XchangeIT Link User Manual

1: Running XchangeIT

Is XchangeIT already running?

XchangeIT Link is designed to run all the time. Usually you will see an icon near the lower right side of your screen. This means XchangeIT is running in the background.

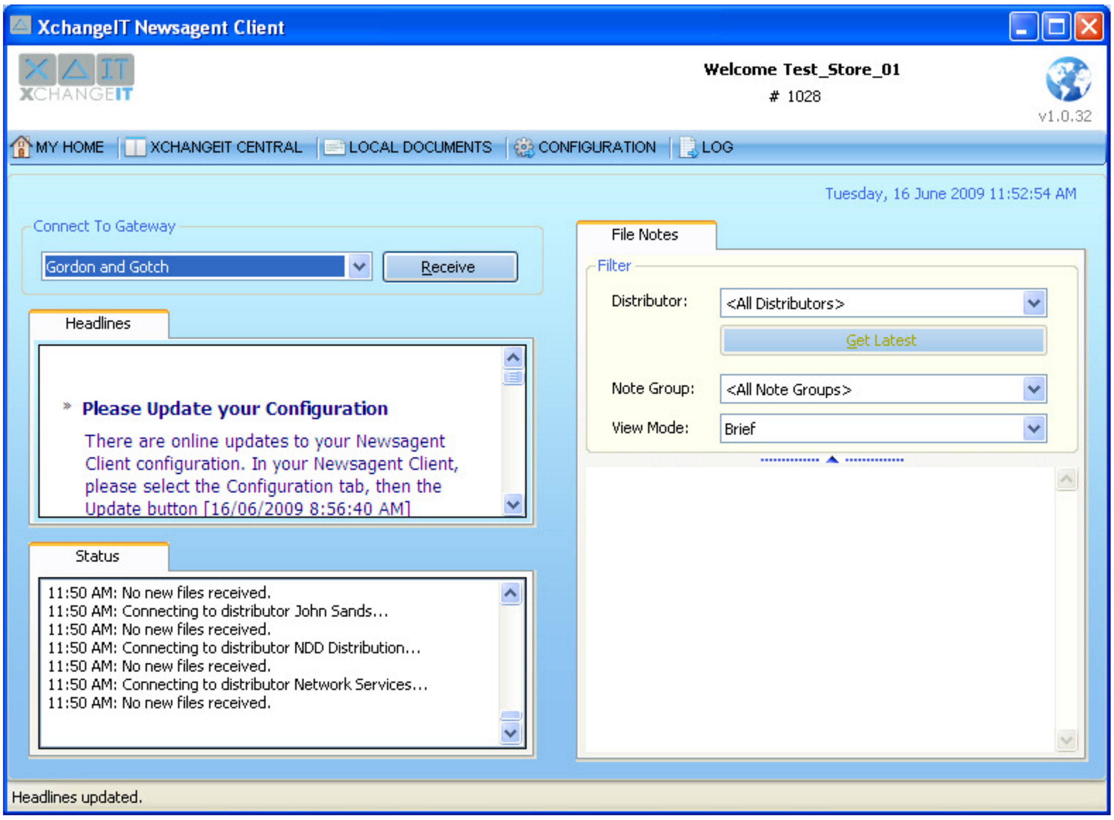
The blue icon with the triangle is XchangeIT →

To show the XchangeIT window, right-click on this icon and select **Show**.

If the XchangeIT program is not running, you can restart it by clicking your **Start** button, selecting **Programs→ XchangeIT Link → XchangeIT Newsagent Client.**

Note: XchangeIT should start automatically whenever you restart your computer. If this does not happen, you may need to contact the helpdesk.

When you open the XchangeIT program window, it should look something like this:



These features are described in the following section.

2: Using the Newsagent Client

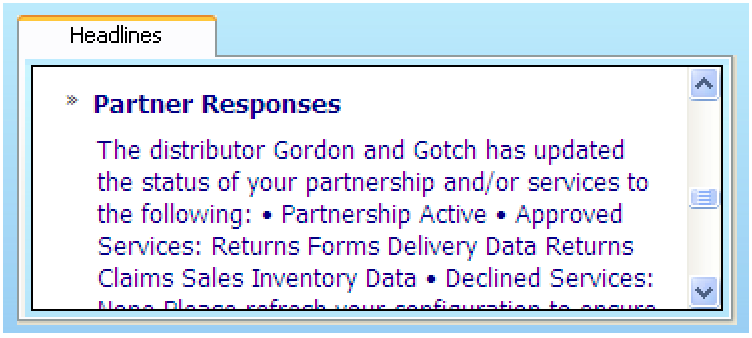
Although XchangeIT Link is fully automated, the Newsagent Client can tell you a lot of information about how your EDI transfers are working. There are also features which let you use XchangeIT manually.

Connect To Gateway

To immediately connect to a gateway and transfer files:

1. Use the pull-down menu to select the distributor
2. Click the Receive button
3. The results will be displayed in the Status box

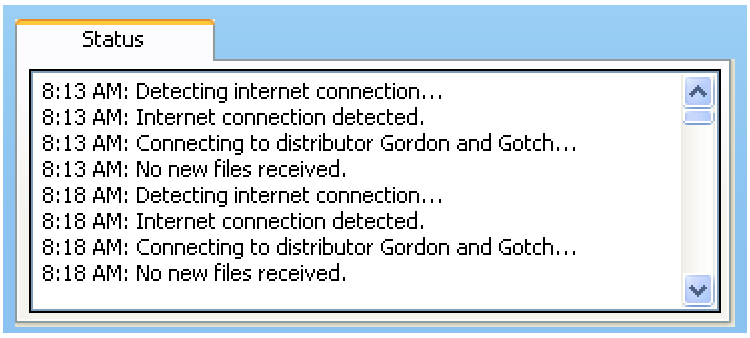
Headlines



Headlines are communications from magazine distributors, the XchangeIT central site, and the XchangeIT helpdesk. They are like short emails that tell you the status of your account, your distributor accounts and any other information you need. You can scroll through your recent headlines. They are automatically received by your XchangeIT client.

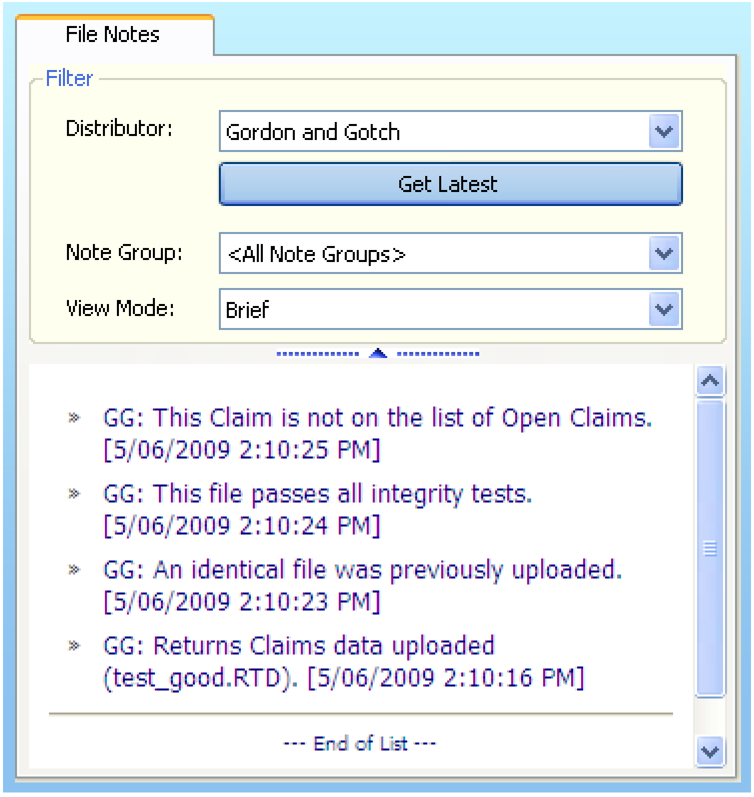
They can also be found on the XchangeIT website. To view your file notes, log into your account on the XchangeIT website, and click the **Home** link. The latest headlines are on the Home page, and you can view older headlines by clicking **View All Headlines**.

