



WebSupplier

User Guide

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Document Control

Version	Date	Comment
V20150206	February 2015	Added Order Alert filtering based on sites codes/branches.
	October 2020	Farmlands personalisation

1. Introduction

WebSupplier is a browser-based application that allows product suppliers to receive Purchase Orders and send documents such as Order Confirmations, Shipment Notes, and Invoices back to customers electronically.

Using WebSupplier, you can be notified via e-mail or SMS whenever a customer sends you a Purchase Order.

Depending on how you and your customer use WebSupplier, you can then send Order Confirmations, Order Rejections, Shipment Notes, and Invoices and Credit Notes as you fulfill their Purchase Order. You may also receive Goods Received Notes, Claims and Payment information from your customers.

Some documents mentioned in this guide do not apply to all WebSupplier users.

Use of WebSupplier with Farmlands will be for:

- Purchase Order - receiving from Farmlands
- Purchase Order Confirmations – sending acceptances or change requests to Farmlands
- Purchase Order Change – receiving the final order version from Farmlands
- Shipment Notices – sending to Farmlands on shipping the goods
- Invoices – sending to Farmlands on invoicing

Farmlands is not using WebSupplier for:

- Credit Notes
- Goods Received Notes
- Payment Information
- Nonstock invoices (rebates, sundry invoicing etc.)

2. Login

The page you will first see when you go to WebSupplier with your web browser is the **Login** page.

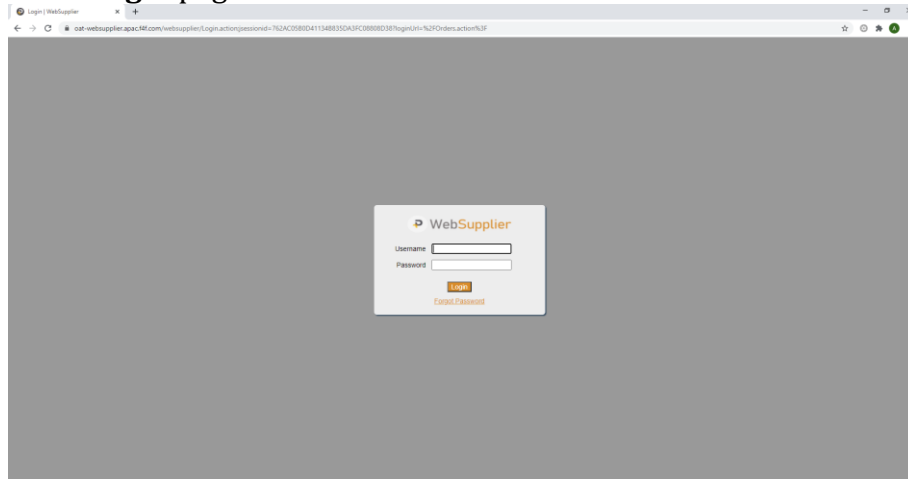


Figure 1 - The Login page. Note that the web address will be different depending upon your location.

You will be provided with the address of the WebSupplier application for your location. You will also be provided with a username and a password. You can change the password after you log in.

You may be required to accept Terms & Conditions before you begin using the application.

2.1 Reset Password

If you forget your password, then it is possible to reset it without asking your Administrator provided that one of the following conditions is met:

- Your username is an email address (recommended)
- You have setup at least one email alert

To proceed simply enter your username in the **Login** page and then click the **Forgot Password** link. The system will send you an email with a secure link.

Note for security reasons this secure email link will only be valid for one day, after which you will need to request a new one if you have not used it.

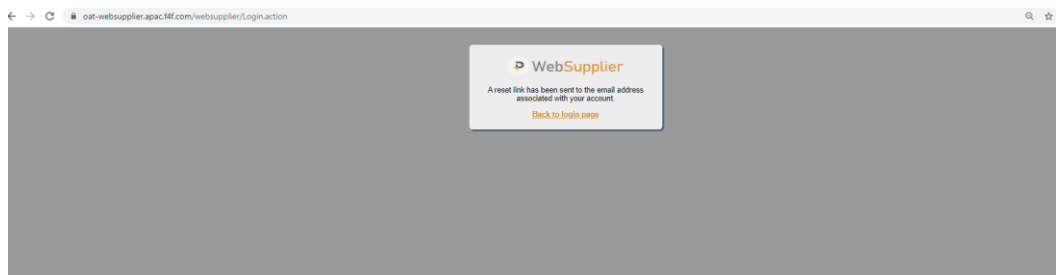


Figure 2 The Password Reset Request page. This shows the email having been sent to the user.

Once you have received the email, open the link by clicking it or pasting it into your browser.

You will be taken to the **Reset Password** page where you simply enter your new password in both the New password and Confirm Password fields. Pressing the **Save** button will set your password and automatically log you into the system as normal.

As you might imagine, it is a good idea to make your password something easy to remember, but difficult to guess. You can use any keyboard character in your password. Your WebSupplier password is case-sensitive.

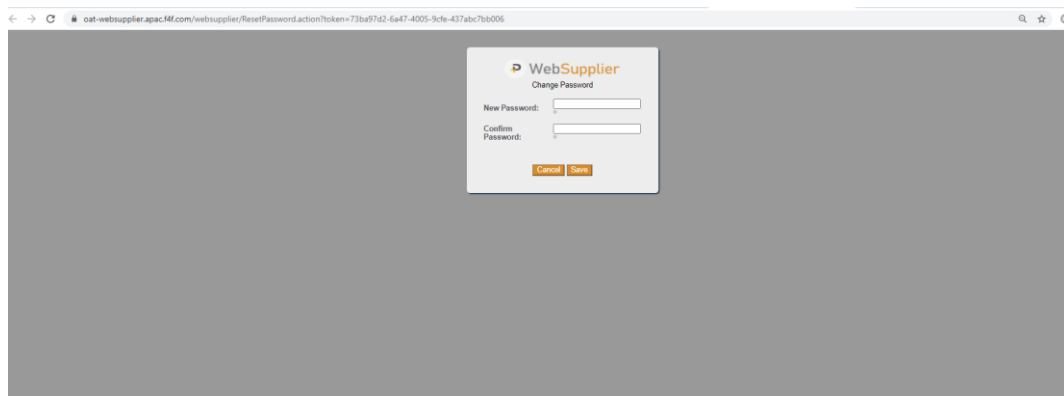


Figure 3 The Password Reset page. This allows the user to set their new password.

2.2 Logout

When you are done, you can finish your WebSupplier session by clicking **Logout** in the bottom left hand corner. Your session will expire after a short time anyway, so there are no major security issues if you forget to do this. After you click Logout, you will be taken to the Login page.

3. Home

Once you successfully log in, you will see the **Orders** page. This is the WebSupplier home page. Clicking the logo in the top left-hand corner at any time will return you to this page.

In the list are all the orders you have received from your WebSupplier customers. By default, they are sorted with the most recently received orders at the top. Note that the order date may be different from the received date for some orders.

Unread orders are displayed in bold.

WebSupplier							
Orders 78 Order Changes Confirmations Rejections Shipments Invoices Customer Management							
Branch: All Status: All Open <input type="checkbox"/> Show Archived Apply Reset							
<input type="checkbox"/>	Order Date	Order Number	Customer	Branch	Date Required	Net Amount	Status
<input type="checkbox"/>	23/11/2020	FPON10474533	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	New
<input type="checkbox"/>	23/11/2020	FPON10474532	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$49.00	New
<input type="checkbox"/>	23/11/2020	FPON10474531	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	New
<input type="checkbox"/>	23/11/2020	FPON10474530	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	New
<input type="checkbox"/>	23/11/2020	FPON10474529	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$20.00	New
<input type="checkbox"/>	23/11/2020	FPON10474528	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$30.00	Processing
<input type="checkbox"/>	23/11/2020	FPON10474527	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	Processing
<input type="checkbox"/>	20/11/2020	FPON100958	Farmlands NZ TEST	RETAIL PAEROA	11/11/2020	\$169.00	Pending Changes
<input type="checkbox"/>	20/11/2020	FPON10474521	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	20/11/2020	\$137.00	Processing
<input type="checkbox"/>	20/11/2020	FPON10474520	Farmlands NZ TEST	FARMLANDS RETAIL - PAHIATUA	20/11/2020	\$1,220.00	New
<input type="checkbox"/>	20/11/2020	FPON10474516	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	20/11/2020	\$825.00	Processing
<input type="checkbox"/>	20/11/2020	FPON10474514	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	20/11/2020	\$100.00	Processing
<input type="checkbox"/>	20/11/2020	FPON10474513	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	20/11/2020	\$450.00	New
<input type="checkbox"/>	20/11/2020	FPON10474512	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	20/11/2020	\$0.00	Cancelled
<input type="checkbox"/>	19/11/2020	FPON10474499	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	19/11/2020	\$20.00	Processing
<input type="checkbox"/>	19/11/2020	FPON10474498	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	19/11/2020	\$30.00	Processing
<input type="checkbox"/>	19/11/2020	FPON10474497	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	19/11/2020	\$1,370.00	Processing
<input type="checkbox"/>	18/11/2020	FPON100957	Farmlands NZ TEST	RETAIL PAEROA	18/11/2020	\$169.00	Processing
<input type="checkbox"/>	18/11/2020	FPON10474476	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	18/11/2020	\$229.40	Processing
<input type="checkbox"/>	18/11/2020	FPON10474475	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	18/11/2020	\$75.88	Processing

377 orders found, displaying 1 to 20.
[\[First / Prev\]](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [\[Next / Last\]](#)

☐ Select All | [Print](#) | [Archive](#) | [Manually Complete](#)

[Logout](#) | [Settings](#) | [User Guide](#) | [Cookies Policy](#) | [Privacy Policy](#) | For support phone 999 or [email](#)

Figure 4 The Orders list page. This page contains orders you have received from your WebSupplier customers. This is the WebSupplier home page.

You can change the sort order by clicking on the title of the column you want to sort by. You can flip the sort order of the list by clicking the title of the column again.

Each order you receive has a status. When an order is first received, the status is **New**. As soon as you create a related document for that order (e.g. a Shipment Note, or an Invoice), the status of the order changes to **Processing**. Once you have completed processing an order, e.g. by sending your customer an Invoice for the full order amount, the status will change to **Completed**.

3.1 Archiving Orders

After some time, the list of orders you have received will get quite large. To alleviate this, you can **archive a completed order** and all its related documents. This simply means that it will be removed from the **Orders** list page, by default. Apart from this difference, the order and all its related documents remain in the system exactly as you left them.

You can view your archived orders at any time by selecting the **Archived** status from the **order filter**.

Orders that have been complete for 3 months will be archived automatically.

3.2 Order Filter

The **order filter** can be used to limit the number of orders you see at one time. You can choose to see only orders with a status, or from a particular customer, or branch. (Note: The branch drop down appears once a customer is selected.)

Click **Apply** to only see orders that match the filter criteria. Click **Reset** to remove the filter and see only orders that are not archived once more.

3.3 Changing Multiple Orders at Once

On the orders page you can print, manually complete (see 3.5) or archive multiple orders at once. To do this click the checkbox beside the order(s) you want to change and the button for the action you want to take.

The same rules for archiving and manually completing individual orders apply when you change multiple orders at once.

3.4 Printing Orders

Orders can be printed (singly or multiple orders at once) using the Print button. Select the order/s and click on the Print button. The order/s will open in your web browser and can be printed by using "Ctrl p" (or the equivalent on non-Microsoft systems)

Use the back-arrow button on your web browser to return to the orders screen.

When you print an Order, it is considered 'read'.

3.5 Manually Complete an Order

Sometimes an Order cannot be completed using your normal process. For example, a customer may notify you that they wish to cancel an Order. When this occurs, you can **Manually Complete** the Order. This will close off an Order from further processing and set the Order status to **Completed**.

All of the details to the point where the Order was manually completed remain in the system exactly as you left them.

