

LogiFlora

R.V.E. Plantenhandel

Functional Design.

VERSION 3.1 | April '23



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Logbook

Version	Date	Changes
1.0	20 Jan 23	Start of functional design
2.0	22 March	Nav Presentation office RVE
3.0	24 April	Feedback Erik
3.1	20 June	2 ^e round of feedback Erik

About this design

- The functional design aims to identify the necessary scope, which can then be developed further into a technical design.
- This design has limitations, which means that everything described in this document is within the scope. Anything not explicitly mentioned in this design is considered outside of the scope. If statements made in this draft conflict with previous statements in other documents, the statement in this draft is the correct one.
- Every design is meticulously planned and executed with great care. Once the software is developed, it undergoes a thorough testing process to ensure that it aligns with the design. The end user is responsible for testing the software's functionality and determining whether it meets their specific requirements in practice, as they are the only ones who can make that judgment.

FEEDBACK

LENNART

Wessel

Eric

Emendis Session - 16 jan

Validation sessions departments - 18 jan & 23 jan

1. Target

Problem

R.V.E. Plantenhandel is a company with a long-standing history in the flower and plant trade. They are positioned between processors as suppliers and large retailers as customers. Through both their own trucks and franchisees, they deliver flowers and plants on commission to supermarkets in several countries. They only charge for what is sold and aim to minimize disposal or spoilage to maximize their profit. Over the years, they have perfected this process through rock-solid IT support, allowing them to retrieve accurate data at a very low level. This has made the process efficient and enabled them to operate in an industry with traditionally low margins.

Despite their success, R.V.E. Plantenhandel faces some challenges:

- The system they use (BPA) has been built and perfected over the years by an external IT firm that will no longer provide support in a couple of years.
- R.V.E. has ambitious growth plans to expand to seven countries, with twelve not out of the question. However, to make this possible, they need a new software solution and support from a reliable party. The CEO is eager to push for growth, but they must first ensure that the house is in order, the data is correct, and they are less vulnerable in terms of IT.

Desired solution

A goal has been set to develop a software solution that can support the growth and future plans of R.V.E. The software should be able to function offline, support multiple languages, be multi-tenant, scalable, compliant, visually appealing, suitable for both R.V.E.'s employees and franchisees, have an order management system, and be easy to manage and maintain. It is important that the software does not have any vulnerable dependencies.

2. Actors

Users

Users of LogiFlora can be categorised into the following roles:

Purchasing

Several buyers are active for different countries. They prepare weekly lists of "products to be ordered", check the orders from the tours to ensure that not too much or too little is ordered, and process the weekly statements as well as purchase invoices. They are the administrative spider in the web and tie it up administratively.

Logistics:

- Goods received
- Planning outgoing flow (naar hubs in Hazeldonk en Marktheidenfeld)
- Possible buffer function in the hubs – intermediate stock not needed, too much complexity

Finance

LogiFlora is used by Finance to create weekly invoices for customers (shops), intercompany, and tours as a franchiser.

Commercial - Sales (tour managers):

- Insights into shop mutations (started or stopped)
- Assigning new shops to tours.

Shop: add start date and end date

Problem: 1 tour doing post-delivery for multiple other tours

Sales - Acquisition (shop region managers):

- Insights into performance region managers (field sales) including shop visits (obv CRM module)
- Insights into shop mutations (started or stopped)

Debtor - everything regarding shop setup - which tours deliver, what is the main customer etc
CRM – contacts, leads, shops, organisations etc

Tourists/ Tour leaders

They drive around in a truck carrying products to be sold in retail stores. They load the products at R.V.E. and place them in the shops. Sometimes, they also bring marketing material to improve the shop's appearance. They get the delivery note signed off on location and sometimes leave a copy of the invoice. They are the first point of contact for the shops and signal that the invoice can be sent to the head office.

Tourers can either work as a franchisee or be employed by R.V.E. Franchisees may have different rights than their own tourers. The Tourers use their version of the software called OnTour, a LogiFlora derivative.

Tablets en laptops– running on OnTour

Tablets and laptops running OnTour are an essential feature for LogiFlora. However, it is necessary for LogiFlora to communicate over the internet with the tours that are working in the field, even when there is no internet connection available. This requires certain data to be stored locally and the app to have built-in logic so that the tours can perform their tasks even without the internet. Once the internet connection is restored, synchronisation can take place.

It is important to note that in some areas, particularly in rural parts of Germany and further east, it is not uncommon to drive for hours without internet. This should not be underestimated, as it can significantly impact tours' ability to work efficiently.

Data Scientist

Should have accesses to data to connect to Power BI and provide various stakeholders with self-created dashboards.

Admin

To prevent unauthorized access, we can use settings management, such as role management.

Applications

These are the various applications that are currently running at R.V.E. and that we need to interact with:

Power BI

Different parts of R.V.E.'s process will be dashboarded in Power BI. Emendis will provide Lennart, a data analyst at R.V.E., with access to the database, which he can then connect and build reports on.

Exact Online

Is an internal financial package that helps with invoice bookings, accounts payable, and accounts receivable.

Basware

An x400 integration (EDI) with Edeka's (DE) software package.

Eddyson

A manual JSON-upload (semi EDI) to the software package of Rewe (DE).

x400 gateway

Compacer

EDIFAC files are available in different formats for various Belgian billing centers. Due to the limitations of the EDIFAC standard, each invoice has a separate file for debit (delivery) and credit (return). The current system, Compacer, will soon be replaced by Eddyson's JSON. However, it is uncertain when the replacement will be implemented. Please note that R.V.E. can switch to Eddyson anytime in consultation with the Belgian parties.

Eric should validate whether the Compacer API is in or out of scope.

Pay-by-Scan

There are some shops in Germany that only accept payment through a pay-by-scan system. This means that any losses due to theft or other mischief in the shop will not be the responsibility of the shop, but rather R.V.E. Additionally, these shops will soon be using Eddyson X400 to convert their inbound line to JSON, and using Basware for outbound line conversion. The invoice can then be created based on this JSON format.

Proposal: The ability to process and invoice PBS remains in scope, even though it was abolished by Edeka.

Not being used now, but there is a chance this will come back anyway. We do need to include this in the base and such that it can be set up within 1 week.

Floriday

An increasing number of products are being ordered through the Floriday system. This allows R.V.E. to view grower availability, place orders, and receive invoices through the same platform. As more and more transactions take place on this system, it becomes easier for R.V.E.'s buyers to handle their operations smoothly.

(Availability, ordering and delivery should be fully integrated within the ordering process where validations for availability etc. should also take place).

Available goods and placing orders with suppliers (e.g. growers) should remain possible outside Floriday (by mail).

Growers should specify their preferred method of ordering, whether it be through Floriday, Api or Mail. If stock does not come in through Floriday, it will need to be entered manually via phone or email.

Push notifications should be identified for touring notifications in the app.

Additionally, there should be a page dedicated to communications on the tablet.

EKTS

invoicing message from growers (electronic clock transaction)

Reading purchase invoices and recording them in the application

GDSN – Product Informatie Management

RVE will manage and distribute 2024 barcodes (GTINs) to retailers through GS1 GDSN

Possible API with SRC PIM

Trade items can get a different barcode every week because it is based on its selling price.

3. Communication

Infrastructure

Emendis cloud platform

Emendis is experienced in hosting applications on Amazon's cloud platform (AWS). This platform allows for immediate and automatic updates to the application's functionality and security. This ensures that the application always has the latest security updates installed.

In addition, the cloud platform provides various techniques to enhance security. For example, it offers point-in-time data restoration, which enables data to be restored precisely to a single second in case of data loss due to events like ransomware. The platform operates on a serverless system, making it almost impossible for malicious parties to infiltrate the system with malware.

As an additional layer of security, the connection to the application can be provided with a Virtual Private Network (VPN), further restricting access to the application.

Emendis gives an uptime guarantee of 99.9% for applications hosted on the cloud platform.

ERP database must be able to generate excel sheets. For example, for import into Exact

Authentication

All authentication will take place within the LogiFlora platform. As we work with sensitive data, we have chosen the following security measures to protect sensitive data:

- Users must login using a username and a strong password.
- 2-factor authentication is mandatory.
- A list of devices that have logged in is available in settings. The list contains the following information:
 - o User name
 - o Type of device used
 - o Date and time of last login
 - o Location
 - o *The list is only accessible to admins*
- Logging on to OnTour takes place locally, without a 2-factor.
- Data is always encrypted so that no data is leaked in case of tablet or laptop loss.

How to deal with people leaving our employment- e.g. HR user

- Active/ inactive boolean in user management.

4. The process

Suppliers inform R.V.E. about the availability of flowers and plants in which weeks. The purchasing department reviews and prepares the information for tour leaders to order.

Tour leaders run their own shop-in-shops at supermarkets, setting up the flower corner there. What is sold in the shop is settled with the supermarket and what is left over is destroyed (destruction).

The regular ordering process involves products being ready on the system by Tuesday, tour leaders placing orders by Wednesday, and the products arriving at R.V.E. on Friday or Saturday. However, the days can be configured as per the requirement. Tour leaders collect the products from R.V.E. on Sunday and take them to supermarkets. The process may not allow much flexibility to deliver on other days, but LogiFlora can be configured to accommodate it. Before tours take the products, employees in R.V.E. physically check all items.

When tour leaders arrive at shops, they update the delivery note on their tablet with the returns and what they actually put down and do a quick count of local stock. Then they print out that week's delivery note on the spot, take a picture of the flower corner and drive on. [Digital signing should also be possible]

Once they complete their round of shops, the truck is empty and the weekly statement is prepared. The statement verifies if all products have been sold and included in the delivery note for each shop. If there are no discrepancies, the week is closed, and finance prepares, bundles, and sends invoices to intercompany, franchisees, and supermarket payment centres. [Full delivery does not necessarily determine the closure of the week.]

Tour leaders clean the truck and begin the process again. As the week closes, purchase invoices arrive at Procurement, where they are counted and approved by the Purchasing team.

A process diagram has been extracted from this document. See original PDF Functional design.

5. Functionalities

LogiFlora Login – desktop version ERP

Login is done in the usual way. All persons and roles are stored within LogiFlora. See role management.

