Seller EDI Integration via SupplyOn
Information Package

Automotive, Manufacturing, Railway, and Aviation/Aerospace Industries

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Your Supply Chain

Empowered. Connected. Visible. End-to-end.

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1 Introduction

This package explains how Sellers can connect their ERP systems to the SupplyOn Business Integration Suit (Seeburger BIS) through Electronic Data Interchange, known as EDI.

It covers:

- Integration options and supported standards
- Project roles and responsibilities
- Required preparation
- End-to-end implementation process
- Commercial considerations and support model

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2 Project Teams and Responsibilities

Party	Key roles and responsibilities
Customer	Digital project lead, EDI IT representatives, and business representatives define the business scope and support testing.
Seller	Commercial and technical project leads, network or connectivity experts, interface or mapping experts, and business representatives deliver the required setup and testing.
Seller Provider	Supports connectivity, message conversion, mapping, and testing where used by the Seller.
SupplyOn	Coordinates the EDI implementation, configures the platform, supports testing, and manages the project process.

Recommendation: Nominate one technical and one business contact who can make timely decisions during the project.

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3 Customers Supporting Seller EDI via SupplyOn

SupplyOn supports Seller EDI integrations for customers in the following industries:

3.1 Application/Platform: Supply Chain Collaboration (SCC)

- **Automotive**
- **Manufacturing**
- **Rail**

Main Customers:
CATENSYS Chain Drive Systems; ELDOR Corporation; Faiveley Transport; Flender; Hitachi Rail GTS Deutschland GmbH; Innio Jenbacher; Johnson Electric; Oerlikon; Pfisterer SE; Pierburg; Ratier-Figeac; Robert Bosch; Schaeffler Technologies; Schindler; Schneider Electric; SMS Group; Schweizerische Bundesbahnen AG; Siemens; Siemens Energy; Thyssenkrupp AG; Trench Group; WIKA Alexander Wiegand; Wilhelm Schwarzmueller GmbH; ZF Friedrichshafen AG

3.2 Application/Platform: AERO (AirSupply)

- **Aviation**
- **Aerospace**

Main Customers:
Airbus Atlantic; Airbus Defence and Space; Airbus GmbH; Airbus Helicopters; Airbus SAS; ATR Avions de Transport Régional; Daher Aerospace SAS; Dassault Aviation; Diehl Aviation; Elbe Flugzeugwerke GmbH; FACC Operations GmbH; Flugzeug Union Süd GmbH; Groupe Latécoère; Leonardo; Liebherr Aerospace; Matrium GmbH; MBDA France; PFW Aerospace GmbH; Potez Aéronautique; RUAG International Holding; Safran Aircraft Engines; Safran Electrical and Power; Safran Helicopter Engines; Safran Nacelles; Safran Transmission Systems; Satair; Sonaca SA; Thales SA; Zodiac Aerospace

3.3 Application/Platform: SRM – Problem Solver

- **Automotive**

Main Customers:
Continental AG; Robert Bosch; Schaeffler Technologies; ZF Friedrichshafen AG

Note: The available message scope, business rules, and onboarding process depend on the individual Customer.

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4 EDI via SupplyOn

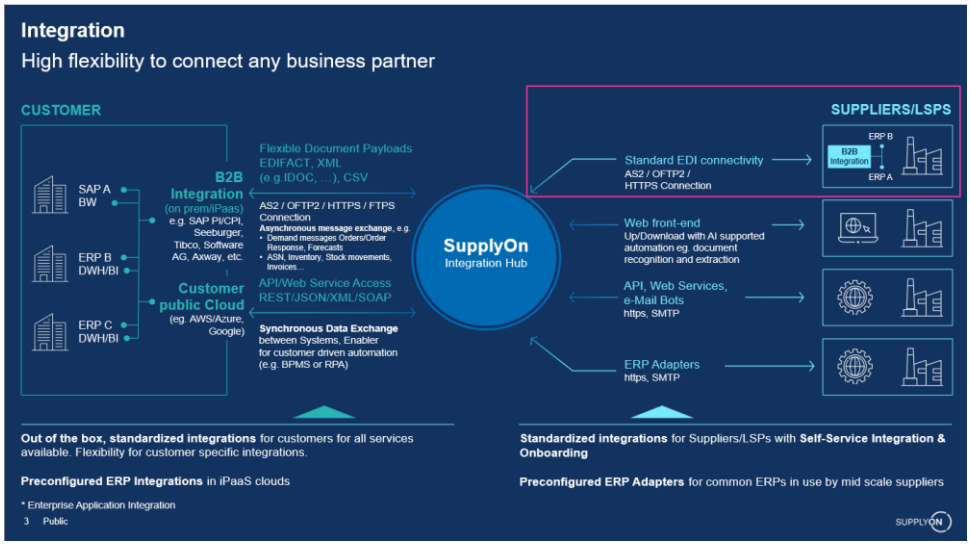
SupplyOn enables automated business-message exchange between the Customer and Seller.
Typical benefits include:

