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Dinet Dashboard Alerting Guide

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Alerts and notifications in the Dinet dashboard

Introduction

The Dinet Integration Network is a global B2B messaging network that lets you exchange business-critical documents with trading partners all over the world. Giving you complete visibility and peace of mind across your entire file exchange process, the Dinet dashboard can be accessed from any device and enables you to monitor the progress of all transmitted files as they are sent and received.

The dashboard is easy to navigate and contains six tabs including:

- Home tab
- Files tab
- Documents tab
- Reports tab
- Alerts tab
- Account details and billing tab

The '**Alerts**' tab of the dashboard allows you to configure alerts based on a variety of criteria and thresholds and notifies you automatically, if there have been any issues during the transmission.

There are two types of alert notification available in the dashboard:

- Automatic alerts: These consist of email, text message and iPhone push notifications
- Managed by exception alerts: These notifications occur when files are not transmitted or received from your trading partners

This guide is designed to help you understand and use the Dinet dashboard alerting feature as effectively as possible to enable you to choose the right alert for your file exchanges and wider business needs.

'Alerts' tab overview

Accessing the 'Alerts' tab

To access the alerts page, you will first need to login to your Dinet dashboard account from the following web address:

<https://web.dinet.co.uk>

To login, enter your username and password and click on the 'Login' button.

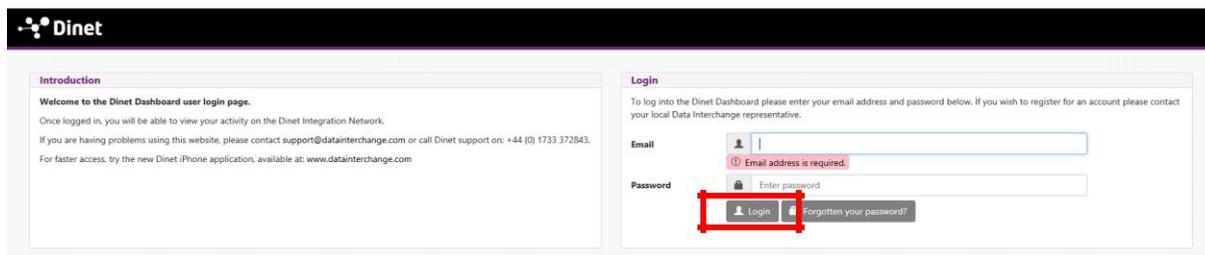


Figure 1 - Dinet dashboard login page

Once you have logged into your dashboard account, you can access the alerts page in two ways:

Navigate to the homepage, click on the 'Alerts' link in the tasks widget and then select 'Set up alerts' or select the 'Alerts' tab from the navigation bar:

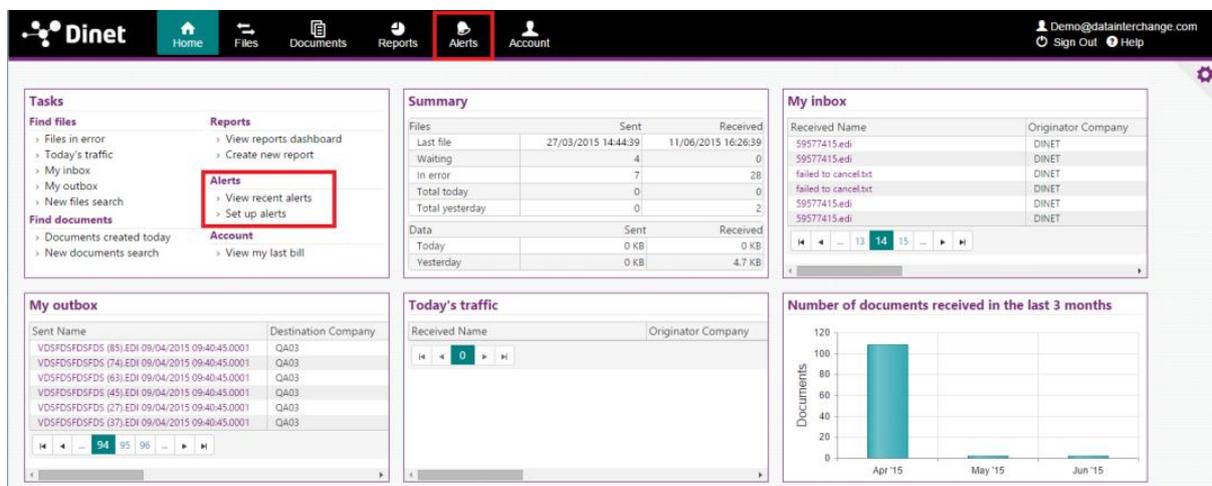


Figure 2 - Accessing the 'Alerts' tab

Sections of the 'Alerts tab'

The 'Alerts' tab contains five sections, allowing you to easily configure and manage your alerts.

