



**EDI With  
The Bay, Zellers, Home Outfitters & Hbc.com**

**INFORMATION & FREQUENTLY ASKED QUESTIONS**

**QLOGITEK**



**Dear Trading Partner of Hbc/Zellers/Home Outfitters/HBC.com**

We are pleased that you have decided to use L'eBIZ for all your EDI needs for doing business with Hbc. We offer a number of ways for you to start doing business electronically.

L'eBIZ comes highly recommended by the EDI and business groups within Hbc. Our product has been fully certified for use with the retailer and provides the first web-based order management product ever to be used in Canada.

Please go through this FAQ package and get in touch with our solution consultants. They will work with you to evaluate your business and technical needs and will recommend the best L'eBIZ solution for you. Our solution consultants can be reached at 1-800-699-8204 or via e-mail at [info@Qlogitek.com](mailto:info@Qlogitek.com)

Sincerely,  
**Supply Chain Team**

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# Frequently Asked Questions

<b>OK, WHAT'S THIS ALL ABOUT?</b> .....	<b>1</b>
WHAT IS EDI?.....	1
WHAT ARE HBC'S REQUIREMENTS?.....	1
WHY SHOULD I BE INTERESTED IN AN ELECTRONIC EXCHANGE WITH HBC? .....	1
WHAT ARE MY OPTIONS FOR THIS ELECTRONIC EXCHANGE?.....	1
<b>AND WHO ARE YOU? .....</b>	<b>2</b>
WHO IS QLOGITEK? .....	2
WHAT IS QLOGITEK'S RELATIONSHIP WITH HBC?.....	2
HOW CAN QLOGITEK HELP ME? .....	2
<b>GIVE ME THE DETAILS .....</b>	<b>3</b>
CAN I USE MY CURRENT INTERNET CONNECTION FOR WEB BASED L'EBIZ LITE? .....	3
MY VOLUMES ARE TOO HIGH – I DON'T WANT TO USE A WEB BASED SERVICE?.....	3
CAN I ACCESS L'EBIZ LITE FROM MY HOUSE? .....	3
HOW SECURE IS L'EBIZ?.....	3
DO I NEED A VAN FOR L'EBIZ LITE? .....	3
CAN MORE THAN ONE PERSON PER COMPANY USE THIS SERVICE? .....	3
HOW DO I GET SETUP FOR L'EBIZ LITE? .....	3
CAN I USE MY EXISTING COMPUTER?.....	4
HOW AM I CHARGED FOR EDI USING WEB BASED L'EBIZ? .....	4
HOW LONG DOES L'EBIZ LITE TRAINING TAKE?.....	4
DO YOU PROVIDE CUSTOMER SUPPORT? .....	4
HOW SOON CAN I START TRADING ELECTRONICALLY WITH HBC?.....	4
CAN I UTILIZE YOUR WEB-SERVICE WITH OTHER RETAILERS?.....	4
CAN I SWITCH BETWEEN L'EBIZ SERVICES?.....	4
CAN I CANCEL MY SERVICE? .....	4
HOW DO I CONTACT QLOGITEK IF I HAVE ANY QUESTIONS?.....	4

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## OK, What's This All About?

### *What is EDI?*

Electronic Data Interchange (EDI) is the means by which two companies exchange business data. Both companies agree on a common EDI standard (example - ANSI X.12 VICS 4010) to exchange such data and then use mapping and translation software at both organizations to convert inbound and outbound files into the agreed format. Typically, the buying organization (the retailer) sets the common standard and suppliers map their internal systems to those standards.

### *What are Hbc's requirements?*

Hbc requires you to be electronically compliant for the following documents:

1. 850 Purchase Orders
2. 855 Reverse Purchase Orders
3. 856 Advance Ship Notices
4. 860 Purchase Order Change
5. 820 Remittance Advice
6. 824 Application Error Advice
7. 864 Message Text (broadcast)
8. 852 Sales Data
9. 997 Functional Acknowledgement

### *Why should I be interested in an electronic exchange with Hbc?*

As you are already aware through conversations with your buyer, EDI-readiness is a business requirement for Hbc. While doing business electronically gives substantial immediate benefits to Hbc, suppliers also have tremendous opportunities for gains. Your aggregated benefits from e-commerce will increase substantially over time as you start doing EDI with more retailers.

### *What are my options for this electronic exchange?*

QLogitek offers two primary ways of exchanging automated EDI information with Hbc:

1. **L'eBIZ EDI Host:** Standard flat or proprietary custom flat files integrated to your back end accounting/ERP system with connectivity through FTP/SSL
2. **L'eBIZ LITE:** Web based EDI, standalone or integrated to your back end accounting/ERP system with connectivity through FTP/SSL

Please speak to your QLogitek Solution Consultant at 1-800-699-8204 (Sales) about your unique needs.