Status



This box displays the immediate status of XchangeIT Link. It will tell you when the program is uploading and downloading files.

File Notes



File Notes are sent from distributors. They give you a record of your EDI traffic. You will receive file notes associated with EDI files. They will tell you if the file was successfully sent or received, and if there were any problems with the data in your Sales Inventory data or Return Claims.

You can manage your file notes in a number of different ways.

- To only see file notes from one distributor, use the **Distributor** menu
- To select file notes relating to a particular test or purpose, use the **Note Group** menu. The different settings refer to different kinds of file notes
  - **Audit -**
  - **Authorisation -**
  - **Data Transfer** – Acknowledgement of file upload or download
  - **General -**
  - **Performance**
  - **Return Claims -** Only see file notes with the results of uploading an RTD file
- To filter the important file notes or see every one, use the **View Mode** menu to select Brief or Verbose file notes.

Like Headlines, File Notes are viewable on the XchangeIT website. After logging into the website, click the **HEADLINES** link at the top of the page. You can sort and search headlines in a similar way to the client, i.e. by Note Group, Distributor Code and Note Type, and also select the number of days prior you wish to view.

3. Logging Into the Website

Many of the features of XchangeIT Link are accessed through our website. Everyone who uses XchangeIT Link has an account on the website, which lets you view your data files, check your file notes, check billing information and partnerships with the distributors, and reactivate your files.

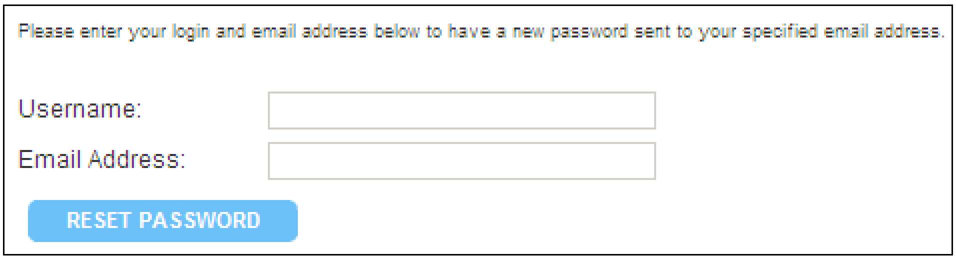
To log into the XchangeIT website:

1. Visit the website at **www.xchangeit.com.au**. You can click this link, or type **www.xchangeit.com.au** into the Address box at the top of your browser.
2. In the top-right corner of the front page you will see a **Username** and **Password** box. They look like this:

3. Enter your Username in the **Username** box and your Password in the **Password** box (the other box)
4. Then, click the arrow to log in.

Your username and password were sent to you in an email when you created your XchangeIT account. They are important! You need to keep them, because you will be using them often to manage your account.

If you have forgotten your password and lost your email, you can get your password reset by clicking the **forgotten password?** Link. You will arrive at the following form.



Enter your Username in the Username box, and your email address in the Email Address box, and click **RESET PASSWORD**. An email will be sent to you with your new password.

If you have forgotten your username as well as your password, you can call the helpdesk. They can see your username, but not your password. You will still need to reset your password as described above, to log in.

4. Managing Files

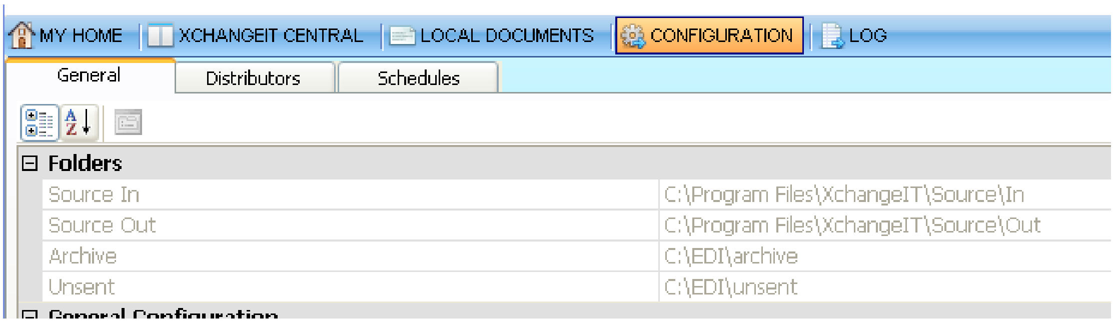
Viewing Your Folder Settings

XchangeIT and your point-of-sale both have settings which tell them where to leave and pick up the EDI files. These settings need to match, otherwise each program will be looking in the wrong place.

To see where XchangeIT puts your EDI files:

1. Click the Configuration tab
2. Click the General sub-tab

You will see settings similar to the following



- Your “Source In” directory is where XchangeIT leaves your incoming EDI files after it has downloaded them.
- Your “Source Out” directory is where XchangeIT looks for your outgoing EDI files such as sales data and return claims, which it then uploads.

The Archive and Unsent folders are where XchangeIT keeps a backup of your outgoing EDI files, and where it puts outgoing EDI files which it was not able to process, for instance if they are for a distributor who you don’t have a partnership with. We will cover them later.

Changing Your Folder Settings

You can change your folder settings by logging into your account on the XchangeIT website.

1. Log into the XchangeIT website using your username and password
2. Under the **MAINTAINANCE** menu, select **Newsagent Client**
3. The settings are listed under **Folder Structure.** You can edit them to point to any location on your computer. Note that your point-of-sale needs to have the same settings to locate the files after XchangeIT downloads them.
4. Once you have edited the settings, click the **UPDATE** button (at the bottom of the page)
5. Then, in your XchangeIT program, click the **Configuration** tab, and click the **Update Configuration** button.

Once your XchangeIT program has downloaded the new settings from the website, it will display them in the Folders section you were looking at before.