Select the order/s and click on manual complete to cancel the order.

Manual Completion can be undone by clicking on the order number (going into the order details) and clicking on Undo Manual Completion.

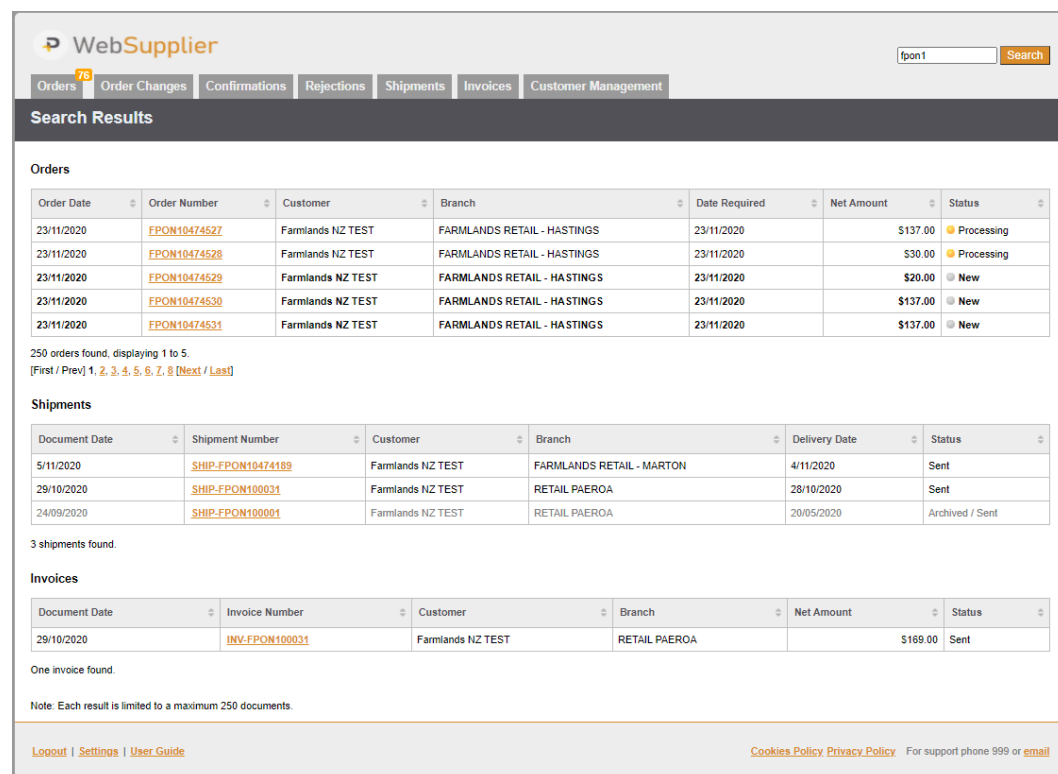
4. Search

The **Search** box in the top right-hand corner of each page allows you to search for orders and other documents by **document number**.

For example, you can search for all documents (including orders) that have numbers containing “FPON1” by typing “FPON1” in the search box and pressing **enter**.

Note that * (asterisk) can be used as a wildcard within search terms. So, “FPON104745*” would match documents all documents that start with “FPON104745”.

Search is not case-sensitive.



The screenshot shows the WebSupplier interface with a search bar at the top right containing 'fpn1' and a 'Search' button. Below the navigation tabs (Orders, Order Changes, Confirmations, Rejections, Shipments, Invoices, Customer Management), the 'Search Results' section is active. It displays three tables: Orders, Shipments, and Invoices. The Orders table shows 5 results for 'FPON10474527' through 'FPON10474531'. The Shipments table shows 3 results for 'SHIP-FPON10474189' through 'SHIP-FPON100001'. The Invoices table shows 1 result for 'INV-FPON100031'. A note at the bottom states: 'Note: Each result is limited to a maximum 250 documents.'

WebSupplier

Orders ☒ Order Changes ☐ Confirmations ☐ Rejections ☐ Shipments ☐ Invoices ☐ Customer Management

Search Results

Orders

Order Date	Order Number	Customer	Branch	Date Required	Net Amount	Status
23/11/2020	FPON10474527	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	Processing
23/11/2020	FPON10474528	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$30.00	Processing
23/11/2020	FPON10474529	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$20.00	New
23/11/2020	FPON10474530	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	New
23/11/2020	FPON10474531	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	New

250 orders found, displaying 1 to 5.
[\[First / Prev\]](#) [1](#), [2](#), [3](#), [4](#), [5](#), [6](#), [7](#), [8](#) [\[Next / Last\]](#)

Shipments

Document Date	Shipment Number	Customer	Branch	Delivery Date	Status
5/11/2020	SHIP-FPON10474189	Farmlands NZ TEST	FARMLANDS RETAIL - MARTON	4/11/2020	Sent
29/10/2020	SHIP-FPON100031	Farmlands NZ TEST	RETAIL PAEROA	28/10/2020	Sent
24/09/2020	SHIP-FPON100001	Farmlands NZ TEST	RETAIL PAEROA	20/05/2020	Archived / Sent

3 shipments found.

Invoices

Document Date	Invoice Number	Customer	Branch	Net Amount	Status
29/10/2020	INV-FPON100031	Farmlands NZ TEST	RETAIL PAEROA	\$169.00	Sent

One invoice found.

Note: Each result is limited to a maximum 250 documents.

[Logout](#) | [Settings](#) | [User Guide](#) [Cookies Policy](#) [Privacy Policy](#) For support phone 999 or [email](#)

Figure 5 The Search Results page.

5. Orders

WebSupplier can be setup for users to receive email alerts when a new Order is sent by your customers. Refer section 11.2 for setup of email alerts.

Clicking on the **link** in the email will open WebSupplier to login and then directly open the order

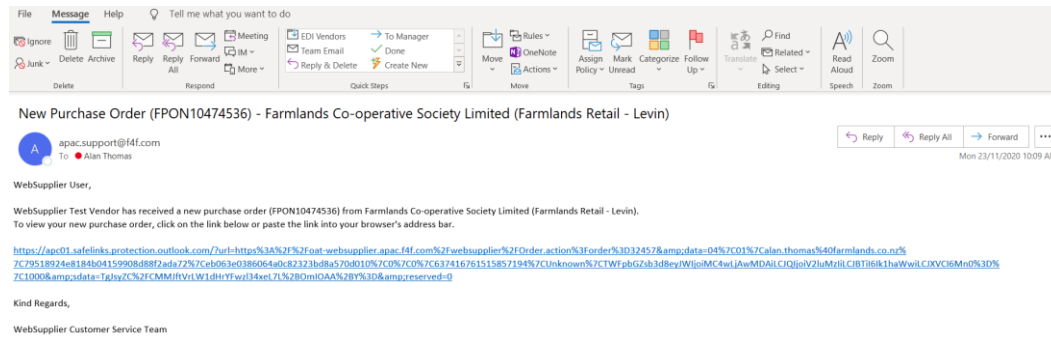
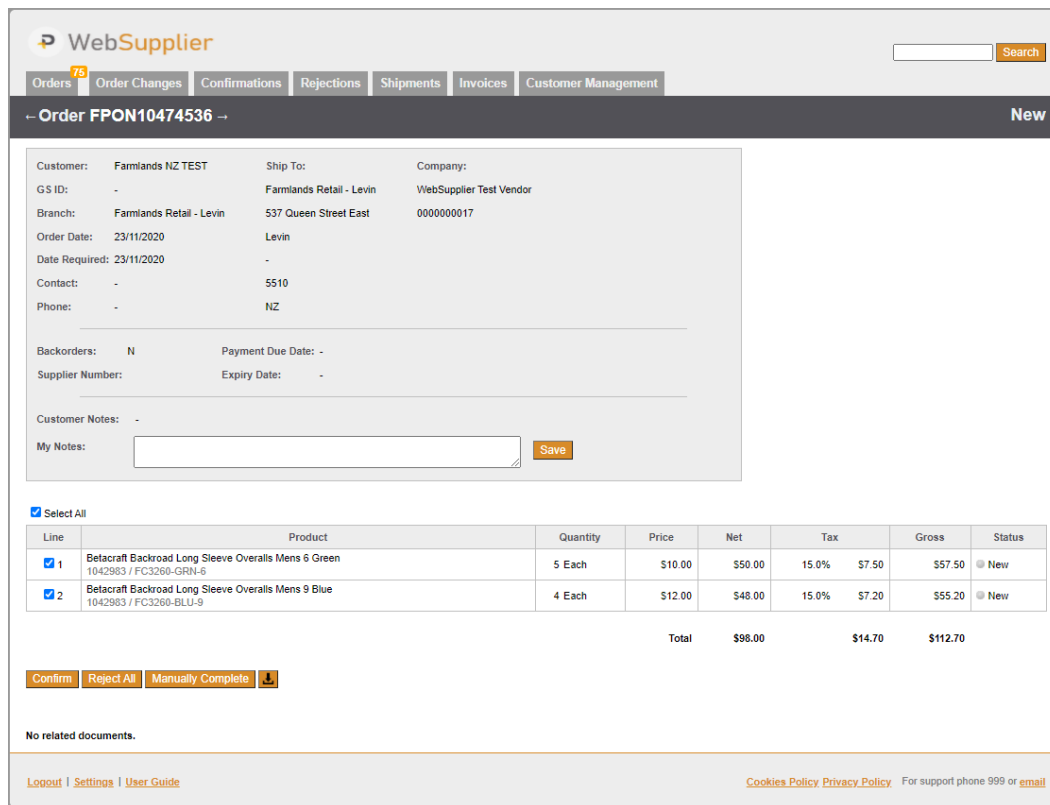


Figure 6 The email notification .

Alternatively log in to WebSupplier and (if required) click on the **Orders** Tab. Refer section 3.

Clicking on an **Order Number** in any list in WebSupplier will drill down into the **Order** page. From here you can see the details of the Order as sent by the customer.



WebSupplier

Orders ⁷⁵ | Order Changes | Confirmations | Rejections | Shipments | Invoices | Customer Management

← Order FPON10474536 → New

Customer: Farmlands NZ TEST Ship To: Farmlands Retail - Levin Company: WebSupplier Test Vendor
 GS ID: - 537 Queen Street East 0000000017
 Branch: Farmlands Retail - Levin Levin
 Order Date: 23/11/2020
 Date Required: 23/11/2020
 Contact: - 5510
 Phone: - NZ

Backorders: N Payment Due Date: -
 Supplier Number: Expiry Date: -

Customer Notes: -
 My Notes: Save

☒ Select All

Line	Product	Quantity	Price	Net	Tax	Gross	Status
<input checked="" type="checkbox"/> 1	Betacraft Backroad Long Sleeve Overalls Mens 6 Green 1042983 / FC3260-GRN-6	5 Each	\$10.00	\$50.00	15.0%	\$7.50	New
<input checked="" type="checkbox"/> 2	Betacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3260-BLU-9	4 Each	\$12.00	\$48.00	15.0%	\$7.20	New
Total				\$98.00		\$14.70	\$112.70

Confirm Reject All Manually Complete Download

No related documents.

[Logout](#) | [Settings](#) | [User Guide](#) [Cookies Policy](#) [Privacy Policy](#) For support phone 999 or [email](#)


Figure 7 The Order page. This shows the details of the Order as sent by the customer.

Next to the order number are two arrows. You can use these arrows to quickly navigate to newer or older Orders.

Near the bottom of the page you will see a button for the next step in the process of completing the Order. Underneath this button, you will see links to all documents related to the Order.

You can return to the list of all Orders by clicking the logo, or by clicking the **Orders** tab.

You can add notes to orders in the **My Notes** section of the order header. These notes are not sent to the buyer and are for your company's use only. These notes can be edited at any point until the order is archived.

Orders can be downloaded to excel. Select the download icon  near the bottom of the screen. This creates the order in xls format.

