



Cummins Inc.

Sterling Web Forms User Guide for Cummins Suppliers

Hosted By:



Last Updated on July 20, 2018

Contents

STERLING WEB FORMS USER GUIDE FOR CUMMINS SUPPLIERS	1
Contents	2
Introduction	3
Cummins Community - Sterling Web Forms Pricing	4
Registration	5
Registration Steps	6
1. Welcome to Sterling Web Forms	6
2. Tell Us About Yourself.....	7
3. VAT Number.....	8
4. User Name and Password	9
5. Summary and Confirmation.....	10
6. Monthly Processing Fees	11
7. Legal Agreement	12
8. Billing Address Details.....	13
9. Billing Confirmation	14
10. End of Registration	15
IBM Sterling Web Forms User Account Online Billing	16
Types of Documents	18
Overall EDI Process	18
Receiving Documents	19
Sterling Web Forms Home Page	20
Accessing Documents Received	21
Reading a Delivery Schedule Message.....	23
Reading a Delivery Just in Time Message	24
Reading an Application Error and Acknowledgement Message	25
Reading a Receiving Advice Message.....	26
Steps to Download a Sterling Web Forms File and open it in Excel.....	27
Opening Files Downloaded as .txt in Excel.....	30
Sending Documents	34
Example: 'Turn Around' Despatch Advice and Invoice Message	36
Example: Manual Despatch Advice Message.....	43
Example: Manual International Invoice Message	45
Example: Manual Domestic Invoice Message.....	Error! Bookmark not defined.
Save As Draft.....	Error! Bookmark not defined.
Send This Form.....	Error! Bookmark not defined.
Options Menu – User Maintenance	47
Help Menu	47
Help – Contacting Sterling Commerce	48
Sterling Web Forms System Training	48

Introduction

Cummins Inc. is continually striving to improve the efficiency of all areas of our operations. Electronic Data Interchange (EDI) is one of the key strategies we have embraced in order to achieve this objective. We are committed to utilizing EDI as our preferred method of Business to Business (B2B) communications to eliminate inefficient, paper-based processes where applicable. We have demonstrated benefits in the reduction of the procurement cycle time and processing costs, and an increase in the accuracy of orders, invoices, and payments.

Our goals are threefold: reduce inventory and associated costs, reduce clerical and operational costs, and strengthen business partner relationships. As an EDI business partner, your company will benefit from a decreased order cycle time, decreased costs associated with order processing, and increased document accuracy, and will become or remain a preferred business partner to Cummins Inc.

EDI is the standard for doing business with Cummins.

IBM Sterling Web Forms by Sterling Commerce is a Web-based solution that enables companies to trade electronically with their business partner(s). With this solution, electronic forms can be completed and sent via the Internet. This option allows you to comply with Cummins EDI requirements. To begin conducting business electronically, all that is required of the business partner is an Internet connection.

This document covers the following topics:

1. How to register on the Internet with Sterling Commerce in order to use Sterling Web Forms website.
2. How to use Sterling Web Forms to process orders, shipments, and invoices.
3. How to get help when you need it.

Cummins Community - Sterling Web Forms Pricing

The cost for a supplier to use the web application varies based on usage. In addition to the initial Web Forms License Fee of \$25.00 (one-time-only setup fee), the fees are as follows:

Seasonal Pricing, \$24.95 per year, \$4.00 per document (not recommended for Cummins suppliers)
15 documents for \$19.95 USD / month, \$1.95 USD for each additional document
40 documents for \$39.95 USD / month, \$ 1.75 USD for each additional document
75 documents for \$69.95 USD / month, \$1.50 USD for each additional document
100 documents for \$84.95 USD / month, \$ 1.25 USD for each additional document
150 documents for \$119.95 USD / month, \$ 1.00 USD for each additional document
250 documents for \$189.95 USD / month, \$ 0.90 USD for each additional document
500 documents for \$349.95 USD / month, \$ 0.75 USD for each additional document
80 Documents or less per year, \$1.00 USD per document, No Registration Fee (**Ultra Low**)

IBM Sterling Web Forms will bill the supplier on a monthly basis and mail a copy of the invoice to the supplier.

Please use the following information to register for the use of Sterling Web Forms. Full instructions for registration begin on the next page.

Registration site: <https://www.sterlingwebforms.com>

Click on the gray button to the right of the login area marked **REGISTER**.

Password to register is: **webcummins**

Password for China-based suppliers to register is: **webCumminsCN**

Web Forms Support: 1-888-432-7382

Registration

Each business trading partner must have Internet access, either Internet Explorer 6 or higher or Mozilla Firefox 2 or higher, to use this software.

