

# PBSeasy®

# Supplier Guide V1.6

18.01.2024

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## Table of content

<b>1. Introduction</b> .....	<b>4</b>
<b>2. Login details</b> .....	<b>4</b>
<b>3. MyPBSeasy®</b> .....	<b>4</b>
Order Tracker.....	5
Price Tracker.....	6
Buyer.....	7
Manage Buyers.....	7
Maintain Buyers.....	8
Assortment Access .....	9
Catalog.....	10
Data Syndication .....	10
Media Shop.....	11
User .....	12
Add User .....	12
Delete User.....	13
Change Password.....	13
Settings.....	13
Company settings .....	13
Order flow settings .....	13
Price settings.....	13
Delivery settings.....	14
Additional product settings .....	17
Additional information .....	17
<b>4. Excel Upload</b> .....	<b>18</b>
Catalog (product file upload).....	18
Download Excel Template.....	18
Maintaining texts in multiple languages.....	19

Maintain prices .....	20
Uploading your template to our platform .....	21
Error messages – upload cannot be completed.....	21
Error message – missing media files.....	22
Upload Excel/CSV file to platform.....	22
Delete Products.....	23
View product content.....	23
<b>Media (image file upload).....</b>	<b>27</b>
Option 1: uploading a zip file .....	28
Option 2: uploading single images.....	28
Option 3: uploading image URLs .....	29
Validation Protocols.....	29
<b>5. Net Prices – negotiated dealer prices.....</b>	<b>30</b>
<b>6. PBSeasy® Shop Platform.....</b>	<b>31</b>
View your products.....	31
Place test order .....	33
<b>7. Ticket System.....</b>	<b>33</b>
<b>8. FAQs .....</b>	<b>33</b>

## 1. Introduction

This guide will give you a complete overview of our PBSeasy® platforms

- MyPBSeasy®
- PBSeasy® Shop

**Links to our platforms:**

- **MyPBSeasy®** (Backoffice/Excel Upload): <https://my.pbsnetwork.eu>
- **PBSeasy® Shop** (View your uploaded data): <https://shop.pbsnetwork.eu>
- **Ticket system**: see chapter 7 for links

## 2. Login details

You will receive your login details from our support team. Your login consists of your username (valid email address) and a password.

To change the password for **MyPBSeasy® and the PBSeasy® Shop** please log into either site. The password, once changed, will be valid for both pages.

You have the option of changing your password:

- MyPBSeasy® → Users
- PBSeasy® shop platform → account → profile.

**NOTE:** as both sites are connected, you only need to change your password on one site.

- **Ticket system**

The ticket system is an independent platform. A password change is only valid for this site. Open the page via the respective link and click on your user icon on the top right-hand side. Select "Profile" → "Change Password".

## 3. MyPBSeasy®

MyPBSeasy® is your backoffice platform in our system, which affords you complete control over your buyer/supplier relations.

The number of tabs available in MyPBSeasy® depend on various factors like booked products and individual user rights.

For example: if you use the Excel template to upload your product data, additional tabs "Media" and "Catalog" will be displayed.

This guide lists and explains every tab currently available in MyPBSeasy®.

## Order Tracker

The Ordertracker allows you to view the complete PBSeasy® order history. It lists all orders placed by your retailers via PBSeasy® and offers you search and resend options.

### Ordertracker options:

- **Search by date**, retailer/buyer name or GLN, order number or order channel. Searching by "Severity" brings up all orders containing errors. Orders containing errors are not sent to you, orders containing warnings are. Retailers are informed if their order contains errors or warnings.
- **Resend orders.** Use this if you had problems receiving orders to the specified order recipient (e.g., a server failure). Alternatively, you can mark and resend all accumulated orders once the problem is fixed. If the recipient problem persists you can switch to an alternative order recipient (go to "Settings" → "Order transmission") and then command to resend the respective orders.

The screenshot shows the Order Tracker interface with search filters and a table of orders. The search filters include Buyer/GLN, Order no., From, Until, Order channel, and Severity. The table lists three orders with columns for Order date, Status date, Order number, Delivery to, Buyer/GLN, PBSeasy Cust.no., Position, Total amount, Order channel, Severity, and Status Follow-up files.

Order date	Status date	Order number	Delivery to	Buyer/GLN	PBSeasy Cust.no.	Position	Total amount	Order channel	Severity	Status Follow-up files
23.11.2021 08:53:46	23.11.2021	21327000237	Test Supplier Sabina Rosenbergstraße 9 70191 Stuttgart DE	Test Supplier Sabina 5432543254322 testsupplier@pbsnetwork.eu	SDE502431	2	106,00 DKK	ONLINE	Ok	● ● ● ● ●
22.11.2021 17:23:18	22.11.2021	Sab221121	Test Supplier Sabina Rosenbergstraße 9 70191 Stuttgart DE	Test Supplier Sabina 5432543254322 testsupplier@pbsnetwork.eu	SDE502431	3	63,60 DKK	ONLINE	Ok	● ● ● ● ●
22.11.2021 17:14:57	22.11.2021	21326000236	Test Dealer Sabina Museumplein 6 1071 DJ Amsterdam NL	Test Dealer Sabina 1122334455709 miss@monypenny.eu	TDE112282	2	42,40 DKK	ONLINE	Ok	● ● ● ● ●

- **View order details:** select an order to see a detailed view of your order and follow-on documents (if applicable). The following options are available:
  - Order: View the complete order
  - Orderlines: view the list of products contained in the order
  - All documents: suppliers who also send follow-on documents, e.g. order response, delivery advise, invoice) through PBSeasy®, can view these here.
  - Status list: view the different order process stages in PBSeasy®. Click on "Dokument anzeigen".
    - Status: 050\_INCOMING: original order as received from the buyer
    - 450\_EMAIL: PBSeasy® order confirmation sent to the buyer
    - 800\_SUBMIT: Order transmitted from PBSeasy® to supplier

Status-Datum	Status	Level	Text	Dokument
22.11.2021 17:03	050_INCOMING	INFO	Neues Dokument eingegangen: ORDER	Dokument anzeigen
22.11.2021 17:03	050_INCOMING	OK	Neues Dokument eingegangen: ORDER	
22.11.2021 17:03	400_VALIDATE	OK		
22.11.2021 17:03	700_TRANSFORM_OUT	OK	Ausgangsformat erzeugt: ORDER	
22.11.2021 17:03	450_EMAIL	OK	Übermittelt an: Confirmation Email sent to support@pbsnetwork.eu	Dokument anzeigen
22.11.2021 17:03	800_SUBMIT	OK	Übermittelt an: s.truhel@pbsnetwork.eu	Dokument anzeigen

- **Events:** if the order contains errors they will be listed here.

### Price Tracker

The Price Tracker lists all net prices (negotiated dealer prices) you sent to your respective retailers. You can export the search result as well as resend the listed net price files.

To use the Price Tracker, your user must have admin rights. For extra security, you need to communicate your IP address to PBS. It will be added to your supplier profile. If you would like to use the Price Tracker, please send an email to [support@pbsnetwork.eu](mailto:support@pbsnetwork.eu).

**NOTE:** the Price Tracker can only be used if you have a fixed (not dynamic) IP address.

#### View price file content:

Select respective price file. The tab "Overview" gives you the dates and retailer details for this price file.