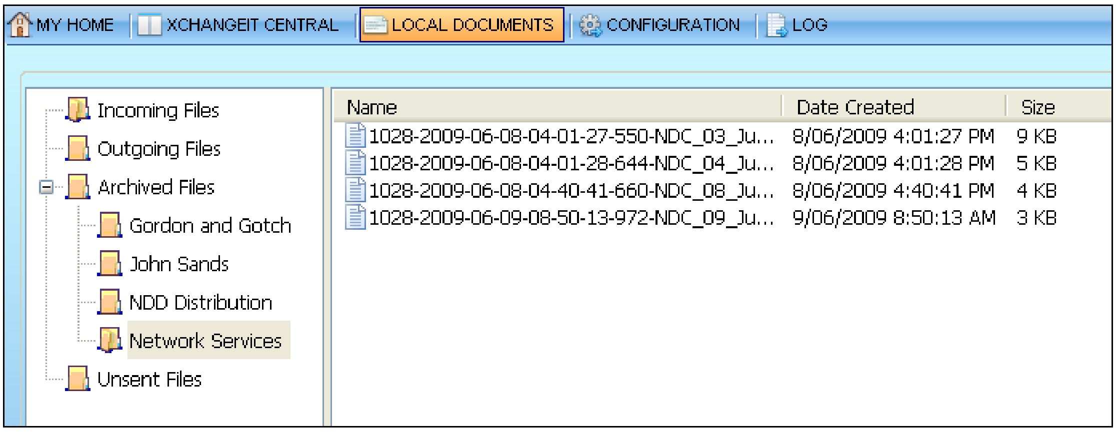
Resending Sales and Return Claim Files

Outgoing EDI files, including Sales Inventory data and Return Claim data, are produced from your point-of-sale system, and XchangeIT uploads them to the distributor.

Sometimes (rarely!) you might need to resend your data to the distributor. You would only need to do this if a distributor contacted you and asked you to do this.

To resend data, you will need to check your local documents.

1. Click the **Local Documents** tab in XchangeIT Link.
2. Double-click **Archived Files**
3. Click the distributor whose files you need to resend
4. You should see something like the following:



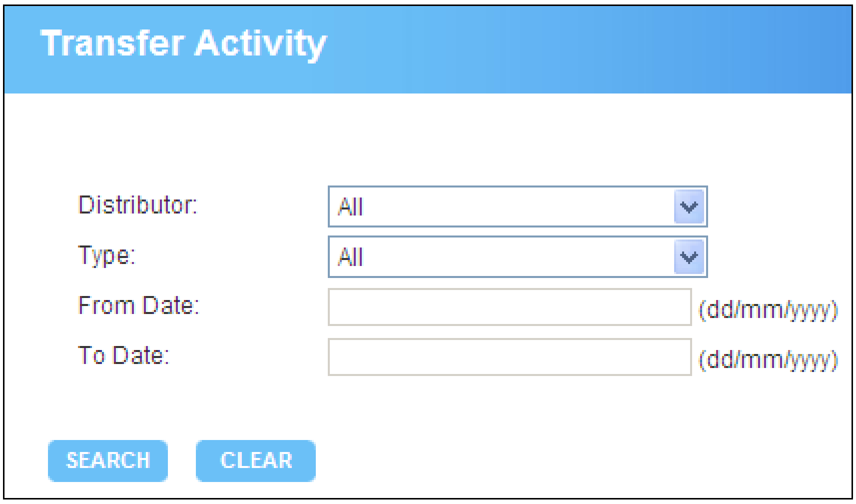
There are two ways you can resend files

1. If you know how to drag and drop, click on the files you need to resend, and drag them to the Outgoing folder. The files will be uploaded and moved straight back to the list.
2. Click on each file and click the **Resend to Distributor** button at the bottom of the screen

Resending Incoming EDI files

To “reactivate” invoices, or resend them to yourself, you will need to log into the XchangeIT website.

1. Once you have logged in with your username and password, click the **Home** tab.
2. Then, at the bottom of the page, click **View Transfer Activity**. You will see the following form.



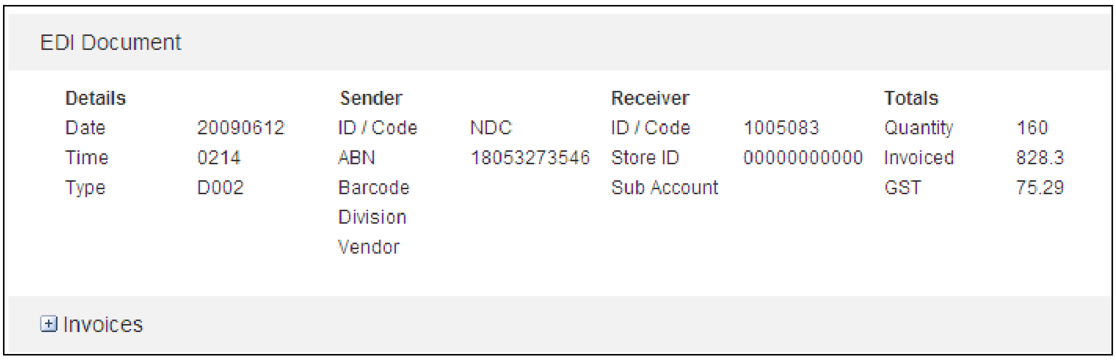
To reactivate your files:

1. Select the distributor using the **Distributor** menu
2. Select the file type using the **Type** menu. Regular invoices are called DD2
3. Click in the **From Date** box, and use the calendar that appears to select a date before the files were sent. Note that files can be sent up to a week before the onsale date of the invoices.
4. Click in the **To Date** box and use the calendar to select a date after the files were sent.
5. Click the **SEARCH** button.

The results should look similar to this:

Date & Time Created	File Name	Distributor	Type	View Document	Test Results I T C	Resends
5/06/2009 9:54:11 AM	06050956.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND
5/06/2009 1:02:05 PM	06051304.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND
8/06/2009 5:54:45 PM	06081757.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND
9/06/2009 10:04:43 AM	06091007.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND

To check the contents of each file, click the **doc** link. A new window will open. At the top of the window you will see the general information about the file, such as when it was sent and the total quantities of the contents.



To see the invoices and magazines contained in this file, click the **Invoices** link.

⊟ Invoices

	Reference	Date	DeliveryFee	Quantity	GST	Total
⊞	9042350	20090617	0	12	4.25	46.79
⊞	9043214	20090617	0	6	1.21	13.28
⊞	9059113	20090617	0	10	8.83	97.12
⊞	9060812	20090617	0	10	3.82	42
⊞	9062376	20090617	0	23	8.78	96.6
⊞	9064760	20090617	0	20	3.95	43.49