Go to www.sterlingwebforms.com.

Sterling Web Forms

IBM® Sterling Web Forms is an innovative solution that allows you to conduct business securely over the Internet. You can access Sterling Web Forms and process business documents from your business partners with a user name and password that give you access to your personal mailbox. You will be notified by email when new documents arrive. [more>>](#)

Existing User

username

password

[login](#)

First Time User

If you are a first time user to Sterling Web Forms, please select Register to subscribe to the Sterling Web Forms service.

[register](#)

[Forgot Username or Password?](#)

[Privacy Policy | Terms of Use](#)

IBM.

Licensed Materials - Property of IBM
IBM Sterling Web Forms
© Copyright IBM Corp. 1999, 2012 All Rights Reserved.
IBM and the IBM logo are Trademarks of International Business Machines

Click on **REGISTER**. You will now be taken through the following screens.

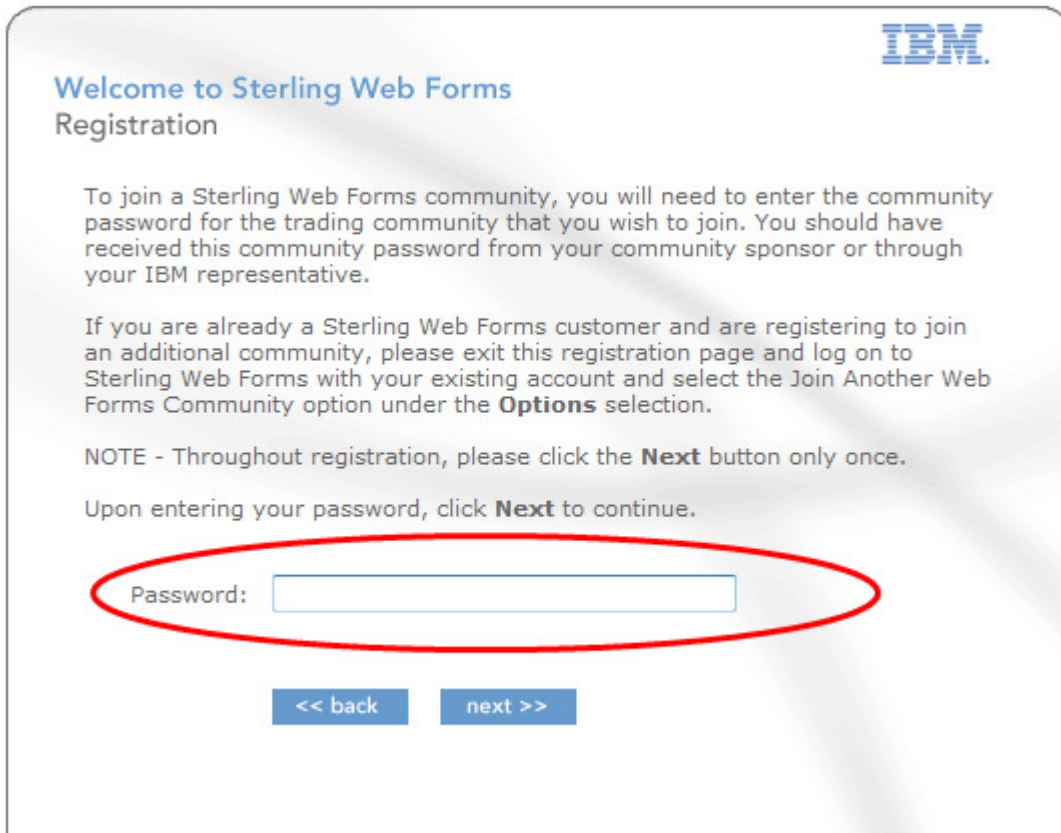
Registration Steps

1. Welcome to Sterling Web Forms

You must enter a password to use Sterling Web Forms.

Password to register is: **webcummins**

Password for China-based suppliers to register is: **webCumminsCN**



IBM.

Welcome to Sterling Web Forms Registration

To join a Sterling Web Forms community, you will need to enter the community password for the trading community that you wish to join. You should have received this community password from your community sponsor or through your IBM representative.

If you are already a Sterling Web Forms customer and are registering to join an additional community, please exit this registration page and log on to Sterling Web Forms with your existing account and select the Join Another Web Forms Community option under the **Options** selection.

NOTE - Throughout registration, please click the **Next** button only once.

Upon entering your password, click **Next** to continue.

Password:

[<< back](#) [next >>](#)

2. Tell Us About Yourself

Enter the required data. Note: All fields with an asterisk (*) are required.