Screenshot Price Tracker Details: "Overview"

[Search](#) > KIP an OSD

---

Overview

Overview for negotiated prices to: **Testbuyer**

Resend

---

Supplier/GLN: Testsupplier  
1234567891234

Date status: 10.02.2022 03:29

Valid from: 01.01.2022

Buyer/GLN: Testbuyer  
571167891234

Date price data: 10.02.2022

Position count: 145

Selecting "Status list" will show the transmission overview and clicking on "Inhalt" will bring up the actual price file".

### Price Tracker Details: "Status List"

OrderTracker

Price Tracker

Buyer

Overview

**Status list**

Overview for negotiated prices to: **Testsupplier**

**Resend CP to buyer** Resend

**View content of CP** Inhalt

Date status	Severity	Status	Description	Document
10.02.2022 15:29:27	INFO	050_INCOMING	Preise empfangen: 'PRICE' from 'ftp.pbseasy.eu'	Inhalt

### Screenshot Net Prices (negotiated dealer prices)

Overview

**Status list**

Herunterladen

```

UNA:+. ? '
UNB+UNOC:3+4388888122998:14+OSD:14+220210:1529+20220411529316'
UNH+1+PRICAT:D:93A:UN: EAN005 '
BGM+9+842345'
DTM+137:20220210:102'
DTM+194:20220101:102'
NAD+SU+4388888122998: :9'
NAD+BY+OSD: :9'
CUX+2:DKK:8'
PGI+2'
PIT+1+3'
PIA+5+4013422007126:EN: :251'
PRI+AAB:34.2:CT:LIU:1:PCE'
PIT+2+3'
PIA+5+92399621072:EN: :251'
PRI+AAB:14.79:CT:LIU:1:PCE'
PIT+3+3'
        
```

Click "Herunterladen" to download file.

## Buyer

In PBSeasy you can manage your buyers and buyer information. Send messages to your buyers or connect a new freight group for certain buyers or buyer groups. This tool makes it easy to keep an overview over your connected retailers.

## Manage Buyers

### Screenshot - Buyer overview

**Your buyers**

Export Message Freight group

Search in all text fields Search Reset

Buyer	GLN	PBSeasy customer number	Customer number	Remark of PBS	PBSeasy buyer products	Freight group	Created date	Status	Granted assortments	Additional requested assortments	Mediashop AGB confirmed
PBS Network GmbH / BDE999977	9999111111112	BDE999977			PBSeasy mail	Standard	22.11.2021	Granted	SabinaT (5432543254322)		
Test Dealer Sabina	1122334455709	TDE112282			PBSeasy online PBSeasy media SHOP	Standard	07.06.2021	Granted	SabinaT DK (4388888138647)		
Test Supplier Sabina	5432543254322	SDE502431				Standard	23.04.2021	Granted	SabinaT (5432543254322)		

Search result: 3, Page: 1/1 Beginning 1 End 15

The following columns are available:

- **Buyer:** Company name
- **Buyer GLN**
- **PBSeasy® customer number** (automatically generated when buyer registers in PBSeasy®).
- **Customer number:** Select a buyer to add your customer number for this buyer (if available).
- **Remarks PBS:** additional information regarding a buyer if applicable.
- **PBSeasy® products for buyer – Explanation:**
  - **PBSeasy® Online:** buyer orders via the PBSeasy® shop platform only
  - **PBSeasy® mail and PBSeasy® direct:** buyers are connected to PBSeasy® with their ERP system. The only difference consists in the format this buyer is sending their orders in. Mail = ASCII format | Direct = Edifact format
  - **PBSeasy® media Shop:** buyer can download media files via MyPBSeasy®
  - **PBSeasy® media Push:** buyer receives media files (media assortment) in full as well as updates in BMECAT format with image links.
  - **PBSeasy® EDIFAX:** suppliers can be sent fax orders to be transferred into EDI orders
  - **PBSeasy® EDI:** transfer orders via EDI (let us know if you are interested in booking this product)
  - **Freight group:** you can assign a corresponding freight group to each buyer (refer to chapter "Settings" → "Delivery settings" to learn how to set up a freight group profile).
  - **Created date:** date you granted or blocked a buyer in PBSeasy®. Switch to status "requested" to see if there are buyers still waiting for your approval.
  - **Granted assortments:** applicable if supplier has more than one assortment
  - **Additional requested assortments:** applicable if supplier has more than one assortment
  - **Media Shop AGB confirmed:** buyer is using the media shop or media push option. Terms and conditions must be acknowledged separately for media files.

## Maintain Buyers

**Set a check mark to select multiple buyers.** You can now export the buyers as a CSV file, send a message via PBSeasy® to these buyers or add a freight group for the buyer group.

Screenshot: select buyers

☰ Your buyers

Export Message Freight group

Buyer	GLN	PBSeasy customer number	Customer number	Remark of PBS	PBSeasy buyer products	Freight group	Created date	Status	Granted assortments	Additional requested assortments	Mediashop AGB confirmed
<input checked="" type="checkbox"/> PBS Network GmbH / BDE999977	9999111111112	BDE999977			Products	All	22.11.2021	Granted	SabinaT (5432543254322)		
<input checked="" type="checkbox"/> Test Dealer Sabina	1122334455709	TDE112282			PBSeasy online PBSeasy media SHOP	Standard	07.06.2021	Granted	SabinaT DK (4388888138647)		

### Assortment Access

To grant or block access to your assortment, click on the respective buyer and the tab "Activation".

Activation

Contacts of buyer

Buyer: PBS Network GmbH / BDE999977

Application number: 22.11.2021

Status: Grant Buyer ▼

Note: Grant Buyer  
Block Buyer

#### Block buyer:

If you decide to block a buyer, please enter a note in "Blocking due to" so this buyer knows why they were not accepted. Press "Save" to finalise.

#### Grant buyer:

If you grant a buyer access, select the appropriate status, and select the respective assortment(s). You also have the option of adding a freight group.

**NOTE:** please ignore delivery options and Term of payment for the time being.

Common

Test Dealer Sabina - TDE112282

Activation

Contacts of buyer

Buyer: Test Dealer Sabina

Application number: 07.06.2021

Status: Grant Buyer ▼

Note:

Blocking due to:

Order assortments:  SabinaT (sab)  SabinaT DK (sa2)

Media assortments: Kein Medien-Sortiment vorhanden

Buyer: Test Dealer Sabina

Freight group: Standard ▼

Lieferoption: Standard ▼

Buyer: Test Dealer Sabina

Term of payment: Standard ▼

✓ Save

Press "Save" to finalise.

## Catalog

This tab is only displayed if your company uses the Excel Upload option to upload/update/delete product data. If this applies to your company, please refer to chapter 4 (Excel Upload) for further details.

## Data Syndication

This tab is displayed if your user has administrator rights.

It shows your assortment(s) in all formats in which it/they are distributed to the respective buyers. You have the option of downloading these files either as complete assortment or just the last updates.

### Lists outgoing file(s) of your assortment(s).

Depending on the formats in which your assortment is distributed to buyers, they will find your assortment files in the respective formats.

Assortment files are named for example with the date assortment code\_new.g6a.zip.

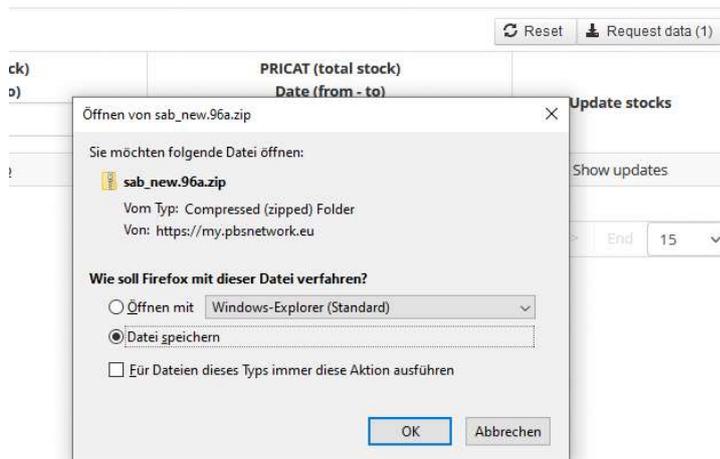
Files marked with "new" mark that is a complete assortment.