Acceptance criteria

#	Explanation
1.	Users should be able to log in and out with username + password
2.	Devices require 2-factor authentication for security purposes.
3.	Users who forget their password can retrieve it via the "forgot password" option linked to their work email.
4.	The system automatically recognises the user's role (previously defined by admin in role management)
5.	Via settings, administrators can adjust roles and access options per user
6.	After logging in, the user enters an overview screen that acts as "home" and simultaneously as a menu to navigate to all parts of LogiFlora. <i>After home, all these menu items slide to the left side menu with drop-down fields for the sub-menus.</i>
7.	Each country has its own separate LogiFlora. When logging in, the system will use the last country selected. If the user has the appropriate rights, they can switch countries in the menu.
8.	Once logged in, users should be able to switch languages easily.

Purchase

Preparing packages (order lists)

De Purchasing's main weekly task is to put the flowers and plants available for Touren to take into the system. They can plan this week in advance, but by Tuesday 13:00 in the leading week, it will be ready. Touren can then place their order until Tuesday 23:59. Purchasing puts the order through to suppliers by Wednesday at the latest. [Order moments tours and orders to suppliers should be configurable] (Remember the note about Floriday)

Purchasing determines which products are there, from various suppliers, see which products are (can be) ordered by Touren, then check them against historical and possibly predictive data and correct where necessary. Once the orders are all approved, Purchasing puts the orders through to the suppliers, which then brings them in on the days specified by Purchasing.

At the same time, we see a trend emerging where suppliers are offering small batches of products in whatsapp that Touren can then respond to quickly, and we see Touren picking up new products several times a week. We build this flexibility into. [Processing via EKT] [Offering and ordering via Floriday] [buying tips], possibly ticking off as well) [How are we going to subdivide this to the relevant Tour?

Buying tip: A grower puts a customer-focused offer in Floriday. Show at the order screen.

Franchise tours can purchase externally. RVE should receive the sales invoice per EKT. It should be possible to process the EKT in "logiFlora", per product, per tour. Alternatively, it should be possible to enter this manually.

Be added as stock in the tour so that he can distribute that to the shops.

Franchise tours loose role

Acceptance criteria

#	Explanation
9.	Purchasing can select products from flower management and prepare them per week (to be ordered by touring). <i>Where a package of flowers/plants is prepared for touring is called the 'weekly list'.</i>
10.	Products can be planned for several weeks ahead in weekly lists This is a kind of interim preparation of packages. E.g. to "sign in" for seasonal products. - [pre-filling (advice for tours)] E.g. order forecast for Christmas items [Purchasing must also be able to allocate trades itself to tours (can and cannot be overwritten), e.g. if too few flowers are available]

11.	<p>Purchasing can prepare the weekly list "offline" "unpublished", and then "publish" per flower or as a whole "live". With this the products become orderable for tour managers. <i>In practice, they often don't put the list live until Tuesday.</i></p> <p>Weekly list should be configurable for an Own Tour or Franchise Tour</p> <p>Sometimes products are only available for 1 tour, or a selection.</p>
12.	<p>Products can be ordered in the standard unlimited, but it is possible to give an availability per product.</p> <p>Fist come first serve? How to deal with restricted trade.</p>
13.	<p>You can easily load as purchasing per week the same weekly list as the week before (or whatever period you would like). E.g., in week 7 you can "choose all flowers from week 6 (or 5 etc)"</p> <p>How to deal with price mutations > e.g. want to offer a product at a higher Selling Price</p> <p>This means that multiple messages can go to 'Floriday' (the grower) with different prices and therefore different barcodes</p>
14.	<p>Please note that when loading packages from previous weeks, make sure to remove the products that are no longer available for flower management. This is especially important for Floriday.</p>
15.	<p>Once loaded, you can easily manage a weekly package (delete/add per product)</p>
16.	<p>Purchasing can be seen by flower and plant in the weekly list:</p> <ul style="list-style-type: none"> - (Currently in colour system): <ul style="list-style-type: none"> o The flower is open to order (light green) o The flower is definitely ordered by all tours (green) o The flower is "closed" to order for tour leaders (white) - blocked o The flower is on contract and already pre-ordered for several weeks (orange) o The flower is fully checked with purchase invoice (grey) - see Order screen <p><i>As a rule, this is done retrospectively on past weeks. This allows procurement to close a week and see at a glance whether any purchase invoices are still open in a week.</i></p> <p>(Templates are now being used so that the order moments for tours are defined within a certain pattern for ordering per week. This is done at supplier level specifically per day and per tour)</p> <ul style="list-style-type: none"> o The flower has been ordered and approved by supplier (blue) o The flower has been ordered and rejected by supplier (red)
17.	<p>On a separate screen, purchasing can check products against purchase invoices (Order screen)</p> <p>Payment matching of invoice against ordered and reported in (receipt of goods)</p> <p>Floriday supports this -> pass on corrections or confirm that it is correct. Other growers do this via email</p> <p>Including fust - auction will tax this!!!</p> <p>Flowers leave with their own packaging</p>

18.	<p>There are multiple buttons to perform "bulk actions" across products:</p> <ul style="list-style-type: none"> - (The)block selected product for all tours - (The)block selected products for all franchisees - Make selected product (in)visible to all tours - Make selected product (in)visible to all franchisees - It is possible to select multiple tours and then perform this "bulk" action - Make all '0 ordered' products status "grey, checked" (in Order screen)
19.	Products can be filtered by supplier.
20.	<p>This AC is also listed separately under reports</p> <p>Purchasing can see per tour, all tours below each other: <i>(Per flower you select from that week)</i></p> <ul style="list-style-type: none"> - <i>Last year same period sold/ and loss percentage</i> - <i>Last week sold/ and loss percentage</i> - <i>The margin for tours (per full deen, in euros)</i> - <i>Number ordered by tour leader at the moment</i> - <i>Possibility to make the flower invisible for this tour leaderwink</i> - <i>Possibility to make this flower 'not orderable'/blockable for this tour leader</i> <p>This overview is used for multiple purposes and is crucial for purchasing the organisation's heart.</p>
21.	For each product there is a recommendation to order, see the recommendations
22.	<p>Products are given the following data, which are immediately displayed for purchasing when they click on a flower:</p> <p><i>(So currently they see in 1 screen all tour information from previous AC and the flower information below)</i></p> <p>Statistics</p> <ul style="list-style-type: none"> - Total ordered by Tour this week, total available, difference available/distributed, correction factor furthermore
23.	<p>When procurement clicks on a tour, it sees:</p> <p>Load for this tour</p> <ul style="list-style-type: none"> - Flowers number, plants number, Total number of products, Number of different types of products, number of pines in his truck

24.	<p>Purchasing retrieves products from flower management, but can also manually override certain fields on a weekly basis:</p> <p>Item data:</p> <ul style="list-style-type: none"> - Name, price, ean-external - Item number-internal* ICL data: - Bulk name, purchase price, flowers per bunch, bunches per cask (bucket) Loading information - Number of barrels per layer (on a roll container), number of layers on a den (roll container), - Total number of deen available (as given previously) Supplier - linked by dropdown from supplier management <p>Please note, only the fields with * can be overwritten if the products come from Floriday</p> <p>Find solution for new GTINs using GDSN</p>
25.	<p>As purchasing, I can indicate per flower on which day it can be picked up (physically loaded into truck) by touring.</p> <p>This can be done up to seven days in advance, starting with the Friday of the current week. In OnTour, the tour leader can then select one of these days on which to pick them up.</p> <ul style="list-style-type: none"> - For the UX, it is easy to add an "all days available" button. - For the UX, it is easy to add a button "MA & WO available".
26.	<p>If tour leader has 'definitively' ordered a flower/plant for this weekly list, purchasing will see it in his weekly list. Possibly with an extra status field for the flower per tour. Incl the pick-up day.</p> <p><i>How tour leader orders, see 'ordering' at OnTour</i></p>
27.	<p>As for purchasing, I can see per product on which days how many products are needed. This can be done under "statistics" or under "collection days"</p>
28.	<p>Tourists are automatically reminded on Wednesday morning (of week -1) that they have yet to complete their order (if they have not already finalised it). This is an auto-mail.</p> <p>An order is final when a tour leader has set all products to "def", including products he ordered 0 of. (Align with drivers, will create a lot of extra work !)</p> <p>Show red bar on the tablet if the order is not yet in the system and synchronised on Tuesday.</p>
29.	<p>Besides flowers and plants, procurement also puts things like "ribbons" and other marketing materials into the system.</p> <p>To be ordered by Touren and by purchasing.</p> <p><i>In practice, this is "just picked" from the warehouse and added to the invoice later. This order does not go along in an export to suppliers, but does go along in the invoice to tour leaders. (Note different VAT and statistical numbers for additional items) also furniture</i></p>

30. Hand of god function:

In the order screen, the management role can adjust (rewrite) the displayed percentages further per tour or across all tours. This is purely visual, but is not saved that way for reports. This can be rewritten per week but is not saved with the product. **To be set by purchasing**

Ordering products by purchasing

Acceptance criteria

#	Explanation
31.	<p>When procurement forwards an order to its suppliers, that can kick off several activities. A product from Floriday goes automatically through that network, other products via mail:</p> <ul style="list-style-type: none"> - Mail with options; incl pdf, incl csv, incl barcode(label) file, incl confirmation mail. These settings are stored in Supplier Management - Mail with options + Floriday <p>Where possible, process as many orders as possible in bulk email to 1 supplier.</p> <p>1 mail per order per supplier</p> <p>Confirmation link in the e-mail -> to the application (Kweke login)</p>
32.	When CSV is sent along, the distribution per tour also comes along (50 tulips tour1/ 100 tulips tour2 etc).
33.	<p>As purchasing, I can indicate per product to the supplier, which day how much to deliver</p> <ul style="list-style-type: none"> - Max 7 days ahead, default is the day Touren comes to collect, minus lead day(s). Sunday is skipped. <p>So tour1 wants 300 pieces on Tuesday and tour2 400 on Tuesday and Thursday. With 1 pre-run day: Monday are pre-filled 700 and Wednesday 400. Can be adjusted by procurement. - As procurement, I can specify delivery location 1, with forwarding location 2. So "via NL (1) to Ireland (2)". This information is sent along in the mail to the supplier. <p><i>When ordering in Floriday, how it works then needs to be discussed with Floriday.</i></p> <p>In absolute numbers to be entered, adding up to 100% should match what was actually ordered by tour leaders.</p> </p>
34.	A final product ordered by tour leaders, I can still overwrite (numbers) as purchasing before I forward it to the supplier.
35.	<p>You can make changes to your Floriday order, but they will need to be confirmed separately. Once confirmed, the changes are considered complete and no new product line is needed. However, if you are trying to make changes to an order that was not placed through Floriday, you will need to send a new email to the supplier to confirm the changes.</p> <p><i>Note: to save the update briefly with the order in memo field so that you can refer back to it later to see any changes that have been made.</i></p>