Email address. Email notifications will be sent to this address every time your Business Partner sends documents. Please ensure that the address given is for the person responsible for processing the documents.

Tell Us About Yourself

Before you begin exchanging documents electronically, please fill out the following registration information completely. When the registration information is complete, click **Next** to continue. Fields marked with an * are required.

Company Name:*	<input type="text" value="Test"/>
Title:	<input type="text"/>
First Name:*	<input type="text" value="Test"/>
Middle Initial:	<input type="text"/>
Last Name:*	<input type="text" value="Test"/>
Country:*	<input type="text" value="United States"/>
Address (1):*	<input type="text" value="Test"/>
Address (2):	<input type="text"/>
City:*	<input type="text" value="Test"/>
Region:*	<input type="text" value="Indiana"/>
County:	<input type="text" value="Bartholomew"/>
Zip/Postal Code:*	<input type="text" value="47201"/>
Phone Number:*	<input type="text" value="1"/> (<input type="text" value="812"/>) <input type="text" value="377-3441"/>
	Format as: Country (Area Code) Number
Fax Number:	<input type="text"/> (<input type="text"/>) <input type="text"/>
	Format as: Country (Area Code) Number
Primary Contact E-mail Address:*	<input type="text" value="commerce.support@cummins.com"/>

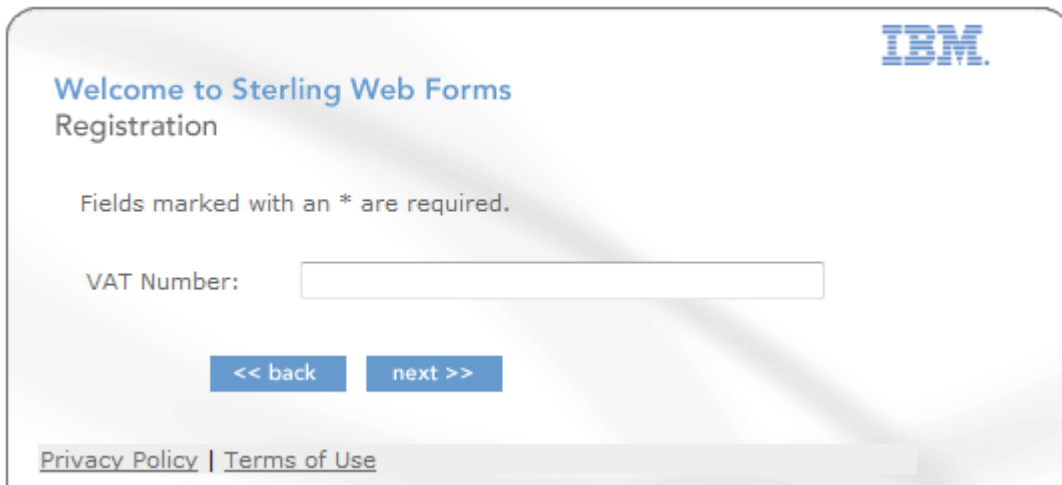
Enter only one address. For more, please use Change Notification Email under Options.

<< back

next >>

3. VAT Number

Enter your Value Added Tax Number if applicable. This field is optional and can be left blank.



The screenshot shows a registration form for Sterling Web Forms. At the top right is the IBM logo. Below it, the text reads "Welcome to Sterling Web Forms Registration". A note states "Fields marked with an * are required." The "VAT Number:" label is followed by an empty text input field. Below the input field are two blue buttons: "<< back" and "next >>". At the bottom left, there are links for "Privacy Policy" and "Terms of Use".

4. User Name and Password

Each registered account has only one username and password. This information should be shared with everyone within your company that will be accessing Sterling Web Forms. Multiple users can be logged in at the same time using the same username and password. Please take note of the password requirements listed below.

Password Requirements:

- Password must be at least seven characters and must not exceed 20 characters in length.
- Password may not contain any of the following: apostrophe ('), quotation marks ("), ampersand (&), less than sign (<), or greater than sign (>).
- Password may not contain a space.
- Password may not contain four or more digits or characters in a row. For example, aZny is invalid.
- Password may not repeat the same character or digit three or more times in a row. For example, zzz is invalid.
- Password may not contain four or more special characters in a row. For example, @#\$% is invalid.
- Password may not repeat the same special character three or more times in a row. For example, \$\$\$ is invalid.

IBM.

Welcome to Sterling Web Forms Registration

Every time you log on to Sterling Web Forms, you will be asked to supply your user name and password. In the designated spaces below, please assign a user name and password to your account. Your username must be in an email format and must be at least six characters in length. Your email address is used by default.