Create an alert

Under this heading, you will have the option of being able to create a new alert and see a list of the alerts you have created to enable quick and easy editing.

File alert

By clicking on 'Configure a custom alert for files sent or received', you will be able to create an alert that is triggered by a file not being sent or received as scheduled, within a specified time frame.

Test

Clicking on the 'Test' feature will allow you to send a test message to a specified recipient to ensure that alerts are being received before an alert is configured and goes live.

Alert history

This section gives a complete list of all the alerts that you have received in the past and includes the date, message, alert name, alert status and the action taken upon notification.

Configured alerts

This section keeps a record of all the details of each 'configured alert' and includes the alert name, alert recipients and whether the alert is active/inactive.

Setting up an alert in the Dinet dashboard

There are several steps that need to be taken when setting up an alert in the dashboard. The key to maximising the benefit of the dashboard alerting feature, is to select the right choice of alert for your specific business requirements and EDI usage.

Whilst each alert denotes the occurrence of a different event or action, every alert is setup in the same fashion with several straight-forward steps:

- 1) Fill out the alert name field
* It's often a good idea to name the alert based on the type of alert
- 2) Select the most applicable alert type from the 'Alert type' drop-down list
- 3) Based on the alert type, specify the message alert you want to send
- 4) Fill out when the alert is to be raised by deciding on the alert criteria

| | |
|-----------------------|--|
| Overview | |
| Alert name | Test Alert |
| Alert type | Communications acknowledgement not received Connections from Dinet not made Connections from Dinet to your company are failing Connections not made to Dinet File acknowledgement not received File not received by your company Dinet has not made connections to your company for a given time period. |
| Message | Insert message text here Dinet has not made connections to your company for a given time period. |
| Active | <input checked="" type="checkbox"/> |
| Check at | 12:00 every Weekday |
| Number of connections | 1 |
| In the last | 24 Hours |

Figure 3 - Alert 'Overview' fields

- 5) Select or add the recipients of the alert by entering their information into the alert table and decide on whether they will receive the alert by SMS or email
- 6) Click the 'Save' button and the alert will be complete

Alert Types

File Acknowledgement not received

This alert is configured to occur where a file transmitted successfully by Dinet has not been acknowledged by the trading partner and an acknowledgement file has not been received.

Overview

Alert name

Alert type
 Communications acknowledgement not received
 Connections from Dinet not made
 Connections from Dinet to your company are failing
 Connections not made to Dinet
File acknowledgement not received
 File not received by your company

A file you sent using Dinet has not been acknowledged by receipt of an acknowledgment file for a given time period.

Message

Active

After

Recipients

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 4 - 'File Acknowledgement not received' fields

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the alert name field
- 3) Select the 'File acknowledgement not received' from the 'Alert type' drop-down list
- 4) Write your chosen message notification of the alert in the 'Message' field
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) In the 'After' field, you will need to select an appropriate amount of time to elapse before the alert is triggered, keeping in mind your trading partners' file collection/acknowledgment procedure
- 7) In the 'Recipients' field, you can then fill out who you wish to receive the alert and whether you would like the notification in email, SMS or I-Phone push format
- 8) Click on 'Save' and the alert will be activated and accessible to edit or disable from the 'Alerts' tab under the 'Configured alerts' heading

Communications Acknowledgement not received

This alert is configured to occur where a file has been transmitted by Dinet and has not been acknowledged at a communications level by the destination trading partner. Most commonly, this alert denotes when a destination system has not processed a file but can also be triggered if there is a protocol connection issue between Dinet and the trading partner.