36.	<p>For all suppliers (mainly plants), an email goes out with the order. However, you then have 3 options (in Supplier Management you can see who gets which version):</p> <ul style="list-style-type: none"> - Mail blank; the mail is sent for notification to supplier - Mail + Link; the supplier receives a link in which he must confirm. Only after confirmation supplier, the order is approved. Visible in weekly overview with colour "confirmed". - Mail + Floriday; the supplier receives a notification from Floriday in which he must confirm. Only upon confirmation from the supplier is the order approved. Visible in Order overview and weekly overview with colour "confirmed" per product
37.	<p>This same mail (see previous AC) also has the "do not agree" option. This colours the flower/plant a different colour. <i>In practice, this happens almost ever.</i></p>
38.	Suppliers "without agreement link" automatically agree
39.	Suppliers "with agreement link", can also be manually set to "agree" by procurement
	<p>Order update: It happens that a tour requests additional trade. This should also generate a message to growers from procurement - or on forgetting to order a tour</p>
40.	<p>The supplier can enclose "agree" and "disagree" with a memo. This memo appears in the purchasing mailbox and in LogiFlora under product.</p>
41.	<p>A mail towards supplier also directly contains the transport letter to be stuck on each deen</p> <ul style="list-style-type: none"> - Barcode information - Transport information (location, number of deen, type of products) - Price per product - EAN code + internal article number - QR-Code (see QR module) - A barcode of the EAN code (so checkout systems can scan the product) <p><i>This is in format Barcode EAN-13</i></p>
42.	Each order is 1 product (500 roses/ 3000 tulips etc)
43.	<p>Because "mistakes" are regularly made in the physical process of delivering products and putting them in trucks, there is the option for procurement to change the numbers per product per tour, before the weekly statement is run.</p> <p>Purchasing can "write off" products at a tour (go off invoice, had not been delivered) or "transfer" products to a another tour (delivered, but put in wrong truck).</p> <p>Purchasing confirms the week, then weekly statements can be generated. It does this after all mutations have been processed. Only then are final invoices also generated.</p>

44.	On write-off (previous AC): Expected purchase invoice from RVE is lower. Tour leader has less products to deliver to supermarkets, has to "non-deliver" somewhere, invoice from that customer becomes lower (impact on weekly statement).
45.	When ordering a product, the languages in which the sticker information should come along are determined on the basis of the customers for whom they are ordered (see Distribution and ordering). <i>Customers in Germany receive sticker information (stored in Flower Management) in German, etc</i>

(Note ! This is where the entire GDSN network comes into play !)

Delivery notes

Delivery notes come from OnTour, but can be printed from the tablet on location by tour leader and then signed by the shop (actual signature is required in DE, digital in BE). The delivery note then comes back to R.V.E. and is stored there in the archive. The delivery note contains the same information as the invoice, but the version on location includes the note 'delivery note' incl signature.

Acceptance criteria

#	Explanation
46.	<p>See app Touring how a delivery note is created. This can be printed by tour leader. If printed and tablet is synced with internet, the delivery note is also visible in the system for Purchasing. These are under the customer in CRM [debtors management], under the delivery notes of the week in question at the customer concerned and at the "delivery note overview".</p> <p>It must be possible to switch the right to return on/off for each customer</p>
47.	<p>From CRM [debtors management], is retrieved per location whether it signs a delivery note digitally or with wet signature.</p> <ul style="list-style-type: none"> - If signing digitally; in tablet, the signature is put and "printed" on the pdf. o If customer wants delivery note digitally; mail to contact in CRM [debtors management], o If customer wants delivery note printed; print on site <p>Store delivery note digitally with customer</p> <ul style="list-style-type: none"> - In case of physical signing: first print 2x then, sign. Take signed version back to archive. <p>(What printer are we going to use / 2 x printing?)</p>
48.	<p>This point has also been copied to reports</p> <p>In the Delivery notes overview, procurement can access the delivery notes in different ways:</p> <ul style="list-style-type: none"> - From the customer by location <p>Then you see all delivery notes from a selected period at that customer location</p> <p>X delivery notes below each other, with a total in euros, total margin in euros, total discount in euros</p> <ul style="list-style-type: none"> o Filter/sort by week <ul style="list-style-type: none"> - Per tour you see the delivery notes <p>Then you see all delivery notes over a selected period of tour## and then</p> <ul style="list-style-type: none"> o delivery notes below each other, with total in euros, total margin in euros, total discount in euros o Filter/sort by customer location o Filter/sort by week

Invoicing

Invoicing customer

Each customer has their own way of receiving invoices. This can be EDI, this can be a collection of PDFs or a **stack of paper invoices** (**Paper invoices have been phased out**). Important to have the customer structure clear:

- Main customer -> supermarket (head office)
 - o Main customer -> payment center
 - Branches -> locations

The supermarket may be Edeka. Edeka has several main customer codes (main stores). Each main channel has a number of stores (subcustomer codes).

In the database, there should be a clear difference in formula per main customer e.g. Edeka stores and Netto stores which both fall under Edeka head office. Or Albert hein, AH XL, AH to go.

Printed invoices are left at locations, as well as sent digitally in a collective invoice + bundle of each individual invoice to master customer codes. These payment centers then redistribute the invoices.

Invoices are created per delivery, per location. Choices can be made to print invoice directly on delivery.

However, usually the delivery note is printed and invoice is created and sent several days later. **It must be possible to internally determine by means of a check mark whether the delivery and return should be on an invoice or separated** (Note that here, for example, with direct debit and separate delivery and return, a problem may arise. This also applies to a credit invoice)

Configurable per main customer and customer

Acceptance criteria

#	Explanantion
49.	<p>If Week Statement is approved:</p> <p>A digital summary invoice package is created by main customer code at the end of the week:</p> <ul style="list-style-type: none"> - This contains a collective invoice with the total amount of this customer (at main customer code level) for all underlying locations. - This contains all individual invoices from all locations of this main customer for that week. - Note that the main customer code can have an additional discount compared to the invoices per location. So the sum of invoices need not add up to the collective invoice that the main customer code receives. <p>This is offered as an (EDI) package. The customer can approve/reject the entire batch. Contact about what is correct/incorrect takes place by email, outside of LogiFlora.</p> <p>Store discounts configurable per store</p> <p>Checkout center & headquarter discount per checkout center</p> <p>must be configured in flow hour management</p>

	<i>Please note that this is a large set of invoices!</i>
50.	<p>Invoice to the customer:</p> <ul style="list-style-type: none"> - Edeka works with basware (x400 link) (In the future also separate Debit/Credit) - Rewe works with Eddyson (Json, SFTP connection) - Belgium works with Compacer (Via EDIFAC files in different formats for the different Belgian checkout centres. (One for debit and one for credit per invoice due to the limitations of the EDIFAC standard) - Internal works with Exact (with an import module, API does not work) <p><i>Note, intercompany also goes through Exact internally</i></p> <ul style="list-style-type: none"> - PDF: to payment centre portals or directly to shops <ul style="list-style-type: none"> o BE has customers with a fixed PDF layout that we have to follow o DE has customers with a fixed PDF layout that we have to follow <p>Post: Some companies still require invoices to be delivered by post, complete with weekly statements. Post is the same as PDF for LogiFlora. RVE can download these and send them themselves (batch download)</p> <ul style="list-style-type: none"> - Direct debit: Invoice is printed in shop and collected a week later. <p>We need to be ready to export direct debit orders and execute them from the banking site.</p> <p>1st collection and follow-up collection have different formats.</p> <p><i>This is not yet an issue, but if this comes into play it should be live from Emendis in 3-days. Include option to set up and activate direct debit</i></p> <p><i>(Do pre-empt. Include directly in the package how we will work with customers of Franchisers, especially if there is a mix of a retail chain with shops in their own tour and Franchise tour?)</i></p>
51.	<p><i>This item is also copied to Reports</i></p> <p>There is an invoice view where all invoices by procurement can be viewed. Bundled to be called up by:</p> <ul style="list-style-type: none"> - Week/ selected period - Main customer code + sublocations - Per tour/selected tours <p>This selection can be adjusted over time periods (e.g., all invoices over 4 months) and also over tours (e.g., all invoices of tour 4 over week 1 tm 5 distributed per customer).</p>
52.	Invoices you call up always have status behind them: pending/sent
53.	Invoices can be selected in the overview and the selection can be printed/ downloaded/sent to exact (edi to internal exact)/ send to customer (edi/ mail)
54.	<p>The separate Exact-import-module (for management/updating purposes)</p> <ul style="list-style-type: none"> - Include general ledger - Enter bookkeeping BV - Enter country (for VAT rates) - Enter VAT rates (see VAT management)