User Name :
(email format)

Password:

Confirm Password:

Note: Once you establish the password, Cummins does not have access to your passwords. If you forget your user name or password, click on **Forgot Username or Password** on the login page. If you need further assistance contact Sterling Web Forms Support at 1-888-432-7382.

5. Summary and Confirmation

Read the summary of all entries to check for errors such as spelling mistakes in email address or incorrect telephone and fax numbers.

Please verify that the information below is correct. If you need to make corrections, click the **Back** button and update the data. Once the information is accurate, click **Next** to continue.

Company Name:	Test
Title:	
First Name:	Test
Middle Initial:	
Last Name:	Test
Country:	United States
Address (1):	Test
Address (2):	
City:	Test
Region:	IN
County:	Bartholomew
Zip/Postal Code:	47201
Phone Number:	1-812-377-3441
Fax Number:	
Primary Contact E-mail Address:	electronic.commerce.support@cummins.com
User Name:	electronic.commerce.support@cummins.com

<< back

next >>

6. Monthly Processing Fees

Listed are the monthly processing fees. You should select one fee bracket based on the number of transmissions you will send and receive with your trading partner. If you are unsure as to which bracket your company falls into, please contact Sterling Commerce or Cummins.

Sterling Commerce Web Forms support – 1-888-432-7382
Cummins – (001) 812-377-3441

Welcome to Sterling Web Forms Registration

Listed below are the Sterling Web Forms fees for your EC community. Please make a selection under the Processing Fees section corresponding to the number of documents you will send and receive monthly. **All values are in USD.**

Monthly Processing Fees

Below, you will need to select one of the following document levels based on how many documents you will send and receive with your business partner on a **monthly basis**. Please note that Functional Acknowledgements (electronic receipts) are not counted as separate documents when calculating your monthly bill. Functional Acknowledgements are created for all documents sent and received, as required by your business partner. Any document sent or received over and above the number selected will be subject to additional fees, as outlined. You can switch your service option, upon written notice to IBM, once in any given twelve (12) month period. New document levels will become effective the next billing month.

- Seasonal Pricing: \$24.95/year, \$4.00 each document
- 15 documents at \$19.95/month, \$1.95 each additional document
- 40 documents at \$39.95/month, \$1.75 each additional document
- 75 documents at \$69.95/month, \$1.50 each additional document
- 100 documents at \$84.95/month, \$1.25 each additional document
- 150 documents at \$119.95/month, \$1.00 each additional document
- 250 documents at \$189.95/month, \$0.90 each additional document
- 500 documents at \$349.95/month, \$0.75 each additional document
- Ultra Low Volume (80 documents or less per year) \$1.00 per document

IBM will mail you a monthly invoice to your company's billing address. Once you've selected an option under the Monthly Processing Fees, click **next** to continue.

<< back

next >>

7. Legal Agreement

This is the Sterling Web Forms Network Services Agreement. Prior to completing this registration, you must read the terms and conditions. This can be printed for future reference.

NETWORK SERVICES AGREEMENT
(United States)

Sterling Commerce (America), Inc.
4600 Lakehurst Court
Dublin, Ohio 43016-2000

To process your order you must verify your acceptance of the terms and conditions below by checking the approval button at the bottom of the page.

THIS NETWORK SERVICES AGREEMENT ("AGREEMENT") CONTAINS THE TERMS AND CONDITIONS UNDER WHICH STERLING COMMERCE (AMERICA), INC., AN IBM COMPANY, ("STERLING COMMERCE") WILL PROVIDE ONLINE SERVICES FOR THE COMPLETION AND TRANSMISSION OF ELECTRONIC FORMS BETWEEN TRADING PARTNERS (THE "SERVICES"). BY YOUR ELECTRONIC ACCEPTANCE, YOU REPRESENT THAT YOU ARE AUTHORIZED TO AND DO ACCEPT THESE TERMS AND CONDITIONS ON BEHALF OF YOUR COMPANY ("CUSTOMER") IDENTIFIED IN THE ELECTRONIC REGISTRATION FORM. CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE ELECTRONICALLY ACCEPTING THIS AGREEMENT. YOU MAY PRINT A COPY OF THIS AGREEMENT AT ANY TIME BY SELECTING PRINT FROM YOUR BROWSER'S TOP MENU BAR OR YOU MAY CLICK HERE TO DOWNLOAD THIS AGREEMENT TO YOUR COMPUTER.

Once read and understood, scroll to the bottom of the screen. Here you must check the box and then click **I agree** to proceed.

By checking this box, you are representing that you are authorized to and do accept and agree to the terms and conditions of the agreement(s) stated herein on behalf of your company.

