

SOLUTIONCENTER MANUAL

DOCUMENT HISTORY

VERSION	DATE	AUTHOR	CHANGE LOG
1.0	16.09.2019	Julia Hofmockel	First issue
1.1	10.06.2020	Manuel Mangold	New screenshots
1.2	10.06.2021	Christa Weiß	New button "Download Full Report"
1.3	26.06.2021	Lea Daxelmüller	Change to new design
1.4	07.07.2021	Lea Daxelmüller	New Button "Channel-specific updates of the error list"
1.5	02.09.2021	Lea Daxelmüller	New channel-specific filter for active/inactive articles, changed screenshots for new UI
1.6	06.04.2022	Christa Weiß	Adjustments of the error list: New filter "Article Stock", new button "Show more" / "Show less", pagination with total number of pages

1.6.0

© 2022 Tradebyte Software GmbH

All rights reserved. This document contains proprietary information of Tradebyte and may not be disclosed or used except in accordance with applicable agreements. This material is protected by copyright laws. This material may not be reproduced, distributed, or altered in any manner by any entity without the written consent of Tradebyte and the owner of this material, unless in accordance with applicable agreements, contracts or licenses.

For permission to reproduce or distribute, please contact:
Tradebyte Software GmbH, Bahnhofplatz 8, D-91522 Ansbach
E-mail: Support@Tradebyte.com
<http://www.tradebyte.com>

It was made every effort to ensure that the information contained in this document is complete and correct at the time of publication. The right to change the information remains reserved.

This customer document describes all the functions known today. It is possible that some functions are described that are not available to the customer. The exact functionality is dependent on the selected edition and the current release.

Trademarks

Microsoft, Windows and Excel are registered trademarks of Microsoft Inc., USA.

Portable Document Format (PDF) and PostScript are trademarks of Adobe Systems, Inc.

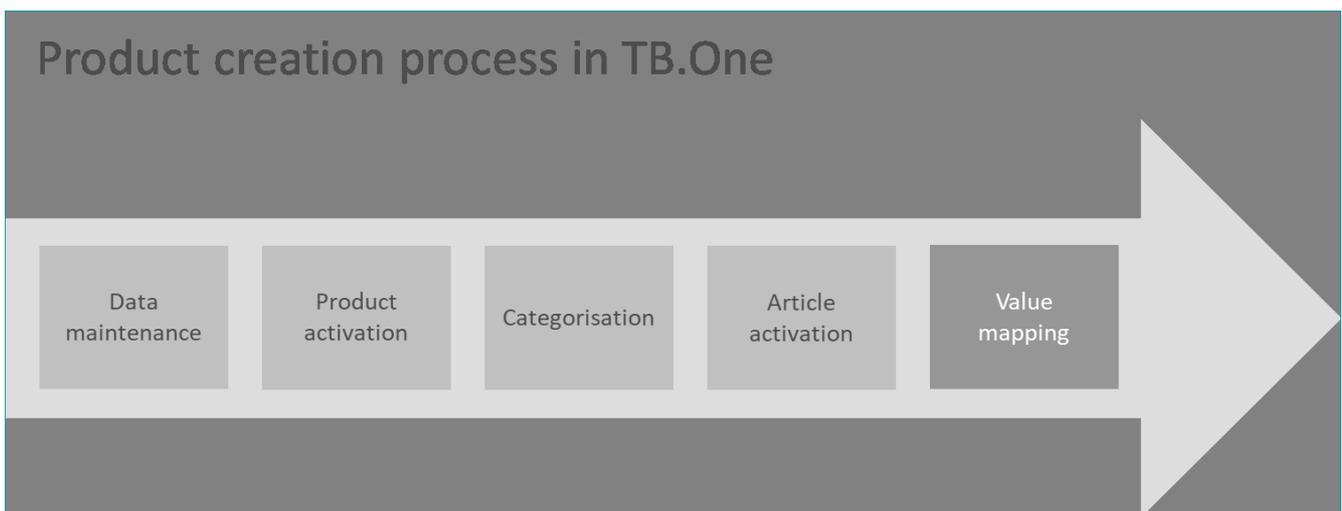
All other company names and logos and brand or product names are trademarks or registered trademarks of their respective owners.