Files marked with "u" signify that this is an update. Select "Show updates" to see the update history.

Your buyers can set a check mark and click "request data" to resend your complete assortment or updates to their system once more.



Alternatively, click on the assortment link to save file to your PC.



### Media Shop

If you maintain a media assortment, which is separate to a data order assortment, it will be displayed to your buyers in this tab.

All connected buyers can obtain free access to our free media database and use it to obtain media data of products by copy & paste or by downloading (max. 50 products per download). Buyer can only see your media assortment if you grant them access to it

Initially the terms and conditions have to be confirmed. After following the process and logging into MyPBSeasy® again all available media assortment(s) can be selected and products files downloaded.

The same procedure applies to terms of use for the eCl@ss classification data. These must be confirmed separately if you want to use this part of the media data.

Additional information on the PBS media data standard can be found here: <http://www.pbs-mediendaten.de/en/mediendatenstandard.php>

## User

If you want to give more colleagues access to the PBSeasy® platform, you have the following options to manage your users accounts.

### Add User

Create additional user accounts and assign various access rights to these accounts.

NOTE: the username must be a **valid email address**.

In the first step, the user profile is created by clicking on



Select the newly created user to set the access permissions.

 **Manage user** testsupplier@pbsnetwork.eu

Common

Access authorization

Shop approval

Change password

Delete user

Administer access authorizations. Please note the shop permission for this user!

User right	
Online-Shop	<input checked="" type="checkbox"/>
MyPBSeasy	<input checked="" type="checkbox"/>
OrderTracker	<input checked="" type="checkbox"/>
PriceTracker	<input checked="" type="checkbox"/>
Role	
Company Admin	<input checked="" type="checkbox"/>

Select "Shop approval" to select the assortments this user should see on the **shop platform**.

Default is set to "all granted assortments".

You can furthermore set the following user rights:

- Show product: view products only
- Show prices: products are displayed with price
- Add to shopping cart: if check mark is not set, the shopping cart button will be greyed out. No products can be put in the shopping car
- Place order: if check mark is not set, the user cannot place orders through the shop page.

Manage user testsupplier@pbsnetwork.eu

Common

Access authorization

Shop approval

Change password

Delete user

Administer Online-Shop-permissions

Save

Buyer	Assortments	Show product	Show prices	Add to shopping cart	Place order
Test Supplier Sabina	SabinaT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Delete User

Open the corresponding user by clicking on the username (email address) – select “Delete user”.

## Change Password

Open corresponding user by clicking on the username (email address) – select “change password”.

## Settings

In the settings tab you have various options like viewing/amending your company or contact data or upload freight conditions. If you have any questions regarding the settings options, please raise a ticket via the “Ticketsystem” button on top of the page or contact our support team (support@pbsnetwork.eu)

## Company settings

- **Company data:** General company information.
- **Contact:** Contact information displayed in the PBSeasy® Shop platform in your supplier profile.

## Order flow settings

- **Order transmission:** states how and in which format orders are transmitted to you.
- **Error tolerance:** If activated and set to e.g. %100 and number of positions 0 – you would accept all orders, even if they contain validation errors.
- **Edifact settings:** mark/unmark your settings for EDIFACT orders.

## Price settings

Receive confirmation that the **net** price file you sent was forwarded to the respective recipient.

- **Price data settings:** mark and input a recipient email address if you would like to receive a APERAK (Application error and acknowledgement) message when sending net prices.

## Delivery settings

- **Freight conditions**

To state your freight conditions, you have the options in MyPBSeasy® listed below. Among the options are to state a minimum order amount (retailers cannot place orders below this order value) as well as two amount brackets for which you can define surcharges. You can set up numerous profiles and link them to respective buyers (in the buyer tab).

Press the button "+new freight condition" to set up a new freight condition profile.

You have the following options:

- **Freight group name:** The very first freight conditions template will always be named "Default". Additional freight groups can be named by you individually.
- **Country:** State the country this freight conditions group is valid for.
- **Currency:** State the respective currency.
- **Minimum order amount:** Orders below the minimum order value cannot be placed through the shop platform (button in shopping cart is greyed out).
- **Amount limit:** State an order amount below which the surcharge, stated in the next field, will apply.
- **Quantity limit surcharge:** Surcharge if order is below the amount limit.
- **Amount limit for freight surcharge:** specify amount (see screenshot) and the respective surcharge in the next field.
- **Freight Surcharge**
- **Order surcharge:** Fixed surcharge amount per order, independent of the order value
- **Order line surcharge:** Fixed surcharge amount per order line

### Example 1: setting up a freight charge template

- Company data
- Contact
- Order transmission
- Error tolerance
- Edifact settings
- Price data settings
- Freight conditions**
- Delivery options
- Shipping options
- Deliveryservices
- Individual Products
- Quantity amendment
- Email Templates
- Additional Contacts for buyer

#### Create new freight condition

Name of the freight condition group:

Country:

Currency:

Minimum order amount:  Orders below €100 cannot be placed via the shop platform.

Amount limit:  Orders with order value below €250 incur a surcharge of €10

Quantity limit surcharge:

Amount limit for freight surcharge:  Orders with order value between €250-€500 incur a surcharge of €5

Freight surcharge:  Orders above €500 incur no surcharge

Order surcharge:

Order line surcharge:

Freight condition note:

With HTML you can format your text; for instance you can create line breaks with `<br>` and boldface with `<b>` e.g.: `<b>Important</b> <br>` You receive an email notification within a couple of minutes after your order.

Save

Refer to below screenshots of the PBSeasy® shop platform (shopping cart) to see how freight conditions are displayed to the customer.

**Example 1: order is below the minimum order value**

200,00 € Minimum order value for the net order value	Net order value	15,20 €
0,00 € Surcharge if net order value is below 0,00 €	Freight Surcharge	0,00 €
10,00 € Surcharge if net order value is below 500,00 €	Minimum Total Surcharge	10,00 €
0,00 € Surcharge per order	Order Surcharge	0,00 €
0,00 € Surcharge per position	Position Surcharge Total	0,00 €
		<b>25,20 €</b>

Freight costs may vary depending on the size and weight of the shipment.

**⚠ Subtotal too low**

Back
Order

**Example 2: order above the freight charge limit of 200 Euro.**

200,00 € Minimum order value for the net order value	Net order value	380,00 €
0,00 € Surcharge if net order value is below 0,00 €	Freight Surcharge	0,00 €
10,00 € Surcharge if net order value is below 500,00 €	Minimum Total Surcharge	10,00 €
0,00 € Surcharge per order	Order Surcharge	0,00 €
0,00 € Surcharge per position	Position Surcharge Total	0,00 €
		<b>390,00 €</b>

Freight costs may vary depending on the size and weight of the shipment.