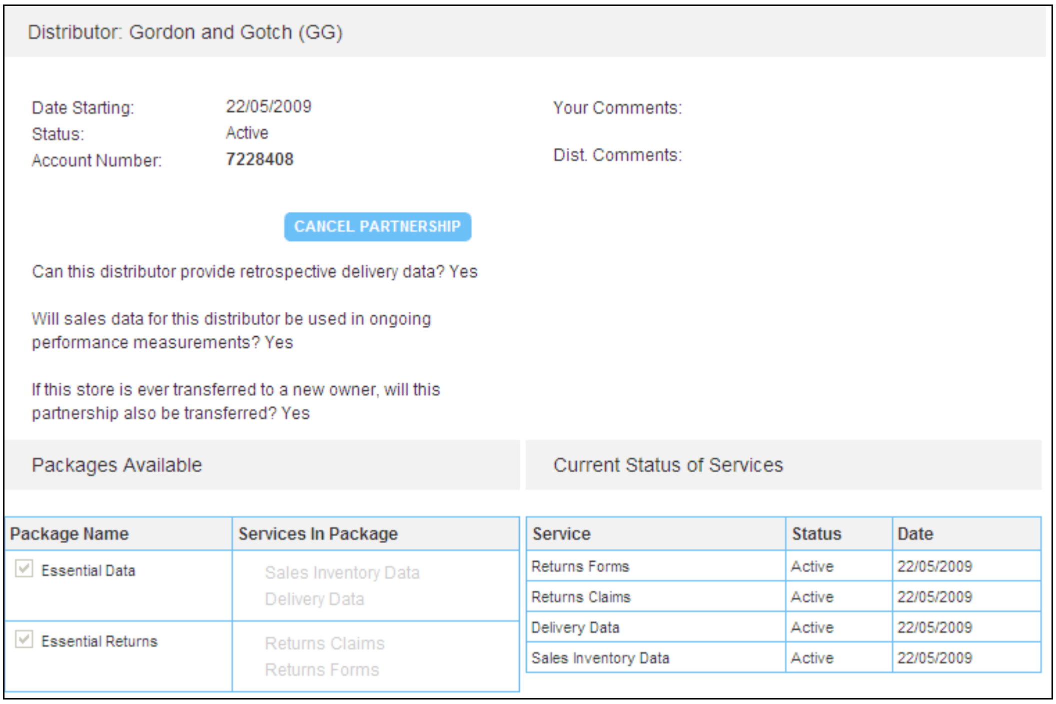
Now you can see the **Reference** or Invoice numbers. If you need to see the magazine titles, you can open the invoices as well. By clicking on the links marked by a plus symbol, you can dig down into the contents of the file and see almost every detail.

Once you have found the file you want, close the file window, return to the main browser window, and click the **RESEND** button for that file. It will be downloaded by your XchangeIT program a few minutes later.

You can also use this form to see your outgoing EDI files which you have sent to the distributors. To look at sales data, select file type SL2. To look at return claims, select file type RTD.

5. Managing Your Distributor Partnerships

Click Distributors & Services, either under the MAINTENANCE menu at the top, or in the menu on the left side of the page. There is a separate section on this page for each distributor on XchangeIT:



Distributor: Gordon and Gotch (GG)

Date Starting: 22/05/2009
Status: Active
Account Number: 7228408

Your Comments:

Dist. Comments:

CANCEL PARTNERSHIP

Can this distributor provide retrospective delivery data? Yes

Will sales data for this distributor be used in ongoing performance measurements? Yes

If this store is ever transferred to a new owner, will this partnership also be transferred? Yes

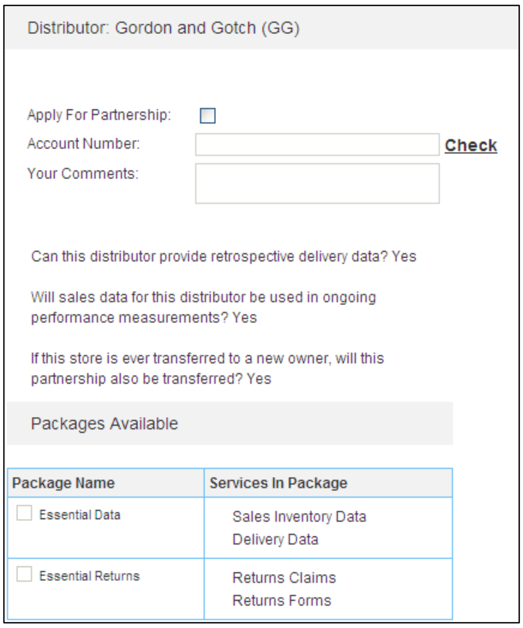
Packages Available

Package Name	Services In Package
☑ Essential Data	Sales Inventory Data Delivery Data
☑ Essential Returns	Returns Claims Returns Forms

Current Status of Services

Service	Status	Date
Returns Forms	Active	22/05/2009
Returns Claims	Active	22/05/2009
Delivery Data	Active	22/05/2009
Sales Inventory Data	Active	22/05/2009

You can see your account number, the date your partnership began, and the different Packages and Services you have with this distributor.



Distributor: Gordon and Gotch (GG)

Apply For Partnership: ☐
Account Number: Check
Your Comments:

Can this distributor provide retrospective delivery data? Yes

Will sales data for this distributor be used in ongoing performance measurements? Yes

If this store is ever transferred to a new owner, will this partnership also be transferred? Yes

Packages Available

Package Name	Services In Package
☐ Essential Data	Sales Inventory Data Delivery Data
☐ Essential Returns	Returns Claims Returns Forms

If you have not applied for partnership with a distributor, you can do so here. Enter your account number in the **Account Number** box, tick the services you need, and click the **SAVE PARTNERSHIPS** button at the bottom of the page. Your request will be sent to the distributor and if the account number is correct they will activate your account.

Once your account has been activated, your XchangeIT Client will load the information the next day. Or, to update your configuration immediately, click the **Configuration** tab and click the **Update Configuration** button

6. Adding Website Users

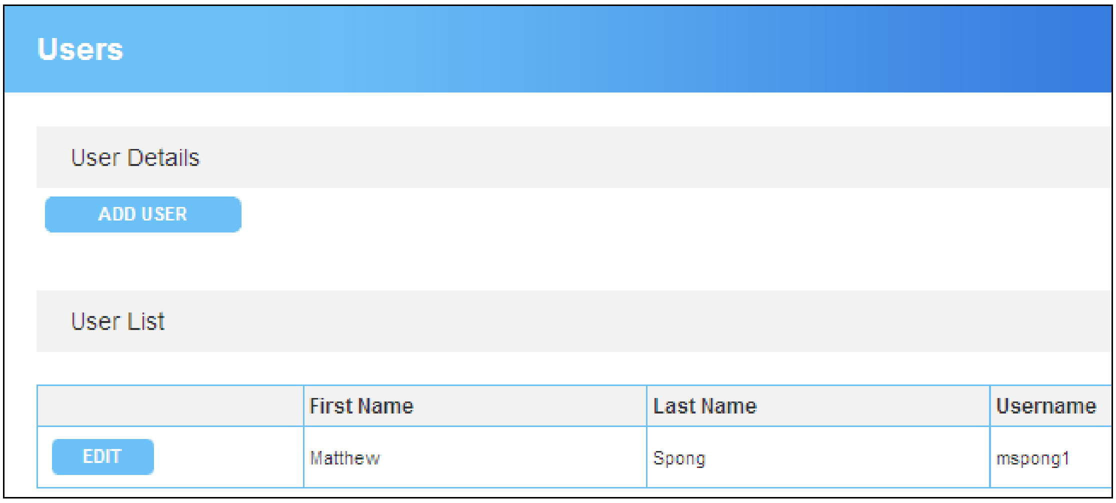
When you created your XchangeIT account, you created a Master account with a username and password which you use to log into the site. This account lets you administer any stores you have on XchangeIT, pay bills, print invoices and receipts, and resend files for any store.