54.	<p>The separate Exact-import-module (for management/updating purposes)</p> <ul style="list-style-type: none"> - Include general ledger - Enter bookkeeping BV - Enter country (for VAT rates) - Enter VAT rates (see VAT management)
55.	<p>Of selected invoices, the header can also be converted. This means that the invoice opens and you cannot change the amount as purchase, but you can change the addressee. You can choose which customer this should be moved to when converting. Note, you can convert the invoice within the entire main customer, i.e. across several main customer codes and choose a branch within them, as long as the VAT and discount remain the same, and thus, the total amounts.</p>
56.	<p>A week must be "closed" before invoices can be sent from the head office (LogiFlora) to customers. In the invoice overview, you can do this by week. You do this by requesting the weekly statement for a particular week:</p> <p>The weekly statement shows per tour:</p> <ul style="list-style-type: none"> - How many invoices 'made/sent' in OnTour (tablet) - Number of expected invoices sent/sent in the tablet - The total amount actually invoiced - The total amount we expected to be invoiced - First invoice number of that batch - Last invoice number of that batch - Approved yes/no <p>If there are no discrepancies between expected and sent -> approve</p> <p>If there are discrepancies, then the week cannot be closed, and there must still be a tablet somewhere that is not synchronised or a Tour that has not delivered all its products.</p>
57.	<p>If week is approved, then weekly statement is emailed to accountant and to tour leader.</p> <p>This is to close accounting records. Weekly statements are equivalent to accumulated invoices.</p>
58.	<p>Invoices that are created have an accrued invoice number:</p> <ul style="list-style-type: none"> - 00.000.00000: 9999999999 <ul style="list-style-type: none"> o 23 – 003 – 000.01 : 23-03-000.46 <p>Jaar 23 – Tour 3 – invoice 0001 : year 23-Tour3- invoice46 Invoices run per year, without breaks. (Invoice numbers are extended due to debit/credit separation)</p>
59.	<p>Invoices in the overview can be deleted manually. When deleting, a reason must be included, which is attached to this invoice as a comment.</p> <p>These deleted invoices are put in a separate folder "deleted invoices". This is in order to provide the year to be able to provide the accountant with a complete continuous invoice count.</p>

60.	Invoices in the "deleted" folder can be printed incl the reason given
61.	Note; per invoice, VAT management and CRM should be considered for correct VAT rate on invoice. Intercompany there is no VAT, but to the shops there is. (To be determined per country due to Intra or direct delivery)
62.	Customers working on pay-by-scan provide a json with the products sold and these can be converted 1-to-1 to an invoice. <i>Note, follow situation table for correct invoice flow, VAT rates and intercompany handling.</i>

Writing off sales invoices

In the new ERP, it should be possible to manually confirm that invoices have been paid and can therefore be cancelled. The ERP must generate an export that can be read by Exact.

For writing off all invoices Storno's must be manually adjusted in Exact.

Reversals are reversals of payment centres.

Invoicing Tours and Franchisees

In addition to invoices towards shops, Finance must also be able to prepare sales and purchase invoices towards tours and franchisees. This is done on a weekly basis. These invoices go to both the accountant and the tour to make sure it is closed and that there is no tampering. These are sent as PDFs by mail.

Acceptance criteria

#	Explanation
	PURCHASES by Franchisers (F) and own tours
63.	For tour and franchisee invoicing, there is a separate "invoicing" screen for procurement and finance. This is where both franchisee purchase invoices and intercompany invoices are managed.
64.	<p>SITUATION TABLE</p> <p>The following situations may occur. These should be automatically caught by sending the correct intercompany and VAT invoices.</p> <ul style="list-style-type: none"> Collection location NL - F(ranchiser) makes declaration in NL - customer in NL Collection location NL - F declares in NL - customer in X invoice to F, Intercompany from F-NL to F-X and then an invoice from F-X to customer (incl VAT). Pick-up location NL - F declares in X - customer in NL Invoice to F-NL (incl VAT). Then invoice F-NL to customer (incl VAT). Ophaallocatie NL – F doet aangifte in X – klant in X Collection location NL - F declares in X - customer in X Intercompany invoice to RVE-X, invoice to F-X, then invoice F-X to customer (incl VAT) Collection location NL - F submits declaration in X - customer in Y Intercompany invoice to RVE-Y, invoice RVE-Y to F-Y and then F-Y to customer (incl VAT). <p><i>How does a franchiser declare VAT if he has to deliver to a different country than the one in which he declares?</i></p>
65.	Above AC, if it is not a franchiser, but an own tour, then the invoice to franchiser expires, but the customer is supplied directly from RVE. Note: though from the relevant country. So intercompany invoices remain necessary.
66.	Finance can choose which weeks and tours they want to send purchase invoices for. Can be done via separate button. See also Tour management. Invoicing done when weekly statement is approved.
67.	Sending to franchisees is done PDF by mail and are loaded at the accountant and digitally read. No API required.
68.	The invoice to a franchisee includes per order line: <ul style="list-style-type: none"> - Type of product taken and number - Purchase price + commission - Sometimes VAT

- | | |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 69. | <p>As a service, LogiFlora/ RVE also prepares invoices for Franchisers which they send to customers. These are included in the 'situation table'.</p> <p>Please note, RVE also does the statistics figures for the Franchiser to CBS ed</p> <p>That is a 3rd declaration (see example CSV)</p> |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Order screen purchase invoices - payment matching purchase invoices

Purchasing also receives invoices from suppliers. Both of items they bought themselves and items bought by franchisees. These must be matched with the products in the system or, if still missing, added separately. No distinction is made between digital or paper invoices. Franchisers who buy items on the go are added to the weekly statement as "other flour" and are not looked at in terms of content [THIS IS THE CURRENT SITUATION]. Only that they were bought and then invoiced to the tour for purchase + commission. Please note that due to the link with Floriday, many orders are automatically approved already.

Please note EKT

Acceptance criteria

#	Explanation
70.	The order screen, where all the products ordered are listed. It is very similar to the "weekly overview", but now completely focused on purchasing the products. Columns in the list: <ul style="list-style-type: none"> - Order number, Product name, ean code, Supplier, Number ordered, Order date, week number, Status (checked or not),
71.	Purchase invoices arrive at procurement and they check retrospectively, usually in the last completed week, for each product whether the correct quantities have been ordered/invoiced. If approved, then product is set to "approved" (grey). <i>Grey/not grey is purely for your own overview, this status change is not passed on anywhere.</i>
72.	Orders made via Floriday and approved at inhouse are automatically on status "Verified", this invoice cannot differ and is therefore correct.
73.	Orders made via Floriday and approved at inhouse are automatically on status "Verified", this invoice cannot differ and is therefore correct.
74.	Orders can be sorted by number of total delivered
75.	When selecting a product (flower/plant), you can find more information in the accordions <ul style="list-style-type: none"> - Product picture, distribution over the tours, loading information (per container/low/en), when delivered, which location delivered.
76.	You can perform bulk actions on the products <ul style="list-style-type: none"> - (de)select some, with button only franchisees, with button only own tours - Set status to "checked"
77.	Products ordered 0x automatically enter status "checked"
78.	Invoices outside Floriday: Suppliers are given a unique email address per supplier to send invoices to. This takes the first step of recognition.

Reports - external dashboards

Different reports are created for different stakeholders in the organisation. We eventually want to link all of these to power-bi to achieve more flexibility and a clearer overview. Important for procurement is that they look along with drivers and their customers to see whether the wash/off was within limits (too low; more could have been sold, the shelf was empty. Too high; too much was thrown away, a shame!).

Don't forget: customer mutations.

Important for Franchisors, Debtors, Creditors to have change log.

Acceptance criteria

#	Explanation
79.	<p>In LogiFlora, we embed a number of reports using PowerBI to enable finance/purchasing to do their work quickly.</p> <p>We also ensure that Lennart (Data Analyst at R.V.E.) can link his PowerBI to the database to run his own management reports and experiment a lot. The reports below are very "fixed"/rigid and are built by D'Atalier for R.V.E. to ensure quality and lead time.</p>
80.	<p>Reports are under a heading in the menu. When you open these, you can choose a range of different reports to run.</p>
81.	<p>From Purchasing / Commerce, I want to be able to make cross-sections per tour leader, per week, per shop location (customer) and per flower type how sales were, the waste, the margin, the turnover. And also be able to aggregate this. If aggregating with a time component, I also want to be able to see the trend line. Think of:</p> <ul style="list-style-type: none"> - Margin of tulips last 5 weeks at customer Jansen (line chart, per week) - Waste of tour leader 7 in his past 6 months on all his customers, divided by week, by flower type (table or different line charts)
82.	<p>Purchasing wants to be able to run and print a report of:</p> <ul style="list-style-type: none"> - All tours/ per tour - Per week/ selected period <ul style="list-style-type: none"> o The total sales of the tour in euros o The total sales of the tour in euros o The discount of the tour in euros o The returns of the tour in euros o The deposit of the tour in euros o At the bottom the total sum of all tours together on each column

83.	<p>Expired report Touring</p> <p>Purchasing wants to be able to run and print a expired report of:</p> <ul style="list-style-type: none"> - Per tour/selection of tours (or all) - Per week /selected period - Per line a flower type <ul style="list-style-type: none"> o Consumer sales price o Number of buckets delivered o Number of bouquets delivered o Number of bouquets returned o Expired in absolute number o Expired in absolute number o An average Expired percentage of this tour (or multiple tours) over the selected period. Period also divided by week.
84.	<p>Expired report Shops</p> <p>Similar to the previous pest report Tours, but now instead of by flower type, by shop.</p> <ul style="list-style-type: none"> - All tours/ per tour - Shop mutations: - Customer started, customer stopped, - Per week/ selected period - Per line the shops of the selected tour(s) <ul style="list-style-type: none"> o Customer location o Turnover of that location, that period o Percentage turnover on total (of that shop, that period) o Percentage of flowers delivered compared to the total (60% flowers) o Percentage of plants delivered out of total (40% plants) o Total percentage of products (from that shop on total, in that period) o Percentage of flowers sold (from that shop, in that period) o Expired percentage of plants (from that shop, that period) o Expired percentage of total at the bottom <ul style="list-style-type: none"> ▪ Total flower expired % ▪ Total plant expired % ▪ Total expired%
85.	<p>Trip list report</p> <p>A report that can show in a selected period of a selected tour which shops were visited on which date and at what time. Based on time and date printout of the delivery note.</p> <p>Then you get as an example:</p> <p>Tour 2, week 7</p> <p>Shop 1: 23 Jan 5:12</p> <p>Shop 2: 23 Jan 5:55 Etc</p>