Back
Order

**IMPORTANT:** You do not have to fill all the fields, but rather select fields matching your delivery process.

- **Delivery Options**

- OrderTracker
- Buyer
- Catalog
- Data syndication
- User
- Settings
- Reports
- Media
- Download & Info
- Legal

Company data

Contact

Order transmission

Error tolerance

Edifact settings

Price data settings

Freight conditions

**Delivery options**

Individual Products

Quantity amendment

Email Templates

Additional Contacts for buyer

Lieferkonditionen anlegen

Name:

AllowCustomerOrderNumber:

AllowDispatchMode:

RequiredDeliveryAddress:  Erzwingt die Eingabe einer Lieferadresse im Warenkorb

AllowDeliveryAdvice1:  Ermöglicht die Eingabe eines'Anlieferhinweises'im Warenkorb

AllowDeliveryAdvice2:  Ermöglicht die Eingabe eines'Lieferhinweises'im Warenkorb

AllowAdditionalService:  Ermöglicht die Eingabe zusätzlicher Services im Warenkorb (in Kombination mit dem Schalter: 'zusätzliche Services')

AllowPackageBundling:  Ermöglicht die Eingabe einer'Sendungs-bündelung'im Warenkorb

Delivery options:

Additional Services:

Enable 'Ordernumber':  Ihre Bestell-Nr.

Enable delivery date:  Ihr Wunschlieferatum

Enable cost center:  Ihre Kostenstelle

Enable PO number:  Ihre Ausschreibungs-/Angebots-Nr.

Enable note to supplier:  Bemerkung für den Lieferanten

Enable note:  Ihr Zusatztext

Enable end customer:  if enable the shop customer is allowed to enter an end customer address.

Please note, that only the last 7 options are available to all suppliers. If you have any questions in this regard, please contact our support team.

### Additional product settings

- **Individual products:** a product set up as an “individual” product will not be visible on the shop platform and cannot be found by using the search option in the shop. These products are meant for specific buyers and are not part of a catalog. Once set up, you can communicate the product number or GTIN (EAN) of a product to said buyer. He/she can order them via the Quick order option in the shop or out of their ERP system if their ERP system is connected to PBSeasy®.
- **Quantity amendment:** is used for buyers ordering directly out of their ERP system. This option applies if a buyer regularly sends the wrong unit/quantity for a specific product. You can set up an exception for this buyer and product, stating what the correct unit/quantity should be.

**Example:** Product “123456 Pen” is sold by you in a pack of 10 pens per pack.

A buyer orders 20 pens. In their ERP system, the buyer has set this pen as an individual product (because they sell them on as single items), but you only sell these pens as 10 pens per pack. You can state here that if this buyer orders this specific product, you will change the order from 20 pcs to 2 PK (pack) > thus receiving the order with the correct unit instead of erroneously sending out 20 PKs to this customer.

### Additional information

- **Reports:** applies to German customers only

**Download & Info:** depending on the products you booked with us, you can find various documentation and files (like this guide) for download here.

## 4. Excel Upload

**Important:** This tab is only listed if a supplier uses the Excel upload for data maintenance.

The Excel template allows you to manually upload your product information and media files to our PBSeasy® platform.

Besides the Excel upload template, where you fill in your product information, we also provide a data explanation sheet listing which information/format is required/allowed in the respective fields. You can download the latest version of this file in MyPBSeasy® under "Download and Info".

Two additional tabs are available in the tab list if you upload your product data via Excel template:

- **Catalog:** upload your product template and view already uploaded items.
- **Media:** upload the respective media files (single or zip upload) here.

### Catalog (product file upload)

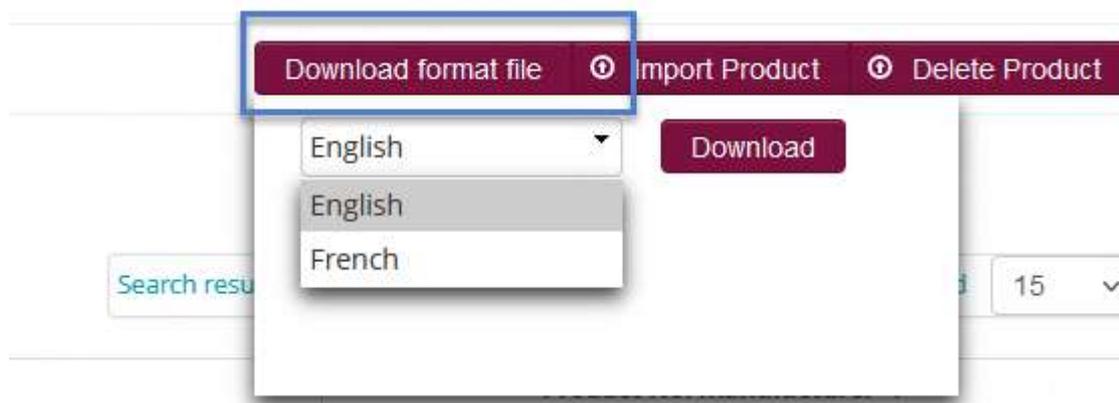
Under this tab you can maintain your assortment(s). You can upload, update, or delete your products via the Excel template. You also have the option of viewing the content of your uploaded items.

The template is divided in mandatory and optional fields, and we encourage you to provide as much details as you can. The richer the content of your product, the better the chances that your products will be selected for order.

### Download Excel Template

You can download the latest Excel upload template by first selecting the "Catalog tab" and then "Download format file".

Screenshot My PBSeasy®



**Screenshot Excel Template**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Manufacturer	Product code	EAN (GTIN)	Status ACT = Active 85E = New 84E = New, announcement only 86E = Discontinued 91E = End of life	Name of base product	MOQ (Minimum order quantity)	IOQ Incremental Order Quantity	Unit of MOQ and IOQ	Sales unit of base product	Net filling quantity of base product	Unit of net filling quantity	Guarantee and SVA in months	Code E-CLASS 6.2	Code E-CLASS 8.1
2	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Optional	Optional	Optional
3	an35	an40	n14	an10	an100	n15.3	n15.3	an3	an3	n15.3	an3	n3	an8	an8
4	P-0101	P-0102	P-0103	P-0104	P-0105	P-0106	P-0107	P-0108	P-0109	P-0110	P-0111	P-0112	P-0113	P-0114
5														
6														
7														
8														
9														

- **Header Row 1** = expected information
- **Header Row 2** = mandatory or optional
- **Header Row 3** = is the field numeric (n) or alphanumeric (an) and the maximum number of characters allowed. For example: an35 = alphanumeric field, maximum 35 characters.
- **Header Row 4** = Field indicator (P-0100 etc.)

**Please note:**

- Header Row 4 cannot be deleted, as the field indicator is needed when uploading data. You can delete rows 1-3 if you wish.
- The file upload is only possible once all mandatory fields have been filled!
- Do **not** use formulas.
- Adhere to the maximum number of characters.

If you are unclear about the type of information required in a field, please refer to the "**data explanation sheet**" which is available for download in MyPBSeasy® under "Download & Info". You can also contact our support team by raising a ticket via the "Ticketsystem" button.

**Please note for field P-0602 Product Title:**

If this field is not filled, our system will use the information from fields P-0105 and P-0502 to P-0506 to create a product title in the shop.

**Maintaining texts in multiple languages**

For the following fields, the texts can be maintained in multiple languages.

- P-0105 name of base product
- P-0118 short title of product for EDI
- P-0601 keywords
- P-0602 headline (shop platform)
- P-0603 long text
- P-0604 web text

Prepare your upload template as follows:

Duplicate the respective columns and mark the field indicator (P-o... fields) by adding - "dash" and the "language code" in **capital letters!** For example, **DA** for Danish, **DE** for Deutsch (German) **NL** for Dutch etc.

See screenshot below.