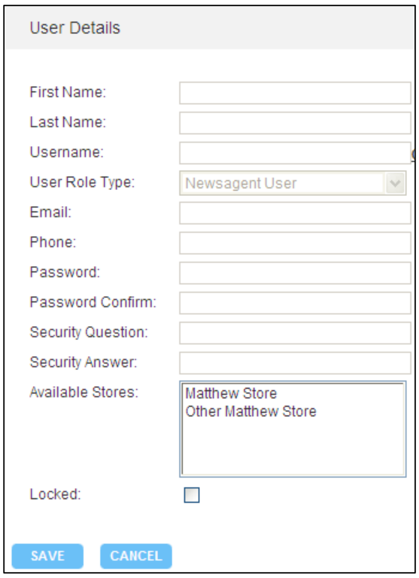
However, if you have more than 1 store, you may wish to create a User account. A User:

- Can only see and reactivate EDI files for the stores the user is assigned to
- Can only see Headlines and File Notes for those stores
- Can see but not change the settings of your XchangeIT client
- Can see but not change your Partnership settings
- Can only manage billing for the stores the User is assigned to
- Cannot create a new user

To create a new User:

Under the **MAINTENANCE** menu, click **Users**.





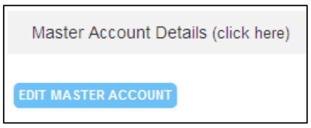
Click the **ADD USER** button.

Fill out the form with the details of your User. In the Available Stores box, select the stores the User will have access to. Then click the **SAVE** button.

When your user has logged in, they will see only the details of the stores you have selected.

7. Changing Your Account Details

You can view your account details by clicking the **ACCOUNT MAINTENANCE** link in the menu at the top of the site.



Click on the heading Master Account Details to reveal your details and see if they need to be changed

If you click the EDIT MASTER ACCOUNT button, you will arrive at a form which is loaded with all the details of your master account. Change any details which need updating and click **SAVE** button.

You can also edit your store details by clicking the EDIT STORE button at the bottom of the page. If you have multiple stores on XchangeIT, select the store you wish to edit using the menu in the top-left corner of the site. Then click MAINTENANCE to see the store details, and click the EDIT STORE button to update that store.

Note:

- If you need to change the point-of-sale system you use, you will need to contact the XchangeIT Helpdesk. This is because it might be necessary to change other settings to match the capabilities of your new point-of-sale
- The "Hosted By" feature allows you to download files for more than one store or delivery round through the one XchangeIT program. You should only use this if you are sure you can do this, and your point-of-sale has been configured for this feature.

8. Adding a Store

If you already own an XchangeIT account, and you by a new store, you do not need to create an entirely new XchangeIT account. There is a feature for adding stores to your existing account. The advantage of this is, you can log into the XchangeIT website once, and manage all your stores.

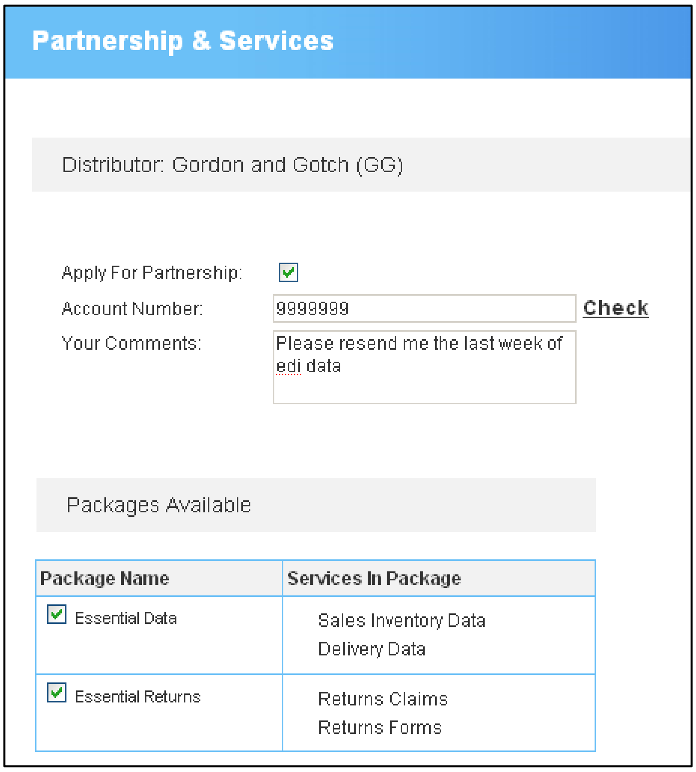
To add a store to your XchangeIT account:

1. Log into the XchangeIT website with your username and password.
2. Click Maintenance
3. Scroll down and click the **ADD STORE** button
4. You will go to a form, similar to the form you used to enter your first store details. Fill out the form and click **SAVE**.
5. You have just added a new store. Notice that there is a pulldown menu in the top-left corner of the page. You can use this menu to select whichever store you want to manage.

Now that you have created your new store, you need to set up the Partnerships and Services.

Partnerships are your accounts with distributors, and **Services** are the different things which XchangeIT supplies. The Services you can use depend on the Distributor and on the point-of-sale you use.

Make sure to select the correct store using the pulldown menu in the top-left corner of the page, and then click the **Partnership & Services** link in the menu on the left.



There is one section on this page for each distributor. For each distributor you have an account with, you need to enter your account number in the appropriate box, and select the services you want to use. Note the **Check** link – you can use this to check if your account number is already in use. The **Comments** field is for special requests – you might want to ask the distributor to resend your data which you received during the last week through the old XchangeIT, through XchangeIT Link.

When you have entered your account details for all distributors, click the Save Partnerships button. This will send your requests to the distributors.

If you had active partnerships in the old XchangeIT system, your partnerships will be made active in XchangeIT Link shortly. If you are a new customer to XchangeIT, it will take up to a day for your account to be set up and files to be sent for you.

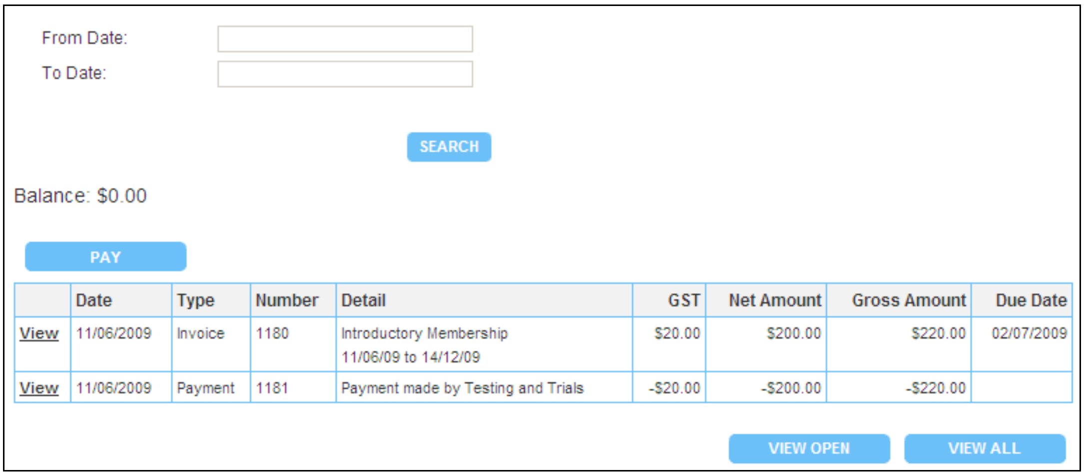
You will now need to install and setup the client program at that store. See Reinstalling XchangeIT for help with this task.