- Reduced manual processing
- Faster and more reliable message exchange
- Direct ERP integration
- Improved data quality, accuracy, and transparency
- Scalable rollout to additional plants and business units

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5 EDI Architecture at a Glance

SupplyOn acts as the central integration platform between the Buying Customer and Seller.



Process flow

- Customer ERP system → Customer EDI middleware → SupplyOn Business Integration Suite → Seller EDI middleware or Provider → Seller ERP system and vice versa

SupplyOn performs:

- Message routing
- Syntax and rule validation
- Format conversion where applicable
- Secure message transmission
- Error notification and operational monitoring

Supported connectivity protocols include:

- **AS2**
- **OFTP2**
- **HTTPS** where applicable (only SRM – QDX Complaint/8D-Report)

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6 Integration Options

Sellers can connect to SupplyOn in two ways:

Option	Description
Direct integration	The Seller connects its own EDI middleware directly to SupplyOn.
Integration via provider	The Seller uses an external EDI provider to connect to SupplyOn.

Both options require compatible communication protocols and a technical setup for the test and production environments.

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7 Standard Message Structures

SupplyOn uses its standard EDI message structure.
The Seller or its provider must convert messages between:

- The Seller's internal ERP format
- The SupplyOn Standard format

Customer-specific requirements may apply. These requirements are confirmed during the project setup and interface-definition phase.

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8 EDI Message Types and Formats

The available message scope depends on the Customer and the agreed business process.

8.1 Supply Chain Collaboration (Automotive, Manufacturing, and Railway)

Message *(Format SupplyOn customized EDIFACT)*	**Purpose**

ORDERS D99.B (also incl. ORDCHG)	Purchase order and order change
ORDRSP D99.B	Order response
DELFOR D10.A	Delivery forecast
DELJIT D98.B	Just-in-time delivery schedule
DESADV D07.A (ASN and FPA)	Advance shipping notice, Forwarder pick advice
INVRPT D99.B	Inventory report to supplier, stock update by supplier
INVOIC D07.A	Invoice (used in SCC and AirSupply); also available as UBL XML
RECADV D10.A	Receiving advice
INVOIC D99.B	Self-billing invoice

SupplyOn sends email notifications if an outbound Seller message cannot be routed, validated, or processed.

Relevant Links to Info Package, Guidelines, Generic Sample Messages, Certificates, eInvoicing:

- https://supportcenter.supplyon.com/en/hc/article/administration/m2m-edi-connection/edi-supply-chain-collaboration
- https://supportcenter.supplyon.com/en/hc/article/administration/m2m-edi-connection/edi-invoicing

8.2 AirSupply (Aviation and Aerospace)

Message Types *(Format BoostAero XML)*	**Message Types** *(Format CSV)*
Demand Forecast / Demand Forecast Overview	Demand Forecast / Demand Forecast Overview
Demand Forecast Response	Demand Forecast Confirmation
Order	OrderOverview
Order Response	OrderConfirmation
Despatch Advice	Despatch_Advice
Stock Information: Inventory Forecast, Consumption Report and Receipt Advice	Stock Information: VMI_Stockinformation
Inventory Monitor	-
Demand Forecast (VMI)	VMI_Demands
Supply Notification	VMI_Planned Receipt
Self Billing	Self-Billing
Back Control Message	Status Notification

SupplyOn sends status notifications or back control messages if an outbound Seller message cannot be routed, validated, or processed.