6. Order Confirmations

Once an Order is received, you can send your customer an **Order Confirmation**.

This is required for Farmlands to ensure the order reflects the contractual commitment between your two companies.

You can only send one Order Confirmation for each order you receive.

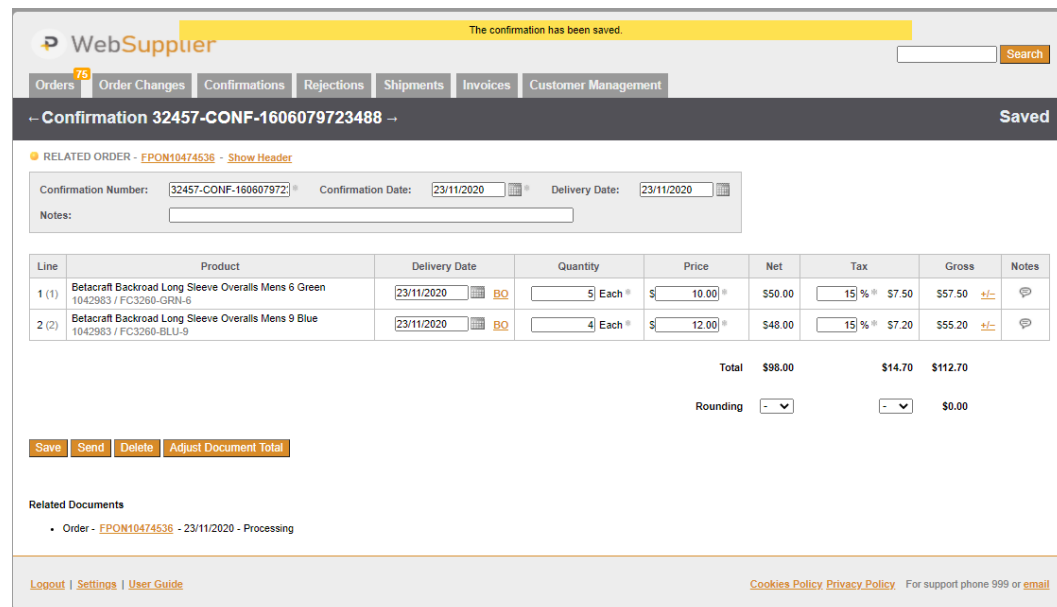
Before confirming the order this is an opportunity to:

- Amend prices if you do not consider them correct
- Update quantities based on your ability to supply
- Add **Notes** by way of explanation for any amendments.
- Indicate potential Order fulfillment dates by using the **Date Required** fields for the whole Order or against individual Order lines.
- Split a line where delivery dates will be split due to backorder

To create the order confirmation:

- Select the Orders tab
- Search/filter for the order to be confirmed
- Click on the order number to open the order
- Ensure only the order lines to be confirmed have been selected. By default, all order lines are selected. Deselect (untick) order lines to exclude from the confirmation. (See also 6.2 for rejection implication of not confirming all order lines)
- Click on the Confirm button

Note that **required fields** are indicated using * (asterisk).



The confirmation has been saved.

Orders **75** Order Changes Confirmations Rejections Shipments Invoices Customer Management

← Confirmation 32457-CONF-1606079723488 → Saved

RELATED ORDER - FPON10474536 - Show Header

Confirmation Number: 32457-CONF-160607972* Confirmation Date: 23/11/2020 Delivery Date: 23/11/2020

Notes:

Line	Product	Delivery Date	Quantity	Price	Net	Tax	Gross	Notes
1 (1)	Belacraft Backroad Long Sleeve Overalls Mens 6 Green 1042983 / FC3260-GRN-6	23/11/2020 BQ	5 Each *	\$ 10.00 *	\$50.00	15% * \$7.50	\$57.50 +/-	
2 (2)	Belacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3260-BLU-9	23/11/2020 BQ	4 Each *	\$ 12.00 *	\$48.00	15% * \$7.20	\$55.20 +/-	
Total					\$98.00	\$14.70	\$112.70	
Rounding					-	-	\$0.00	

Save Send Delete Adjust Document Total

Related Documents

- Order - FPON10474536 - 23/11/2020 - Processing

Logout | Settings | User Guide

Cookies Policy Privacy Policy For support phone 999 or email

Figure 1 The Confirmation page. By default, the page contains ordered quantities and prices.

6.1 Accept the order with no changes

Confirming the order with no changes creates a contractual commitment on supply and price as specified in the order.

If there are no changes required to the order click **Send**, the Confirmation will be electronically sent to your customer.

Orders confirmed with no changes can then be Shipped in Websupplier.

Click **Cancel** to discard any changes you have made, and return you to the Confirmations list page.

As with all WebSupplier documents you send to your customers, you have the opportunity to **Save** them first in order to make later changes to the document. You can also **Delete** saved documents and start all over again.

Once a document is sent you can't change it or delete it.

6.2 Partial Order Confirmations

Any Order lines that are not included when you send an Order Confirmation are deemed to be rejected. Furthermore, if you amend the ordered quantity to a lesser value when you send your Order Confirmation, the difference between the confirmed and the ordered amount is deemed to be rejected.

The speech bubble icon on the far right of each order line allows notes to be added to individual order lines. These notes can be used to provide a reason that the order line is not being confirmed in full. A green speech bubble icon indicates that a line note has been entered. Click the icon to view the comment.

Depending on which buyers you trade with, WebSupplier may be configured such that you must enter a reason for each order line you reject.

6.3 Request changes to the order

If there are changes required to the order before the PO can accepted by you, these can be requested by adding Confirmation Adjustments.

Order confirmations that are sent with changes will be reviewed by Farmlands and (if accepted) the updated order sent back to WebSupplier.

This updated order must then be reviewed by you and Confirmed as per section 6.1 - Accept the order with no changes. This ensures the order reflects the agreed contractual commitment between the parties.

An order that requires changing cannot be Shipped in Websupplier until the updated order has been confirmed.

6.3.1 Quantity and Price Changes

Price and **Quantity** adjustments - you can directly edit the quantity, the price, and (exceptionally) the tax rate of on each of the order lines of the Order Confirmation before you send it.

Quantity should be updated to the actual quantity you will supply. (If 5 are ordered and only 4 can be supplied, update the quantity to 4.)

Enter a note to explain the reasons for the changes.

The confirmation has been saved.

WebSupplier

Orders **75** Order Changes Confirmations Rejections Shipments Invoices Customer Management

← Confirmation 32457-CONF-1606079723488 → Saved

RELATED ORDER - FPON10474536 - Show Header

Confirmation Number: 32457-CONF-160607972 Confirmation Date: 23/11/2020 Delivery Date: 23/11/2020

Notes:

Line	Product	Delivery Date	Quantity	Price	Net	Tax	Gross	Notes
1 (1)	Betacraft Backroad Long Sleeve Overalls Mens 6 Green 1042983 / FC3260-GRN-6	23/11/2020 BQ	4 Each	\$ 11.00	\$44.00	15% \$6.60	\$50.60	
2 (2)	Betacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3260-BLU-9	23/11/2020 BQ	4 Each	\$ 12.00	\$48.00	15% \$7.20	\$55.20	
Total					\$92.00	\$13.80	\$105.80	
Rounding					-	-	\$0.00	

Save Send Delete Adjust Document Total

Related Documents

- Order - FPON10474536 - 23/11/2020 - Processing

Logout | Settings | User Guide

Cookies Policy Privacy Policy For support phone 999 or email

Figure 9 A confirmation with price and quantity adjustments. On Save and Send the changes are highlighted yellow

6.3.2 Delivery Dates

Delivery Date – the expected delivery date can be entered for the order or for each order line. If the entire order is to be delivered, the delivery date can be entered on the order header and left blank on the order lines. (see also Back-Orders/split deliveries below).

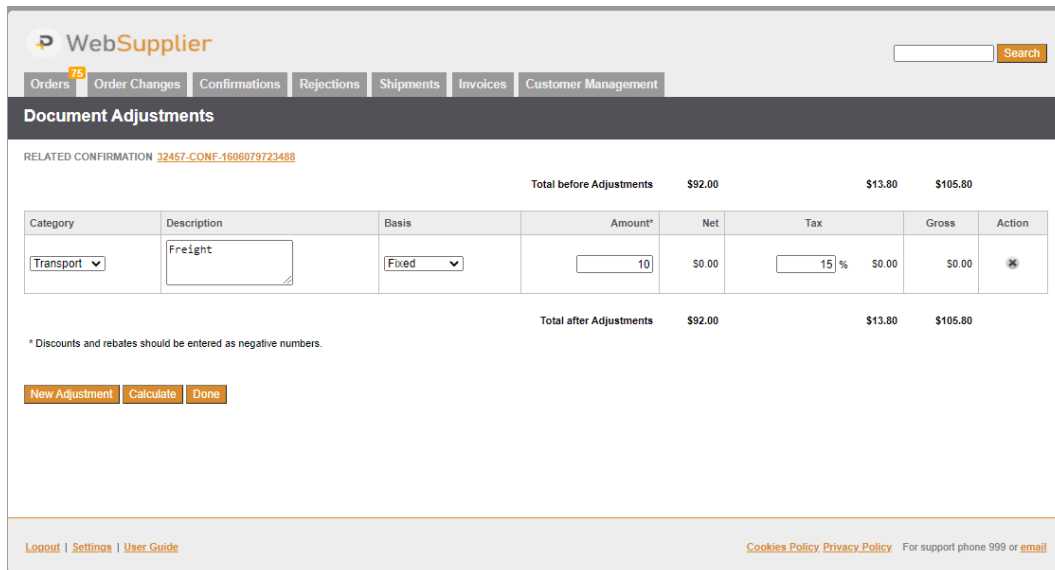
6.3.3 Sundry Charges/Adjustments

Order Charges - you can add additional charges for ordered items such as freight (transport) costs, by creating a **Confirmation Adjustment**.

Adjustments are included in the Order Confirmation when it is sent to customers.

There are two types of Confirmation Adjustments. The first is an adjustment to apply to the whole document, called a **Document Adjustment**, and the second is an adjustment you create to apply to the document line, called a **Line Adjustment**.

To create a new **Document Adjustment**, click the “Adjust Document Total” link beside the buttons at the bottom of the page, as shown in Figures 9 and 10.



WebSupplier

Orders ⁷⁵ | Order Changes | Confirmations | Rejections | Shipments | Invoices | Customer Management

Document Adjustments

RELATED CONFIRMATION [32457-CONF-1806079723488](#)

Category	Description	Basis	Amount*	Net	Tax	Gross	Action
Transport ▼	Freight	Fixed ▼	10	\$0.00	15 % \$0.00	\$0.00	✕

Total before Adjustments \$92.00 \$13.80 \$105.80

Total after Adjustments \$92.00 \$13.80 \$105.80

* Discounts and rebates should be entered as negative numbers.

[New Adjustment](#) [Calculate](#) [Done](#)

[Logout](#) | [Settings](#) | [User Guide](#) [Cookies Policy](#) [Privacy Policy](#) For support phone 999 or [email](#)

Figure 2 Applying a freight charge of \$10 to the whole Order.

Clicking the **New Adjustment** button allows you to apply a new charge to the whole Order. You can add more adjustments by clicking the New Adjustment button again.

Note that the adjustment provides functionality to apply discounts. This is not being used by Farmlands. Adjustments to prices should be made directly to the order line price and not through order or line discounts.


When you are finished, click the **Done** button. This will take you back to the Confirmation page.

You will see that the Order Confirmation totals include your adjustments.

In some cases, Orders sent by customers may have an adjustment already created. For example, an order with a Freight adjustment. You can review and/or amend these (and those you have created) adjustments by clicking the **Document Adjustments** link in the Totals section on the Confirmation page.

To create a **Line Adjustment**, click the **+/-** link beside the line you wish to adjust, and follow the process described above for creating a **Document Adjustment**.