### Screenshot Excel Upload Template - Languages

DP	DQ	DR	DS	DT	DU	DV
Keywords	Product Title	Product Title	Long Text	Long Text	Web Text	Web Text
Optional	Optional	Optional	Optional	Optional	Optional	Optional
an8000	an250	an250	an8000	an8000	an8000	an8000
P-0601-DA	P-0602-DE	P-0602-DA	P-0603-DE	P-0603-DA	P-0604-DE	P-0604-DA
Nøgleord på dansk	Produktitel auf Deutsch	produktitel på dansk	Langer Text in Deutsch	Lang tekst på dansk	Webtext in Deutsch	Webtekst på dansk

### Maintain prices

The following prices can be uploaded via the Excel template.

- **LP (List Price):** is the net price of your product without discount or rebate.
- **RSP (gross)** = Recommended Sales Price incl. VAT.
- **Pricing scales** = e.g., a product has a lower price when ordered in higher number of units – see example below.

### Pricing Scales:

The unit price of a product can decrease if it is ordered in higher quantities.

To upload pricing scales, please indicate the product quantity from which on the new price applies and state the absolute amount **per PCE (each)**.

State in fields P-0212, P-0214, P-0216 and P-0218 the **quantity** a price is valid from.

State in fields P-0213, P-0215, P-0217 and P-0219 the absolute price **per piece**.

Screenshot - pricing scale

List Price Pricing Scale 1 valid from quantity	List Price 1	List Price Pricing Scale 2 valid from quantity	List Price 2	List Price Pricing Scale 3 valid from quantity	List Price 3	List Price Pricing Scale 4 valid from quantity	List Price 4
Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional
P-0212	P-0213	P-0214	P-0215	P-0216	P-0217	P-0218	P-0219
5	10,45	10	9,80	15	9,20	20	8,00
5	10,45	10	9,80	15	9,20	20	8,00

**NOTE: NET (net price)** – net prices (negotiated dealer prices) are not uploaded via the Excel template. See chapter 5 for further information.

## Uploading your template to our platform

### Part 1:

- Click on the "Catalog" tab
- Select "Import Product"
- Choose your CSV or Excel template.

### Part 2:

After loading your file:

- Select your assortment
- Choose your country and language
- Encoding can stay on UTF-8
- Press **"Check"** to start the validation process.

#### Part 1: Upload file:

Please choose a CSV/Excel Datei for the upload:

#### Part 2: Validation : TEST\_EAN Components.xlsx

Available assortments:	Sabina (ut - 5432543254322)
Choose country:	Denmark
Choose language:	da (Danish)
Encoding:	UTF-8

If you change settings, you need to validate again.

The system checks all values in your Excel file against the requirements. Errors and inconsistencies will then be listed on screen.

### Error messages – upload cannot be completed.

If the file contains information inconsistent with our systems requirements, you will not be able to upload the file. You must amend the listed errors, save your file, repeat the process by choosing your amended file for upload again and finally press "check".

### How to read the error messages:

From left to right:

1. Which row (line) in your Excel sheet contains the error(s).
2. The field indicator number (P-o...)
3. Field name/column description
4. Error types.
5. Column value: shows the current value in your Excel/CSV file.
6. Error description: tells you which values are expected/allowed by our system.

If you change settings, you need to validate again.

Check

Validierungs-Errors: [Error-Download](#)

Line: 5	Column	Column description	Error type	Column value	Error description
	P-0106	Minimum order quantity	TYPE	4 bakker + 1 topplade blå	Column value is not type: NUMERIC
	P-0106	Minimum order quantity	LENGTH	4 bakker + 1 topplade blå	Column value exceeds the maximum character length of 18 characters.
	P-0107	Lot size	TYPE	260x275x350	Column value is not type: NUMERIC
	P-0108	UOM MOQ lot size	LENGTH	Black	Column value exceeds the maximum character length of 3 characters.
	P-0108	UOM MOQ lot size	ENUM	Black	Valid values are: ANN, DAY, GM, MON, WEE, ASM, ASV, NAR, NRL, BG, ONE_1, ST, BO, BX, BTU,
	P-0109	Type of packaging	ENUM	3926100000	Valid values are: PCE, 200, 201, 202, 203, 204, 205, 206, 207, 210, 211, 212, 5L, 5M, ADL, AE, AI
	P-0110	net filling quantity base product	TYPE	CN	Column value is not type: NUMERIC
	P-0111	net filling quantity base product unit	ENUM	350	Valid values are: MTR, CMT, LTR, MLT, PCE, SH
	P-0119	Size	MANDATORY_BY_SYSTEM		This figure is mandatory.
	P-0124	Tariff nomenclature	MANDATORY_BY_SYSTEM		This figure is mandatory.

### Error message – missing media files

You can upload your file, even if you haven't yet uploaded the respective media files listed in your Excel/CSV file. The email protocol you receive after the upload will list the GTINs (EANs) for which the images are missing. Please make sure to upload the images in a timely manner.

If you have missing images but no other error messages, please scroll all the way to the bottom of the screen to finalise the upload.

### Upload Excel/CSV file to platform

Once the upload template is error free the button "Import/Update Product" button will appear.

All product lines will be displayed beneath with the respective status.

NEW = product GTIN (EAN) is uploaded for the first time.

UPDATE = GTIN (EAN) has been uploaded before. Product is being updated.

Screenshot > Import/ Update

Part 3: Import : TEST\_EAN Components.xlsx

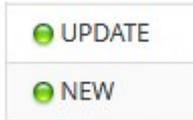
[Import / Update Product](#) New articles: 1 Changed articles: 1 Unchanged: 0

The image upload protocol is sent to: s.truhel@pbsnetwork.eu  
 Das article import protocol is sent to: s.truhel@pbsnetwork.eu

0%

Changed	GTIN	Packaging	Product description	Brand name
UPDATE	8719075281024	[4006942869992, 8719075280195]	Ralfs Superprodukt	Sabinas Products
NEW	8058664058822	[]	Sabinas new product	Sabina

Screenshot > product status detail



Press the “**Import/Update Product**” button to finalize your upload.

You will receive upload protocols via email.

**Note:** images and product files are not uploaded synchronically. Depending on the upload size it might take some time before your products are available for distribution to your retailers and the shop platform.

### Delete Products

To delete items from the platform, just list the respective GTINs (EANs) in CSV or xlsx file.

	A	B
1	8058664041725	
2	8058664055982	
3	8058664058822	

Select “Catalog” è “Delete Product” è Choose Excel (or CSV) file è You can leave the encoding on UTF-8. Click on “Check”.

All items you want to delete are listed. Click on “Delete” to finalize the upload.

**Part 1: Upload file:**  
Please choose a CSV/Excel Datei for the upload:

+ Choose CSV file

+ Choose Excel file

---

**Part 2: Check : LoeschEN\_TEST.xlsx**

Available assortments: SabinaT (sab - 54325432543) v

Encoding: UTF-8 v

If you change settings, you need to check again.

Check

Row	Item found	GTIN	Description
Line: 0	●	8058664041725	Sabinas Super Short Title for EDI -
Line: 1	●	8058664055982	Sabinas Spitzenprodukt No.1
Line: 2	●	8058664058822	Sabinas Spitzenprodukt No.1

**Part 3: Delete : LoeschEN\_TEST.xlsx**

Delete

0%

### View product content

When selecting the Catalog tab, you will firstly see the list of all your uploaded products.

Sorting options for this list are: "Last change", assortment, GTIN, Description (Product name) and Manufacturer product number.