9. Billing and Payment

When you add a new store, or your account is due to be renewed, the XchangeIT system automatically sends you an invoice via email. The invoice is attached to the email as a PDF document.

You can also see your outstanding invoices on the XchangeIT website.

Click **Billing & Payment**.


From Date:
To Date:
SEARCH
Balance: $0.00
PAY

	Date	Type	Number	Detail	GST	Net Amount	Gross Amount	Due Date
View	11/06/2009	Invoice	1180	Introductory Membership 11/06/09 to 14/12/09	$20.00	$200.00	$220.00	02/07/2009
View	11/06/2009	Payment	1181	Payment made by Testing and Trials	-$20.00	-$200.00	-$220.00	

VIEW OPEN VIEW ALL

- If you have an unpaid bill, the Balance value will not be zero.
- If your Balance value is negative, it means you have Credit. Most likely this was transferred value from your old XchangeIT account.
- You can search for invoices and receipts by selecting a date range in the From Date and To Date boxes, and clicking **SEARCH**. You can also click **VIEW OPEN** to see unpaid invoices and unused credits, or **VIEW ALL** to see every transaction record.

To pay a bill, click the **PAY** button.

To pay by credit card, enter your credit card details in the provided form and click **SUBMIT PAYMENT.**

There are also three options for manual payment

1. Cheque
2. Direct deposit
3. Connections points

Follow the instructions on the Payment page which will explain how to use each of these payment options.

10. Installing and Reinstalling XchangeIT

If you buy a new computer, or the computer where XchangeIT is installed breaks, you will need to reinstall XchangeIT on another computer.

You can also follow these instructions if you have added a new store and need to install XchangeIT for the first time, at that store.

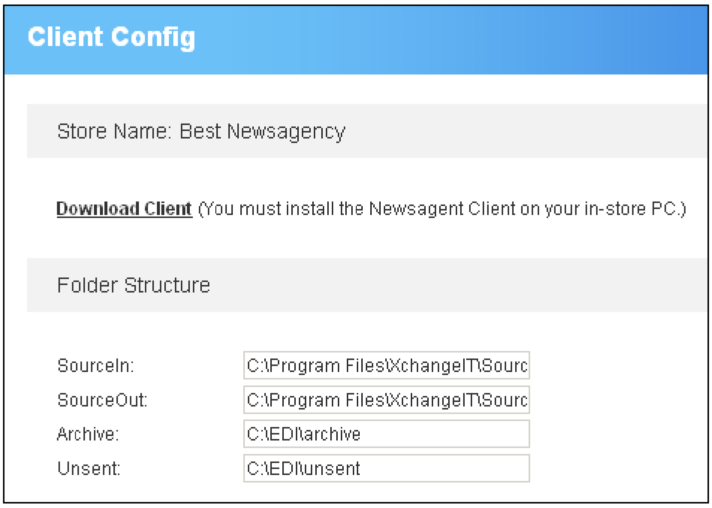
If you need to buy your first XchangeIT account, you should contact the XchangeIT helpdesk on 1300 551 212 and request the instructions sheet for setting up your first account.

Configuration

First, click the **Client Config** link on the left of your browser.

From this page, you can download and install the XchangeIT client by clicking the **Download Client** link.

The **Folder Structure** settings control where XchangeIT puts the files after it has downloaded them. Check to make sure these settings are correct for your point-of-sale system. You need to contact your point-of-sale provider to find out what the correct settings are.



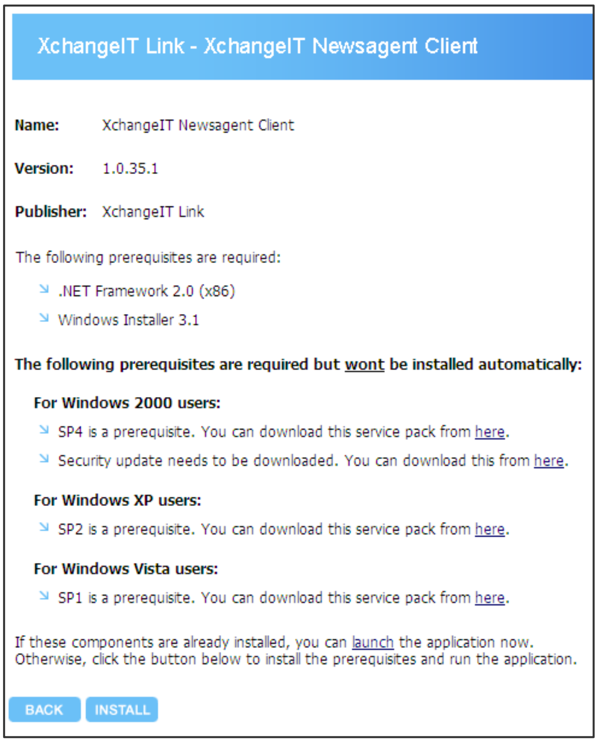
You may need to change these settings in the following particular cases:

- Your point-of-sale is POS DOS, which reads files from your G drive
- Some POS Browser installations read files from a different location
- If you use Tower Retailer and your XchangeIT is NOT installed on your Master computer, the files might need to be sent to your N drive.
- If your XchangeIT is being installed on a Windows Vista computer.

You will not need to change the Archive and Unsent settings as they are new to XchangeIT Link.

Installing XchangeIT Link

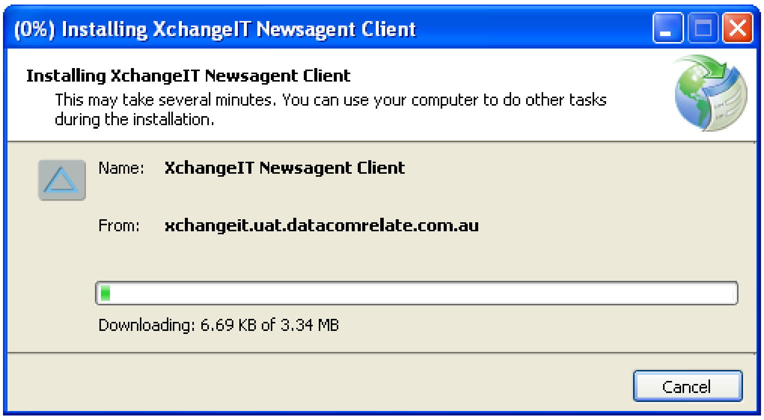
Click the **Download Client** link.



From this page you can download not only the XchangeIT Link installer, but also the software requirements you may need to run the program.