Important note:

A supplier who orders the integration in our Store and ordered message types include Supplier outbound messages such as Order/Demand Forecast Response/Confirmation, Despatch Advice, Invoice, then it is MANDATORY to also order the Back Control or Status Notification message. This message is used to notify the Sender about failed messages!

Relevant Links to Info Package, Guidelines, Certificates, eInvoicing:

- https://supportcenter.supplyon.com/en/hc/article/administration/m2m-edi-connection/edi-airsupply
- https://supportcenter.supplyon.com/en/hc/article/administration/m2m-edi-connection/edi-invoicing

8.3 SRM (Problem Solver)

Message Types *(Format XML)*	**Purpose**
QDXComplaint	Inbound message from customer to provide a complaint to supplier
QDXReport8D	Qualified business response of supplier, which carries the 8D report

Relevant Link to Info Package, Guidelines, Certificates:
https://supportcenter.supplyon.com/en/hc/article/administration/m2m-edi-connection/edi-problem-solver

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9 Commercial Model

9.1 Recurring and One-time Fees

- **Registration and recurring service charges**
- **One-time setup fees** for connectivity and message interfaces
- **Optional time-and-material support** for additional work, rollouts, meetings, or troubleshooting

Service	**Commercial model**
Supply Chain Collaboration (SCC Portal / EDI) AIRS, AAIRS (AirSupply Portal / EDI) Problem Solver (QDX complaints / 8D-Reports)	Recurring monthly charge (billing on annual basis)
EDI surcharge	Recurring monthly charge (billing on annual basis)
New and change connectivity	One-time charge for test and production environments
Seller outbound interface	One-time charge per message interface
SupplyOn outbound interface	One-time charge per message interface
EDI Integration Support (Hours or Days)	Time and material: base for billing are consumed hours or days

Important:
All **one-time** charges are subject to **prepayment**! Only upon receipt of the prepayment invoice amount, the project is started!

9.2 Integration Cost and Effort Calculation

By using the below link to the file, selecting the Application/Platform, the Protocol, the Customer, and the Message Type(s), the SupplyOn total integration one-time costs and configuration effort as well as the estimated integration effort with the Suppliers are calculated.

Link: Seller-EDI Integration Cost and Effort Calculation

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10 EDI Integration Process

A standard EDI integration follows a structured process from registration through go-live and operational handover.

The process includes:

- Registration and plant linkage
- Order placement, prepayment, and project setup
- Technical configuration and interface mapping
  - In the SCC application, SupplyOn offers a self-service for connection protocol configuration and outbound Seller message structure validation (Self-service application: Community Management Application CMA)
- System and business testing
- Go-live and stabilization
- Operational handover and optional rollout

11 Seller EDI Project Readiness

Before starting an EDI project, please confirm that the following prerequisites are in place.

Prerequisites Type	Requirement
ERP system	An ERP system or equivalent business system is available.
Communication adapter	AS2 or OFTP2 capability is available, directly or through a provider.
Message conversion	Software or middleware can convert between SupplyOn EDIFACT, UBL XML, CSV, and BOOST XML and the Seller's internal format.
ERP connection	Middleware or an ERP connector can exchange messages with the business system.
Resources	Dedicated technical and business contacts are available throughout the project.
Budget	Budget is approved for SupplyOn services and internal implementation work.
Timeline	An implementation timeline and internal priorities are agreed.
Language	Project contacts can communicate effectively in English.

A provider is optional but must be involved from the beginning if used.

12 SupplyOn-Specific Project Readiness

Before the technical project begins, please ensure that:

- The Seller is registered for the specific Service Connects (SCC, AIRS/AAIRS, Problem Solver)
- The Seller pilot plant is linked to the relevant Customer plant or plants.
- The initial message scope has been agreed with the Customer.
- The pilot plant and its DUNS number are confirmed.
- The required EDI services have been ordered through the SupplyOn Store.
- The Seller is prepared to provide technical information and complete testing on time.
- A potential rollout to additional plants has been considered.

Typical implementation duration (SCC and AirSupply)

Activity	Indicative duration
Connectivity setup	Approximately two to three calendar weeks
Standard outbound interface	Approximately four calendar weeks
Standard inbound interface	Approximately four calendar weeks

Actual timelines depend on interface complexity, data quality, resource availability, and test results.