## And Who Are You?

### *Who is QLogitek?*

QLogitek is the leading supply chain automation company in Canada with its headquarters in Toronto. We provide various EDI and business process-enabling products to suppliers of all sizes. Our flagship product, web based L'eBIZ Lite is being used by suppliers and distributors across North America to become EDI compliant with a number of major retailers such as Hbc, Zellers, The Brick, HMV, Sears, Home Outfitters, Indigo/Chapters, etc.

All L'eBIZ products and services provided can be fully integrated to your existing back end systems. Furthermore, QLogitek is a full service company and provides a professional Help Desk service to all suppliers using L'eBIZ.

### *What is QLogitek's relationship with Hbc?*

QLogitek works closely with Hbc to provide various EDI and business-to-business electronic communication solutions to its trading partner community. Our technology and services are used by a majority of Hbc's supply chain community in areas of EDI, Appointment Scheduling, etc. Please visit our website at [www.QLogitek.com](http://www.QLogitek.com) under "News" to see various joint press releases of our work with The Hudson's Bay Company.

### *How Can QLogitek Help Me?*

QLogitek has various products and services designed to quickly enable you for EDI with Hbc and meet their electronic Invoice compliance date. We go through a consultative process with you to evaluate your unique business environment and related technology/workflow needs. We can help you become EDI-compliant with Hbc and other trading partners in a number of ways. Please get in touch with our solution consultants as soon as possible at 1-800-699-8204 (Sales) and they will help you identify the best product to suit your needs.

## Give Me The Details

### ***Can I Use My Current Internet Connection for Web Based L'eBIZ LITE?***

Yes, you can. If you do not currently have Internet access, please contact an Internet Service Provider. Cable, DSL or other "broadband" access is recommended for high volume users.

Minimum computer system requirements are as follows: Pentium II, Win95 or higher, 32MB RAM, 56KB modem, IE 4.0. Performance depends on the processing power of your PC and the connectivity speed available to your location.

### ***My volumes are too high – I don't want to use a web-based service?***

QLogitek provides back-end integration products and services to fully automate your EDI transactions with your accounting/ERP system for Hbc and all your other retailers.

### ***Can I access L'eBIZ LITE from my house?***

Yes you can, as long as you have Internet access at home and a computer with the requirements mentioned above.

### ***How secure is L'eBIZ?***

QLogitek provides users with a very secure environment. Our application servers sit behind firewalls and a "Demilitarized" zone. All traffic back and forth is fully encrypted using SSL. The Virtual Private Network (VPN) technology provides added layers of security by providing a secure, private and virtual tunnel between your systems and ours.

### ***Do I need a VAN for L'eBIZ Lite?***

No. L'eBIZ Lite eliminates the need for using a Value Added Network (VAN) to connect to Hbc. However, if you are EDI-ready you may use your own VAN to interconnect with L'eBIZ.

### ***Can more than one person per company use this service?***

Yes, multiple users from your organization can be set up on Lite – each with different security profiles.

### ***How do I get setup for L'eBIZ LITE?***

When you are ready to sign up for the service, contact our **sales office** at 1-800-699-8204. We need to have received your signed contract and the setup fee in order to register you on L'eBIZ. Once this is done, we will register you for the service and a L'eBIZ Help Desk representative will then contact you with your User ID and Password and walk you through our initial training.

# QLOGITEK

Once you have been through training, you can access and sign-on to L'eBIZ at anytime through [www.QLogitek.com](http://www.QLogitek.com) and begin transacting electronically with Hbc as a fully EDI-compliant supplier.

## ***Can I Use My Existing Computer?***

Yes, L'eBIZ will operate on a simple Windows-based PC with an Internet connection. Minimum requirements are as follows: Pentium II, 32MB RAM, 56KB modem, IE 5.5., Adobe Acrobat Reader. Performance depends on the processing power of your PC and the connectivity speed available to your location. You will also need a laser printer for printing shipping labels.

## ***How Am I Charged For EDI using web based L'eBIZ?***

Please get in touch with a L'eBIZ Solution Consultant to review pricing. They can be contacted at 1-800-699-8204 (Sales) or by e-mail at [info@QLogitek.com](mailto:info@QLogitek.com)

## ***How Long Does L'eBIZ Lite Training Take?***

L'eBIZ Lite training takes half hour to one hour. Thereafter support is provided through our Support Center 1-800-699-8204 (Help Desk).

## ***Do You Provide Customer Support?***

Yes, Support Center Representatives are available Monday – Friday from 8:00 a.m. to 5:00 p.m. EST for your convenience. Please call 1-800-699-8204 (Help Desk) for assistance or e-mail at [support.center@QLogitek.com](mailto:support.center@QLogitek.com). You are also provided with an online version of the L'eBIZ LITE User Guide for Hbc, once you have signed up for the web-based solution.

