webforms Quick Reference

Version 1.0

Background & Overview

webforms is the latest addition to the BIG W B2B product range. Ideal for Trade Partners who are yet to become EDI (Electronic Data Interchange) capable and a natural replacement for fax & email, webforms is a new and exciting web based application which has been introduced **FREE of CHARGE** for BIG W Trade Partners. webforms provides Trade Partners with an opportunity to trade electronically and enjoy similar benefits to those currently engaged in EDI with BIG W.

Recommended system requirements for webforms include;

- A reliable internet connection (broadband is recommended)
- Microsoft Internet Explorer™ version 5.5 or higher
- Adobe Acrobat Reader™ version 5.1 or higher

Note: Adobe Acrobat Reader™ can be downloaded free from http://www.adobe.com

In this Quick Reference

BIG W

webforms
web-based B2B messaging portal

Contact Us

The BIG W eBusiness Team are contactable for all webforms related support and enquiries on;

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Tips & General Notes

1. In the event of a **webforms outage** your Purchase Orders may be transmitted via fax. Please ensure your fax number with BIG W is correct and up to date.
2. Purchase Order **Email notifications** are sent to the nominated email address provided during the registration process. Should you wish to make alterations to the email recipient please see the 'Partner Configuration' section of this document.
3. **Forgotten Password** – Should you be unable to recall your password, click on 'Forgotten Password' on the Trade Partner Login page. A new password will be emailed to your configured email address (as set up during the registration process or after modification within the 'Partner Configuration' function in webforms)

Logging In

To login to webforms;

Step	Action
1.	Go to; **http://www.bigw.com.au/webforms**
2.	Enter your login details, and click 'Save Login Details'
3.	Click 'Login' **RESULT:** you should now be able to access your webforms account

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Document Management

'Document Management' is represented by a number of folders and functions similar to email applications (e.g. Microsoft Outlook). The Inbox, Draft, Outbox, Error, Sent and Deleted folders are default folders under 'Document Management'. The folders under Document Management retain 3 months of Historical data. After 3 months from the date the document appears in webforms the document will be purged from the system. If you need to reference documents for longer than 3 months you will need to print or save a copy of the PDF for your records.

Folder	Description
Inbox	All Purchase Orders will be delivered into the Inbox folder. Unopened Purchase Orders appear in bold font. **Tip:** To refresh the Inbox click on the refresh icon on the web browser.
Outbox	This folder is not applicable to BIG W at this time.
Sent	This folder is not applicable to BIG W at this time.
Draft	This folder is not applicable to BIG W at this time.
Error	This folder is not applicable to BIG W at this time.
Deleted	Any Purchase Order deleted from the other folders will move to this folder. **Note:** Once a Purchase Order is in the Deleted folder it cannot be moved to any other folder but can still be printed in PDF format.

Accessing Purchase Orders

To access your Purchase Orders in webforms:

Step	Action
1.	Click on 'Inbox' located under Document Management
2.	Click on the Purchase Order Document Number **RESULT:** you should now be able to view the selected Purchase Order

Reviewing Purchase Order Changes

Purchase Order Changes can be identified in your 'Inbox' by the document type (i.e. Change order) and the version number (i.e. a version number that is greater than '1').

Once a Purchase Order Change is received the original Purchase Order's status in webforms will be updated to 'Inactive'.
The Active version of a Purchase Order / Purchase Order Change is always the most recent and should be the one that is actioned.

Printing Documents

webforms provides functionality for the printing of documents. To print documents in webforms:

Step	Action
1.	Locate the document you wish to print.
2.	Option 1: Tick the checkbox adjacent to the document number to print and select the print link at the top right hand of the screen. To print multiple documents; select the box for each document or select the check box at the top and all purchase orders will be automatically selected. **RESULT:** All selected documents will open within one PDF document for you to print.
3.	Option 2: Select the link on the Document you wish to print. Open the Purchase Order. Once opened, select the Print link at the top right hand side of the screen. **RESULT:** The Purchase Order will be displayed in a PDF document for you to print.

Exporting All Transactional Documents

The ‘Export’ function allows users to download transactional data in XML (Extensible Mark-up Language) or BIG W EDIFACT format EANCOM2002. To export documents in XML or EDIFACT format;

Step	Action
1.	Locate the document you wish to export / download
2.	Open the document you wish to export.
3.	Click on 'Export'.
4.	Select the download format under the heading ‘Type’. You will then be prompted to open or save the document.

Searching for Documents

The ‘Search’ function in webforms allows users to locate documents. To search for a document;

Step	Action
1.	Click on 'Search Documents'
2.	Complete the required search criteria **Note**: ‘webview Document Number’ is your BIG W Purchase Order number
3.	Select 'Submit' **RESULT:** All found Documents within the entered criteria will now be displayed in a list.

Managing Folders

The 'Manage' Folders function in webforms allows you to set up new folders, change the folder names or delete folders.

Step	Action
1.	Open Administration menu by clicking on ⊞ icon
2.	Click on ' Manage Folders'
3.	Click on 'Create' to set up a new folder..
4.	Enter a Folder Name (Name relevant to you)
5.	Click on 'Save'. **RESULT**: The new folder will be created and will now be listed under 'Document Management'.
6.	To move documents to a newly created folder simply access the summary listing. Select the document you want to move and click on the 'Move Document To' drop down list and select the folder you want to move the document to.