13 End-to-End Project Overview

Phase	Key activity
1	Register the Seller in SupplyOn
2	Link the Seller and Customer plants
3	Place the EDI integration order in the SupplyOn Store and settle the prepayment invoice
4	Set up the project and assign the EDI consultant
5	Conduct the project kick-off
6	Exchange parameter sheets or self-service parameter configuration
7	Configure connectivity
8	Configure inbound and outbound interfaces
9	Perform system integration testing
10	Perform user acceptance testing
11	Approve go-live and complete cutover activities
12	Go live
13	Stabilise during hypercare
14	Close the project
15	Hand over to operations
16	Roll out to additional plants, if required

14 Data Security

SupplyOn applies technical and organisational measures designed to protect customer and business-partner data.
Key measures include:

- Certified information security management (ISO 27001, ISO 27017, and ISO 27018)
- External assessments based on Industry Security Standards (e.g., TISAX)
- Secure software-development processes
- Regular audits, vulnerability management, and security testing
- Encryption of data in transit
- Controlled access through roles and permissions
- Optional multi-factor authentication
- Separate development, test, and production environments
- Monitoring, backup, and high-availability measures
- Data privacy management aligned with applicable legal requirements (EU-GDPR)

15 Security Principles

SupplyOn security is based on four key principles.

Principle	Focus
Confidentiality and integrity	Protect customer data from unauthorised access and alteration.
Access control	Enable data owners to define access rights for their business partners.
Secure infrastructure	Operate secure data centres, network protection, monitoring, and backup services.
Service availability	Maintain resilient systems and controlled operational processes.

16 Initial Contact Details @SupplyOn

SupplyOn Integration Administrative 1st Level Support.

SupplyOn GmbH
Ludwigstraße 49
85399 Hallbergmoos
Germany
Email: Integration-Service@SupplyOn.com

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17 Appendix

Detailed process descriptions, ordering guidance, project templates, and support information.

17.1 Phase 1 - Registration in SupplyOn

Purpose
Register the Seller for the Connect WebEDI service.
Key activities

- Customer initiates the rollout.
- SupplyOn sends the registration link to the Seller.
- Seller accepts the applicable terms and conditions.
- SupplyOn creates the Seller organisation, legal entity, and pilot plant (SCC and AERO) in the Business Directory.

Result
The Seller is registered and enabled to use the corresponding Service.

17.2 Phase 2 - Plant Linkage in SupplyOn

Purpose
Create the network link between the Customer plant and the Seller pilot plant. Only valid for SCC and AERO.
Key activities

- Create the network link in the production environment.
- Define Seller numbers and message interfaces.
- Maintain Customer, ASN, validation, demand, and response profiles.
- Set the initial connection type to WebEDI.

Result
The Customer and Seller plants are linked and ready for the EDI project setup.

17.3 Phase 3 - EDI Integration Order and Prepayment

Purpose
Order the required connectivity and message-interface services.
Key activities

- Review the required EDI services.
- Select the connectivity protocol and message interfaces.
- Place the order in the SupplyOn Store.
- Complete the required prepayment.

Result
The order is validated and released for project setup.

Ordering process description
https://supportcenter.supplyon.com/system/files/content-public/document/supplyon_store_order_placement_process.pdf

Link
SupplyOn Store

17.4 Phase 4 - Project Setup

Purpose
Prepare the project organisation and documentation.
SupplyOn activities
- Open a project ticket.
- Validate the ordered scope.
- Create the project in the project-management system.
- Assign an EDI consultant.
- Prepare the project brief, schedule, and tracking.

Result
The project is ready for kick-off.

17.5 Phase 5 - Project Kick-off

Purpose
Align all parties on scope, responsibilities, timeline, and next Phases.
Kick-off agenda
- Introduce the project team.
- Confirm project scope and interfaces.
- Review the schedule and project-tracking process.
- Agree communication channels and meeting cadence.
- Confirm next actions and owners.

Result
All parties understand the project approach and their responsibilities.

17.6 Phase 6 - Parameter Sheet Exchange or Self-service configuration in CMA

Purpose
Collect the technical information needed to configure connectivity and message interfaces.
Seller or provider responsibility
- Complete the SupplyOn parameter sheet via file or self-service configuration
- Provide all required communication and partner details.
- Return the completed sheet within five working days after receipt or submit the self-service configuration

Result
SupplyOn can start the technical configuration.