[<< back](#) [i agree](#)

8. Billing Address Details

You are required to provide address and contact details for your Accounts Payable department for Sterling Commerce to send you invoices. The contact name is the person responsible for payment of invoices.

Billing Address

Please review the billing information below and make any corrections necessary. This information is on a secure server, held in complete confidence.

Click **Next** when the billing information is complete.

First Name:*	<input type="text" value="Test"/>
Middle Initial:	<input type="text"/>
Last Name:*	<input type="text" value="Test"/>
Country:*	<input type="text" value="United States"/>
Address (1):*	<input type="text" value="Test"/>
Address (2):	<input type="text"/>
City:*	<input type="text" value="Test"/>
Region:*	<input type="text" value="Indiana"/>
Zip/Postal Code:*	<input type="text" value="47201"/>
Payment Method:	Invoice

<< back

next >>

9. Billing Confirmation

Read through the summary of your billing address details, checking spelling.



Welcome to Sterling Web Forms Registration

Billing Summary

Please verify that your billing address, name, payment method and account information is correct. If you need to make changes, click **Back**. If the information provided is accurate, click **Next**.

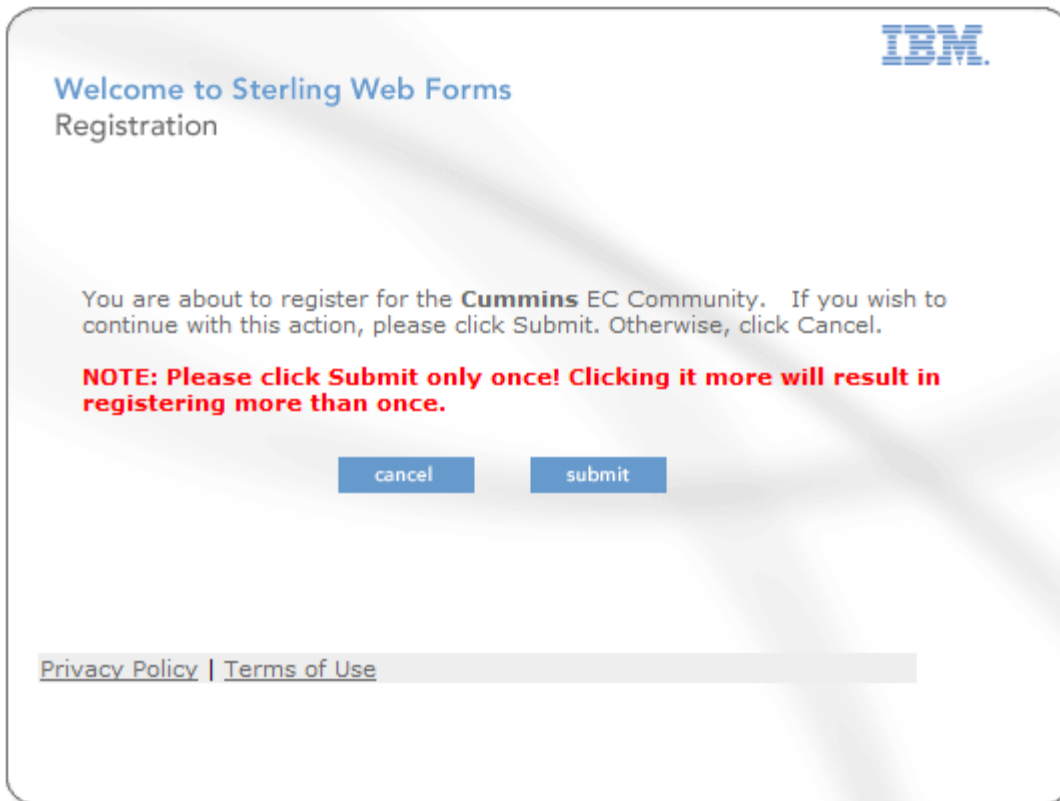
First Name:	TEST
Middle Initial:	T
Last Name:	TEST
Address (1):	Test
Address (2):	
City:	Test
State/Province/Other:	IN
Zip/Postal Code:	47202
Country:	United States
Payment Method:	Credit Card Account
Cardholder's Name:	Connie Newcomb
Credit Card:	Mastercard
Account Number:	
Expiration Date:	04/2006

<< back

next >>

10. End of Registration

Once you have confirmed all information, click only once on **submit** to complete registration.



The screenshot shows a registration confirmation window with the IBM logo in the top right corner. The title is "Welcome to Sterling Web Forms Registration". The main text reads: "You are about to register for the **Cummins** EC Community. If you wish to continue with this action, please click Submit. Otherwise, click Cancel." Below this is a red **NOTE: Please click Submit only once! Clicking it more will result in registering more than once.** At the bottom, there are two buttons: "cancel" and "submit". At the very bottom, there are links for "Privacy Policy" and "Terms of Use".