1 DOCUMENT PURPOSE

This document is for all merchants who use TB.One. It describes how to use the SolutionCenter which replaces the error list. With the SolutionCenter you are able to find error in the product and article export, evaluate and solve them in order to increase your export quota. The document first describes what the SolutionCenter is and explains the terminology which is needed for the use of the InfoCenter and is then explaining structure and function of the tool.

2 WHAT IS THE SOLUTION CENTER?

For a successful transmission of all information about active products and articles to the respective channel, the determined process for product creation in TB.One has to be obeyed. If all specifics of the channel are considered, the data can be exported successfully. Please note the respective channel-specific manual and the basic documentation for TB.One so you can do all the following steps correctly. You find both in the [InfoCenter](#).



When matching the data with the requirements of the channel, erroneous information or other mistakes may cause the export to fail. In this case, these data must be edited and corrected. In order to make this process as easy as possible for you, there is the SolutionCenter. Here are all failed exports and solution instructions displayed and it is possible to view various statistics and evaluations of the errors. You can access the SolutionCenter via your TB.One account under "Articles > SolutionCenter" or directly via the URL <https://solutioncenter.tradebyte.com>.

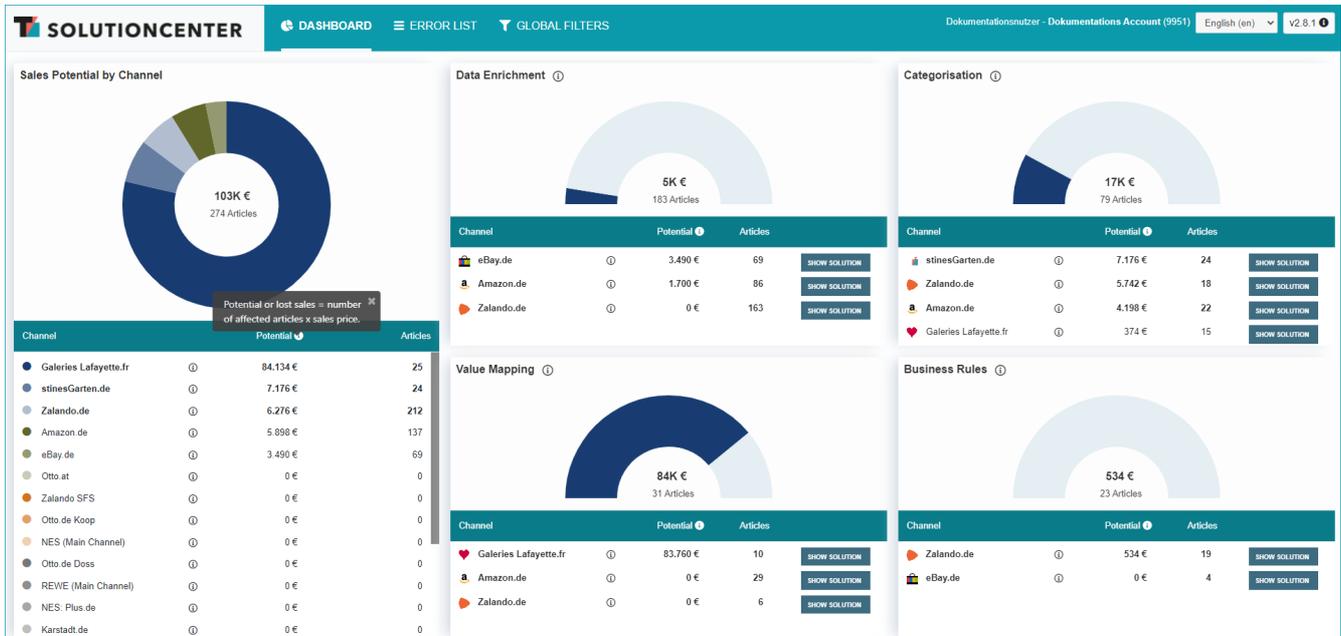
A button in the top right corner shows the current version of the SolutionCenter. Clicking on the button opens the list of release notes. Here, you can see the latest fixes and improvements that were implemented for the SolutionCenter.

3 STRUCTURE AND FUNCTION

The following chapter describes how the SolutionCenter is structured and how to handle the various functions. The various pages of the SolutionCenter can be accessed via the bar above. Here you can select between "Dashboard", "Error list" and "Global Filters". Additionally, on the right side of the bar, you can see

with which role you are logged in in which account (including account number) and which status (version number) your SolutionCenter is on. With a click on the SolutionCenter logo you get back to the Dashboard which is also the start page.

3.1 DASHBOARD



When you open the SolutionCenter via TB.One ("Articles > SolutionCenter") or the direct link (<http://solutioncenter.tradebyte.com>) you directly get to the Dashboard. Here you can check at a glance in which area the greatest revenue potential through troubleshooting exists. For each section, the right-hand side of the dashboard displays channel-based graphs and numbers which show how much revenue escaped and how many items were not exported due to errors in that section. Underneath these graphs there are both the potential and the number of items are listed per channel. Again, each article is included only once, even if the error is for multiple channels. Therefore, the real potential may be even higher.

Next to this listing there is a button "Show solution". If you click it, the solution page opens. Here you can read about the cause, solution and walkthrough as well as a step-by-step instruction for the respective problem.

If no errors occur in one section at the moment, the respective field is marked with a green checkmark.

On the left left-hand side, there is an additional graph plus listing that shows the errors of all sections per channel.

3.1.1 DEFINITIONS

In order to be able to use the SolutionCenter most effectively, some terms have to be defined. In the following you find all definitions you might need for the use.

SECTION

Basically, the cause for an error message can appear in the following four sections which are displayed in the middle and right column of the Dashboard in the SolutionCenter:

- **Data Enrichment**
Error cause: Missing or faulty product or article information
- **Categorisation**
Error cause: Missing or outdated categorisation of an activated channel
- **Value Mapping**
Error cause: Missing assignment of own values to channel values
- **Business rules**
Error cause: Partially predetermined and actively controlled rules to prevent the Go-Live of products/articles

POTENTIAL

The potential indicates how much revenue has been lost to a channel due to errors. It is composed of the sum of the selling price of all defective items. In the total calculation, each article is considered only once, even if it can be played on multiple channels by the correction of the error.

ERROR LEVEL

There are two different levels at which errors can occur: on article and on product level. Accordingly we speak of article and product errors.

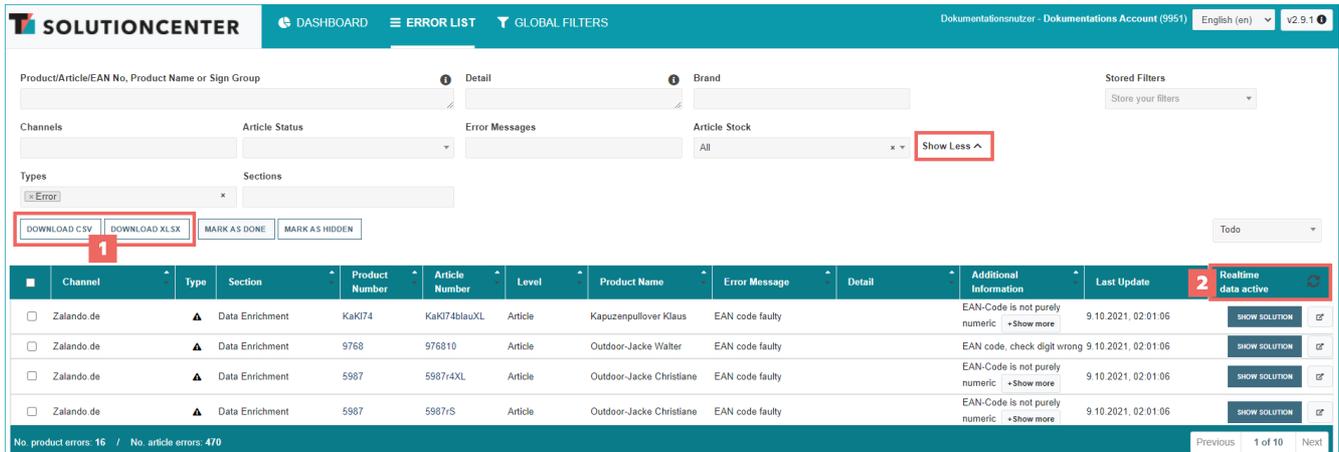
ARTICLE ERROR

Article errors are error messages that are due to missing or inconsistent article information.

PRODUCT ERROR

Product errors are error messages that are due to missing or inconsistent product information

3.2 ERROR LIST



With a click on "Error List" in the bar on top, the error list opens. Initially, all error messages of the account are listed here. In the upper area, you have the possibility to filter the list by different criteria:

- You can search for a specific product or article via name or article number. Therefore the search text has to be entered into the respective field and confirmed by the enter key.
- Additionally, you can set filters for a specific channel, section or error message.
- You can also filter for channel-specific errors and whether they occurred in active or inactive articles. After you set the filter for the desired channel, select a filtering option from the drop-down "Article Status". You can choose between "All", "Inactive" and "Active".
- If you delete the term "Error" from the last field, the filter is reset and warnings and hints are displayed in the list as well.
- You can also filter the error list by the stock information stored for the affected articles. To do so, select one of the three listed options from the "Article Stock" filter's drop-down:
 - "All": All articles, independent of their stock information.
 - "In Stock": Articles with stock > 0.
 - "No Stock": Articles without stock information, or with stock = 0.

Click on the black X icon to remove your selection and reset the filter "Article Stock".

Button "Show More" / "Show Less"

To keep a better overview of the filter section, the filters "Types" and "Sections" can be hidden. When you access the error list, they are initially hidden. To show them, click on the button "Show More". If you want to hide them again, click on the button "Show Less".

Save filters

If you want to save a filter, you have to set a name for the filter in the field on the upper right and click "Save filter".

Drop-down "Todo"

If "ToDo" is selected, only open errors that have not been solved and marked as done are displayed. If "Done" is selected, only errors that have been marked as done are displayed.

Switch pages

The pagination is available at the bottom right of the error list and also shows the total number of pages. If the error list contains more than one page, you can navigate back and forth via the buttons "Previous" and "Next".

The error list shows following field in tabular form:

Channel, Type, Section, Product Number, Article Number, Level, Product Designation, Error Message, Detail, Additional Information, Last Updates, Realtime data active, action links.

Following types of errors are displayed:

-  Error (the affected product/article is not exported to the channel)
-  Warning (the affected product/article is exported to the channel but may contain some differences from the original specifications)
-  Hint (the affected product/article is exported to the channel, but some details could be improved)

* The icons "[exclamation](#)", "[exclamation-circle](#)", "[exclamation-triangle](#)" by [Font Awesome](#) are licensed by [CC BY 4.0](#); colours adjusted.

The action links on the right side are displayed as a light bulb icon which is available for most errors. With a click on it you get to the solution page for the respective error. The link symbol next to it leads directly to the detail page in TB.One.

1 DOWNLOAD ERROR REPORT

Underneath the filters there is the button "Download". If you click this button, the whole error list will be downloaded as CSV-file according to the set filters. If one or more errors are hooked and you click the button "Mark as done", these error messages are marked as done and moved to the list "Done".

2 CHANNEL-SPECIFIC UPDATES OF THE ERROR LIST

In the header of the error list you can refresh the current status of the errors for a specific channel via "Realtime data active". To do so, click on the refresh button and a pop-up window will open. Select the channel from the drop-down list for which you want to refresh the error messages for that channel. TB.One notifies you once it has successfully started the update. As always, the column "Last Update" tells you when an error was created or updated. In this way, you can check which errors you have already solved and where you still need to take action.



You may update the error status **max. five times per day** and **channel**.

TB.One also updates the error list with each export to a channel.

Please note: For *Zalando*-channels, the error list is still updated automatically once per day. The manual update function is currently not available for them.

CURRENTLY OPTIONAL: DOWNLOAD FULL ERROR REPORTS

A new feature is now available to you on request in the error list. Once it has been activated, you will find the new button "Download Full Report" to the right underneath the filters. It enables you to create full error reports at the push of a button. Just filter for a channel and click the button "Download Full Report". This CSV report is

generated every morning. It contains a complete overview of all errors recorded in the SolutionCenter related to the selected channel. If you would like to activate this feature, please contact your Success Manager.

3.2.1 SOLUTIONS

To clear the error messages, the errors have to be solved. Therefore different possibilities exist. With a click on the light bulb symbol on the end of the line in the error list, you are directly led to the solution page. Here, all different existing errors for the respective channel are displayed and can be selected. For the selected error, a solution strategy appears in the middle of the page. On the right side, you find a step guide for solving the selected error manually in TB.One or - if available - via CSV. You can select either of them via the tabs in this section. On the bottom you can download a CSV-file that opens with Excel and mark the error as solved.

The second possibility is to solve the error directly in TB.One. You reach TB.One fast and easy via the second button in the line of the error, which leads you to TB.One where you can, depending on the error, add or correct your data.

3.2.2 PROCESSING STATUS

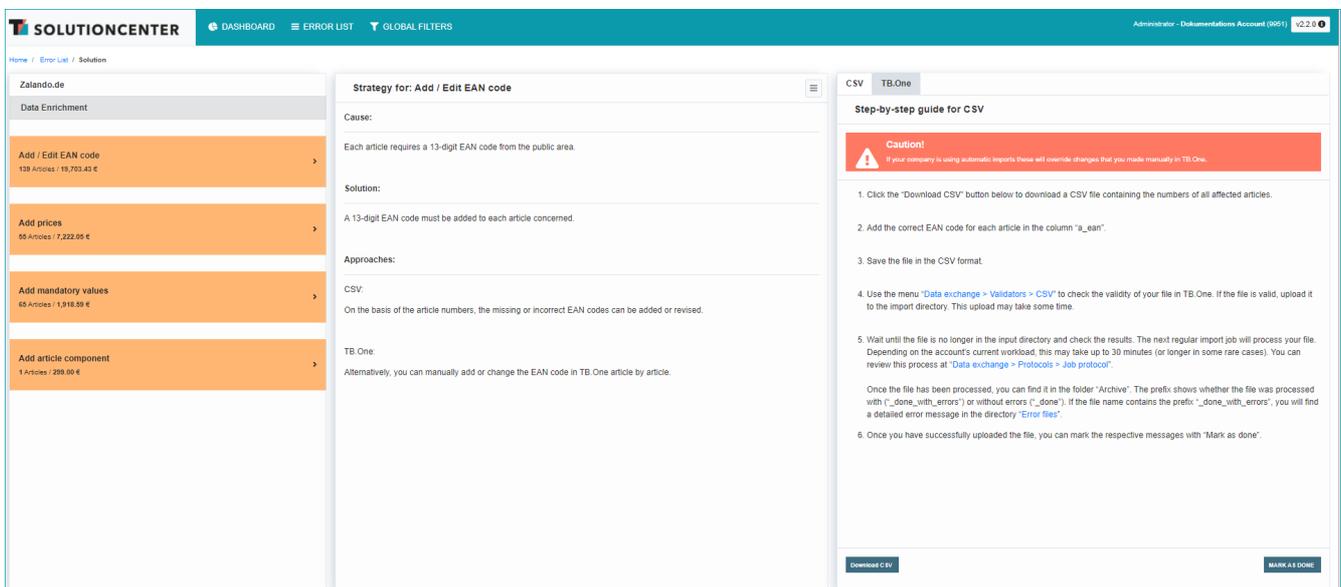
For the sake of clarity, edited error messages can be marked as "solved". Therefore open the error list, set a hook in the checkbox on the left side of the line of the solved error and click "Mark as solved" above the list. Of course you can also mark more than one error at a time. If an error is marked as solved, it will be moved to the "Done"-list. You can reach this list by selecting "Done" on the dropdown on the upper right. By selecting "ToDo", you get back to the errors that are still open.



This is only a temporarily limited processing status set by you. It does not guarantee an error-free export to the channel.

As soon as the product data has been exported to the channel the next time, the error list is updated. If an error that has been marked as solved still exists, the "solved"-status is cancelled and the error is moved to the "ToDo"-list again.

3.2.3 SOLUTION PAGE



The screenshot displays the 'SOLUTIONCENTER' interface. The top navigation bar includes 'DASHBOARD', 'ERROR LIST', and 'GLOBAL FILTERS'. The main content area is titled 'Strategy for: Add / Edit EAN code'. It is divided into three sections: 'Cause:', 'Solution:', and 'Approaches:'. The 'Cause:' section states 'Each article requires a 13-digit EAN code from the public area.' The 'Solution:' section states 'A 13-digit EAN code must be added to each article concerned.' The 'Approaches:' section includes 'CSV: On the basis of the article numbers, the missing or incorrect EAN codes can be added or revised.' and 'TB One: Alternatively, you can manually add or change the EAN code in TB.One article by article.'

On the right side, there is a 'CSV' tab and a 'Step-by-step guide for CSV' section. A 'Caution!' box with a warning icon states: 'If your company is using automatic imports, these will override changes that you made manually in TB.One.' The guide lists six steps: 1. Click the 'Download CSV' button to download a CSV file containing the numbers of all affected articles. 2. Add the correct EAN code for each article in the column 'a_ean'. 3. Save the file in the CSV format. 4. Use the menu 'Data exchange > Validators > CSV' to check the validity of your file in TB.One. 5. Wait until the file is no longer in the input directory and check the results. 6. Once you have successfully uploaded the file, you can mark the respective messages with 'Mark as done'.

At the bottom of the CSV section, there are two buttons: 'Download CSV' and 'MARK AS DONE'.

The button with the light bulb symbol in the error list with the text "Show solution" directly leads to the solution page which has already been described in the chapter [Solutions](#) ⁹.

On the left side there is a menu that is split into the four sections of error messages. For each section, there are normally several types of errors, each of which has precise solutions. This menu also shows how many articles are affected by the error and how much the lost in sales will be (in €).

The area in the middle of the page shows the reason for the error section that is selected on the left and gives you basic information about the possible solutions.

On the right side of the page, step-by-step guides and further information about the solutions which can be selected for either CSV (if available) or manual editing in TB.One are displayed.

3.3 GLOBAL FILTERS



The third area which can be reached via the button on the top bar of the SolutionCenter is "Global filters". The displayed filters on this page can be used to hide data in the Dashboard and Error List, e.g. errors of a specific channel or messages about an article with a stock of 0. Data can be excluded with the text fields of the filter according to following criteria: "Channels", "Error Messages", "Stock". If you have entered the desired criteria here, confirm via the "Filter out" button to apply the detail filter. This may take some time.

Beneath the text fields of the filter, a list with all excluded data is displayed in a list with the columns "Channels", "Error Messages" and "Stock". Like this, you can directly see how the applied filter affects the data and which errors are now excluded from the Detail Error List and the Dashboard.