You can also pre-select a certain assortment, should you maintain more than one.

**NOTE:** you cannot amend or change product information directly on the page! This was a conscious decision on our part to make sure that there are no discrepancies between the product data you upload via the template and amendments made on the platform. If product details were to be changed on the platform but not in the excel template, the changed information would be overwritten with the next template upload.

Last change	All assortments...	GTIN	Description	Product No. manufacturer
12.11.2021 13:54:13	SabinaT / Test Supplier Sabina	8058664062522	P-0105_Productname 6	P-0102_6
26.01.2022 12:03:01	SabinaT / Test Supplier Sabina	8058664056026	Sabinas new product	P-0102_70
21.02.2022 15:51:11	SabinaT / Test Supplier Sabina	5701684516027	Øjenskyt ampul Q-rinse5160 5x20ml F 5174	2105620
21.02.2022 15:51:12	SabinaT / Test Supplier Sabina	8057099157216	Kask Zenith HIVz EN997 Blå	2106736
22.02.2022 13:22:15	SabinaT / Test Supplier Sabina	8058664056989	Sabina Test Produkt 3	P-010214
25.03.2022 15:58:17	SabinaT / Test Supplier Sabina	8058664057993	New Product 2	220226

Select a product and get all available product information neatly listed in area columns.

**Common:** contains the basic information of your product like GTIN, product name

**Screenshot – section of common tab**

Common | Text/Media | Properties | Price | Packages/pallets | EClass

Base product: Yes

Product mode: UPDATE

Manufacturer (P-0101): Sabina Test Supplier 2

Status (P-0104): Please choose...

Name base product (P-0105): New Testproduct No. 8

**Text/Media** contains your product texts, URLs, image types and all media files associated with this product.

**Hint:** click on "image preview" to get a visual preview of the media file.



### Screenshot - prices

Common Text/Media Properties **Price** Packages/pallets EClass



Country	catalog price / reseller price	Währung	Mehrwertsteuer
DE	21.2	EUR	19.0

Buying price:

Country	RSP	Währung	Mehrwertsteuer
DE	204.0	EUR	19.0

RSP:

Applicable taxes		
	DEEE	15.78

Applicable taxes:

**ECl@ss:** maintaining eCl@ss information via excel upload ist not available.

If you upload your assortment via our Datamanager you can maintain eCl@ss classification data which would be listed here as well as on the shop platform.

## Media (image file upload)

**Important:** This tab is only listed if a supplier uses the Excel upload for data maintenance.

In tandem with the product file upload, you can view and upload the matching image files here.

If you entered **image links** in your template, you would find the respective images listed here under "Media". You would not have any further to-do here.

If you entered **media file names** in your upload template for example "**testimage.jpg**", you need to upload the physical media files here. Your media files need to have the **exact same** image names as stated in the template!

### How to upload images to our platform:

Only two image types are **mandatory**.

- **P-0401** - main product image
- **P-0408** -brand logo (JPG, PNG, EPS, SVG)

**TIP:** If you upload via the Media tab, we recommend uploading the images first. **Advantage:** you would not get a warning when uploading the Excel template stating that images are still missing.

Select "Media Upload" to switch to the upload options.

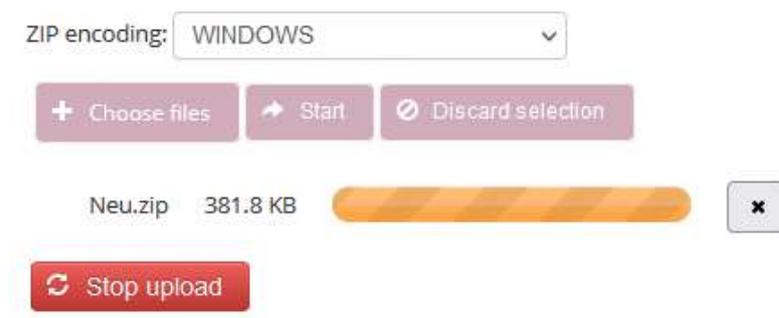
You can now either:

- a) Upload a zip file containing your images
- b) Upload single images

In both cases, you must comply with the relevant restrictions.

### Option 1: uploading a zip file

- Select the appropriate encoding "WINDOWS" or "MAC".
- Click on "+ choose files".
- Select your zip file.
- Press "Start".
- Wait until the orange bar has filled and disappeared.
- Or press "Stop upload" to cancel the upload.



### Option 2: uploading single images

- Select the appropriate encoding "WINDOWS" or "MAC".
- Click on "+ choose files".
- Select your zip file.
- Press "Start".
- **Wait until all images are pre-loaded.**
- Once all images are collected from your drive the image list will be displayed.
- Press "Media Upload" to transfer the images to our site.



12-07-_2021_22-31-10.png
12-07-_2021_22-31-35.png
12-07-_2021_22-31-21.png
12-07-_2021_22-32-21.png

**NOTE:** the image upload can take some minutes depending on the file sizes.

Also, the images are not uploaded synchronically. It is therefore possible, that the images are uploaded but not visible on the page right away.

**IMPORTANT for manual image upload:** it is imperative that the names of the images in your Excel template are **identical!** to those you upload to the platform. Otherwise, the system will not be able to match the image to the respective product.

**Example:** you uploaded the image "pencilcase\_test.jpg" which belongs to product number "1234567" -you must enter the file name for this product with the same spelling and file format in the respective column.

Once a media files upload is complete, you will receive a protocol by email.

Find further information how to read these protocols in "Validation Protocols"

### Option 3: uploading image URLs

You can upload media by using URLs in the respective columns in the product file.

Please enter the URL linking to the image directly and not of a general website.

### Validation Protocols

After successfully uploading your data file via MyPBSeasy®, you will receive an automated email containing up to 3 zip files. All uploads are validated by our central data server, to make sure that our schema criteria are met.

- **Processing protocol:** states a data processing overview of your uploaded document/media
- **Delta protocol:** states all changes to previously uploaded data.
- **Error Protocol:** will give you more details if there were validation errors. Error protocols always show the error of all products contained in your assortment., not only for the most recent upload.

The most important file is the "Error Protocol".

This protocol gives you details regarding corrections and changes that need to be made to some of your product information.

It distinguishes between **Errors** and **Warnings**.

**Warnings:** GTIN is distributed to our platforms.

**Errors:** GTINs are not distributed to our platform. You need to fix the error and upload again.

#### Screenshot: Email protocol – product file upload:

Inbound data SUCCESSFUL | st1 - Sabina2 | data reference 10 | Inbound message was processed



Dear Marlam Dear Sir

It states that your upload to our server was successful, but that some articles failed the validation process.

Most important are column **A** (Severity), **C** (GTIN), column **J** (Description) and **M** (Modified)

**Example:**

A	C	J	M	Li
Severity	GTIN/ID	Description	Modified	
ERROR	8058664056699	The referenced base product 8058664060832 exists but is incorrect	11.10.2021	
WARN	8058664058693	A 'MLO' document with file name 'lotus_logo.jpg' is assigned to this product, but cannot be found	30.03.2022	

In this example, our test assortment contains a base product with errors. Once I correct the base product, the error message for the related article will also disappear.

The warning concerns a missing image. Once I upload the image the warning message will disappear.

All GTINs needing correction are listed in the protocol - also for older uploads. Observe the “modified” field to see when the respective product was uploaded and refer to this upload template should the product not be contained in your most recent upload.

## 5. Net Prices – negotiated dealer prices

In the logic of our platform, a supplier can have negotiated net prices with each dealer or dealer group they work with.