17.7 Phase 7 - Connectivity Setup

Purpose
Establish secure message connectivity between SupplyOn and the Seller or provider.
Key activities

- Configure AS2 or OFTP2 parameters in the test and production environments.
- Activate required IP addresses and firewall settings.
- Configure the Seller or provider environment.
- Execute inbound and outbound connectivity tests.

Result
Successful message exchange is available in both environments.

17.8 Phase 8 - Inbound and Outbound Interface Setup

Purpose
Configure the message routing and prepare the Seller mapping.
Key activities

- Configure the SupplyOn Business Directory and Business Integration Suite.
- Prepare interfaces in the test environment.
- Explain routing and message-processing rules.
- Develop the mapping in the Seller or provider middleware.
- Execute self-service message structure validation of Seller outbound messages

Result
Message conversions between SupplyOn Standard message structures and the Seller inhouse format are ready for testing.

17.9 Phase 9 - System Integration Testing

Purpose
Verify the technical processing of inbound and outbound messages.
Test activities

- Receive and process inbound Customer messages.
- Validate message conversion and ERP processing.
- Create and transmit outbound Seller messages.
- Check message routing, status notifications, and error handling.
- Correct identified issues and repeat tests as required.

Result
Technical message processing works without critical errors.

17.10 Phase 10 - User Acceptance Testing

Purpose
Confirm end-to-end business processing between Customer and Seller.
Key activities

- Agree the test scope and schedule with the Customer.
- Test all interfaces and plants included in the initial scope.
- Verify successful processing in both ERP systems.
- Resolve business-process and data-quality issues.

Result
The Customer and Seller approve the integration for go-live.

17.11 Phase 11 - Go-Live Acceptance and Cutover

Purpose
Confirm go-live readiness and agree any transition activities.
Key activities

- Confirm successful completion of user acceptance testing.
- Agree the cutover approach.
- Define responsibilities and deadlines.
- Schedule the go-live date and time.

Note: A cutover may not be required if the Seller already uses WebEDI and switches to EDI on the same SupplyOn process.
Result
All parties are ready to proceed with go-live.

17.12 Phase 12 - Go-Live

Purpose
Activate productive EDI message exchange.
Key activities

- Reconfirm production connectivity.
- Validate production network links and plant assignments.
- Activate productive message entities.
- Configure productive message routing in the Customer and Seller systems.
- Obtain final go-live approval from all parties.

Result
EDI message exchange is active for the agreed Customer and Seller plants.

17.13 Phase 13 - Hypercare

Purpose
Monitor the integration closely after go-live and resolve early issues.
Activities during hypercare

- Monitor demand, response, and logistics messages.
- Report and analyse errors.
- Correct root causes.
- Restart messages where necessary.

Indicative duration: Two calendar weeks
Result
Stable message processing with no unresolved critical errors.

17.14 Phase 14 - Project Closure

Purpose
Formally complete the implementation project.
Key activities

- Close the project in the SupplyOn project-management system.

- Confirm the productive interfaces in scope.
- Notify the EDI project teams.

Result
The project is completed within the agreed scope, timeline, and budget.

17.15 Phase 15 - Operations Handover

Purpose
Transfer responsibility from the implementation team to operational support.
Key activities
- Send the project closure communication.
- Complete operational handover documentation.
- Transfer productive support to the SupplyOn support teams.
- Use the designated support channels for operational queries.

Result
The integration is supported through the standard operational model.

17.16 Phase 16 - Rollout Options

The rollout effort depends on whether the additional Seller plants use the same connectivity and message mapping as the pilot plant.

Scenario	Typical requirement
Same connectivity and same mapping	Additional support budget for configuration, testing, go-live, and hypercare
Same connectivity and different mapping	New message-interface service and mapping work
Different connectivity and same mapping	New connectivity service and configuration work
Different connectivity and different mapping	New integration project

Recommendation: Review the rollout approach before the pilot project is closed.

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18 Ordering EDI Integration Services

To order integration services:
- Open **Integration Services** in the SupplyOn Store.
- Select **Integration Services Overview**.
- Select the required communication protocol.
- Select the appropriate connectivity option: new, change, or existing.
- Select the required message interfaces.
- Review the shopping cart and submit the order.