You will see a confirmation that your company is now part of the Cummins Electronic Commerce Trading Partner Community and it will list the documents you may send and receive.

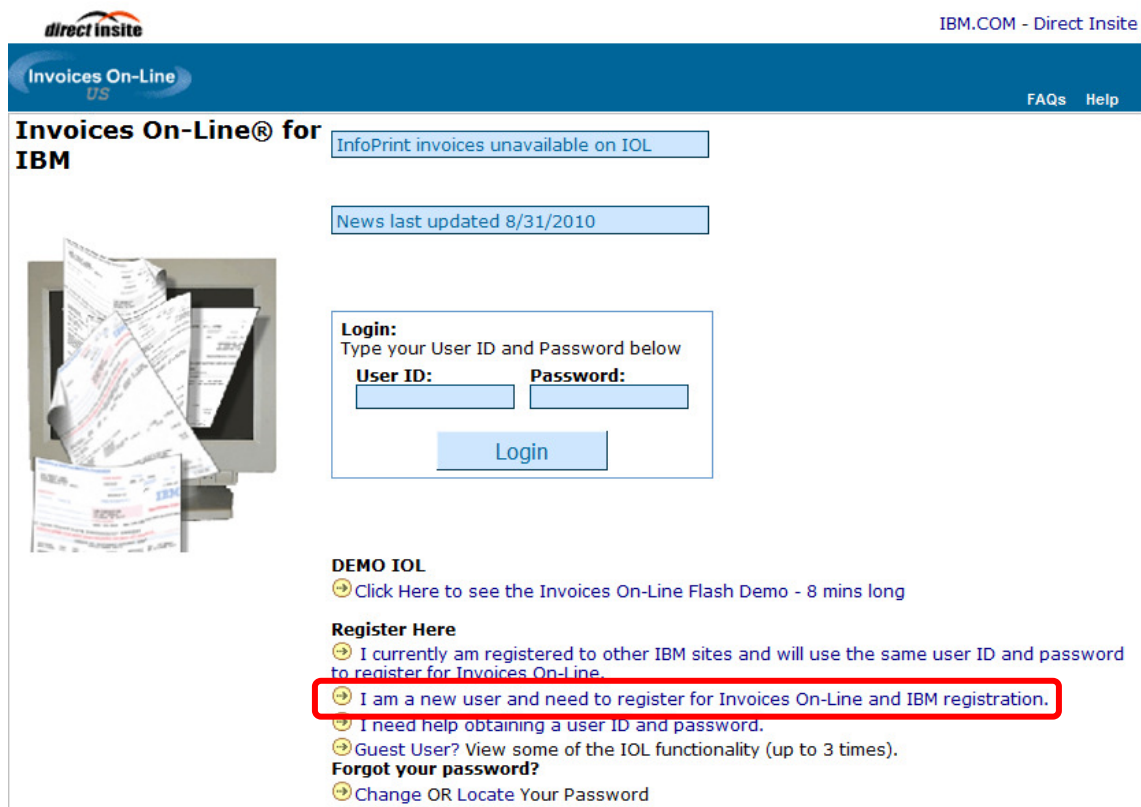
IBM Sterling Web Forms User Account Online Billing

You can pay your Sterling Web Forms monthly fees online. IBM's online billing website offers:

- A secure 24 x 7 website
- Free service
- Download, view and print your invoices
- E-mail notification indicating a new invoice has been generated
- Create an electronic invoice inquiry
- ePay option that allows you to obtain a discount - US only (business rules apply)
- Go green by stopping your paper invoices from generating

Registration steps:

1. Access the Invoices On-Line website: <http://iol.dbexpress.net/am/us/en>
2. Below **Register Here**, click on the following link:



The screenshot shows the IBM Invoices On-Line website interface. At the top left is the 'direct insite' logo, and at the top right is the text 'IBM.COM - Direct Insite'. Below this is a blue navigation bar with 'Invoices On-Line US' and 'FAQs Help' links. The main content area is titled 'Invoices On-Line® for IBM'. It includes a message 'InfoPrint invoices unavailable on IOL', a 'News last updated 8/31/2010' box, and a 'Login' section with fields for 'User ID' and 'Password' and a 'Login' button. Below the login section is a 'DEMO IOL' section with a link to a flash demo. The 'Register Here' section contains several radio button options, with the option 'I am a new user and need to register for Invoices On-Line and IBM registration.' highlighted by a red box. Other options include 'I currently am registered to other IBM sites and will use the same user ID and password to register for Invoices On-Line', 'I need help obtaining a user ID and password', and 'Guest User? View some of the IOL functionality (up to 3 times)'. Below the registration options is a 'Forgot your password?' section with a link to 'Change OR Locate Your Password'.