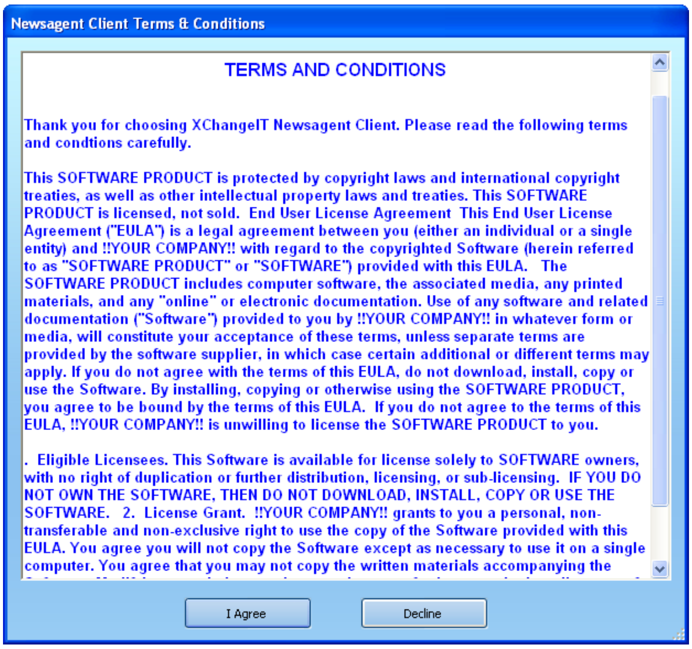
If you are unsure, the best procedure is to click the **INSTALL** button. Your browser will ask if you want to run or save the installer – select **Run**.

← Click INSTALL

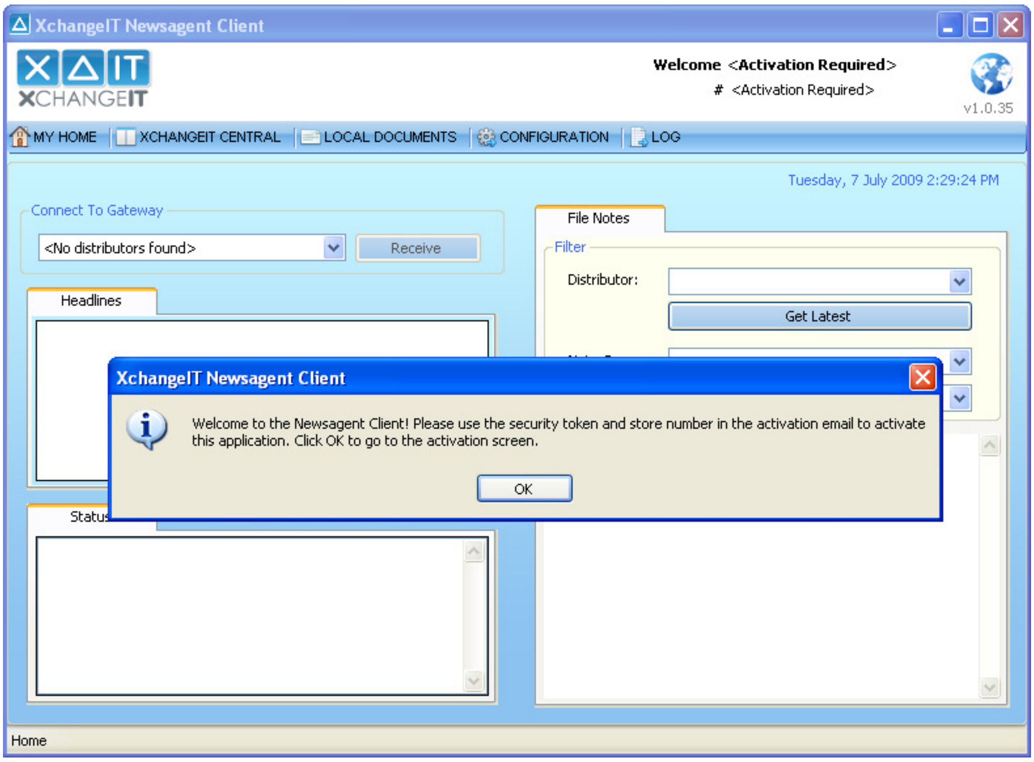


The installer will download the software from the site.

Depending on your browser and operating system there may be other windows asking if you want to run or install the software. Click **OK** or **Yes** of asked.



You will need to agree to the Terms and Conditions.

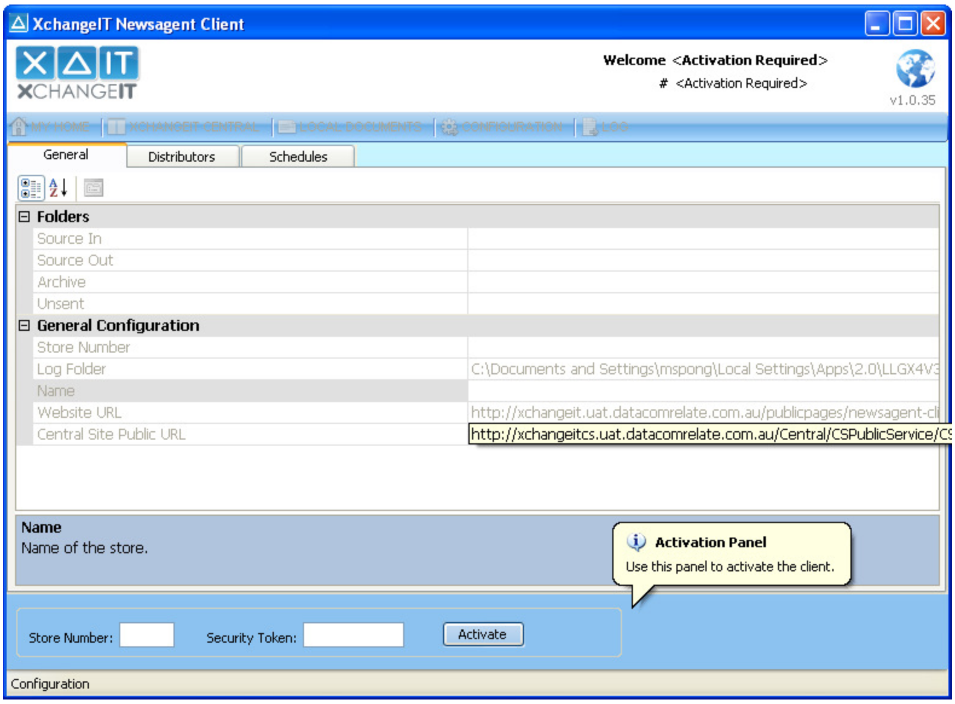


Congratulations! You have now installed XchangeIT Link.

Setting Up the Client

Now that you have installed the software, you need to tell it which newsagency it is working for.

When you click the **OK** button in the welcome message, the XchangeIT Client will take you to the Configuration screen.