## ***How Soon Can I Start Trading Electronically With Hbc?***

Each product varies in how long it takes for you to be set up and exchanging electronic transactions. With the web product, you can be setup on L'eBIZ Lite from anywhere between 24 – 72 hours.

## ***Can I Utilize Your Web-Service With Other Retailers?***

We are also supporting several other major retailers through our web-based system and this list of participating retailers is growing rapidly. Please discuss your specific needs with your L'eBIZ Solution Consultant.

We can connect you with any retailer through our integration products and services.

## ***Can I switch between L'eBIZ services?***

Yes, you may switch services at anytime as your needs change.

## ***Can I cancel my service?***

Yes, you may cancel your service at anytime; however, a 30-day cancellation notice is required and should be faxed to QLogitek at (416) 741-4833.

## ***How do I contact QLogitek if I have any questions?***

You can contact a L'eBIZ Solution Consultant at our toll free number, 1-800-699-8204 or send an email to [info@QLogitek.com](mailto:info@QLogitek.com)



## L'eBIZ Products & Services

### **Browser-Based L'eBIZ Lite**

Do you have a Windows computer and access to the Internet?

If so, you are as ready as you need to be for EDI-compliance!

L'eBIZ Lite is a web-based Order Management and web-EDI product designed for organizations of all sizes. It allows you to receive, create and send all the EDI documents required by Hbc and also helps you manage the order fulfillment workflow. Lite enables you to receive and view purchase orders, send back Purchase Order Acknowledgements, create advanced ship notices and deal with any other EDI document required by Hbc. By leveraging retailer-specific business logic built-in into the application, suppliers minimize the manual work in creating retailer's required EDI shipping documents. By using this web-based application, enterprises of all sizes stand to save money on purchasing, developing and maintaining expensive EDI software.

### **L'eBIZ EDI-Host & L'eBIZ Bridge**

EDI Host and L'eBIZ Bridge are designed for suppliers with high volumes of monthly transactions, who are looking to do EDI in a fully integrated environment. It provides such suppliers with all the capabilities of an industrial strength, hosted and outsourced EDI/B2B department, without the expenses involved in setting up a traditional EDI infrastructure.

QLogitek becomes your EDI outsourcer and manages your mapping, translation and testing work for Hbc and other trading partners. EDI-Host can be fully integrated with L'eBIZ Lite so you can use the web-based product to generate documents such as ASNs and labels, if your back end system limits you in any way from doing so.

### **L'eBIZ Virtual Private Network (VPN/VAN)**

The L'eBIZ VPN/VAN provides a secure means for EDI ready suppliers to communicate with Hbc and other retailers, without involving expensive traditional Value Added Networks.

Numerous suppliers doing high volume transactions with their retailers are using this setup to reduce their VAN bills by 50%-80%. VPN setup is also required for the EDI Host product.



## Other Products & Services

- L'eBIZ ASN Scan Entry** A powerful service that allows customers to create ASNs from the container level information available from scanners used during the pick-pack-ship process. Large distributors, packing multiple cartons for several stores, will especially find significant value in using this time saving feature through direct integration with their warehouse management system.
- L'eBIZ Automatic ASN** A service that allows pick and pack data created through back end warehouse management systems to be fed into L'eBIZ for automatic creation of correct ASNs.
- L'eBIZ Total Service** A complete fax-EDI-fax solution for suppliers who use fax or e-mail and are not ready for the Internet.
- L'eBIZ Wireless Messaging** Suppliers can be notified automatically through cell, pager or e-mail of Lite transactions/actions requiring immediate attention.
- L'eBIZ Carbon Copy** An EDI-ready supplier can use this service to receive a copy of the EDI/flat file PO for direct input into his order entry system, while he uses L'eBIZ Lite to create all other necessary retailer specific documents such as ASNs and MH-10 labels.
- Systems Integration** QLogitek has an extensive background in large-scale systems integration work. L'eBIZ can be fully integrated to most back end warehouse management, financial and logistics management systems.

## Getting Started Checklist

- Review Information Package
- Contact QLogitek Solution Consultant straight-away if you have any questions upon review at (1-800-699-8204 /Sales, or [Info@QLogitek.com](mailto:Info@QLogitek.com))
- Select a product for EDI/electronic connectivity (L'eBIZ Sales Representatives will assist you in making the right selection)
  - Sign the standard QLogitek Contract and send it back with the appropriate fees.
  - Work with QLogitek in learning the product and getting comfortable with the workflow (Training).
  - If you choose EDI-Host for custom back end integration, please make the necessary IT resources available and work with us to schedule integration setup and testing.
- Proceed with Development/Testing, if applicable (web based LITE does not require this step).
- Go Live