The screenshot shows the configuration interface for an alert. The 'Overview' section includes fields for 'Alert name', 'Alert type' (with a dropdown menu showing options like 'Communications acknowledgement not received', 'Connections from Dinet not made', etc.), 'Message' (with a text area containing a sample message), 'Active' (checked), and 'After' (set to 24 Hours). The 'Recipients' section contains a table with two entries: 'Test' via SMS and 'Test' via Email.

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 5 - 'Communications Acknowledgement not received' fields

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'Communications acknowledgement not received' from the 'Alert type' drop down list
- 4) Write your chosen message notification of the alert in the 'Message field'
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) In the 'After' field, you will need to select an appropriate amount of time to elapse before the alert is triggered, keeping in mind your trading partners' file collection/acknowledgment procedure
- 7) In the 'Recipients' field, you can then fill out who you wish to receive the alert and whether you would like the notification in email, SMS or I-Phone push format
- 8) Click on 'Save' and the alert will be activated and accessible to edit or disable from the 'Alerts' tab under the 'Configured alerts' heading

Connections from Dinet to your company are failing

This alert can be setup to arise where connections to your company from Dinet are failing to be established. In circumstances where Dinet cannot make a connection, you will need to investigate your EDI software and connection to ascertain what is stopping Dinet from making a connection to you.

The screenshot shows the 'Overview' section of an alert configuration. The 'Alert name' field is empty. The 'Alert type' dropdown menu is open, showing several options, with 'Connections from Dinet to your company are failing' selected. Below the dropdown, a text box contains the message: 'Connections to your company from Dinet are failing to be established.' The 'Message' field is empty. The 'Active' checkbox is checked. The 'Recipients' section contains a table with two rows of recipient information.

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 6 - 'Connections from Dinet to your company are failing' fields

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'Connections from Dinet to your company are failing' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message' field
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Select the recipients of the alert and how they will receive the notification
- 7) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

File not received by your company

This alert notifies you when there is a file waiting for you on Dinet that has not been collected from your mailbox within a specified time frame. This alert is typically triggered when a file is queued on Dinet and you need to make a call to collect it. If file delivery is automated however, it may be that Dinet has not been able to make a connection to you.

The screenshot shows the configuration page for an alert. The 'Overview' section includes fields for 'Alert name', 'Alert type' (with a list of options including 'File not received by your company'), 'Message', 'Active' (checked), and 'Waiting more than' (set to 1 minute). The 'Recipients' section contains a table with two entries: 'Test' via SMS and 'Test' via Email.

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 7 - 'File not received by your company' fields

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'File not received by your company' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message'
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Select appropriate time for the alert to be triggered based on when you expect to receive the file
- 7) Select the recipients of the alert and how they will receive the notification
- 8) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

File not sent to a trading partner

Denoting a file delivery problem, this alert can be configured to occur when a file you have sent to Dinet has not been transmitted to its intended recipient trading partner within a designated period of time. There are a number of reasons why a file might not have been delivered. It could be a complex technical issue that needs resolving or alternatively, something as simple as your trading partner not yet connecting to Dinet to collect their files.

Overview

Alert name

Alert type
File not received by your company
File not sent to trading partner
File processing error
File rejected by Dinet
File rejected by trading partner
Negative communications acknowledgement received

A file you sent to Dinet has not been transmitted to the destination trading partner for a given time period.

Message

Active

Waiting more than

Recipients

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

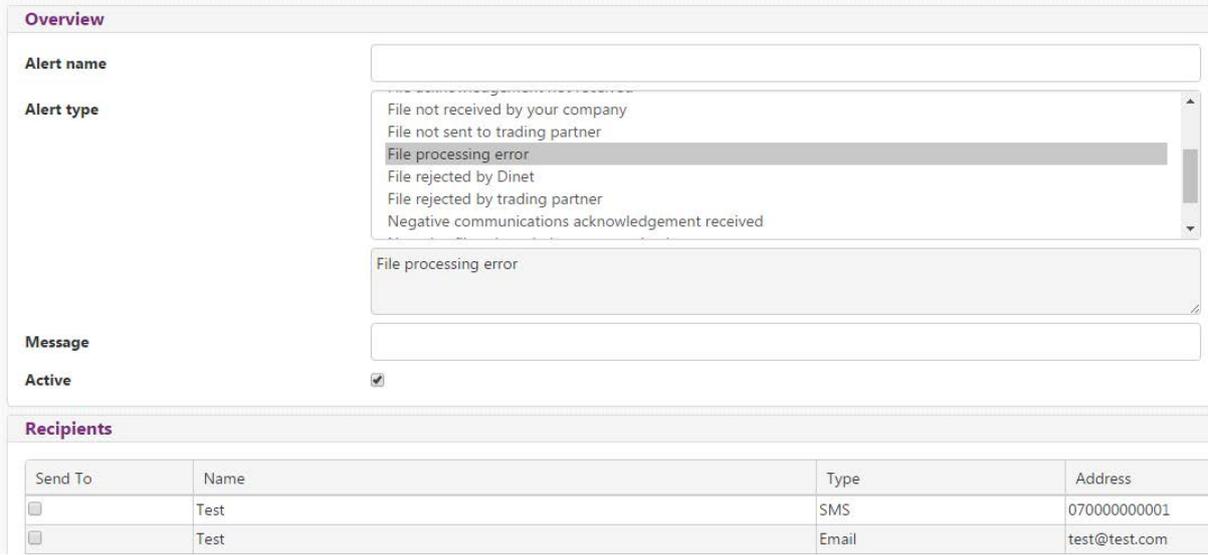
Figure 8 - 'File not sent to a trading partner fields'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'File not sent to a trading partner' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message' field
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Select an appropriate time for the alert to be triggered in the 'Waiting more than' field, making sure the trading partner will have had enough time to collect the file
- 7) Select the recipients of the alert and how they will receive the notification
- 8) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

File processing error

This alert is triggered when a processing error has been encountered during the transmission of your file. There are a number of reasons why file processing errors occur and are best resolved by the Managed Services team. If you receive a 'file processing error' alert, please raise a helpdesk ticket with the Managed Services team.



Overview

Alert name

Alert type

- File not received by your company
- File not sent to trading partner
- File processing error**
- File rejected by Dinet
- File rejected by trading partner
- Negative communications acknowledgement received

File processing error

Message

Active

Recipients

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 9 - 'File processing error'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'File processing error' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message' field
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Select the recipients of the alert and how they will receive the notification
- 7) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

File rejected by Dinet

This type of alert is designed to notify you when one of your files has been rejected by Dinet. The file may have been rejected for a number reasons including, unknown EDI codes, an unknown SFID or an unconfigured trading partner. In the event of receiving one of these alerts, please raise a helpdesk ticket with the Managed Services team.

Overview

Alert name

Alert type

- File not received by your company
- File not sent to trading partner
- File processing error
- File rejected by Dinet**
- File rejected by trading partner
- Negative communications acknowledgement received

Dinet rejected a file sent from your company during a communications session.

Message

Active

Recipients

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 10 - 'File rejected by Dinet'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'File rejected by Dinet' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'message field'
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Select the recipients of the alert and how they will receive the notification
- 7) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

File rejected by a trading partner

When you are notified by this alert, it signifies when a file sent by Dinet has been rejected by a trading partner. Files are most commonly rejected automatically because they have not been sent in the correct format or followed the correct naming convention.

The screenshot displays the configuration interface for an alert. It is divided into two main sections: 'Overview' and 'Recipients'.

Overview Section:

- Alert name:** An empty text input field.
- Alert type:** A dropdown menu with the following options: 'File not received by your company', 'File not sent to trading partner', 'File processing error', 'File rejected by Dinet', 'File rejected by trading partner' (highlighted), and 'Negative communications acknowledgement received'. Below the dropdown is a text area containing the message: 'A file Dinet was sending to a trading partner was rejected during a communications session.'
- Message:** An empty text input field.
- Active:** A checkbox that is checked.

Recipients Section:

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 11 - 'File rejected by a trading partner'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'File rejected by a trading partner' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message' field
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Select the recipients of the alert and how they will receive the notification
- 7) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

Negative communications acknowledgement received

This type of alert can arise for several reasons and is configured to denote when a file has been unable to be transmitted successfully. If you receive a negative acknowledgement alert, please raise a helpdesk ticket with the Managed Services team.

The screenshot shows the configuration page for an alert. The 'Alert type' dropdown is set to 'Negative communications acknowledgement received'. The 'Message' field contains the text: 'A negative communications acknowledgment has been received by Dinet for a file that was sent from your company.' The 'Active' checkbox is checked. Below the configuration is a table of recipients.

| Send To | Name | Type | Address |
|--------------------------|------|------|--------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |

Figure 12 - 'Negative communications acknowledgement received'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'Negative communications acknowledgement received' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message' field
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Select the recipients of the alert and how they will receive the notification
- 7) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

Connections from Dinet not made

This alert is raised when Dinet has not made a connection to your system within a specified time frame. This alert is most useful when tailored around when you typically send and receive files.

The screenshot shows a configuration form for an alert. The form is titled 'Overview' and contains the following fields and options:

- Alert name:** An empty text input field.
- Alert type:** A dropdown menu with the following options: 'Communications acknowledgement not received', 'Connections from Dinet not made', 'Connections from Dinet to your company are failing', 'Connections not made to Dinet' (which is selected and highlighted), 'File acknowledgement not received', and 'File not received by your company'. Below the dropdown is a text area containing the message: 'Dinet has not received connections from your company for a given time period.'
- Message:** An empty text input field.
- Active:** A checked checkbox.
- Check at:** A time selection field set to '12:00', a frequency dropdown set to 'every', and a day selection dropdown set to 'Weekday'.
- Number of connections:** A numeric spinner set to '1'.
- In the last:** A numeric spinner set to '24' and a unit dropdown set to 'Hours'.

Figure 13 - 'Connections from Dinet not made'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'Connections from Dinet not made' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message'
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Fill out 'Check at' field, 'Number of connection attempts' and 'In the last' fields to set the time, date and number of connections made in a 24 hour time frame
- 7) Select the recipients of the alert and how they will receive the notification
- 8) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

Connections not made to Dinet

This alert can be configured to be raised if you have not made a connection to Dinet within a specified time frame. This alert is most useful when tailored around when you typically send and receive files.

Overview

Alert name

Alert type

- Communications acknowledgement not received
- Connections from Dinet not made
- Connections from Dinet to your company are failing
- Connections not made to Dinet**
- File acknowledgement not received
- File not received by your company

Dinet has not received connections from your company for a given time period.

Message

Active

Check at every

Number of connections

In the last

Recipients

| Send To | Name | Type | Address |
|--------------------------|------|-------|---------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |
| <input type="checkbox"/> | Test | Email | test@test.com |

Figure 14 - 'Connections not made to Dinet'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'Connections not made to Dinet' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'Message' field
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Fill out 'Check at' field, 'Number of connection attempts' and 'In the last' fields to set the time, date and number of connections made in a 24 hour time frame
- 7) Select the recipients of the alert and how they will receive the notification
- 8) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'

Number of files exchanged

This alert can be configured to check the number of files that have been exchanged within a particular time frame and notifies you if the total exceeds or falls below an expected amount. This check and notification can be particularly useful if you have a definitive amount of file transmissions occurring within a designated time.

Overview

Alert name

Alert type
 File processing error
 File rejected by Dinet
 File rejected by trading partner
 Negative communications acknowledgement received
 Negative file acknowledgement received
Number of files exchanged

Checks the number of files exchanged over a given time period between you and your trading partners.

Message

Active

Direction
 Sent

Check for
 Greater than files

Check at
 12:00 every

In the last
 24 Hours

Recipients

| Send To | Name | Type | Address |
|--------------------------|------|------|--------------|
| <input type="checkbox"/> | Test | SMS | 070000000001 |

Figure 15 - 'Number of files exchanged'

To set up these alerts you need to take the following steps:

- 1) Navigate to the 'Alerts' tab and select 'New alert'
- 2) Fill out the 'Alert name' field
- 3) Select 'Number of files exchanged' from the 'Alert type' list
- 4) Write your chosen message notification of the alert in the 'message field'
- 5) Tick the 'Active' box so the alert is activated upon saving of the configuration
- 6) Set the 'Direction' field to either 'Sent' or 'Received'
- 7) In the 'Check for' field, set the number of files against either 'Greater than' or 'Less than' to trigger the alert if the total files exceed or falls below your expected amount
- 8) In the 'Check at' field fill out the time and date to set when and how often the check is made
- 9) Set the 'In the last' field to reflect your chosen time frame
- 10) Click on 'Save' to activate the alert and add it to your list of 'Configured alerts'