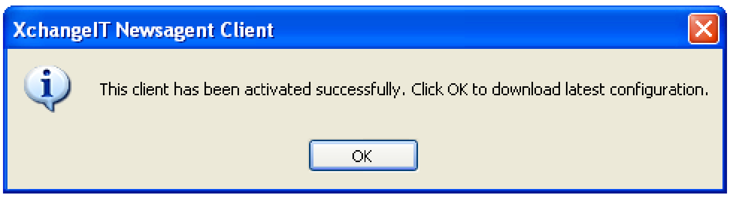


Now you need to enter your Store Number and Security Token, which you received in an email when you created your store. Check your email and look for the following details:

Details of the Store are as follows:

- Store Number: **1002**
- Store Name: Best Newsagency
- Security Token: **FPLUJHWR**

Type the Store Number into the Store Number box, and copy and paste the Security Token into the Security Token box. Then click the Activate button.



Click OK, and the client will download your settings from the central site. This will include your EDI directories, your Distributor partnerships, and your other settings.

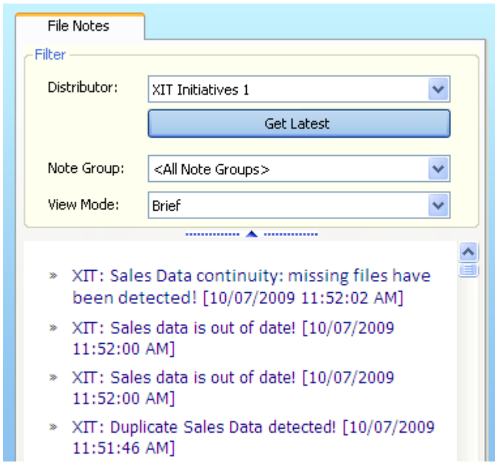
You have now finished setting up the XchangeIT client.

11. Performance

XchangeIT Link tests all EDI files which you upload. The data tests fall into 4 main categories.

Integrity	Do your files comply with the formats published by XchangeIT? Integrity problems mean there is something wrong with the data in the file.
Timeliness	Are the details of items sold received by the distributor before 6 am (AEST/AESDT) on the day following the sale? Timeliness is based on the oldest sale in a data file.
Continuity	Are there missing sales data? Each sales data file contains a total of the magazines sold. If the total sold yesterday, plus sales from today, equals the total in today's file, then there are no missing sales. If not, your Continuity is bad and some data has gone missing.
Duplication	Has the data been uploaded before? XchangeIT compares each file to the previous files uploaded to see if there are any duplicates. It ignores the file name and looks at the contents of the file to detect duplication.

There are several tools you can use to see the results of these tests and learn what you need to do to improve your performance.



The most immediate result you get from file tests appears in your XchangeIT Client program. The File Notes screen displays File Notes which amongst other things, display the results of file tests. In this screenshot you can see some bad test results, which show that some sales data was uploaded late, some files were duplicated or uploaded twice, and some missing sales data was detected.

You can also lookup your file notes by loging into the XchangeIT website and clicking **FILE NOTES**. See page 4 for details.

Your test results are aggregated and compiled over each 31 day Performance Cycle. You can see the results of your Performance Cycle by logging into the Central Site and clicking Performance.

Performance

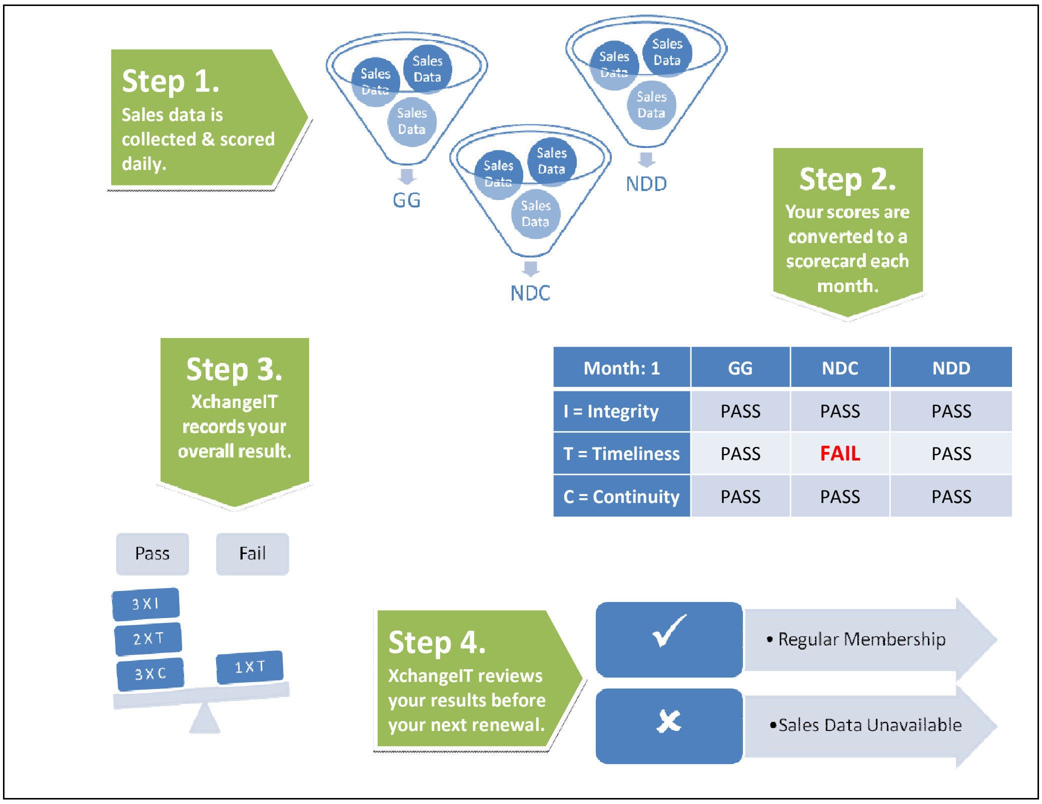
	Gordon and Gotch				NDD Distribution				Network Services				Number of Components Passed					Performance Result
Period Ending	I	T	C	Sales Data Dup	I	T	C	Sales Data Dup	I	T	C	Sales Data Dup	I	T	C	Sales Data Dup	Total	
19/07/2009	F	P	F	P	F	P	F	F	F	P	F	F	0	3	0	1	4	Fail

- I = Sales Data Integrity
- T = Sales Data Timeliness
- C = Sales Data Continuity

The aggregate results for each of the 4 tests are displayed for each distributor. The Performance Result is displayed in the right column.

- There are 12 tests, 4 for each distributor
- To Pass a particular test, 85% of your data needs to pass.
- To Pass a performance cycle, you must have a total of 9 out of a possible 12.
- You must pass 4 out of 6 Performance Cycles in the Billing Cycle to retain your Membership Category and use EDI Returns.

The following diagram illustrates how XchangeIT tests your data.



12. Problems and Solutions

Problem: I am installing or reinstalling XchangeIT. I have logged into the XchangeIT site and downloaded the installer, but when I try to run it, I get a message which says “Cannot find application, cannot retrieve application files. Files corrupt in deployment”.

Solution: Your antivirus or internet protection app is preventing the installer from downloading the software. This is known to occur with Kaspersky Anti Virus. You will need to disable Kasperski before you run the installer.

Problem: