

# Sainsbury's Cost File Exchange

## Frequently asked Questions - Supplier Document

(February 2009)

### Q1. What is Cost File Exchange?

**A.** Cost File Exchange is a process through which Sainsbury's check the cost prices in their RMS system against those held in a supplier's invoicing system (supplier cost price data is transmitted via EDI). If these are not identical then your organisation may not be paid to terms in full for goods supplied to Sainsbury's.

### Q2. How do I create a CFE file to send in?

**A.** All the information you need to create your file can be found on the SID site: [http://www.sainsburys.co.uk/sid/info\\_edi\\_price\\_file\\_ex.htm](http://www.sainsburys.co.uk/sid/info_edi_price_file_ex.htm).

### Q3. Which SKUs should be included in my CFE file?

**A** Every *live line* supplied to Sainsbury's **ONLY**. You must regularly review the SKU list to ensure it is up to date. If discontinued SKUs, or SKUs with an unrecognisable TUC code, are included in your file you will receive an error message (see **Q12.2**). If live SKUs are missing, they will not be cost price checked and therefore there is the risk that you may not be paid to terms in full for those SKUs.

### Q4. What time period should the costs in my CFE file cover?

**A.** Your file must cover the following trading week (Sunday to Saturday) **only**. Therefore it should contain cost prices for the following trading week including, any cost price changes that are taking place within that week. So if a cost price change takes place *during* the following trading week (common for promotions) then two costs must be transmitted for that SKU – one for the first part of the trading week, one for the second part. **NOTE:** Lines with an effective date outside of the following trading week, or with no effective date at all will NOT pass through for cost price checking – they will be rejected (see **Q12.6**)

### Q5. How frequently should I send my CFE file?

**A.** At least twice a week. Once at the beginning of the week to check prices and once any necessary cost price corrections have been made (to double check the corrections).

### Q6. When should I send my CFE file?

**A.** Send the first file 7am Monday if possible - and in any case absolutely no later than 4pm Tuesday. The earlier the better – as more time will be available to correct any errors. If you send your file later than 4pm Tuesday there will be insufficient time in which to investigate and correct potential price mismatches, leaving you vulnerable to late or incomplete payment. (**CRITICAL: EDI web-form users see Q16**).

### Q7. I've corrected this week's price errors in my organisation's invoicing system. Do I stop there?

**A.** No. Ensure the second send of your file comes back clean. If there are still price errors your job is not done. These remaining errors need to be corrected and the file sent a further time until it is clean (EDI web-form users - see **Q16**).

**Q8. What Unit of Measure should I use?**

A. UOM must be Case or Kilogram. Kilogram is appropriate for a variable weight product (cost price varies by case depending on the weight of that case. The key is that the UOM must match the UOM selected in the Sainsbury's RMS system. If it does not, *the SKU will be rejected without any price checks taking* (See Q12.7).

**Q9. How do I send EDI test files?**

A. We do not have an EDI test environment. If you wish to test for connectivity and EDI format then you must do so with live data: Set the effective price date on all SKUs on your EDI file to 01-01-01 then send the EDI file. Within an hour you will receive an email listing the SKUs that have been received. (**CRITICAL:** *You will only get this email if your buyer has added your email address to the CFE area of RMS – see Q11*)

**Q10. I have sent a file, how do I know if you have received and processed it?**

A. There are two stages to processing your file: EDI translation and validation and processing for data and price match in CFE. You will only receive an email on EDI translation if you have any errors. If there are no errors your file will pass on to data and price matching in CFE and after this takes place (within one hour of receipt of your file) you will receive an email confirming the number of files processed, data and price errors and any lines missing from your file.

**Q11. Why am I not receiving email confirmation that my EDI file has been received and processed?**

A. The email address(s) we have in the Sainsbury's system for your organisation could be incorrect or out of date. As a first step please speak to your Sainsbury's buyer to ensure that we have the correct address(s) for your organisation in the CFE area of RMS. If the email addresses are correct and you still haven't received confirmation, please contact [edi.queries@sainsburys.co.uk](mailto:edi.queries@sainsburys.co.uk) who will investigate why your EDI file has failed.

**Q12. I have received an e-mail stating that some SKUs have been rejected for data errors (not cost price errors). Why were they rejected?**

A. The rejection email will give you a brief description (the blue, underlined headers below). The most common rejections are:

**Q12.1. TUC not identified-** The 13/14 digit EAN/DUN you have submitted does not exist in the Sainsbury's RMS system

*It may be that your EDI extract is picking up and sending in SKUs that are no longer live. Ask your IT department to ensure that the interface file is set up so that it extracts current live SKUs only.*

*Secondly, it may be that you have an incorrect TUC code on your system for one or more live SKUs. Ensure that the TUC codes on your own system are correct.*

Finally, once you are happy with both of the above, speak to your Sainsbury's buyer. Confirm that a) the TUC code you have is correct; b) your buyer sets up the missing SKU(s), or corrects any incorrect TUCs in the Sainsbury's RMS system.

**Q12.2. Supplier/Pack not live-** The TUC you have submitted is live in the Sainsbury's RMS system, but it is linked to a different Sainsbury's supplier.