The screen shot below shows an Order Confirmation with both a Line Adjustment and a Document Adjustment applied. Note that the original amounts for Order line 1 are crossed out. This indicates a Line Adjustment has been applied.



[Orders](#) **75**
[Order Changes](#)
[Confirmations](#)
[Rejections](#)
[Shipments](#)
[Invoices](#)
[Customer Management](#)

[← Confirmation 32457-CONF-1606079723488 →](#)
Saved

RELATED ORDER - [FPON10474536](#) - [Show Header](#)

Confirmation Number:
 Confirmation Date:
 Delivery Date:

Notes:

Line	Product	Delivery Date	Quantity	Price	Net	Tax	Gross	Notes
1 (1)	Betacraft Backroad Long Sleeve Overalls Mens 6 Green 1042983 / FC3260-GRN-6	<input type="text" value="23/11/2020"/> BO	<input type="text" value="4"/> Each	<input type="text" value="\$ 11.00"/>	\$44.00 \$49.00	<input type="text" value="15"/> % \$6.60 \$7.35	\$50.60 \$56.35	
2 (2)	Betacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3260-BLU-9	<input type="text" value="23/11/2020"/> BO	<input type="text" value="4"/> Each	<input type="text" value="\$ 12.00"/>	\$48.00	<input type="text" value="15"/> % \$7.20 \$7.20	\$55.20 \$55.20	
Subtotal including Line Adjustments						\$97.00	\$14.55	\$111.55
Document Adjustments						\$10.00	\$1.50	\$11.50
Rounding						<input type="text" value="-"/>	<input type="text" value="-"/>	\$0.00
Total						\$107.00	\$16.05	\$123.05

Related Documents

- Order - [FPON10474536](#) - 23/11/2020 - Processing

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Figure 3 Applying a freight charge of \$10 to the whole Order and an additional charge to Order line 1. This is an example of applying both a Document Adjustment and a Line Adjustment.

6.3.4 Rounding adjustments

If you use Web Supplier to make copies of confirmations created in other systems like your back-office finance/ERP system, if required you can make small adjustments to totals to compensate for differences in rounding. You can make these adjustments using the drop down lists just below the document totals.

Don't forget to click **Save** on the Confirmation page if you want to keep your changes. To discard your changes, instead click **Cancel**.

6.3.5 Back-Orders / Split Deliveries

Before confirming an Order line you can indicate that part of the original Order quantity will be 'Back-Ordered' and will therefore be split over multiple deliveries.

When you click the BO link next to the delivery date, a new line will be added to the Order Confirmation, with a label indicating it is a 'Back-Order Line'.

WebSupplier Back Order line created.

Orders **74** Order Changes Confirmations Rejections Shipments Invoices Customer Management

Confirmation 32457-CONF-1606079723488 Saved

RELATED ORDER - FPON10474536 - Show Header

Confirmation Number: 32457-CONF-1606079723488 Confirmation Date: 23/11/2020 Delivery Date: 23/11/2020

Notes:

Line	Product	Delivery Date	Quantity	Price	Net	Tax	Gross	Notes
1 (1)	Betacraft Backroad Long Sleeve Overalls Mens 6 Green 1042983 / FC3260-GRN-6	23/11/2020 BO	4 Each	\$ 11.00	\$44.00 \$49.00	15 % \$6.60 \$7.35	\$50.60 \$56.35	
2 (2)	Betacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3260-BLU-9	23/11/2020 BO	4 Each	\$ 12.00	\$48.00	15 % \$7.20	\$55.20	
3 (2)	Betacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3260-BLU-9 Back Order Line	23/11/2020	0 Each	\$ 12.00	\$0.00	15 % \$0.00	\$0.00	
Subtotal including Line Adjustments					\$97.00		\$111.55	
Document Adjustments					\$10.00		\$11.50	
Rounding					-		\$0.00	
Total					\$107.00		\$123.05	

Save Send Delete Adjust Document Total

Related Documents

- Order - FPON10474536 - 23/11/2020 - Processing

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Figure 4 A Confirmation with a Back-Order line.

By default, the Back-Order line has a quantity of 0 and the same delivery date and price as the original Order Confirmation line it is based on.

Update the quantity of the original line to the quantity you can fulfill now, and enter the quantity of the new Back-Order line to the quantity that is to be placed on Back-Order or delivered later.

You should also update the delivery date of the Back-Order line to the date you expect the Back-Order amount to be filled.

You can create more than one Back-Order line for each Order line. The original Order line number is indicated in parentheses in gray beside the line number.

To delete a Back-Order line, click on the delete icon beside the delivery date. Back-Order lines cannot be deleted after the Order Confirmation has been sent.

When receiving the confirmation with Backorder/split delivery lines, Farmlands

6.3.6 Bonus Stock / Promotion Items

Promotional order lines should be included in the order confirmation.

There are 3 scenarios:

- Promotion is for marketing materials eg) Buy x get a coffee mug. Promotional items cannot be added as a new line in WebSupplier. Add a note to the order line providing details of the promotional item. This will then be added by Farmlands as an additional order line and an updated (final) order sent back to you for confirmation.

- b. Promotion is for bonus stock eg) Buy 5, get an additional 1 free. (the promotion is for bonus stock of the same item:
- Add a backorder line from the relevant order line
 - Enter the delivery date (should be same as the original order line) (if required)
 - Enter the Quantity of bonus stock to be supplied
 - Update the Price to \$0
 - Add a note explaining the bonus stock
- c. Promotion is for a different stock item eg) Buy x, get y free
- Order lines for new/different products cannot be added in WebSupplier. A note should be added to the relevant order line detailing the new bonus product line that needs to be added by Farmlands. This will then be added by Farmlands as an additional order line and an updated (final) order sent back to you for confirmation.

7. Order Changes

Order confirmations that are sent with changes (as per section 6.3) will be reviewed by Farmlands and (if accepted) the updated order sent back to WebSupplier.

WebSupplier can be setup for users to receive email alerts when an Order Change is sent by your customers. Refer section 11.2 for setup of email alerts.

This updated order must now be reviewed by you and Confirmed as per section 6.1 - Accept the order with no changes. Alternatively, you can make further changes as per section 6.3 and resubmit back for a second review/update.

This process ensures the order reflects the agreed contractual commitment between the parties.

An order cannot be Shipped in Websupplier until the updated order has been received by you and confirmed by you.

To review the Order Change:

- Select the Orders tab
- Search/filter for the order to be confirmed. The order will have a status of *Pending Changes*

WebSupplier							
Orders 79 Order Changes Confirmations Rejections Shipments Invoices Customer Management							
Branch: All Status: All Open <input type="checkbox"/> Show Archived Apply Reset							
Order Date	Order Number	Customer	Branch	Date Required	Net Amount	Status	
<input type="checkbox"/>	FPON10474561	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	24/11/2020	\$1,370.00	New	
<input type="checkbox"/>	FPON10474560	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	24/11/2020	\$270.00	New	
<input type="checkbox"/>	FPON10474559	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	24/11/2020	\$1,370.00	New	
<input type="checkbox"/>	FPON10474558	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	24/11/2020	\$685.00	New	
<input type="checkbox"/>	FPON10474543	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$829.40	New	
<input type="checkbox"/>	FPON10474549	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$100.00	New	
<input type="checkbox"/>	FPON10474548	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	New	
<input type="checkbox"/>	FPON10474547	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	New	
<input type="checkbox"/>	FPON10474546	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	New	
<input type="checkbox"/>	FPON10474545	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	New	
<input type="checkbox"/>	FPON10474544	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	New	
<input type="checkbox"/>	FPON10474542	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$829.40	Processing	
<input type="checkbox"/>	FPON10474541	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	Processing	
<input type="checkbox"/>	FPON10474540	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	Completed	
<input type="checkbox"/>	FPON10474539	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$1,000.00	Pending Changes	
<input type="checkbox"/>	FPON10474536	Farmlands NZ TEST	FARMLANDS RETAIL - LEVIN	23/11/2020	\$98.00	Completed	
<input type="checkbox"/>	FPON10474533	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	Processing	
<input type="checkbox"/>	FPON10474532	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$49.00	Processing	
<input type="checkbox"/>	FPON10474531	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	Processing	
<input type="checkbox"/>	FPON10474530	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	23/11/2020	\$137.00	Processing	

393 orders found, displaying 1 to 20.
[First](#) / [Prev](#) | [1](#) | [2](#) | [3](#) | [4](#) | [5](#) | [6](#) | [7](#) | [8](#) | [Next](#) / [Last](#)

☐ Select All | [Print](#) | [Archive](#) | [Manually Complete](#)

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Figure 5 An order with status “Pending Changes”.

- Click on the order number to open the order or **Pending Changes** to view the order changes
- Review the changes. The changes are highlighted.

A line with a change can does not have to be accepted. Untick the Accept/Reject field on a line to prevent the change being updated on the order.

Charges that have been added (eg) freight) can be viewed by clicking on Document Adjustments

WebSupplier							
Orders 79 Order Changes Confirmations Rejections Shipments Invoices Customer Management							
Order Change FPON10474539-002 Pending							
RELATED ORDER - FPON10474539 - Show Header							
Line	Type	Product	Date Required	Quantity	Unit Price	Net Amount	Accept/Reject
1	Amended	Jacket Fjord Extra Large Navy 1024587 / FC114-NV1-XL	23/11/2020	5 Each	\$ 140.00	\$700.00	<input checked="" type="checkbox"/> Accept
2	Amended	Betacraft Backroad Long Sleeve Overalls Mens 5 Green 1042983 / FC3260-GRN-5	23/11/2020 30/11/2020	40 Each 6 Each	5-30.00 \$ 20.00	\$120.00	<input checked="" type="checkbox"/> Accept
3	New	Betacraft Backroad Long Sleeve Overalls Mens 5 Green 1042983 / FC3260-GRN-5	23/11/2020	4 Each	\$ 30.00	\$120.00	<input checked="" type="checkbox"/> Accept

☒ Select All

[Cancel](#) | [Save](#) | [Accept/Reject](#)

Related Documents

- Confirmation - 32458-CONF-1606086324399 - 23/11/2020 - Sent
- Order - FPON10474539 - 23/11/2020 - Pending Changes

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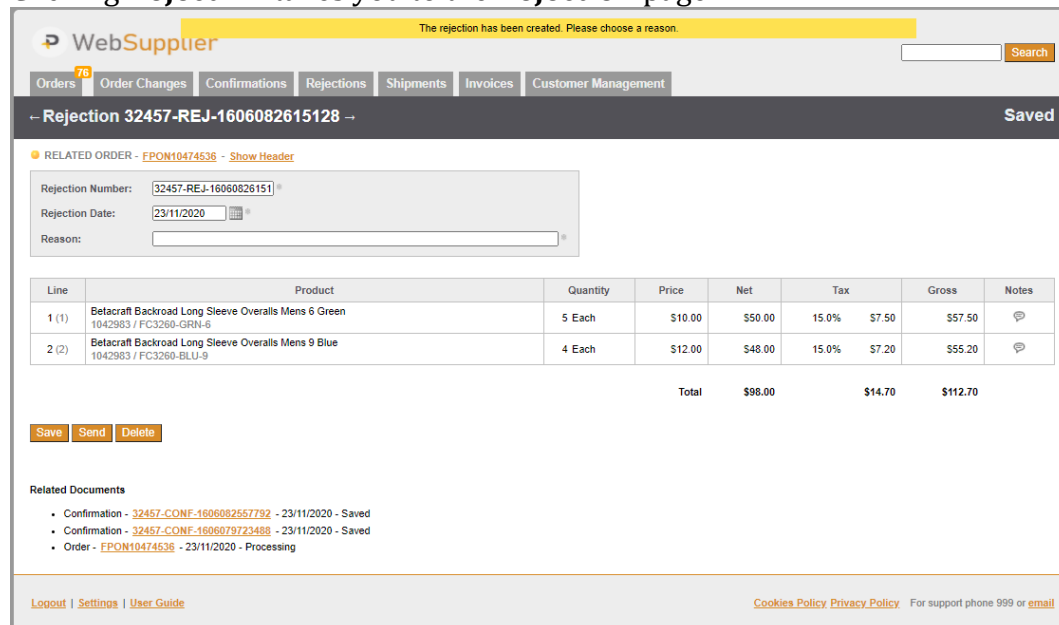
Figure 6a. Purchase order change.