86.	<p>A printable report showing turnover for a given period. With the following selections:</p> <ul style="list-style-type: none"> - Turnover of a particular master customer, over time period - Turnover from one/number of master customer codes, over time period - Turnover of one/number of tours, over time period <p>Display in all cases per line broken down by location of shop the turnover, discount, expired percentage and at the bottom a total of each of these and an average expired.</p>
87.	<p>In the deposit report, I can see as procurement, by shop location, when and how much we have invoiced or waived deposit amounts, to which items and in what numbers. These can also be aggregated by main customer code and by main customer.</p> <p>Example:</p> <ul style="list-style-type: none"> - I can see that at branch 5 of Aldi Nord, €100 worth of buckets have been given away for free in the last 9 weeks - I can see that in November this year, Aldi Nord received €5,000 worth of pennies and was billed for €250 worth of buckets.
88.	<p><i>This point is taken from "preparing packages"</i></p> <p>Purchasing can see per tour, all tours below: (Per flower you select from that week)</p> <ul style="list-style-type: none"> - Last year same period sold/ and loss percentage - Last week sold/ and loss percentage - The margin for tours (per full toe, in euros) - The margin for R.V.E. - Number ordered by tour leader at this time
89.	<p><i>This item is also copied to Invoicing Customer</i></p> <p>There is an invoice view where all invoices by procurement can be viewed. Bundled to be called up by:</p> <ul style="list-style-type: none"> - Week/selected period - Main customer code + sublocations - Per tour/selected tours <p>This selection can be adjusted over periods of time (e.g. all invoices over 4 months) and also over tours (e.g. all invoices of tour 4 over week 1 tm 5 distributed per customer).</p>
90.	<p><i>This point has also been copied to Delivery notes</i></p> <p>In the Delivery notes overview, procurement can access the delivery notes in different ways:</p> <ul style="list-style-type: none"> - From the customer by location Then you see all delivery notes from a selected period at that customer location X delivery notes below each other, with a total in euros, total margin in euros, total discount in euros. <ul style="list-style-type: none"> o Filter/sort by week - Per tour you see the delivery notes Then you see all delivery notes over a selected period of tour## and then

- | | |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">○ delivery notes below one another, with total in euros, total margin in euros, total discount in euros○ Filter/sort by customer location○ Filter/sort by week |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

OnTour - tablet

This is the name of the application that runs on tablets and is taken by Touren on their way to customers.

These contain a kind of light version of the LogiFlora application in which they can also work offline.

Synchronisation takes place as soon as they connect to the internet again. Important that certain functionalities therefore work without connection.

Possible communication module to customers - e.g. in the event of an issue or failure of the tour - NICE to have

It should be taken into account that shops of a specific tour can be redelivered by another tour. In the debit

module, each shop must be linked to a main tour, this way subsequent deliveries are always processed correctly.

An after-tax must also be taken into account here. So a subsequent delivery for another tour must be chargeable (e.g. in the case of a subsequent delivery for a franchise tour).

Acceptance criteria

#	Explanation
91.	A tour leader can log in to OnTour. After 3x wrong password the application blocks This also works offline
92.	The application can be remotely unlocked again by the admin (internet required).
93.	A tour leader can do the following with the app: <ul style="list-style-type: none"> - Deliver/invoice* - Print delivery note/invoice* - Ordering* - Communication with head office RVE (primary communication line with Purchasing) instead of whatsapp - Update shop stock* - Pictures on shelf (control for office) - Synchronising <p>*offline possible</p>

94.

Delivery/Billing:

You create a delivery and a return. These together make the delivery note which later becomes the invoice. This process is described below. You can switch between customer deliveries/returns at any time and system saves what you have entered up to that point.

Step 1: Find shop where it is then, this can be by:

- Shop code, name, address, postcode, city, longlat

- Data comes from the debtor screen

Now you have the data for this shop, plus what has been delivered and returned so far

Step 2: Enter returns

- There is a list of products that have been put there before (products that have not been finished).
- You can indicate per product line (flower/plant) how many you are taking back (further)
- You can indicate which flower/plant is finished (no more returns), it will no longer appear in the list of "possible returns".
- The system notifies you if your remaining plants are too high (>20% take back what was put down the week before).
- Tour leader also fills in how many deposit products he takes back (he cannot take back more than is on the shop's balance).
- Returns are only possible for customers whose tick box in CRM of returns is set to YES
- Separate screen for flower returns: week-1 (flowers placed last week), quick returns

Step 3: Delivery of flowers and plants

- OnTour has the weekly tour list ready
- Tour leader can enter how many he supplies per flower in the list
- Tour leader fills in how many deposit products he delivers (deposit products come from deposit management)
- Tour leader can set the cost of the deposit products he delivers to €0
 - A shop never gets money back on its deposits, then the 'excess' is set to €0
- Finalise
- The delivery is complete, you can create the delivery note, see next AC for finishing Delivery note
- Something forgotten to deliver/return? Create new invoice
- The data available offline is all data last 8 weeks relevant to the delivery (customers, delivery notes, invoices, weekly statements, etc).

95.	<p>Delivery notes:</p> <p>From CRM – debtor screen is retrieved whether customer wants to sign delivery note digitally or physically:</p> <ul style="list-style-type: none"> - If signing digitally; in tablet the signature is put and "printed" on the pdf. <ul style="list-style-type: none"> o If customer wants digital delivery note; mail to contact person in CRM o If customer wants delivery note printed; print on site, incl signature. <p><i>Save delivery note digitally with customer</i></p> - In case of physical signing: first print 2x then, sign. Return signed version to archive. <p>Note: a delivery note must ALWAYS be signed on delivery. You can only proceed with tablet when delivery note is either printed OR digitally signed.</p>
96.	<p>Week wrap-up:</p> <p>When all returns and deliveries have been made to the locations for this week, the week can be closed.</p> <p>You can call up the week's statement, the same as Finance. Here, a tour leader can check whether all invoices have been created, all products have been processed and whether he can clear the tablet.</p>
97.	<p>Print</p> <p>In this menu, you can print all invoices and delivery notes that have been created.</p> <p>You can also retrieve all invoices and delivery notes from the last 8 weeks here.</p> <p>You can also look up customers here, and then see the correct delivery note/invoice per week. Before printing, you can also view it on tablet in a pdf viewer.</p> <p>There should be an option to print a summary at price level (ean code, number of items, total price).</p>
98.	<p>Print the weekly report</p> <p>At the end of the week, you can also print the weekly report of your tour.</p> <p>See weekly report.</p>
99.	<p>As a tour leader, I should also be able to print a template letter ("we are not on Easter" / "at Christmas I will be a day earlier than usual").</p>
100	<p>Weekly state</p> <p>As a tour leader, you have a number of addresses per week that you deliver to. You order the products in advance and deliver to each shop. This means there are X deliveries in the system, with also X delivery notes and X invoices.</p> <p>A weekly statement shows an overview of all locations, with the invoice amount per location and a total amount.</p>

	<p>The totals are split with:</p> <p>Total delivered in euros</p> <p>Total return in euros</p> <p>(continued)</p> <p>Discount in euros</p> <p>Returns deposit</p> <p>Final amount/total amount</p> <p>Naast 'totaal geleverd in euro's' staat ook het bedrag dat gefactureerd had moeten worden als alle producten van de tour zijn geleverd. Die getallen zouden gelijk moeten zijn.</p> <p>Als niet gelijk, betekent dit dat een tourleider een factuur nog niet heeft gemaakt of niet alle producten uitgeleverd of een factuur nog in een tablet zit en niet is gesynct met LogiFlora.</p>
101	The weekly report is also synchronised with LogiFlora and can be viewed by Purchasing
102	<p>Ordering</p> <p>A tour leader can order products in OnTour for the coming week.</p> <p>He can only order products that have been prepared in the weekly list by purchasing. This opens a separate (online) module "divide and order".</p> <p>See Distribution and ordering</p>
103	<p>In OnTour, the tour leader can see for each product that has been set ready:</p> <ul style="list-style-type: none"> - Basic product information (name, packaging, number of bunches per keg, number of kegs per layer and number of layers per deen), consumer sales price, its margin (franchise only), an image of product (information comes from flower management) - The image is clickable to enlarge - Ordered last week - -Ordered last week - Recommended quantity to order (see recommendations) - Its average spoilage on this item in percentage - A recommendation on this decay whether it is high/low/average 15% = good (green) 20% > too high (red) < 10% too low (red) (adjustable) - On which days available for collection -
104	<p>The tour leader can indicate per product on which day he wants to collect it</p> <p>NOTE: Arjan (purchasing) determines on which days a driver MAY collect it.</p>
105	<p>A tour leader can indicate how many "number" of the specific product he wants to order. This is rounded up to at least whole barrels and if near a layer, then whole layers.</p> <p>Showing what transport volume is</p>

106	A tour leader has an overview of all products currently in his "shopping basket".
107	<p>In the tour leader's 'shopping basket' he sees:</p> <ul style="list-style-type: none"> - Product name - Number on order - Retail price - Number of pennies - Final order yes/no
108	For each order line in the shopping basket, a tour leader can finalise the order, as well as "entire basket finalise". Purchasing can see this in their weekly lists.
109	Tuesday 23:59 is last moment to put in orders (for tour leaders). So Wednesday week 7 you can place orders for week 8 at the latest. These will be brought to R.V.E. on Thursday/Friday/Saturday/Sunday.
110	<p>Sync</p> <p>In the current version, there is a "sync button". Even though the system syncs automatically on the back end, it is smart to have this button in there as well. Then a screen opens where the tour leader sees an overview of what all has been/is being synced and also knows when it is ready. A kind of 'loading screen'. And the idea that he can kick off the sync gives a kind of sense of control. When completely synced, he puts the tablet away again.</p>
111	<p>Scanning on delivery/returns</p> <p>A tour leader should be able to scan the QR code or Product GTIN of a product with his tablet during returns/ returns.</p> <p>Scanning the GTIN should create an overview of the recently delivered varieties within the cultivar + price group.</p> <p>In the future, this may be converted to QR codes, but initially the scanning will have to take place via the new GTINs.</p> <p>Deliver the correct product in view during this process.</p> <p><i>This is to make sure he does not enter the wrong product.</i></p> <p><i>Note, in the QR code you can also include item number immediately (e.g. in the url) and then you can scan it on tablet and customer can scan it with mobile to go to the website</i></p>