If you are a new user, select "I am a new user and need to register for Invoices On-Line and IBM registration." On the My IBM Registration page, complete all required fields on the two-page form. Please note your IBM ID is your e-mail address. You are now registered with ibm.com.

If you are an existing ibm.com user, select "I currently am registered to other IBM sites and will use the same user ID and password to register for Invoices

On-Line." This will transfer you directly to the registration screen. **(Please note if you have an existing Sterling Web Forms account you may not necessarily have an ibm.com user ID.)**

3. Verify your contact information. There are two required fields.

Select:

- User Role
- Customer/company or enterprise number(s)

4. Select the Continue button and verify your information. Once submitted you will receive a confirmation screen allowing 1-3 business days for processing.

For assistance please contact IBM by telephone at (877) 504-8930 option 2 or via e-mail at invoices@us.ibm.com. Business hours are Monday through Friday from 8 a.m. to 6 p.m. ET.

Types of Documents

These are the documents you may send and receive.

- Delivery Schedule Message (DELFOR): your Cummins customer's firm, forecast, and immediate (past due) orders.
- Despatch Advice Message (DESADV), also called Advanced Shipping Notice (ASN): your shipments for your Cummins customer.
- Domestic Invoice Message (INVOIC): invoice sent from a US supplier to a Cummins US plant.
- International Invoice Message (INVOIC): invoice sent from a US supplier to a Cummins non-US plant, or non-US supplier to any Cummins plant.
- Application Error and Acknowledgement (APERAK): error message indicating that your Despatch Advice Message or Invoice message failed. You need to correct the errors and resubmit.
- Receiving Advice Message (RECADV): receiving quantity discrepancies (if receipt quantity is greater than or less than Despatch Advice Message shipped quantity).
- Delivery Just in Time Message (DELJIT): your Cummins customer's request for immediate delivery of the product (within 24 hours) based on the agreement with the individual plant.

Overall EDI Process

1. Receive Delivery Schedule Message or Delivery Just in Time Message.
2. Physically prepare your shipment.
3. Create Despatch Advice Message.
4. Create Invoice Message.
5. Correct any errors if you receive an Application Error and Acknowledgement.
6. If Receiving Advice Message is received, contact your Cummins Materials Planner for the affected receiving location.

Receiving Documents

When Cummins sends documents to your Sterling Web Forms account, you will automatically receive notification emails at the email address used during registration. You will receive one email per document received. These notifications should prompt you to log onto **www.sterlingwebforms.com** and read your documents.

Note: Each registered account has only one username and password. This information should be shared with everyone within your company that will be accessing Sterling Web Forms. Multiple users can be logged in at the same time using the same username and password.

Enter your User Name and Password that you entered when registering and click **login**.

Note: Once you establish the password, Cummins does not have access to your passwords. If you forget your user name or password, click on **Forgot Username or Password** on the login page

Sterling Web Forms

IBM® Sterling Web Forms is an innovative solution that allows you to conduct business securely over the Internet. You can access Sterling Web Forms and process business documents from your business partners with a user name and password that give you access to your personal mailbox. You will be notified by email when new documents arrive. [more>>](#)

Existing User

username

password

login

First Time User

If you are a first time user to Sterling Web Forms, please select Register to subscribe to the Sterling Web Forms service.

register

[Forgot Username or Password?](#)

IBM

[Privacy Policy](#) | [Terms of Use](#)

Sterling Web Forms Home Page

This screen displays your **INBOX** and **OUTBOX**. The **INBOX** will inform you of the total number of documents there and whether they have been "unread" or "read". New documents received will be marked as "unread".

The screenshot shows the Sterling Web Forms Home Page. At the top, there is a blue header with the Sterling Commerce logo on the left and the text "Sterling Web Forms" on the right. In the top right corner of the header, there are links for "logout" and a home icon. Below the header is a navigation bar with several menu items: "Inbox", "Outbox", "Create Forms", "Drafts", "Archive", "Trash", "Options", and "Help".