18.1 Ordering New Connectivity

For a new connection:
- Select the required connectivity protocol.
- Select the application/platform:
  - Supply Chain Collaboration (SCC)
  - AERO (AirSupply)
  - Problem Solver (SRM)
- Select both the test and production environments.

- Add the service to the shopping cart.
- Supported protocols include AS2 (SCC, AirSupply, SRM), OFTP2 (only SCC), and HTTPS (only SRM).

18.2 Ordering Message Interfaces

To order message interfaces:
- Select the product type **Message Format**.
- Select the relevant Customer.
- Select the message format agreed with the Customer.
- Select the required message protocol.
- Add each required interface to the shopping cart.

18.3 Reviewing the Shopping Cart

Before placing the order:
- Confirm that all required message interfaces are included.
- Confirm the connectivity service and environments.
- Check quantities and commercial details.
- Select **Go to cart** and review the order.
- Continue to checkout.

18.4 Checkout

During checkout:
- Log in with an existing SupplyOn user account or use guest checkout where available.
- Enter company and billing information.
- Review all commercial and contact details.
- Continue to the order confirmation.

18.5 Submit the Order

To submit the order:
- Accept the applicable terms and conditions.
- Select Buy now.
- Receive the order acknowledgement.
- SupplyOn validates the order.
- SupplyOn opens a ticket and starts the project-setup process once the order is complete.

18.6 Additional EDI Integration Support

Additional support can be ordered for activities outside the standard integration scope.
Typical use cases include:
- Rollout to additional plants
- Mapping corrections
- Technical workshops
- Test support
- Go-live support
- Issue analysis and troubleshooting

Support may be ordered by the hour or by the day, subject to the applicable commercial conditions.

18.7 How to Describe an Individual Support Request

Please include the following information in the order:

- Customer name
- Seller organisation, country, and DUNS number
- Message type or interface concerned
- Requested activity or issue description
- Required meeting date, if applicable
- Required completion date, where relevant
- Number of requested support hours

A clear scope helps SupplyOn assign the right expert and provide support efficiently.

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19 Project Management

19.1 Project Brief

The project brief typically includes:

- Project scope
- Involved Customer and Seller plants
- In-scope message interfaces
- Technical contacts
- Business contacts
- Key assumptions
- Dependencies and risks
- Target timeline

19.2 Project Schedule

The project schedule typically covers:

- Project kick-off
- Parameter-sheet completion
- Connectivity setup
- Interface mapping
- System integration testing
- User acceptance testing
- Go-live preparation
- Go-live
- Hypercare
- Operational handover

19.3 Project Tracking

Project tracking should provide visibility of:

- Activities and milestones
- Owners
- Planned and actual dates
- Current status
- Open issues

- Risks and dependencies
- Decisions and next Phases

19.4 Kick-Off Email

The kick-off email should include:
- Confirmed project scope
- Project contacts
- Project documentation
- Parameter-sheet instructions (if no self-service configuration is possible)
- Key milestones
- Meeting schedule
- Open actions and owners
- Support channels

19.5 Parameter Sheet

The parameter sheet or self-service configuration collects the technical details required for the integration.
Typical information includes:
- Communication protocol
- AS2 or OFTP2 identifiers
- Certificates and endpoint details
- IP addresses
- Test and production environment details
- Contact information
- Message entities and routing details

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20 SupplyOn User Support

SupplyOn user support is available for questions about using the platform.
Support is available in multiple languages, including:
- German
- English
- French
- Spanish
- Portuguese
- Italian
- Chinese
- Japanese
- Korean

Support portal:
https://contact.supplyon.com/

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21 Operational Support

For productive operational issues, please use the SupplyOn support options:

21.1 Via the SupplyOn Website

https://contact.supplyon.com/en/

Please provide:

- Company and plant details
- Customer name
- Relevant message type
- Date and time of the issue
- Available error message or reference number
- Clear description of the expected and actual result

21.2 Via the SupplyOn JIRA Ticket System

https://support.prd.supplyon.com/servicedesk/customer/user/login?destination=portals

- Create a JIRA account
- Logon to JIRA
- Open the ticket

Guidelines: You can find a detailed description of our support procedure:
https://supportcenter.supplyon.com/en/hc/article/get-started/login-user-account/contact-support