*You may have set up a SKU with an incorrect TUC code.*

*If you supply own brand product to Sainsbury's then Sainsbury's may have re-used the TUC from one of your discontinued SKUs. ( In which case follow the instructions in Q12.1 to ensure that only current live SKUs are sent on your file).*

*Finally, once you are confident that your SKUs have the correct TUC codes, and that your file contains only current live SKUs, speak to your Sainsbury's buyer to resolve the mismatch.*

**Q12.3. Pack size incorrect for TUC-** The TUC you have submitted exists in the Sainsbury's RMS system and is linked to your supplier code – however the pack size for this SKU does not match the pack size held in the Sainsbury's RMS system.

*Check the data held in your system. If you are confident that the pack size data is correct then speak to the Sainsbury buyer –they will need to correct the pack size on the Sainsbury's RMS system.*

**Q12.4. Commodity not live-** The TUC you have submitted exists in the Sainsbury's RMS system, but it is not flagged as 'live'

*Firstly, check that your EDI extract is only picking up live SKUs (see Q12.1) Once you are happy that all SKUs are live then speak to your Sainsbury's buyer. You must confirm that the SKU should be live on the Sainsbury's system, and, if it should be but isn't, ensure that the Buyer or Category Assistant changes the flag to 'live'.*

**Q12.5. Cost change date outside agreed range-** The effective dates for the cost prices on your file must fall within the following trading week (Sunday to Saturday). Your EDI file contains effective dates outside of this seven day period

*We do not recommend you to change the effective dates in your invoicing system, but you should reset all **historic** effective start dates (i.e. dates that are prior to the next trading week) on your EDI file to the next Sunday's date as a default. This will allow all files that are currently being rejected because of an incorrect date to be processed and put forward for cost price-checking.*

*How your IT team deals with this will vary by supplier. They might take the current date and add a counter, or they might use a calendar.*

**IMPORTANT:** Price changes that take effect within the 7 day window of the following trading week must state the **actual date** for the price change, as per your invoicing system.

**Do not** send cost prices that become effective **after** the following trading week. If you have agreed a price change that will take effect outside the following trading week send the current price only, following the date rules above.

**Q12.6. Incorrect Unit of Measure-** The UOM you have submitted for that SKU does not match the UOM that this SKU has in the Sainsbury's RMS system.

*Either you or your buyer has input an incorrect UOM. Contact your buyer to resolve this. The UOM must be consistent between your system and the Sainsbury's system. If it is not, that SKU will not be put forward for price checking.*

**Q13. The rejection email contains lines that I do not supply: why?**

**A.** SKU information on the rejection email is driven by the TUC codes on your file. If you supply own brand product then Sainsbury's may have re-used a TUC for one of your discontinued SKUs (see **Q12.1**). If you are confident that the data you are sending is correct, speak to the Sainsbury's buyer who will resolve the issue at the Sainsbury's end. They will check the Sainsbury's system for these SKUs, set them up if they are wrongly missing, or let you know that you have made a mistake with your own SKU set up if that is the case.

**Q14. What happens if price mismatches are identified?**

**A.** Your Sainsbury's buyer will be able to review cost price mismatches one hour after your file is received – provided it passes EDI validation (24 hours after for web-form EDI users – see **Q16**). When faced with cost price mismatches a buyer can 'accept' the price you transmitted (in which case RMS is automatically updated with that price) or reject them – in which case you will need to change the cost prices in your invoicing system (you will receive an email notifying you any 'accepts' or 'rejects'). You must arrange for the rejected cost prices to be corrected in your invoicing system immediately. If you disagree with your buyer's rejection(s) then contact them immediately to resolve the dispute (*Do not reply to the rejection email – replies do not reach a mailbox*). All disputes must be resolved before the second send of your EDI file - which must be received **by Thursday 4pm (web-form EDI users Wednesday 7pm)**.

**Q15. Our second EDI file triggered no cost price mismatches but we are still noticing price debits deducted from our account for that trading week- why?**

**A.** Even if this document has been adhered to there are still a handful of (uncommon) reasons why price debits might still be deducted.

- Web form EDI users may have made manual data entry errors on the web-form (and so the contents of the EDI file do not represent the contents of the supplier's invoicing system).
- Either party may have made changes to cost prices taken place *after* transmission of your second CFE file (this should not be done!).

- Data errors may mean that not all your SKUs are getting as far as price-checking in CFE
- Not all live SKUs are sent on your file (therefore not all live SKUs are being price-checked).

But remember, CFE does nothing more than identify if there is a cost price mismatch between two systems. Identifying that cost price mismatch is only the first step - either the cost price in your invoicing system or the cost price in the Sainsbury's RMS system needs to be corrected *prior to invoicing or delivery* to stop debits from being raised.

Sending your EDI file as early in the week as possible, taking prompt action when notified of data errors and price mismatches and chasing your Sainsbury's Buyer to process acceptances/ rejections promptly will all help to ensure that cost price errors are corrected prior to invoicing or delivery. If all cost prices match then no price debits will be deducted and you will be paid to terms in full.

**Q16. I use the web-based EDI solution (Kewill). Do I need to do anything differently?**

**A.** Yes. Web-based EDI files take Sainsbury's 24 hours longer to process than files sent via integrated EDI. Therefore you must send your first file no later than Monday 7pm (but as early that day as possible) and subsequent files by Wednesday 7pm.