112	<p>Taking a photo on delivery</p> <p>Before driving away from a shop, the tour leader has to take another photo of the shop location and upload it in LogiFlora at the relevant customer. This is stored with the customer by date and week number.</p>
113	<p>Looking back at photos</p> <p>Old photos can be looked back up to X weeks offline. Online there is no limit here.</p>
114	<p>Stock shop</p> <p>Step 1: find shop where it is then, this can be done by:</p> <ul style="list-style-type: none"> - Shop code, name, address, postcode, city <p>Step 2: After delivery to shop (i.e. when returns are processed and new delivery is set), there is therefore X stock in the shop. The tour leader has to count it.</p> <p>Per product line he sees: product name, colour, number in store.</p> <p>Step 3: adjust numbers per product line.</p> <p>Deviations (i.e. less present in shop than expected) are mailed to head office automatically. They keep track of the difference there. It is also stored in a separate table to create reports in PowerBI.</p>
115	<p>All data on the tablets is stored encrypted and cannot be accessed by outsiders without login details accessible.</p>
116	<p>LogiFlora data are remotely erasable in case of loss/theft of the tablet.</p>

Reports in OnTour**Acceptance criteria**

#	Explanation
117	<p>As a tour leader, I want to be able to make cross-sections of my trips, per week, per shop location (customer) and per flower type how sales were, waste, margin (franchise), turnover. And also be able to aggregate this. If aggregating with a time component, I also want to be able to see the trend line. Think of;</p> <ul style="list-style-type: none"> - Margin of tulips last 5 weeks at customer Jansen (line chart, per week) <p>Waste from me last 6 months on all my customers, divided by week, by flower type (table or different line charts)</p> <p>Data goes back up to 13 months offline</p>
118	<p>Expired report Touring</p> <p>As a tour leader, I want to be able to see a expired report (of my tour)</p> <ul style="list-style-type: none"> - Per week/ selected period - Per line a flower type <ul style="list-style-type: none"> o Retail price o Number of buckets delivered o Number of bouquets delivered o Number of bouquets returned o Number of bouquets returned o Decay in percentage <p>I also want to be able to create cross-sections per shop connected to my tour</p> <ul style="list-style-type: none"> - An average shedding percentage over the selected period. Period is divided by week. <p><i>Data goes back up to 13 months offline</i></p>

Distribute

Tour guides, besides a tablet, also carry a laptop in the truck.

A large screen can be nicer to work with. The functionalities below are online in LogiFlora and can be viewed by laptops and tablets. In this environment, tour leaders pre-distribute which products will be in which shops; they do this after ordering.

Even though the tour leader has the final say, OnTour helps with smart recommendations.

~~This functionality is only available online to reduce development hours.~~

(Now, the tour leader makes a pre-distribution in the car and adjusts it with the latest items over the weekend, making the best use of his time and allowing him to match the pre-distribution for the coming week with the memory of the current week. This is no longer possible with online because the connection keeps dropping out in the truck) should be able to be done offline.

Acceptance criteria

#	Explanation
119.	A tour leader can log in to OnTour on laptop and tablet.
	SHARE
120.	The tour leader can load the weekly overview of products definitively ordered
121.	Tour leader has a list of supermarkets (tour) and a list of products (plants/flowers), now he has to start distributing the number per product for each location. He can choose: <ul style="list-style-type: none"> - Listview of supermarket and per supermarket on the x-axis the products - Listview of products and per product on the x-axis the supermarkets
122.	From "distribute", tour leader can click "agree", comes to an overview. From this overview he can decide to make further adjustments or to continue the distribution.
123.	After distribution, tour leader comes to overview screen: Per product and shop the numbers in which he deviates more than 20% from recommendation (recommendations). This is to give him the opportunity to check and if necessary adjust. If he agrees -> continue. If he wants to change, he can go back to the order overview and adjust quantities.
124.	Forward distribution in overview: Output is an Excel: one tab per day, with delivery per shop. This is automatically emailed to procurement, the server loft, its own mail address. Which it prints out for the people in the bin (at the back of the trolley). (at RVE in the chauffeur loft) This description describes the Current situation. But physical printout should be possible.

	Submit distribution via API synchronisation. At time of driving printout that they can hang up..
125.	<p>Re-pricing – NVT</p> <p>While delivering, the tour leader can adjust the prices of what he delivers. This produces a difference between the balance list and what was actually delivered. If that percentage exceeds X (threshold), a signal is sent to purchasing. (Pay attention to this because of the codes within GDSN).</p>
126.	<p>Difference list - balance list (at RVE)</p> <p>Purchasing and tour leader can call up a weekly discrepancy list. This lists per product, per tour, the differences between promised and delivered price. The difference is stated in euros per product, difference on total delivery and in percentage.</p>
127.	<p>Distribute by supermarket:</p> <p>Tour leader chooses a supermarket. He then sees a list of all the products he has ordered this week. He sees all the products below each other, and in columns (per product):</p> <ul style="list-style-type: none"> - How many he wants to deliver in total (add as distributed), - How many delivered last week, - How much spoil last week (percentage) - Decay on average (percentage), - Recommended order quantity (see recommendations) - Margin in euros per full deen - If tour leader clicks on a product, then a separate block with picture of the product (incl name, packaging, ean code) <p>At this location a small graph</p> <ul style="list-style-type: none"> - Per "species" what this supermarket mainly sells (species management) <p>Expired per species averaged over the year (percentage)</p>
128.	<p>Distribute by product:</p> <p>Tour leader chooses a product. He then sees a list of all the supermarkets he has to supply this week. In the columns he then sees:</p> <ul style="list-style-type: none"> - How much delivered last week per location - Last week's destruction per location - Average destruction per location - Recommended quantity to deliver (see recommendations) - Fill in what he wants to deliver - Separate picture of the product (incl name, packaging, ean code) <p>Clicks on the location, then in a separate block</p> <ul style="list-style-type: none"> - Per "species" what this supermarket mainly sells (species management) - Expired per species averaged over the year (percentage) <p>Note; tour leader must be able to adjust order of supermarkets on the above columns, but also on "trip order" of a chosen week. For example, "trip order week 5".</p>

129.	<p>Please note;</p> <p>Because we order first and then distribute, the language of the stickers is chosen at tour level and not at shop level. Tours that supply several language areas (or currency areas) make mistakes.</p>
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CRM

Important: There is an important difference between a CRM module and an accounts receivable module:

- CRM: concerns the administration of conversations held with shops (Existing and prospects - so managing our relationships)
 - Debiteuren: concerns the NAW data of existing customers, primarily as input for invoicing
 - Both modules are in-scope but are separate. However, CRM can overwrite certain data in Debtors, for instance in the case of modified NAW data.
 - CRM should also extract customer data from the Debtors module.
- Like to work out CRM and Debtors module separately

Shops lack insight into the results and sometimes have expectations that do not match the return %.

Is there a possibility for a Shop Dashboard where a shop can log in and view the results and invoices, for example?

Acceptance criteria

#	Explanation
130	Customers can be created as an organisation in CRM
131	In the customer overview, customers can be sorted and filtered by active/inactive, city, country, main customer tourenh, main customer code, linked tour
132	A master customer is the top "layer", it can contain multiple master customer codes (layer below) and each master customer code can contain multiple branches (bottom layer). So each branch is linked to a master customer code and a main customer.
133	Multiple branches can be linked to one tour and multiple tours to one branch. With multiple tours to one branch, there is a "leading" tour (due to reports).
134	Each branch has its own contact details & location details & contacts and longlat (geographical location) Address, postcode, city, country are always filled. Country comes from a dropdown.
135	By customer, you can see at the location level: <ul style="list-style-type: none"> - Delivery notes - Invoices - Collection invoice (customer level/ settlement centre) - Contact details and method of invoicing <ul style="list-style-type: none"> o Contacts o Billing address (mail + physical) o Invoice to this address, to main customer code or to main customer o What form of invoicing will this customer receive (print, mail, edi/digital) - Discount percentage of the customer (will be set per location) - Under which main customer code does this location fall - Under which main customer falls this main customer code

136	<p>A customer (shop location) has its own discount. But master customer codes can also have a discount. This is stored in percentages.</p> <p><i>This means that if the invoice is actually 100, the shop gets an invoice of 76, but it gets it from the main customer code (payment centre), which gets an invoice of 74 from RVE. This leaves a bit of margin with the payment centre for "arranging the payment traffic". The main customer may also get another 1%, sometimes in discount (so invoice 73) or in end-of-year kickback.</i></p>
137	Customers can be managed in CRM (created/"inactivated"/changed)
138	<p>Viewing and managing photos</p> <p>Photos uploaded by tour leaders (see OnTour) can be managed by purchasing (delete/upload again).</p> <p>Photos are stored in the CRM to the customer and sorted by date and week number.</p>
139	On the top layer (main customer), an adjusted VAT rate can be entered for each product type (see type management) can be filled in. This overwrites the VAT rate named in VAT management.
140	<p>For each location/branch, it is indicated whether it:</p> <ul style="list-style-type: none"> - Want to sign the delivery digitally or physically (tick boxes) - Want the invoice immediately or just the delivery note <p>The invoice/delivery note printed or digital</p>
141	Each branch has a "may return yes/no" tick. <i>RVE gives extra discount for no returns</i>
142	<p>Customers can be viewed in a kind of "map-view" with filters: "tour numbers" (or not on tour), city, country, main customer, main customer code.</p> <p>If you click on client location on the map you will see in sidebar: name, address, main customer code, main customer, turnover last 5 weeks and turnover ytd, tour number. And you can click through to Report of that customer location.</p>
143	Customers can be created via a batch upload (csv)

CRM for Account Managers	
144	Per location, as account manager, I want to be able to upload photos (in addition to the photos from the drivers) and be able to view/download
145	For each location, I want to be able to store visit reports. So a freely fillable memo by date. These accumulate below each other as a timeline, incl the photos.
146	When creating a visit report, I can use templates (see template management)
Sticker information	
147	<p>For each customer, it stores which data they do/do not want on the stickers in the shop:</p> <ul style="list-style-type: none">- EAN code (always)- Price group code- Price (in correct currency)- Product name (and which language)- QR code (always)- Number of items- Quality

InHouse (formerly InHouse)

This is the name of the application that runs at incoming goods. Here, incoming goods are checked for various aspects by logistics staff. After checking, they can be physically distributed for tours. If there is a discrepancy, purchasing decides on the spot what to do.

