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# Retailer Flow High Level Strategy & Technical Alignment

Logicbroker x Workhuman

# Document Types

## Products

Used to **receive product** information from suppliers/sellers. Traditionally this represents the first step in selling new products.

## Inventory

Contains all **quantities** and **cost** available for sale to your channels. They are transmitted **per partner** or can be broadcast using one feed to **all connected channels**.

## Order

Any sales order or purchase order (PO) processed by Logicbroker. An order document **initiates** the process and will **continually update** until the items are fulfilled (and invoiced).

## Acknowledgment

Used to **accept/acknowledge, cancel, or back-order** any items from the order. This is sent after the order is received and before a shipment or invoice is created

## Shipment

Provide Retailers with **shipping information** for orders once they are picked up from the Supplier and are **enroute** to the end **customers**.

## Invoices

Used to **request payment** from Retailers when order is fulfilled. Contains **pricing for goods fulfilled** as well as other related payment information. Logicbroker supports multiple invoices, consolidated invoicing, auto-invoice generation from shipment, and credit invoices.

## Return

Used to **return items** from order. Sent after order is received and invoiced if a **customer chooses to initiate** the request. Retailers **issue refunds to the customer**. Refund amounts can be **edited** for each returned item in Logicbroker.

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# Order Fulfillment

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# Order Sourcing

**What:** Process of selecting a vendor that is responsible for shipping or fulfilling items to a location

**Why:** Establish a pattern of quick and reliable item fulfillments to customers (or warehouses)

## Workhuman's Business Processes

- Workhuman will send Logicbroker orders that are sourced to each supplier. Each order will contain a single item for a single quantity. Mapping between Workhuman's Supplier Store ID and Logicbroker Company ID will be maintained in the Workato Recipe and can be updated via spreadsheet.
- Workhuman can have multiple suppliers of the same product. Workhuman will handle selecting the supplier to fulfill the product before the order comes to Logicbroker

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# Shipping Options

**What:** A selection of how your vendor needs to ship the item.

**Why:** Customers are generally allowed to select a shipping speed at checkout, your vendor needs to know this selection.

## Workhuman's Business Processes

- Shipping costs will be borne by the customer and defined by the supplier in their product content.
- Workhuman will send orders to the supplier based on the region they operate in. The relationship between supplier and location will be managed by Workhuman where needed.
- Workhuman suppliers will pay for all shipping

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# Partial Fulfillments

**What:** Allowing quantity less than what was ordered to ship to customer.

**Why:** There is business impact on how you capture customer payment, and amount you pay your vendors.

## Workhuman's Business Processes

- No partial fulfillments are allowed. "Fill or kill" methodology will be used due to each order being for a single item and single quantity
- Each order will be for a single item and a single quantity.
- Multiple confirmations will be supported. Multiple shipments or multiple invoices should be rejected after the first one is received.

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# Item Identification

**What:** How Items are stored and referenced on your eComm site, backend systems, vendor systems.

**Why:** Creating a link between 1P and 3P product identifiers enables reconciliation and ensures the right products get shipped.

## Workhuman's Business Processes

- Workhuman will use their SKU with the Supplier SKU to identifier orders. This can be sourced by Inventory as well.

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# Parcel & Labeling

**What:** Exterior or interior packing slips or branding.

**Why:** Retains brand presence even when having 3<sup>rd</sup> party vendors ship items.

## Workhuman's Business Processes

- Brown Box shipping will be used. No invoice or packing slip in the box.



Logicbroker Transactions

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# Orders: Flow & Setup

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# Order details

## Data Requirements

- Items to be Shipped and their Quantities
- Where the items will be Shipped (Ship-To Address)
- Who the items are purchased by (Bill-To-Address)
- Order Identifiers
  - PartnerPO
  - OrderDate
  - OrderNumber
- Line Level Details
  - SKUs (SupplierSKU & PartnerSKU)
  - Quantities
  - Price
  - Tax Amounts

## Workhuman Data

- Cost of goods or price of the item(s) sold
- Which vendor will fulfill my order
- DoNotShipAfter Date
- ExpectedDeliveryDate
- ReleaseNumber
- Currency Code
- Shipping Costs
- TaxRates
- Location Number
- GUID ID

Logicbroker Transactions

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# Acknowledgments: Flow & Setup

