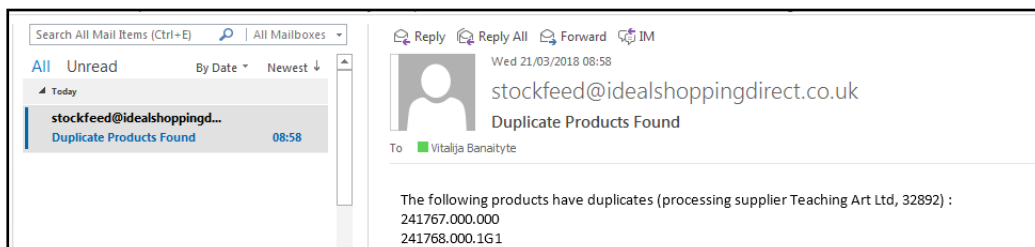
As mentioned previously, this stock feed file is used to update the stock value for existing products. This file is not used to create new products. When the stock file is found to contain a product code(s) that doesn't match an existing product, the system will send an email report which includes a list of all supplier product codes which have no matching SKU.

When the new SKUs has been set up, the system will automatically populate with the stock quantity and can appear on the website within the next hour.

### Identification of Duplicate Products in the Stock Feed

The system will identify duplicates and alert the email group by sending them an email report which includes the list of products identified.

The system will zero the stock quantity against each duplicate product to prevent problems with incorrect stock available.



### Missing Products in the Stock Feed

Any supplier's products which are missing from any feed will be identified and the stock reduced to zero to show "Out of Stock" and prevent oversells.

## Stock Feed Process Map