- Click on the **Accept/Reject** button. This action updates the order with the accepted changes.
 - If all changes are Accepted, the Order is updated with the changes and a message is sent to Farmlands advising the Order has now been fully accepted. The Order can now be shipped.
 - If all changes are Rejected, the Order is cancelled.
 - If there a multiple lines on the order, the Order is updated with the changes that were Accepted and Rejected lines are cancelled.

8. Order Rejections

When you receive an order, you can reject it. You can reject an entire order by sending your customer an **Order Rejection**. You can do this by clicking the **Reject All** button on the **Order** page (see Figure 7).

Clicking **Reject All** takes you to the **Rejection** page.



The rejection has been created. Please choose a reason.

WebSupplier

Orders **76** Order Changes Confirmations Rejections Shipments Invoices Customer Management

Rejection 32457-REJ-1606082615128 Saved

RELATED ORDER - FPOM10474536 - Show Header

Rejection Number: 32457-REJ-16060826151

Rejection Date: 23/11/2020

Reason:

Line	Product	Quantity	Price	Net	Tax	Gross	Notes
1 (1)	Betacraft Backroad Long Sleeve Overalls Mens 6 Green 1042983 / FC3289-GRN-6	5 Each	\$10.00	\$50.00	15.0%	\$7.50	\$57.50
2 (2)	Betacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3289-BLU-9	4 Each	\$12.00	\$48.00	15.0%	\$7.20	\$55.20
Total			\$98.00		\$14.70	\$112.70	

Save Send Delete

Related Documents

- Confirmation - 32457-COMF-1606082557792 - 23/11/2020 - Saved
- Confirmation - 32457-COMF-1606079723488 - 23/11/2020 - Saved
- Order - FPOM10474536 - 23/11/2020 - Processing

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Figure 7 The Rejection page. This is used to reject entire Orders.

Like all WebSupplier documents you can **Save** order rejections before you send them. The saved Rejection will appear in the list of related documents for the Order so you can come back to it later.

Clicking **Send** will reject the whole Order. Once an Order is rejected, it is deemed to be completed, and will have a **Rejected** status. Clicking **Cancel** will discard any changes and return you to the Order page.

9. Shipment Notes

You can notify your customers when ordered goods are shipped using Shipment Notes. You can send your customer as many Shipment Notes as required to fully ship the ordered goods. The screen shot below shows the Shipment Note page.

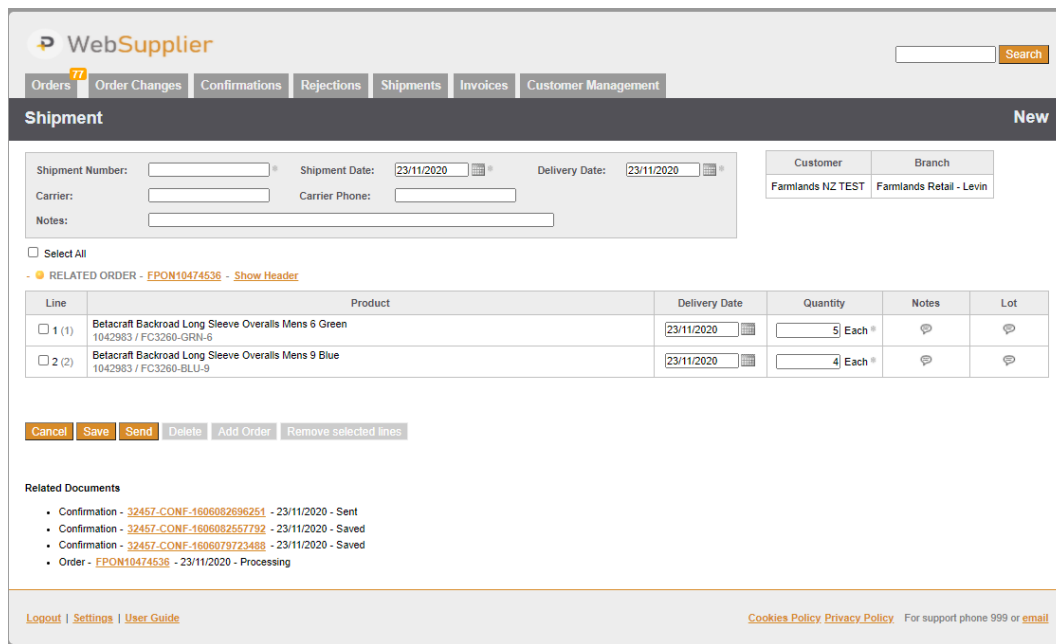


Figure 8 The Shipment Note page. Mandatory fields are marked with an asterisk.

Only confirmed orders can be shipped.

To process a shipment:

- Select the Orders tab
- Search/filter for the order to be shipped
- Click on the order number to open the order
- Click on the Ship button
- Complete the shipment information

The **Shipment Number** can be system generated (if setup) or manually entered.

Most commonly the Shipment Number is the packing slip number and is manually entered.

If system generated, the Shipment Number must appear on the packing slip that is sent with the goods.

You can specify a **shipment date** for the whole Order, or for individual line items, if they have different delivery dates.

The shipped **quantity** is populated by default with the remaining quantity to ship. This will be lesser of the confirmed or the ordered quantity, minus any quantity you have already shipped. You aren't normally permitted to ship more than this.

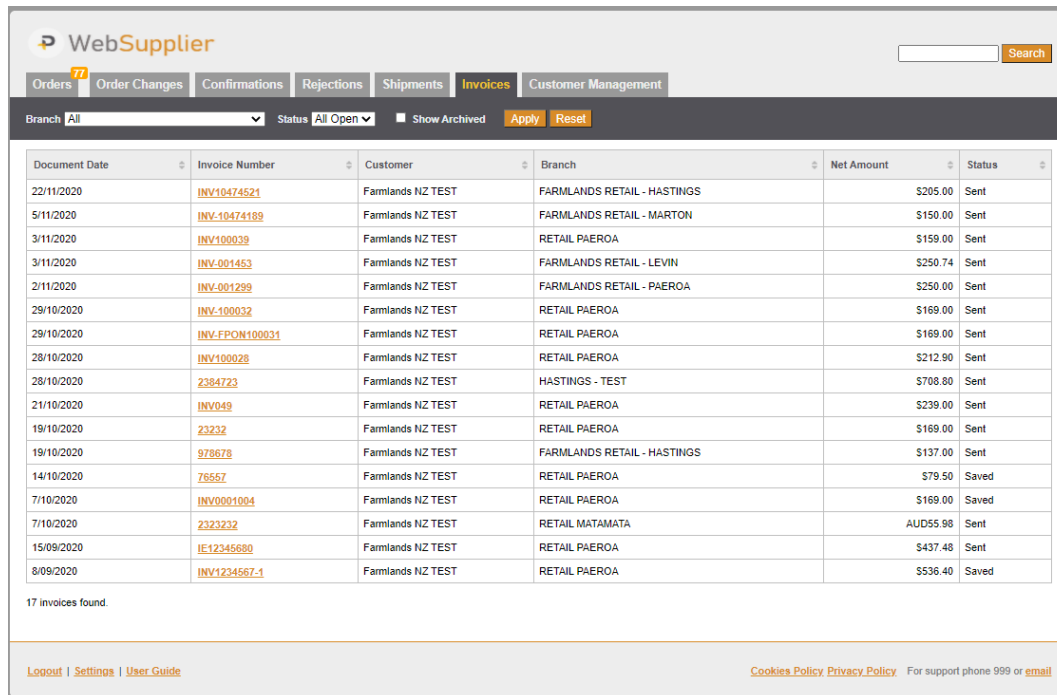
If you are shipping bulk goods or goods where the precise quantity is difficult to control, you can configure WebSupplier to allow you to ship slightly more than the ordered (or confirmed) quantity. This tolerance amount is agreed between you and your customers. Please contact support for more information.

You can also notify your customer about carrier details like the **carrier name** and **phone number**.

- When completed, click Send to submit the Shipment details to Farmlands

10. Invoices

You can electronically send your customers **Invoices** using WebSupplier. You can see all your invoices by clicking the Invoice tab.



Document Date	Invoice Number	Customer	Branch	Net Amount	Status
22/11/2020	INV10474521	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	\$205.00	Sent
5/11/2020	INV-10474189	Farmlands NZ TEST	FARMLANDS RETAIL - MARTON	\$150.00	Sent
3/11/2020	INV100039	Farmlands NZ TEST	RETAIL PAEROA	\$159.00	Sent
3/11/2020	INV-001453	Farmlands NZ TEST	FARMLANDS RETAIL - LEVIN	\$250.74	Sent
2/11/2020	INV-001299	Farmlands NZ TEST	FARMLANDS RETAIL - PAEROA	\$250.00	Sent
29/10/2020	INV-100032	Farmlands NZ TEST	RETAIL PAEROA	\$169.00	Sent
29/10/2020	INV-FPON100031	Farmlands NZ TEST	RETAIL PAEROA	\$169.00	Sent
28/10/2020	INV100028	Farmlands NZ TEST	RETAIL PAEROA	\$212.90	Sent
28/10/2020	2384723	Farmlands NZ TEST	HASTINGS - TEST	\$708.80	Sent
21/10/2020	INV049	Farmlands NZ TEST	RETAIL PAEROA	\$239.00	Sent
19/10/2020	23232	Farmlands NZ TEST	RETAIL PAEROA	\$169.00	Sent
19/10/2020	978678	Farmlands NZ TEST	FARMLANDS RETAIL - HASTINGS	\$137.00	Sent
14/10/2020	76557	Farmlands NZ TEST	RETAIL PAEROA	\$79.50	Saved
7/10/2020	INV0001094	Farmlands NZ TEST	RETAIL PAEROA	\$169.00	Saved
7/10/2020	2323232	Farmlands NZ TEST	RETAIL MATAMATA	AUD55.98	Sent
15/09/2020	IE12345680	Farmlands NZ TEST	RETAIL PAEROA	\$437.48	Sent
8/09/2020	INV1234567-1	Farmlands NZ TEST	RETAIL PAEROA	\$536.40	Saved

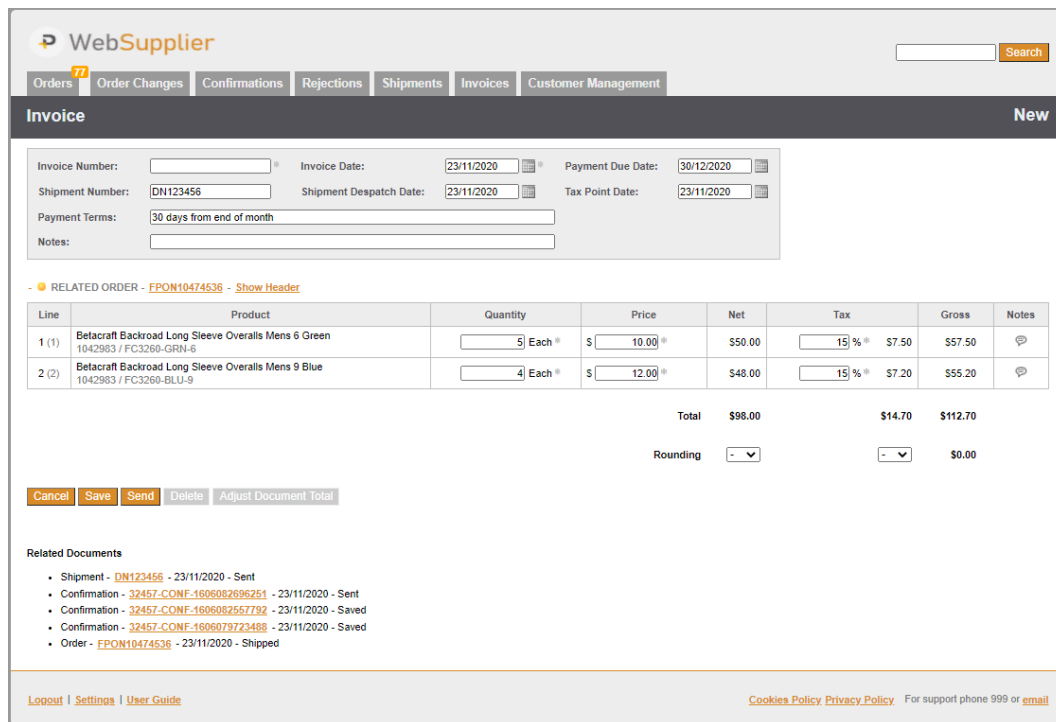
17 invoices found.