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# Acknowledgment details



## Data Requirements

- Quantity Confirmed
  - Accepted vs cancelled
- Line Items
- Estimated Ship Date
- Reason of cancel

## Workhuman Data

- Specific line level information from the order will be copied onto the acknowledgement

## Helpful Hints

- Workhuman can receive multiple acknowledgements per PO when changes occur
- No back ordering allowed
- Supplier can change the price of a line item with an acknowledgement
- Supplier can reject the order with acknowledgement

Document Deep-dive

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# Shipments: Flow & Setup

# Shipment details

## Data Requirements

- Items to be Shipped and their Quantities
- Where the items are Shipped from (ShipFrom Address)
- Shipment Identifiers
  - PartnerPO
  - ShipmentDate
  - OrderNumber
- Line Level Details
  - SKUs (SupplierSKU & PartnerSKU)
  - Quantities
  - Price
  - Dimensions (Weight/Length/Height/Width)
  - Tracking Number & Shipping Method

## Optional Data

- Estimated Delivery Date
- Container Codes
- UCC 128 Codes
- Packing Structure (Containerization)

## Helpful Hints

- VAT ID needs to be on the Waybill (Argentina, Brazil, Mexico, Colombia) – The Physical Waybill documents will be created by the supplier, but Logicbroker needs to capture the Waybill and VAT ID from the supplier and stored in Logicbroker
- Only one shipment can be generated per order

What are we going to sell?

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# Products & Availability

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# Inventory Availability

**What:** Updates on available & sellable inventory from vendors

**Why:** Ensures your eCom store only shows products items that are available to purchase.

## Workhuman's Business Processes

- Required to send inventory on a regular cadence, if no inventory sent after a certain period of time, items is removed from site. This prevents overselling scenarios.
- Supplier needs to send "discontinued" on product content
- Logicbroker will not auto-decrement inventory levels based on orders. Suppliers must do this.
- No warehouse level data is required, each vendor is a location in Workhuman.
- Quantity is key, please send quantity that is available to sell at that current time.



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# Product Setup

**What:** Attributes associated with an item, shown on a PDP

**Why:** This is the information used by customers when doing research and seeing if a product is a good fit.

## Workhuman's Business Processes

- Suppliers will have additional data requirements for each region that they sell in.
- Please refer to the Workhuman Knowledgebase for full requirements around Product
- Product only needs to be updated when the actual product is updated from the Supplier. It is not needed as often as inventory.

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# Product Feed **details**

## Data Requirements

- Item, Variant ID's
- 1 – 3 Images
- Item description
- Category hierarchy

## Workhuman Data

- Additional images
- Category specific details
- Offer pricing

## Considerations

- CSV can be used to be uploaded via:
  - Portal
  - SFTP
  - API



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# Inventory details

## Data Requirements

- SupplierSKU
- Quantity
- VendorNumber
- Size
- MSRP
- Retail Price
- Weight
- Cost
- Currency

## Considerations

- Logicbroker separates inventory from product setup data due to data velocity requirements.
- Logicbroker does not decrement inventory based on order quantities.
- May require a matching file be managed by Workhuman. This will assign the Workhuman SKU to your Supplier SKU.

Good job, here's some money.

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# Paying Suppliers (Dropship)

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# Invoice Payments

**What:** Invoice sent from suppliers requesting payment.

**Why:** Reconciles the business cost of Drop ship with suppliers.

## Workhuman's Business Processes

- Workhuman only pays after the product has shipped. Last PO Confirmation is the agreed upon price. If PO differs from Invoice, if \$20 USD or 20 Euro, these get reviewed. This done in WH systems.
- WH checks against catalog price. 98% accuracy.
- Payments get issues twice a week Tuesday and Thursday (1M invoices annually).
- Manual process to follow up discrepancies.
- Ireland, Canada, and US financial accounts need to be referenced on the invoice. This is the Bill to Address on the Order Transaction
- Tax registration ID/Tax record needs to be on invoices
- Supplier invoice reconciliation on a monthly business
- No invoice before shipment
- Under invoicing will be validated on WH side

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# Invoice details

## Data Requirements

- Invoice Number/PO Number
- Invoice Line Items
- Cost of each item

## Workhuman Data

- Fees associated with program (dropship/shipping)
- Order cost
- Payment Terms
- Remit to Address