**IMPORTANT:** these net prices are **not** uploaded via the master data feed (product data). You would send these prices separately for each respective buyer.

### Why do we have an extra feed for the net prices?

Because these net prices are highly confidential, we don’t mix them with the master data feed (list and sales prices).

### We have two ways of how you can provide your net prices:

- Via CSV file
- Via PRICAT file

**NOTE:** In both cases we will provide templates. Kindly contact us (support@pbsnetwork.eu) if you have any questions regarding net prices. The way you provide net prices needs to be set up by us in your supplier profile.

### Future prices:

You have the option of sending prices with a future validity date. You can indicate the starting date of your net price for a specific product.

You can also have multiple starting dates. Please note that you must have one separate file per starting date because duplicate EAN codes in one price file are not allowed.

### Example:

EAN 4711 valid from 01.02.2022 – indicate this in your CSV price file No 1  
 EAN 4711 valid from 01.06.2022 – indicate this in a separate csv file No2

## 6. PBSeasy® Shop Platform

Every supplier gets access to our shop platform. Here you can check how your assortment is displayed to your buyers. It is the best way to see if your product upload has worked correctly.

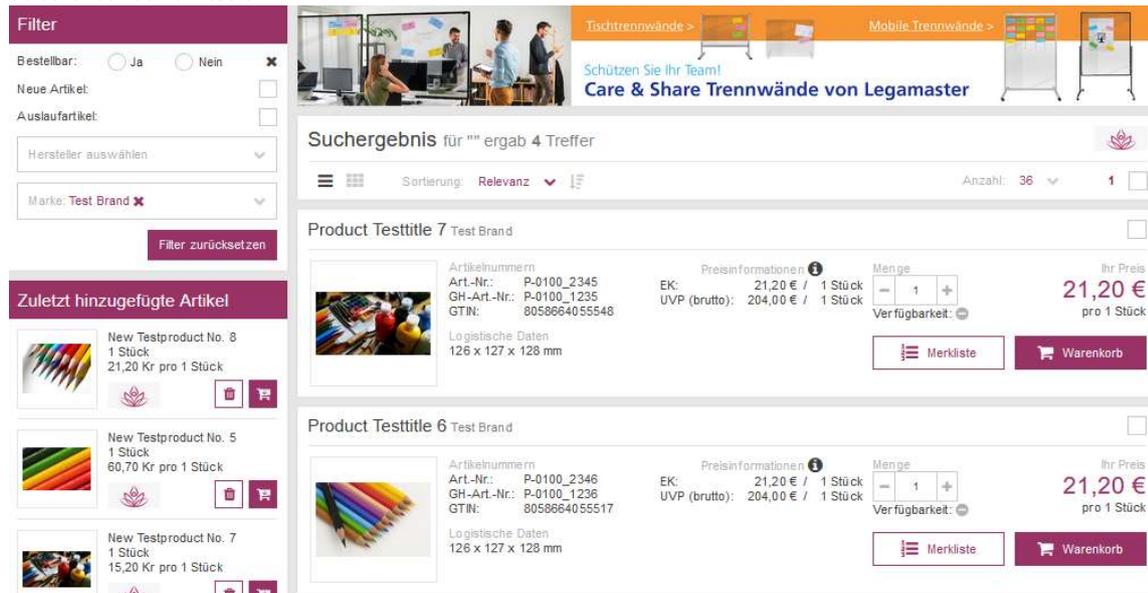
NOTE: There might be a slight delay between upload and display in the shop, as we validate all incoming product files against our PBSeasy® date specifications.

### View your products

You can view your uploaded data on the PBSeasy® shop platform (<https://shop.pbsnetwork.eu>). Once logged in, firstly select your language flag in the upper left-hand corner.

Select your company from the "select supplier" dropdown menu and press the "search-icon" 

#### Screenshot - search result



The screenshot displays the PBSeasy shop interface. On the left, there is a 'Filter' sidebar with options for 'Bestellbar:' (Ja/Nein), 'Neue Artikel:', 'Auslaufartikel:', and 'Hersteller auswählen:'. Below this is a 'Zuletzt hinzugefügte Artikel' section showing three products: 'New Testproduct No. 8' (21,20 Kr), 'New Testproduct No. 5' (60,70 Kr), and 'New Testproduct No. 7' (15,20 Kr). The main content area shows search results for 'Test Brand'. The first result is 'Product Testtitle 7 Test Brand' with an image of a pencil case. It lists 'Artikelnummern' (P-0100\_2345, P-0100\_1235, 8058864055548), 'Logistische Daten' (126 x 127 x 128 mm), and 'Preisinformationen' (EK: 21,20 € / 1 Stück, UVP (brutto): 204,00 € / 1 Stück). The price is 21,20 € pro 1 Stück. The second result is 'Product Testtitle 6 Test Brand' with an image of a pencil case, listing 'Artikelnummern' (P-0100\_2346, P-0100\_1236, 8058864055517), 'Logistische Daten' (126 x 127 x 128 mm), and 'Preisinformationen' (EK: 21,20 € / 1 Stück, UVP (brutto): 204,00 € / 1 Stück). The price is 21,20 € pro 1 Stück. Both results have 'Merkliste' and 'Warenkorb' buttons.

Your uploaded products will now be listed.

Click on a product to get more details displayed.

**New Testproduct No. 3 Test Brand**

Zum Vergrößern auf das Bild klicken  
Barcode anzeigen

Artikelnummern  
Art.-Nr.: MA\_1236  
GH-Art.-Nr.: SC\_1236  
GTIN: 8058664058099

Logistische Daten  
126 x 127 x 128 mm

Preisinformationen <sup>i</sup>  
EK: 26,80 € / 1 Stück  
UVP (brutto): 35,90 € / 1 Stück

Menge:     
Verfügbarkeit:

Ihr Preis: **26,80 €**  
pro 1 Stück

**Q Weitere Lieferanten, die dieses Produkt führen**

Produktvorteile

- Unique Selling Point 1

**Produktbeschreibung**

Kurztext  
---

Schlüsselbegriffe  
■ My Keyword for New Testproduct No. 3

Langtext  
Test Long Text for New Testproduct No. 3

Katalogtext  
---

Webtext  
Test Web Text for New Testproduct No. 3

**Kaufmännische Daten**

Artikelname	New Testproduct No. 3
Artikelnummer	MA_1236
Zolltarifnummer	48101401
Ursprungsland	Dänemark
Hersteller	Sabina Test Supplier 4
Marke	Test Brand
Bortext	---
Bonkurtztext	---
Marketingname	---
Mindestbestellmenge	1
Losgröße	1 Stück
Umverpackung	---
Füllmenge und Einheit	5 Stück
Grundpreispflichtig	---
Grundpreispflichtige Menge	---

**Klassifikation**

eCI@ss 6.2  
  eCI@ss 6.1  
  eCI@ss 10.1  
  PBS

Test Attribut1	Test Attribut1	Was sind denn Values für die Attribute - das sollte mal besser erklärt werden
Test Attribut10	Test Attribut10	TEST VALUE
Test Attribut2	Test Attribut2	TEST VALUE
Test Attribut2	Test Attribut2	TEST VALUE
Test Attribut2	Test Attribut2	TEST VALUE
Test Attribut5	Test Attribut5	TEST VALUE
Test Attribut5	Test Attribut5	TEST VALUE
Test Attribut7	Test Attribut7	TEST VALUE
Test Attribut8	Test Attribut8	TEST VALUE
Test Attribut8	Test Attribut8	TEST VALUE

**Logistische Daten**

Länge	15 mm
Breite	1,25 mm
Höhe	17,9 mm
Volumen	20 cm <sup>3</sup>
Fläche	---
Durchmesser	250 mm
Gewicht	1250 g
Gewicht netto	---
Verpackungsart	code packaging 204

**Preisinformationen**

KIP	EK pro 1 Stk	VK	UVP (brutto) pro 1 Stk
---	26,80 €	---	35,90 €
seit 17.05.21 pro Stk Preis: 1 26,17 €      seit 17.05.21 pro Stk Preis: 1 30,22 €			

KIP = Kundenzielverkaufspreis, EK = Einkaufspreis, VK = empf. Verkaufspreis (ohne USt), UVP (brutto) = empf. Preis einschließlich (inkl. USt), OSD = OSD Preis, Lager = OSD Lager Preis

**Downloads**

Für dieses Produkt stehen keine Downloads zur Verfügung.