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Figure 16 The Invoices list page. This page shows a list of all your Invoices. Two Invoices have a status of "Saved" which indicates they have not yet been sent to the customer.

By default, the Invoices list page will not show Invoices for Orders you have archived. To show Invoices for Orders you have archived, click **Show Archived**, and click **Apply**. You can hide them again by clicking **Reset**.

You can drill down into the details of an Invoice by clicking on the **Invoice Number**. Below is a screen shot of the **Invoice** page. It shows the detail of an Invoice.



WebSupplier

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Invoice New

Invoice Number: * Invoice Date: * Payment Due Date: *

Shipment Number: Shipment Despatch Date: * Tax Point Date: *

Payment Terms:

Notes:

- ● RELATED ORDER - [FPON10474536](#) - [Show Header](#)

Line	Product	Quantity	Price	Net	Tax	Gross	Notes
1 (1)	Betacraft Backroad Long Sleeve Overalls Mens 6 Green 1042983 / FC3260-GRN-6	<input type="text" value="5"/> Each *	\$ <input type="text" value="10.00"/> *	\$50.00	<input type="text" value="15"/> % *	\$7.50	\$57.50
2 (2)	Betacraft Backroad Long Sleeve Overalls Mens 9 Blue 1042983 / FC3260-BLU-9	<input type="text" value="4"/> Each *	\$ <input type="text" value="12.00"/> *	\$48.00	<input type="text" value="15"/> % *	\$7.20	\$55.20
Total				\$98.00		\$14.70	\$112.70
Rounding				<input type="text" value="-"/>		<input type="text" value="-"/>	\$0.00

[Cancel](#) [Save](#) [Send](#) [Delete](#) [Adjust Document Total](#)

Related Documents

- Shipment - [DN123456](#) - 23/11/2020 - Sent
- Confirmation - [32457-CONF-1606082696251](#) - 23/11/2020 - Sent
- Confirmation - [32457-CONF-1606082557792](#) - 23/11/2020 - Saved
- Confirmation - [32457-CONF-1606078723488](#) - 23/11/2020 - Saved
- Order - [FPON10474536](#) - 23/11/2020 - Shipped

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Figure 9 The Invoice page. You can amend quantities, prices, and tax rates.

10.1 Process an Invoice

Only shipped orders can be invoiced. WebSupplier will prevent you from invoicing for more than the quantity of goods you have shipped.

The Farmlands invoicing policy is:

- Only one invoice per shipment allowed.
- Only one shipment per invoice is allowed.
- Multiple invoices/shipments per order are allowed.

To process an invoice:

- Select the Orders tab
- Search/filter for the order to be shipped
- Click on the order number to open the order
- Click on the Invoice button
- Complete the Invoice information

The **Invoice Number** field is for you to enter the invoice number that your back-office finance/ERP system has generated for the order shipment.

The **Shipment Note Number** and **Shipment Date** will default from the Shipment that relates to the Invoice and should not be changed

Payment Due Date is not used by Farmlands as the Accounts Payable system calculates this date when the invoice is processed based on your master data. This date can be ignored. Optionally and to avoid entering

the same payment terms every time you create an invoice, you can set up default payment terms for each customer.

Tax Point Date is not applicable to New Zealand and can be ignored.

10.2 Invoice Adjustments

While you can make amendments to the quantity, the price, and the tax rate of your Invoice lines, these are based in the contractual commitment agreed in the order and on actual shipments. These should not need to be changed and doing so may trigger an invoice query and payment delays.

Similarly you can also apply additional charges (freight/pallets) by clicking **Adjust Document Total** (to apply a charge or discount to the whole Invoice), or the +/- link beside any Invoice line (to apply a charge to a particular line).

Note that both adjustment types provide functionality to apply discounts. This is not being used by Farmlands. Adjustments to prices should be made directly on the invoice line price field and not through Document Total or Line discounts.

The process for applying **Invoice Adjustments** is the same as the process for applying **Confirmation Adjustments** described in the earlier section.

10.3 Rounding adjustments

If you use Web Supplier to make copies of confirmations created in other systems like your back-office finance/ERP system, if required you can make small adjustments to totals to compensate for differences in rounding. You can make these adjustments using the drop down lists just below the document totals.

10.4 Completing Your Invoice

When the Invoice is ready, click **Send** to electronically send it to your customer. If you are not ready to send the invoice, you can click Save to save the Invoice and come back to it at some later time.

As you might expect, you can click **Cancel** to discard unsaved changes. You can delete saved Invoices by clicking **Delete**. You can't change or delete an Invoice once it has been sent.

11. Settings for Users

In order to make WebSupplier a little easier to use, you can change your own password, or configure your own alert notifications when a new order arrives. You can also hide Orders from customer branches you aren't interested in.

To change your settings, log in to WebSupplier and click on **Settings** in the bottom left hand corner of any page.

The **Settings** page is shown below.

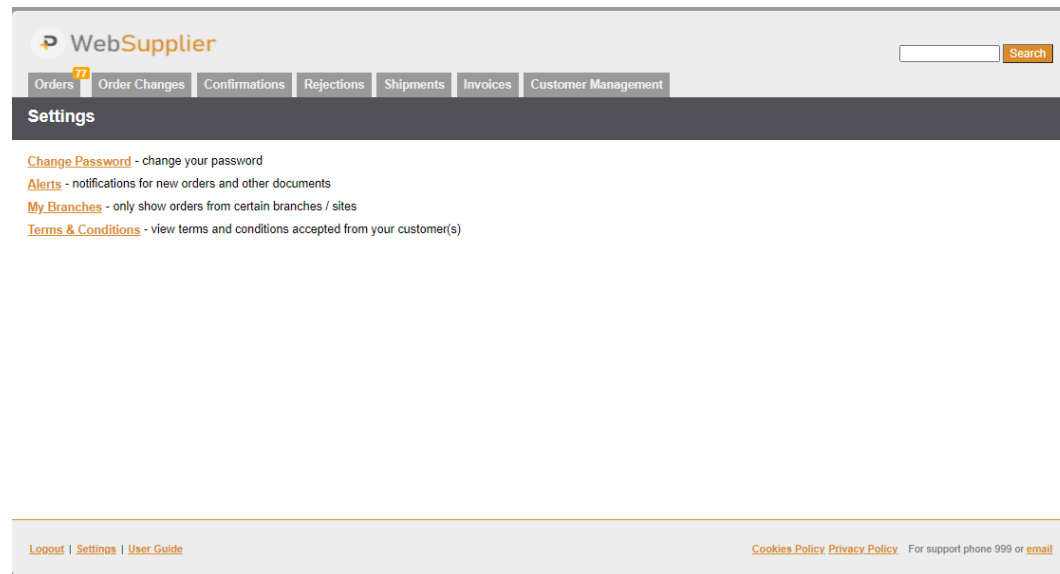


Figure 10 The Settings page. Here you can change your password, set up your customer branches, and configure email & SMS alerts.

11.1 Changing Your Password

To change your password, click the **Change Password** link on the **Settings** page.

As a security measure, you will need to (re)enter your current password. Then simply enter your new password in both the **New password** and **Confirm Password** fields.



Figure 11 The Change Password page. Note that you need to know and re-enter your current password.

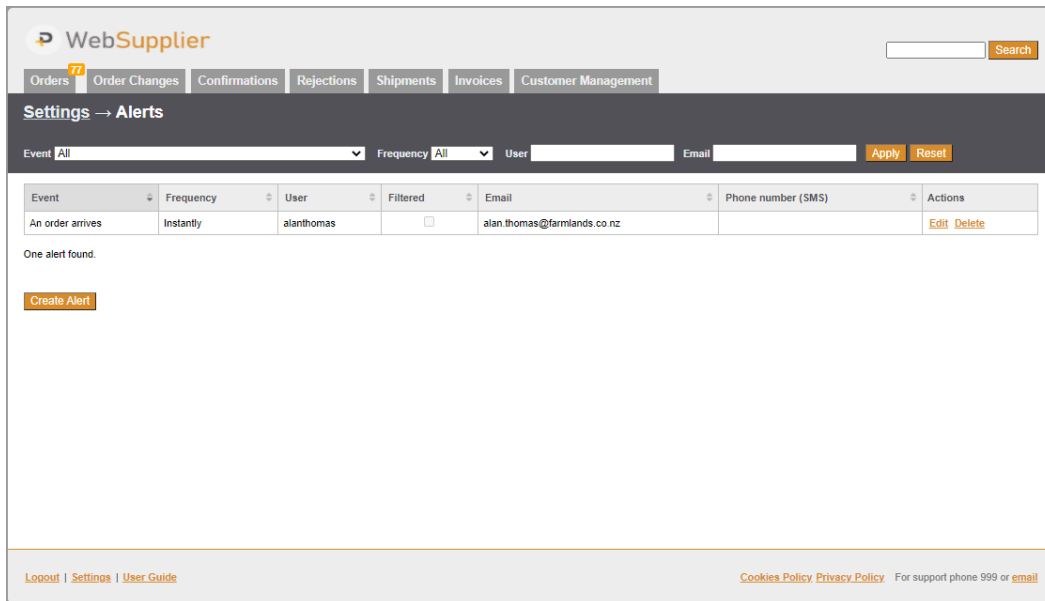
As you might imagine, it is a good idea to make your password something easy to remember, but difficult to guess. You can use any keyboard character in your password. Your WebSupplier password is **case-sensitive**.

Don't forget to click **Save** when you are done.

11.2 Configuring Email & SMS Alerts

When new orders arrive, you can receive automatic notifications via email and SMS. You can also receive alerts when new goods received notes, invoice status updates, or remittance advices arrive.

To configure an automatic alert notification, log in to WebSupplier and click on **Settings** in the bottom left hand corner of any page, then click **Alerts**. The **Alerts** page is shown below.



The screenshot shows the WebSupplier interface. At the top, there's a navigation bar with the WebSupplier logo and a search bar. Below it, a menu bar contains links to Orders, Order Changes, Confirmations, Rejections, Shipments, Invoices, and Customer Management. The main heading is 'Settings → Alerts'. Below this, there are filters for Event (All), Frequency (All), User, and Email, with Apply and Reset buttons. A table lists the alerts, with columns for Event, Frequency, User, Filtered, Email, Phone number (SMS), and Actions. One alert is shown: 'An order arrives' with frequency 'Instantly', user 'alanthomas', and email 'alan.thomas@farmlands.co.nz'. Below the table, it says 'One alert found.' and there is a 'Create Alert' button. The footer contains links for Logout, Settings, User Guide, Cookies Policy, Privacy Policy, and a support phone number.

Event	Frequency	User	Filtered	Email	Phone number (SMS)	Actions
An order arrives	Instantly	alanthomas	<input type="checkbox"/>	alan.thomas@farmlands.co.nz		Edit Delete

Figure 12 The Alerts list page. This page shows you all your alerts.

The **Alerts** page shows all your alerts. You can send alert notifications to as many email addresses or SMS numbers as you want, by creating an alert for each. Click **Create Alert** to create a new alert. You can **Edit** or **Delete** your existing alerts. You will be asked to confirm that you really do want to delete an alert if you click **Delete**.

Here is the page to create a new Alert.

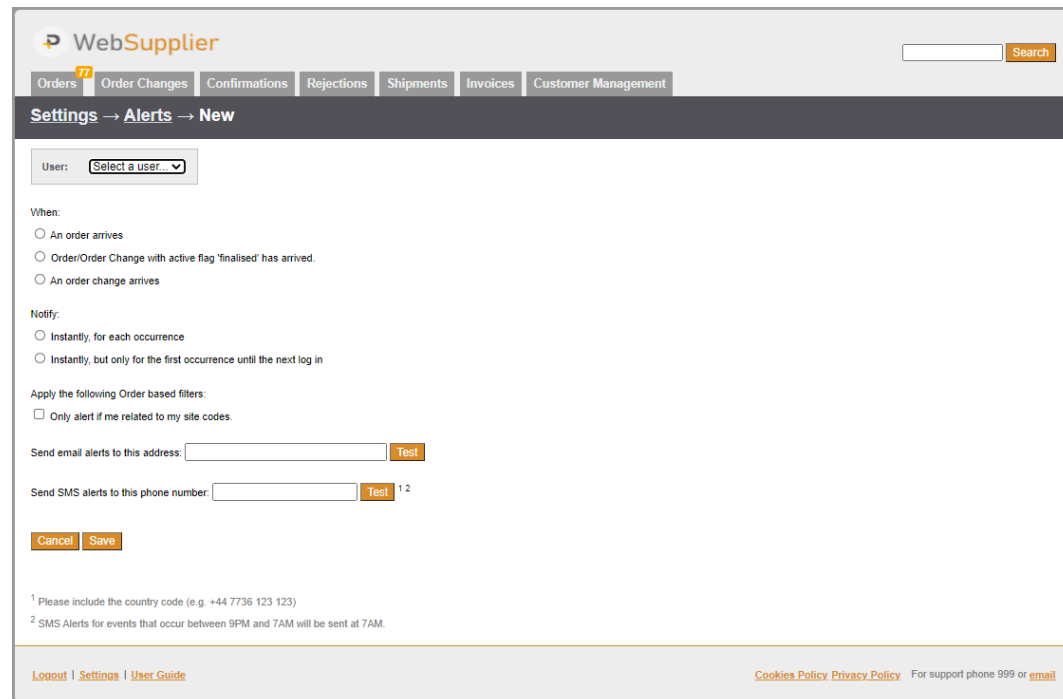


Figure 13 The Edit Alert page. Here you can configure an automatic alert notification when a new order arrives.

To avoid being bombarded with new order alert notifications, you can choose to be notified about new orders only for the first new order when it arrives. This trigger is reset when you log in. If instead you would like to be continually notified for each new order, choose **Instantly, for each occurrence**.

A filter can be added to Order based alerts so that you only receive an alert if it is related to one of you configured sites codes. To enable this for the Alert choose: **Only alert me if related to my site codes**.

You can enter both an email address and a phone number for each alert. You can test the email address and phone number you have entered is correct by clicking the **Test** button beside either field. This will send you a simple test message within a couple of minutes.

Be sure to click **Save** to save the alert configuration. Clicking **Cancel** will return you to the **Alerts** page containing a list of your alerts.

Please note SMS alerts are not available in all regions.

11.3 Configuring your branches

The **My Branches** page allows you only show Orders from customer branches you are interested in or may be assigned to process. By leaving **Branch Names** blank, you will see your Orders from all customer branches.

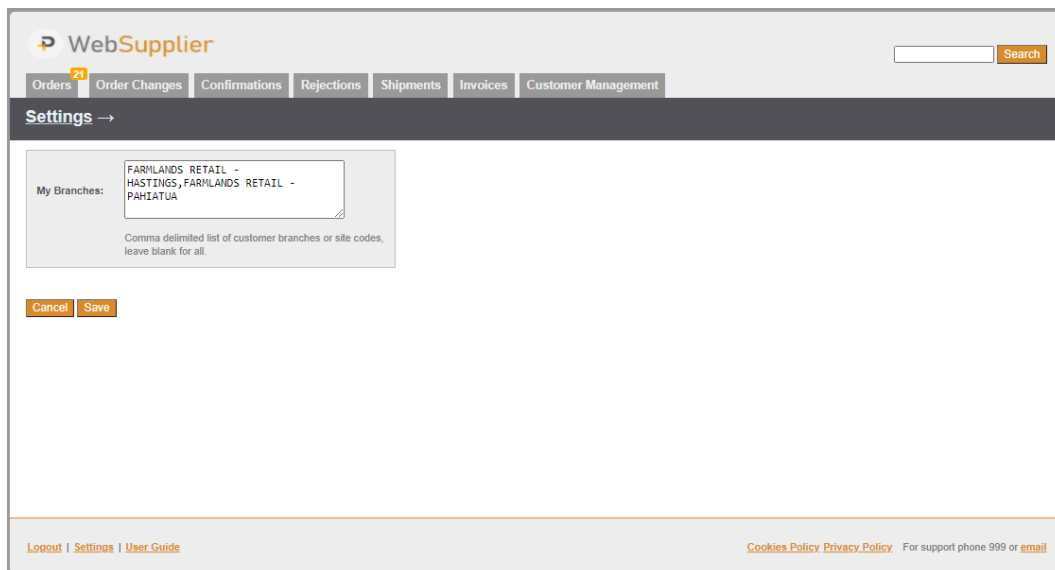


Figure 22 The My Branches page. In this example only orders from FARMLANDS RETAIL – HASTINGS and FARMLANDS RETAIL – PAHIATUA will show on the Orders page

Enter a comma-delimited list of names of customer branches on this page. Only Orders for these branches will show up on the Orders page. Branch names are case insensitive.

12. Settings for Supplier Administrators

In order to make the administration of WebSupplier users in your company easier, you can grant some of them the right to create and maintain other users, user alerts, and other configuration tasks specific to your company. These users are **Supplier Administrators**. Please contact support for more information.

If you are a Supplier Administrator, the **Settings** page view is slightly different. A screen shot of the Supplier Administrator **Settings** page is shown below.

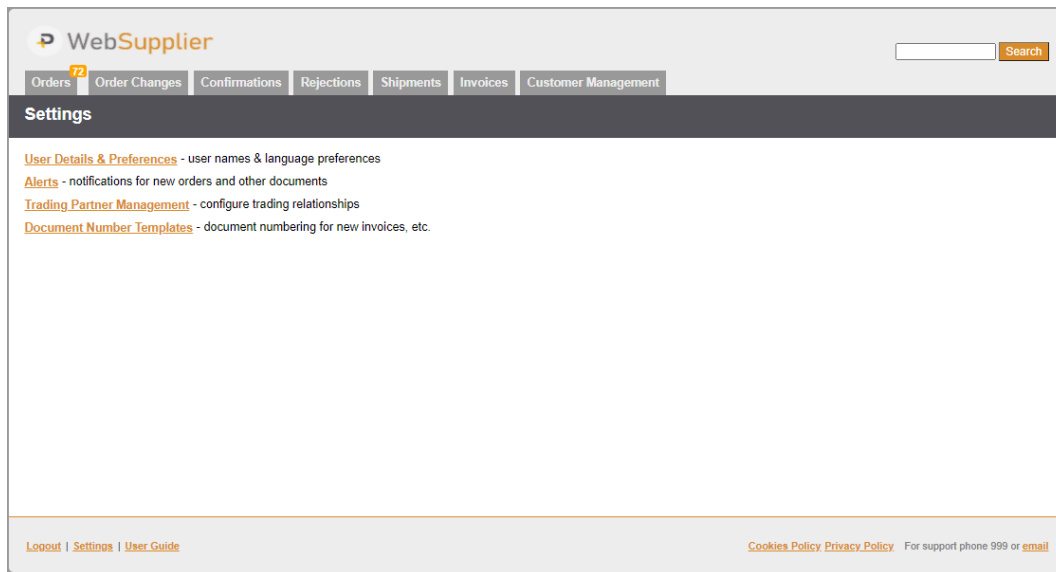


Figure 14 The Supplier Administrator Settings page.

12.1 User Management

You can create and maintain users for your company by clicking **User Details & Preferences**. A screen shot of the **Users** page is shown below.

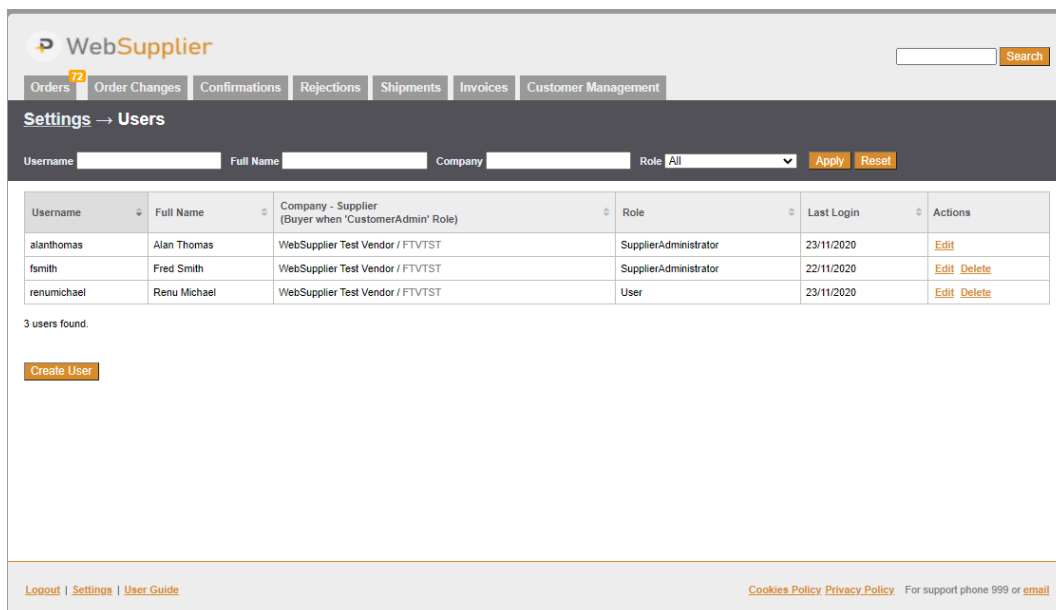


Figure 15 The Users list page. This lists all Users and Supplier Administrators for your company.

You can create new users by clicking the **Create User** button. You can change the details (like the password or the language preferences) for users by clicking the Edit links against each user. Clicking **Edit** or **Create User** will take you to the **User** page, shown below.

You can delete any of your users (excluding yourself) by clicking the **Delete** links. There is a pop-up that asks you to confirm before the user is deleted.

You can return to the **Settings** page by clicking **Settings**.

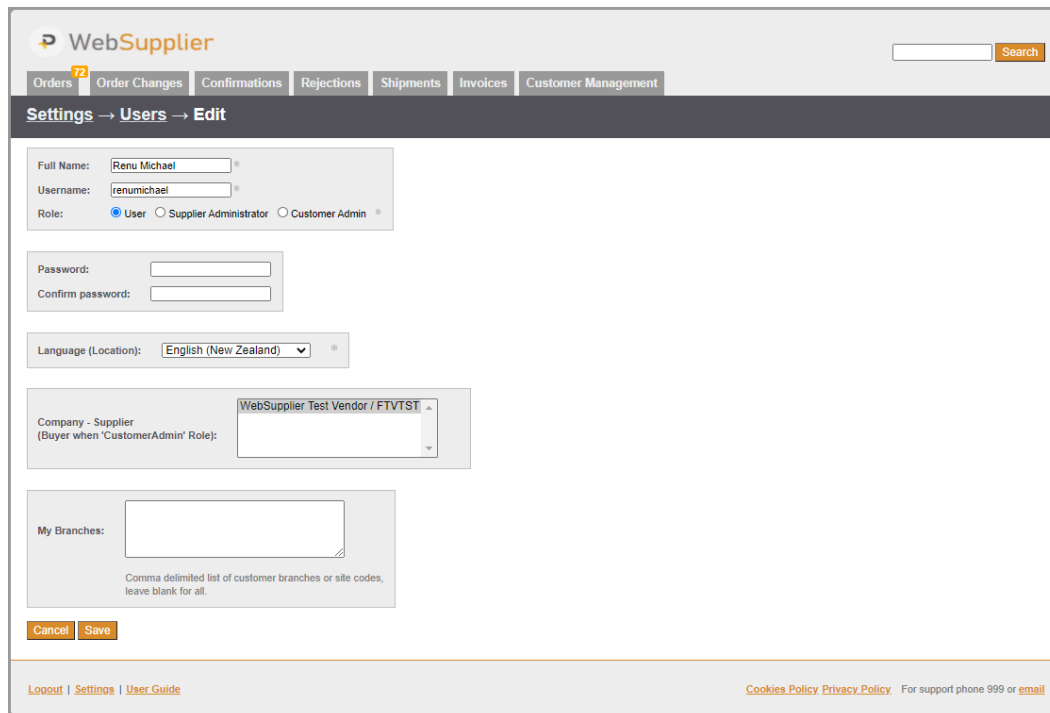


Figure 16 The User page. Just leave the password fields blank if you don't want to change the user's password.

As a Supplier Administrator, if you wish **to change the password** of an existing user, you simply enter the new password in the **Password** and **Confirm Password** field and click **Save**.

If you want to change the details of a user, but wish to leave the password as it is, you simply leave the **Password** and **Confirm Password** fields blank, make your changes, and click **Save**.

When you create a new user, you need to enter a password for them. Users can change their own passwords when they log in.

You can also show Orders for certain branches only by filling in the **Branch Names**. This is a comma-delimited list of Buyer branch names. It is case insensitive.

Supplier Administrators can also change users' language settings. Note that the language settings may also change the way currency symbols are displayed.

12.2 Configuring Email & SMS Alerts

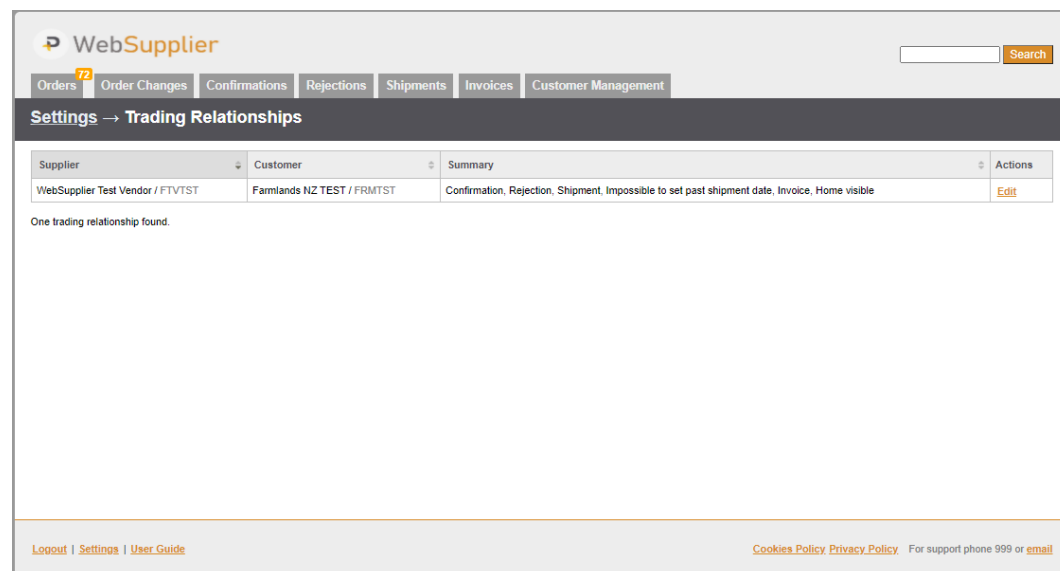
As a Supplier Administrator, you can configure the alert notifications your users receive when a new order arrives. The screen shot below shows the **Alerts** page.

The process for maintaining and creating alerts is the same as for normal users and is described in the previous **Alerts** section.

12.3 Trading Partners / Default Payment Terms

If you click on Trading Partner Management, you will see a list of the companies you trade with and the types of documents you use with them.

These are managed by ProAgrica. Should you wish to trade with other companies or use other document types please contact support.



Supplier	Customer	Summary	Actions
WebSupplier Test Vendor / FTVTST	Farmlands NZ TEST / FRMTST	Confirmation, Rejection, Shipment, Impossible to set past shipment date, Invoice, Home visible	Edit

One trading relationship found.

Logout | [Settings](#) | [User Guide](#) [Cookies Policy](#) [Privacy Policy](#) For support phone 999 or [email](#)

Figure 17 A list of all your Trading Relationships. You can edit the invoice default payment terms here.

For each partner you send invoices to the **Edit** link allows you to configure the default payment terms that will appear on each invoice and how the default invoice due date is calculated.

The default invoice due date is calculated as a configured number of days after either the invoice creation date or the end of the month. E.g. 30 days from today or end of month plus 20 days.

Note that Farmlands calculates the invoice due date based on your agreed Terms of Trade and this will take precedence when the invoice is imported for processing by them.

12.4 Configuring Document Number Templates

As a Supplier Administrator, you can configure how document numbers are generated for new Confirmations, Rejections, Shipment Notes, and Invoices.

To configure how these numbers are generated, click the **Document Number Templates** link on the **Settings** page. You will be taken to a list of the document number templates for your company.

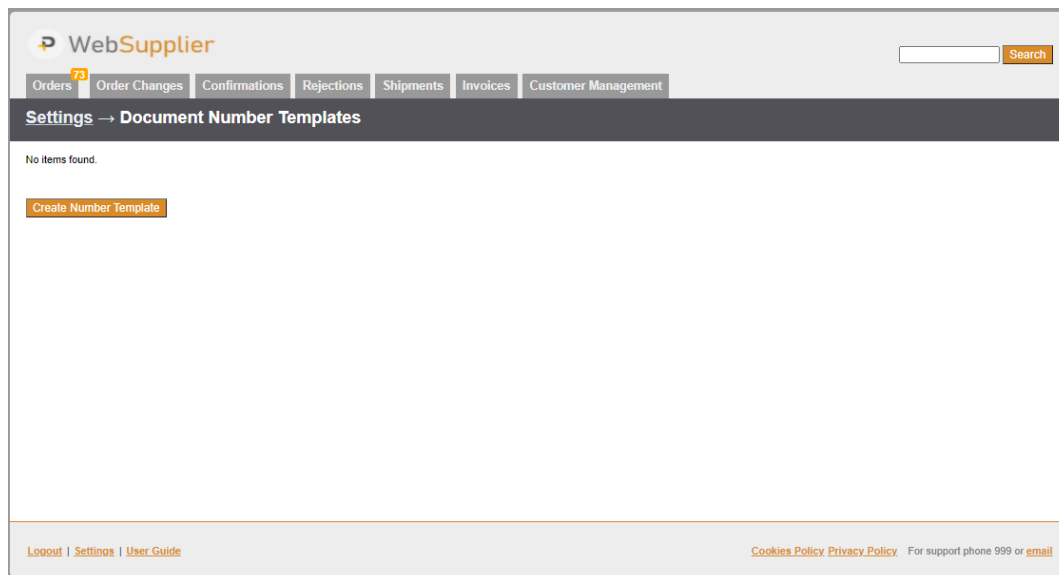


Figure 18 The Document Number Template list page. Here you can configure how document numbers are generated when creating new documents.

You can **Create Number Templates**, **Edit**, and **Delete** document number templates. Clicking Create or Edit will take you to the **Document Number Template** page.

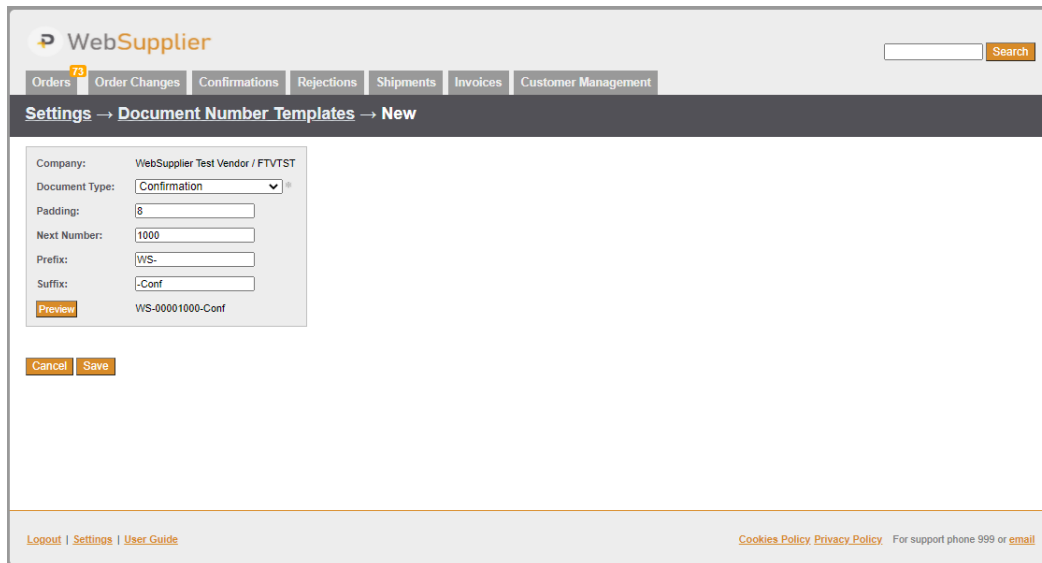


Figure 19 The Document Number Template page. This shows what order confirmation numbers will look like when new confirmations are created.

Padding refers to the size of the document number excluding the Prefix and the Suffix. As the preview shows, the document number is left padded with zeros until it is 8 numerals wide.

The **Next Number** is the number that will be incremented when the next confirmation is created.

Prefix and **Suffix** are simply characters that are concatenated to the number at either end.

You can click **Preview** at any time to see what the automatically generated number will look like.

Again, don't forget to click Save to save your changes. Cancel will return you to the list of Document Number Templates.

It is worth noting that WebSupplier does not prevent users from changing these automatically generated numbers when they create a new document. Users can override the generated value before the document is sent, if they so choose.

It is also worth noting that WebSupplier prevents you from using the same number for a document more than once.

Finally, since documents can be saved and deleted before they are sent, there is no guarantee that the sequence of generated document numbers you send to your clients will not contain gaps.

13. Calculations and Rounding

WebSupplier 2 rounds calculated values such as sales tax amounts and totals to 2 decimal places.

All values displayed on screen are the exact values which are sent to partners in XML messages.

Where a calculated value ends in 5 it will be rounded to the nearest even number. E.g. 1.005 will be rounded to 1.00 and 1.015 to 1.02.

If you require totals in WebSupplier 2 to match those generated by another system that uses different rounding logic, you can add a rounding adjustment to change the value. See section 11.1 for details of adjustments.

14. Support

Please contact us if you need any help or assistance using WebSupplier.

There are two main ways to contact support.

Send us an email. You can click the **email** link in the bottom right hand corner of any page after you log in.

Call us. Support is available on the following phone numbers during normal business hours from Monday to Friday, excluding public holidays:

Country	Phone
Australia	+61 (0)2 9839 3900
New Zealand	0800 3900 00 (local only)
South Africa	+27 (0)11 267 8686
UK / Europe	+44 (0)203 178 2783
USA	+1 (0)404 451 3943