Acceptance criteria

#	Explanantion
148	Logistics employees can log in to a separate section of LogiFlora, for convenience we will call we call this part Inhouse
149	Employees are linked to a location of R.V.E. (DE/ BE/ NL)
150	Employee can "pick up" what needs to be delivered today/ this week to R.V.E. in this branch.
151	Orders coming in and ordered with Floriday, have a unique batch code, if scanned/entered it can be checked. If approved, signal back to Floriday, then invoice can come.
152	<p>When not Floriday:</p> <p>Incoming carts have a barcode and each product also has its own barcode. The employee scans this and gets the plant/flower information on his screen for this shipment;</p> <ul style="list-style-type: none"> - Product name, Price, EAN, Own Article Number <p><i>The barcode of the order is given when ordering.</i></p> <p><i>The barcode for the plant/flower is displayed with the barcode(label) information for the bunch.</i></p>
153	<p>The clerk checks the incoming shipment (Saturday afternoon) against a number of criteria:</p> <ul style="list-style-type: none"> - Content per keg -> pre-filled and then an input field in which he must confirm - Number per layer -> pre-filled and then a field in which to confirm - Number per deen-> pre-filled and then a fill-in field in which he must confirm - Total number of bins-> pre-filled and then an input field in which he must confirm - Total number of Danes-> pre-filled and then a field in which he must confirm - Status of Danes -> fill in number of defective Danes (will presumably appear as minus on purchase invoice) - Status of plates (quality) -> fill in number of defective plates (will presumably appear as minus on purchase invoice) - Photo correct? Yes/No - Enter date and time (click for current time) - Name checker (dropdown with logistics staff) - Correct barcode / GTIN <p>If everything is correct; "Party agreed" -> close, signal to purchasing in the "control screen" (see AC-18), there the products get a status update.</p> <p>Automatic start printing of stickers (one sticker per delivered Dane with "tour number X")</p>

154	A delivery already correctly processed and scanned again, message "already scanned"
155	A delivery that has already been processed, but as "report deviation", can be scanned again as if it has not yet been processed.

Settings

Tour management

Acceptance criteria

Tours have their own identity, companies (franchiser) hang on them, so they can easily be switched.

History hangs on the tour. (Tours can be assigned to a Company alone or per group)

Here, it is also important to have a change log. This is to be able to track historical changes.

#	Explanation
156	Tours can be created/(inactive/active)/changed at settings
157	Tours contain NAW details of the persons in the tour (multiple persons in a tour)
158	All Tours have an assigned "tour number", this is customisable
159	Tours are franchise yes/no (choose)
160	Tours are linked to a tablet, incl corresponding PIN to unlock tablet <i>This is inventory management (tablet management)</i>
161	<p>Tours contain the following billing information, which can also be viewed and, if necessary, changed by finance</p> <ul style="list-style-type: none"> - Short code (first name, last name letter) - Address, postcode, city, company name, country, bundesland number - VAT number, ID number - Invoice mail address-own, Invoice mail address-accountant, Invoice mail address-rve(bcc) - General ledger numbers for: <ul style="list-style-type: none"> o Revenue low, discount low, revenue high, discount high, suspense account - Credit number - Strikes <ul style="list-style-type: none"> o Commission RVE 1 (percentage), Storage 1 (percentage), Commission RVE 2 (percentage), Storage 2 (percentage) - Declaration in which country? (dropdown/selection) - Wants a VAT receipt yes/ no
162	<p>Tours can be managed by purchasing on the following settings:</p> <ul style="list-style-type: none"> - Active yes/no - Can see purchase prices yes/no (for franchisees) - Enter limit what they can bring in terms of value of products - Truck registration number - Collection days they can choose from (usually only 1 or 2 'active') <p>So collection on day X and 2 lead days, is delivery on X-2 days</p>

163	Tours are linked to customers and customer locations. You can see this in an 'overview' and sort by location, name, place, sort manually This overview is printable and downloadable as pdf
164	DuitslandDeclaration plastic Per tour, a list can be retrieved with number of (plastic) deposit products they left behind at shops. Both total and per branch. This is needed for a plastic tax in Germany
165	Balance list Per tour, a balance list can be called up that shows how many deposit products and at what value are still outstanding, in total and per branch of this tour. This can also be specified per tour, per item.
166	Purchasing can enter a number of "lead days" per tour. This means that if they want to load on day X, the number of lead days determines on which day the supplier must deliver it at the latest. That is X minus the lead days.

Tablet management

Acceptance criteria

#	Explanantion
167	Tablets can be created/modified/deleted in tablet management
168	<p>Tablets are saved with a name + number + pin code (for unlocking)</p> <p><i>This PIN code is issued by R.V.E. and differs per tablet.</i></p> <ul style="list-style-type: none"> - Pin code to enter tablet - Pin code to enter Flower-OnTour (may be the same pin code)
169	<p>Tablets are linked to a tour (can be done from tablet management and from Tour management)</p> <p>This is for inventory management, where has the tablet gone?</p> <p>Tablet should be configurable per tour. E.g. for subsequent delivery to another tour</p>

Flower and plant management

Acceptance criteria

#	Explanantion
170	In a separate module, procurement can manage flowers and plants (change/remove/add)
171	<p>Products can be added manually, but can also be loaded from Floriday with available products. Please note, when creating a weekly list, check that products from Floriday are available.</p> <p>In addition, possibility to load via EKT - e.g. external purchased trade. Add to item file if item is not known. In the package notification Take action to link)</p>
172	<p>Floriday has 3 forms of availability for LogiFlora:</p> <ol style="list-style-type: none"> 1. Short-term offer. Valid only that week/month, with limited availability Purchasing must pay close attention here to whether there is enough stock at grower. 2. Current stock. A certain product is available while stock lasts. When placing this product in the weekly list, the stock must therefore be checked weekly to see whether it is still available. 3. Year-round agreement. Here the contracts are recorded between grower and RVE. For example, "For 6 months you can buy 5,000 tulips green".
173	<p>All products created here are available for purchasing to prepare per week in the weekly tour overview. However, data entered in flower management can be manually overwritten in the weekly overview. Please note, products from Floriday are automatically checked if available for the week in question. Suppose purchasing wants to load a flower in week 8 and week 9, a check must be made in Floriday whether this is possible.</p>

174 De volgende gegevens slaan we op per product:

Item data:

- Naam, price,
- Internal article number (other than EAN)
- ean-code Floriday (retrieve)
- ean-code RVE, add it yourself (or automatically choose from a file which is still free)
- **These are product-specific GTINs**
- Upload a jpg photo of the product (or from Floriday)
- QR code, , including own item number
- Flower/plant selection (category)
- Species selection(see species management) ICL data:
- Bulk name, purchase price for tour leaders, flowers per bunch, bunches per cask (bucket)
 - o For plants same data

For product from Floriday, automatically filled

Loading information

- Number of containers per layer (on a roll container)

For product from Floriday, automatically filled

Supplier - linked using dropdown from supplier management **(not necessary, but possible)**

- Label sticker information
 - o Name + sticker name (text, per language)
 - o Retail price (number, per country)
 - o Price group (see price group management) - **product GTIN**
 - o Quantity (number)
 - o Quality (dropdown) written hard in code
 - o Mail comes with barcode(label) file
 - o EAN-Code (own)*Bij product uit Floriday, automatisch gevuld*
- For product from Floriday, automatically filled- Packing information
 - o Transport barrel (dropdown)
 - o Linked to (selection)
 - o Product container
 - o Pot size (dropdown)
 - o Ceramic yes/no

Bij n case of product from Floriday, automatically filled Statistics number

Should each item be grower specific?

	<ul style="list-style-type: none"> - Each plant/flower linked to a statistics group (see statistics management) - This is the same number per country where we have to issue statistics
175	<p>Products can be made "active" and "inactive".</p> <p>Inactive products cannot be put in a weekly overview. They are then not included in the packet creation screen. If the flower/plant is listed in a previous week, you will see it in the weekly overview, but not in the screen to create packages.</p>
176	<p>Marketing material is also created in flower management, but has only a</p> <ul style="list-style-type: none"> - Title/name - Price - Photo - Article number
177	<p>Additional information can be included with plants/flowers for the QR module:</p> <ul style="list-style-type: none"> - QR Name per country - QR "growth information" per country (how to best maintain my plant or flower) - QR wiki link per country

Deposit management

Acceptance criteria

#	Explanation
178	As procurement, I need to be able to manage (delete/change/create) products in a separate module for deposits.
179	Deposit products have a name, price, plastic yes/no, a size, ceramic yes/no, single-use/multi-use and stored with weight in grams
180	Flowers are transported per X in a cask (see flower management), this means that when ordering from a tour, Y barrels/packages are automatically booked to its "credit". On delivery back to R.V.E., these are written off again. The difference is invoiced to the tour leader (as a franchise) (What will we do with stacking and preparing carts for the tour the so-called Compacting)
181	Tour leaders have a deposit credit when they go riding (have just taken a Y number of kegs), they distribute these per shop. As a result, each shop also has a deposit credit, this manages the tour leader. See also OnTour
182	It must be possible to export the deposit statements. This is due to declarations by local authorities on e.g. 'how much plastic has RVE imported in the past 6 months? You have to pay paid.
183	Deposit lists can easily be reset to 0, per shop, per product. Also per main customer code or per main customer.

QR Module

Products are ordered with a QR sticker on each plant/flower. These are automatically generated within LogiFlora and sent along with every order. This QR is used to get to know the end customer (buyer of flower/plant) better.

QR codes may not be delivered on packaging at go-live, but this module should be there.