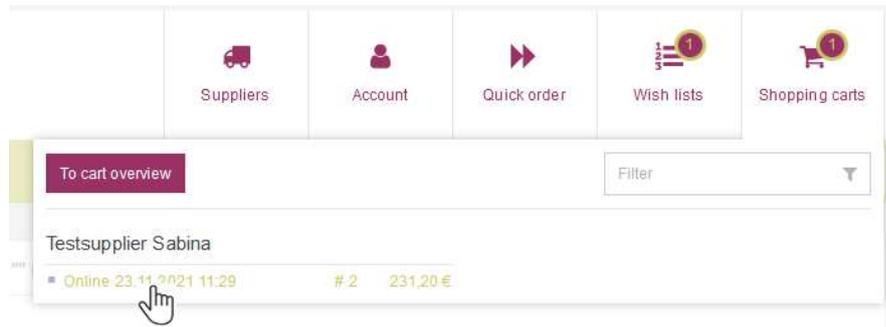
**Videos**

## Place test order

If you are a new supplier in the onboarding phase and before buyers can order your products for the first time via our platform, we recommend that you place a test order. This way we can be sure that the order process is correct set up on your end as well.

Each supplier has the approval and access to their own assortment. You can log on to the shop platform and place a product in the shopping cart.

After placing an item into the shopping cart select the shopping cart icon. Select your order by clicking on the link:



You can now see the details of your order.

Select "order" to finalise the order process.

This allows you to test the entire order process chain (order entry, further processing, creation of follow-up documents if applicable) yourself and make necessary adjustments.

If you have questions, please raise a ticket with our support team (see next chapter).

## 7. Ticket System

If you have question and/or need support with our platform, please write to [support@pbsnetwork.eu](mailto:support@pbsnetwork.eu). A ticket will automatically be raised with our support team.

## 8. FAQs

How do I manage freight conditions?	Please see above, chapter "Settings" → "Delivery settings → "Freight Conditions".
As a supplier, how can I give dealers access to my assortment(s)?	Registered buyers can apply for assortments via MyPBSeasy®. You are informed via email. To grant or deny access please go to MyPBSeasy® > Buyers > Select the status "requested" in the "Status" column to see buyers applying for your assortment. Select the respective buyer and click on "Activation". Select status "Grant Buyer or Block buyer. When blocking a buyer simply click on "Save". When granting a buyer select the

	respective assortment and, if applicable, the freight group and press "Save".
What is PBSeasy Data?	Suppliers can maintain product data, media data and price files (negotiated dealer prices via PBSeasy®. To guarantee the highest data quality, it is checked against more than 380 criteria (minimum requirements).
How to update product data	There are various ways to update assortments. Either via Datamanager, AMP platform or Excel upload template.
What is the cost of PBSeasy® products and services?	Cost for suppliers depend on negotiated contract and booked PBS product.
How to add "similar products"?	For every base article a supplier can also input cross selling items, which will be displayed in the PBSeasy® Shop on the product details page.
Where does the order end up?	The order recipient can be set up in MyPBSeasy® > Settings > Order transmission. Here they can state a standard order recipient (Email/FTP/SFTP or AS2) as well as an alternative recipient, in case standard recipient is not available.
Is there a demo environment in which I can have a look and discuss with some team members?	There is a demo environment for our shop platform only. Please contact "support@pbsnetwork.eu". We would need an email address and name to set up a user profile in our "demo-shop".
I see data that is not correct or not complete, how can I manage this?	Supplier: amend your product data accordingly and make a new upload to our platform.
How can I manage negotiated dealer prices?	We have two ways of how you can provide your net prices: 1. Via CSV file (per drop on an FTP server) 2. Via PRICAT file (sent to an email address). For further information, please contact our support team ( <a href="mailto:support@pbsnetwork.eu">support@pbsnetwork.eu</a> ).
How can I change my username?	Your username consists of a valid email address. If this has changed, the old account needs to be deleted and a new user account created. If you are a user with admin rights, you can create a new user profile in MyPBSeasy® > user tab. After setting up the new user don't forget to give your new user authorization rights incl. administration rights. Alternatively, you can raise a ticket with our support team by pressing the Ticketsystem button at the top of the page.
Where can I change our company address?	Go to MyPBSeasy® > "Settings" tab and amend your company data.

## Excel Upload

Can I use formulas to autofill some of the columns in the Excel Template?	You can use formulas to initially fill the columns. However, before upload, you would need to convert the information in the respective column to "text".
VAT input in Excel template	Please input without percentage sign (%)
I cannot see my uploaded images on the shop platform	Depending on how you provide your image files: Manual upload: make sure the names of your image files and the image names stated in the upload template do match exactly. Image links: if you provide image links in your upload template, please make sure they link directly to the product image and not to a general website.
Country of Origin	Make sure to use the correct country code and input in capital letters.
Upload images or template first?	If you upload your images manually, we recommend that you upload them first before uploading the product template.
I have uploaded my images first and then my template, but I am shown warnings that the images cannot be found.	The image upload does not run synchronous to the product upload. It always might take a bit longer for images to be matched to their product. Depending on the data volume it can take a while. Please check regularly. Also: check your upload protocols for Error messages and take appropriate action if needed.
Where do I find the latest upload template version?	You can download the template in "Catalog" > "Download format file"
How can I delete products?	Simply input the GTINs (EANs) of the products you want to delete into the first column of an Excel sheet. Upload under "Catalog" > "Delete Product".
What are the different prices on the shop platform?	<b>NET prices:</b> are negotiated dealer prices. These are the prices negotiated between supplier and buyer. <b>LP List prices:</b> are your standard list prices (or catalogue prices) without discounts or rebate. <b>RSP (NET):</b> recommended selling prices without VAT. <b>RSP (gross):</b> recommended selling prices including VAT. <b>OSD:</b> Relevant for Danish buyers only <b>Warehouse:</b> Relevant for Danish buyers only
What is the minimum order quantity (MOQ)?	The minimum order quantity of your smallest selling unit with an EAN code (the smallest unit with a barcode on). For example, if your minimum order quantity is 50 pce, a buyer could not place orders for less than 50 pce through our platform.
What is the incremental order quantity (IOQ)?	The incremental order quantity defines the next higher amount (lot size) that can be ordered on top of the minimum quantity. Example: minimum order quantity is 50. If the lot size is 10

	(incremental value), the next amount the dealer can order is 60, then 70, 80 etc.
Which columns can be maintained in multiple languages?	See chapter 4 Excel Upload → "Catalog" → Uploading texts in multiple languages.
What is the product family?	For example: your product is a pen → then the product family could be "ballpoint pen" or "gel pen". The product family sorts an item into a specific category.