Partner Configuration

Partner Configuration allows you to update company information such as ABN / GST numbers and Purchase Order email notifications. To update your details;

Step	Action
1.	Open Administration menu by clicking on ⊞ icon
2.	Click on ' Partner Configuration'
3.	Click on 'Partner Profile'
4.	Enter new or updated information **Tip**: Ensure all email addresses are accurate and use a comma to separate multiple email addresses
5.	Click on 'Save' **RESULT:** New or updated information will be sent to BIG W (for webforms purposes only) and a copy to your email for your records. If multiple emails entered all email addresses will receive an email notification when Purchase Orders are received in webforms.

Creating a User Group

Creating user groups provides the user with the opportunity to assign limited permissions to specific groups. User groups are required to be configured prior to creating new users. To create a User Group;

Step	Action
1.	Open Administration menu by clicking on the ⊞ icon
2.	Click on 'User Groups'
3.	Click on 'Create'
4.	Enter the name of the 'User Group' you wish to create (e.g. NSW - reference relevant to you)
5.	Click on the permissions to be allocated to the user group from the 'Available Permissions' field **Tip**: Multiple selections can be performed by holding the control key (Ctrl) and using the cursor to select the items you wish to move across into the Permissions box. Alternatively, to select all permissions, hold the shift key and the down arrow key until all permissions have been highlighted.
6.	Click on the < icon to move permissions selected to the 'Current Permissions' field
7.	Click on 'Save' **RESULT:** User Group has been created

Creating a User

Creating a user allows each individual within an organisation to access webforms with a unique User ID and password. It is recommended that there are multiple Users for each Trading Partner for auditing reasons. To create a User;

Step	Action
1.	Open Administration menu by clicking on ⊞ icon
2.	Click on 'User Accounts'
3.	Click on 'Create'
4.	Enter new user information **Tip**: Ensure all email addresses are accurate. Should you reset a password; details will be forwarded to the nominated email address.
5.	Select relevant Group from the 'All User Groups' field
6.	Click on the < icon to move to the 'Member' field
7.	Click on ‘Save’ **RESULT:** New user has been created

Frequently Asked Questions (FAQ's)

QUESTION	ANSWER
Can I print more than one Purchase Order at a time?	Yes. Refer to the Quick Reference Guide 'Printing' options.
I was logged on earlier in the day and now I cannot logon again.	You need to ensure that you log off using the 'Logout' link on the screen. If the system times you out and logs you off automatically you need to wait for approximately 1 hour before trying to log back in again.
I have viewed my Purchase Order but need to make a change to the order.	You will need to make contact with your BIG W Buyer.
Will I receive in webforms an updated copy of the Purchase order which has been changed?	Yes. The relevant buyer will review your changes and resend the order with changes, if applicable.
My Purchase Order is showing incorrect information (i.e. GTIN, prices, descriptions), what do I do to have this rectified?	You will need to make contact with your BIG W Buyer.
I need to change the email address that BIG W sends the Purchase Order alerts.	Use the Partner Configuration menu on the bottom left. See the Quick Reference Guide 'Partner Configuration' section.
Can I register more than 1 email address to receive the Purchase Order notifications?	Yes. See the Quick Reference Guide 'Partner Configuration' section.
Can I get a dummy order before I go live?	No. We do not have this facility at present.
Do you have a demo website?	No. We are currently working on this and it will be available sometime in the near future.
How do I reset my password?	On the **webforms** login screen click on the Reset Password button next to the 'Change Password' Button on the login screen. Your new password will be emailed to the nominated email address within a few minutes.
What is a Group Email Address?	This is an email address accessible by more than one user in your organisation. It is recommended that group email addresses be used for alerts. This is to ensure that there is always access and awareness of new alerts and purchase orders.
How secure is **webforms**?	**webforms** uses 128bit SSL (Secure Socket Layer Encryption) common to many secure web based applications. **webforms** has its own 3 tier firewall protection, security administration, intrusion detection, virus protection, authentication and authorisation; and encryption offering strong data integrity and confidentiality.
How do I access **webforms?**	You can access **webforms** via the BIG W Website; http://www.bigw.com.au/ebusiness
What is my username?	If you are unsure of your user name, contact your organisations '**webforms Administrator'**. The Administrator User controls your internal User's Groups & Profiles. If you require further assistance contact BIG W eBusiness Support on the number at the top of this document.
I am unable to print my Purchase Order; my computer is asking me to select an application to open the Purchase Order?	Adobe Acrobat™ Version 5.1 or higher is required to view documents in **webforms**. Visit http://www.adobe.com to download Adobe Acrobat ™.
I have received an email advising me that a Purchase Order has been sent to me but I cannot locate it in my inbox.	Your **webforms** session may have timed out. If your session has timed out you will be required to login again. If you are already logged into **webforms** and have the "Inbox" open you may need to refresh your browser. To refresh press F5 or click the refresh option in your web browser, your most recent orders should be visible at the top of the "Inbox" list.

END OF DOCUMENT

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