Acceptance criteria

#	Explanantion
184	<p>The QR code goes to a dynamically formatted web page that uses different templates,</p> <ul style="list-style-type: none"> - Template Plants - Template Flowers - A distinction is made by country <p><i>Note, include item number in the QR url. Customer can scan and comes to website. The driver can scan and can thus arrange his delivery and return.</i></p>
185	When consumer scans the QR and is sent to a webpage, the appropriate language is automatically selected based on settings of mobile consumer.
186	<p>Web pages are generated at the domain of RVE</p> <p>www.rve.eu/NL/webpage www.rve.eu/DE/webpage www.rve.eu/BE/webpage</p>
187	QR codes can be managed remotely, i.e. the link behind the QR can be modified be modified remotely. QRs can also be removed as no longer applicable
188	<p>In the QR code management module, all QR codes are sorted one below the other and filterable by:</p> <ul style="list-style-type: none"> - Item number, EAN code, product name, product group (species management), category, number of clicks
189	<p>Each scan of the QR is measured on;</p> <ul style="list-style-type: none"> - When, How often, Where
190	<p>Template Flowers:</p> <p>Flower Management: QR Name, A jpg photo of the bouquet, QR growth information, Wiki link Supplier management: QR information (name, photo, location, short-story)</p>
191	<p>Template Plants:</p> <p>Flower Management: QR Name, A jpg photo of the plant, QR growth information, Wiki link Supplier management: QR information (name, photo, location, short-story)</p>
192	<p>Note; make sure Google Analytics 4 is running on every page to capture visitor data properly.</p> <p>This is where Emendis can help as needed (Determine who will host websites + GA etc.)</p>

Supplier management - accounts payable module**Acceptance criteria**

#	Explanantion
193	As procurement, I need to be able to manage (delete/change/create) suppliers in a separate module
194	Suppliers can be filtered and sorted in the overview by: Country, city, active/inactive
195	Suppliers can be created manually, but can also be copied from Floriday. Missing fields can be added manually. (Note! Nowadays, this is also where the template manages the order per tour per day)
196	A supplier that already exists in LogiFlora (manually entered e.g.) and also comes from Floriday exist side by side. Purchasing is responsible for keeping the list clean. <i>This is a choice made to keep the hours limited from development.</i>
197	Indicate per supplier whether it wants to receive: <i>Multiple options possible</i> <ul style="list-style-type: none"> - Separate mail to type memo with yes/no - CSV ja/nee - Barcode(label) file yes/no - Confirmation e-mail yes/no - PDF with order summary yes/no - Link with Floriday (automatically yes/no)
198	Suppliers are stored with primary name and address data Multiple mail addresses can be attached to a supplier. For multiple locations of one supplier, the location code from Floriday is used in title of address <i>When ordering, all these mail addresses are used simultaneously</i>
199	Suppliers can be made "active" and "inactive" by procurement. Only flowers/plants linked to an "active" supplier can be included in new weekly statements. Products are automatically made inactive if the supplier is also made inactive.
200	Additional information can be provided to the supplier for the QR module: <ul style="list-style-type: none"> - QR supplier information: <ul style="list-style-type: none"> o Name of supplier (free to enter) - by language o Supplier location (city or country) - per language o Upload photo of the company or of the "growing fields" o Short-story about the supplier - per language

Communicatie module naar leveranciers – bijvoorbeeld naar kwekers over een bepaalde aanpassing aan d'ekant van RVE of evenement

Boundary values

Small module to indicate boundary values of "right" and "wrong".

Acceptance criteria

#	Explanantion
201	Throughout the system, percentages are used on 'destruction', these can be shown in 3 colours. These are determined here by procurement: <ul style="list-style-type: none"> - An area "green" (good), e.g. from "12% - 17%" - An area "orange" (watch out), e.g. from "9%-12% and 17%-20%) - An area "red" (bad), e.g. everything below 9% and above 20%
202	Throughout the system, euro numbers are used to indicate margins of full denominations, these can be shown in 3 colours. Here, these are determined by purchasing: <ul style="list-style-type: none"> - Badmargin (red) - lower limit, upper limit - Fit margin (orange) - lower limit, upper limit - Good margin (green) - lower limit, upper limit
203	These boundaries can be continuously changed by procurement. And also separately per country
204	Limits can be determined with 1 decimal place as smallest unit
205	If green and red are connected, orange is omitted

Price group management - **ADJUSTMENT NEEDED**

Small module to manage different price groups for products by purchasing. This is because some shops do not want to load and scan item numbers, but only price groups. These price groups are sometimes used to put on the sticker of a product that is physically in the shop.

This needs to be worked out into GTIN management - including external supplier functionality

See also my previous comments!

Acceptance criteria

#	Explanantion
206	Purchasing can create, delete, modify price groups Is for plant/flower
207	A price group has a name and a barcode (ean-13)
208	You must be able to export price groups to send to shops (checkout centres) Check which codes you want to include in the export per code
209	You can make price groups inactive (but exportable) so as not to accidentally be live with price codes that have not been read in cash register with price codes that have not been read in

Statistics Management

A module to prepare statistics groups from CBS and other parties for a CSV export. Each month, RVE delivers an export to various statistics offices with the products delivered. This is to register (inter)national trade of plants and flowers.

Acceptance criteria

#	Explanation
210	As purchasing, I can create, modify and delete new statistics groups
211	<p>A statistics group I create:</p> <ul style="list-style-type: none"> - Number (external), Name of group (internal) - Create by country Example <p>"Roses - 002 - NL" -> For the CBS</p> <p>"Roses - 06422 - DE" -> For the Statistisches Bundesamt Deutschland.</p>
212	<p>Once a month, Purchasing should be able to print out a CSV containing, by country:</p> <ul style="list-style-type: none"> - All products sold, minus returns <ul style="list-style-type: none"> o Product name o Sales volume o Turnover volume o Kilograms o Statistics number (see flower management) <p>This export may be hidden under reports or under "settings, statistics management".</p>
213	<p>RVE works in weeks and CBS in completed months.</p> <p>If 1 April falls on day of week statement: export of March is good.</p> <p>If 1 April does not fall on day of weekly statement, then last week's order is included in March. The returns of that last week constitute the start of April.</p> <p>The end of the year then works out fine.</p>

Recommendations -

Two separate methods of recommendations are proposed to R.V.E.

Elaborated below; the current method. This is a recommendation based on weighted averages. Detailed below; LogiFlora AI. Based on machine-learning smart recommendations.

LOGIFLORA AI is out of scope for the MVP. However, tours should get insight into the product to be ordered (e.g. stoplight or kill percentage) through simple statistics.

Currently, R.V.E. uses a method in which recommendations are arrived at by weighted averages. This gives purchasing and tour managers a recommendation to order per flower/plant. This calculation is currently the same for all products and a separate calculation for all plants. There is room here in the future to make more 'personalised' recommendations.

Acceptance criteria

#	Explanation
216.	In settings, procurement and the internal data analyst (Lennard) can manage the calculations (delete/change/add)
217.	Each calculation can be added to a category (plants/flowers) or to a species within a category (e.g. "roses" or "flowering flowers").
218.	<p>A calculation uses a weighted average:</p> <ul style="list-style-type: none"> - X weeks looking backwards (Y percentage) - Z weeks last year, looking forward (W percentage) - To be divided into infinite cohorts <p>Example:</p> <p>Category Flowers -> To recommend week 11-'23;</p> <ul style="list-style-type: none"> - Look at sales week -4 and -3 (weeks 7&8), average these, weight for 25% - Look at sales week -2 and -1 (weeks 9&10), mean these, weight for 50% - Look at sales '22 and week 0, +1 and +2 (weeks 11, 12 and 13), average these and weigh 25%. <p>This results in 1 figure; this is given to each product in category "flour" that is prepared in the weekly overview (for tablets, laptops and purchasing).</p> <p>Calculations are done at tour level/per tour.</p>
219.	Calculations to a "category" are subordinate to a calculation given to specific "type", which in turn are subordinate to calculations given to a specific product (in case of overlap).

220.	In addition to the above option, a recommendation self-modifiable by R.V.E. through U.I., we are also developing 2 recommendation models that are not customisable in U.I., but are selectable
221.	These 2 models, incl the U.I. model can be compared based on historical data in an Excel output

VAT Management

Because past experience has shown that VAT rates can sometimes vary within countries per product, per customer, a very flexible way of calculating VAT has been chosen. It is a precaution that will hopefully not be needed too often. (Stickers / language / price a tour across different countries. How are we going to handle that)

Configurable by Country, product,

Acceptance criteria

#	Explanantion
222.	As purchasing, I can set a VAT rate by "species" (see species management) by country
223.	The active countries to enter VAT are automatically determined by the countries where in CRM-customers are active.

Species management**Acceptance criteria**

#	Explanation
224.	As purchasing, I can manage (create/remove/change) the different types of products. Example: "roses" or "blooming flowers".
225.	In flower management, I can assign products to previously created species.

Template control– voor CRM**Acceptance criteria**

#	Explanation
226.	For filling visit reports, I can prepare various templates (create, delete, modify) as sales/admin.
227.	A template is a freely fillable text field, with some questions already formulated in advance to be fill in.
228.	Templates are saved with a name, e.g. "first visit report" or "standard visit report".

Letter template management**Acceptance criteria**

#	Explanation
229.	Drivers should be able to print letters from their ipad. I can manage these as sales/purchasing (create, delete, modify)
230.	Letters I can create in advance in word, format and upload as a template in LogiFlora
231.	Templates are valid for all countries, so in FR you can also see NL letters

Role management

Acceptance criteria

#	Explanation
232	As administrator, I can manage users (create/remove/change)
233	As administrator, I can assign users to roles and roles to tenants (countries) <ul style="list-style-type: none"> - Procurement - Finance - Logistics - Administrator - Management - Tour guides

6. General questions

Currently, R.V.E. also hosts a microsoft/sharepoint environment onpremise. This is maintained by Erik. Is it the intention for Emendis to take over and manage it as well? That would not be a problem, but is not in scope at the moment. - Out of scope, remains in management RVE

Is Emendis expected to also provide and maintain the hardware (printers)?

No, RVE will continue to facilitate printers, Emendis' ERP must function on this-.

Goal is to switch to paperless per LogiFlora implementation

Tablet

There should be coordination on the Tablet and maintenance/repairs

Booking of the return (money) - kickback - rebate, do you want us as Emendis to provide that as well or will that be taken up with the party that will pick up the debiting?

- Memorandum entry
- Suspense account

Will come back to this

7. Attachments 1.

- Designs accompanying FO -> *please note these are not final and certainly not set in stone*
- LogiFlora AI - out of scope