The main content area is divided into two columns. The left column is titled "Mailbox Summary" and contains a paragraph explaining the mailbox structure: "Your Sterling Web Forms mailbox is below. New documents in the **Inbox** are shown as **Unread**. Documents you have sent are shown in the **Outbox**." Below this text are two tables. The first table is titled "Inbox" and shows the following data:

Inbox	
Unread:	0
Read:	7
Total:	7

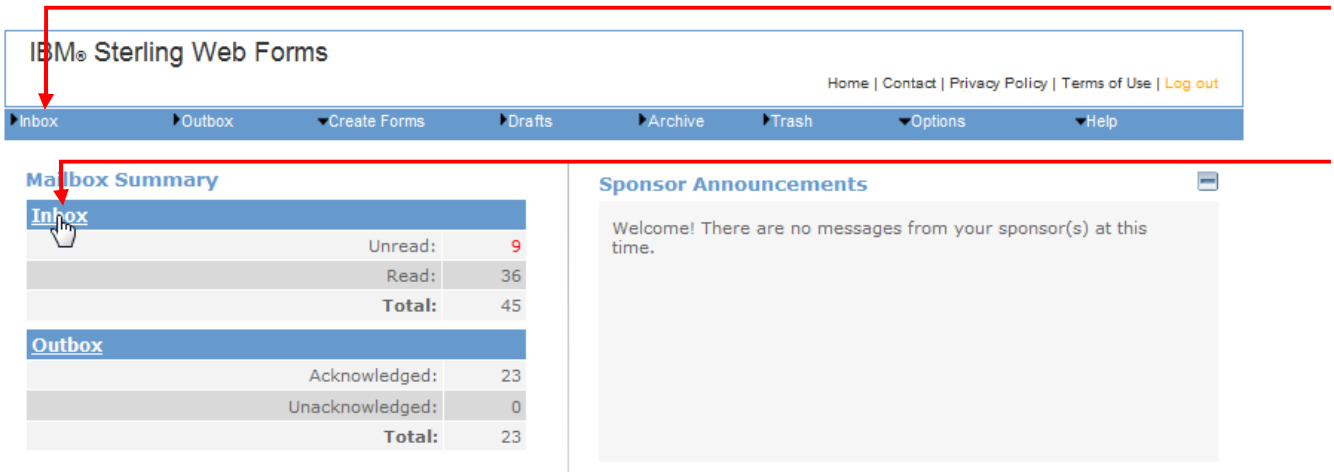
The second table is titled "Outbox" and shows the following data:

Outbox	
Acknowledged:	35
Unacknowledged:	0
Total:	35

The right column contains three sections. The first is "Sponsor Announcements", which displays a message: "Welcome! There are no messages from your sponsor(s) at this time." The second is "Alerts", which displays a message: "There are no alerts at this time." The third is "System Information", which contains a link: "[What's New in Web Forms](#)".

Accessing Documents Received

In order to read and process the newly received documents from Cummins, click on **INBOX** link under the Mailbox Summary or click on the **INBOX** icon located in the top left hand corner of the screen.

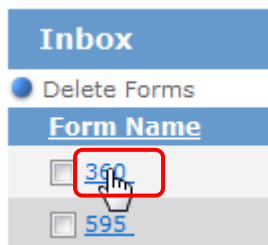


A table will appear containing the following information:

- Form Name (e.g. Delivery Schedule Number)
- Company (should always be Cummins)
- Form Type (e.g. Delivery Schedule Message)
- Date Received
- Status (read or unread)

Inbox				
Form Name	Company	Form Type	Date Received	Status
<input type="checkbox"/> 360	Cummins	Delivery Schedule Message	2/10/2012 11:33:24 AM	Read
<input type="checkbox"/> 595	Cummins	Delivery Schedule Message	2/9/2012 1:26:48 PM	Read
<input type="checkbox"/> 74	Cummins	Delivery Schedule	2/9/2012 2:05:25 AM	Read

To open a document, click on the document in the **Form Name** column. The document will open and can be printed for processing or saved as an HTML file onto your hard drive.



To close the document and return to the **INBOX** to read the other documents, click on the INBOX icon. You will notice that the status of the document you just looked at will now be "Read". You should continue to open and process the documents in this way.

Please note that if you use the back button to return to the **INBOX**, the status of the documents read *will not* change to "Read" but remain as "Unread".

Reading a Delivery Schedule Message

You will find information on understanding a Delivery Schedule Message below.



Delivery Schedule Message

Delivery Schedule: 20111106 **Message Function:** Replace

Dates:
 Document/Message Date: 20111106 Horizon Start Date: 20111106
 Horizon End Date: 20130507

Names and Addresses:
 Supplier Name: SHANGHAI UNIVERSOON AUTOPARTS Supplier Number: 069689

Names and Addresses:
 End Customer Name: CONSOLIDATED DIESEL Plant Number: 876525346

Delivery Schedule number

Your Cummins supplier code

Cummins plant ship-to code

Line Item #	Buyer's Item Number	Description	Location
1	5261014	CONNECTION/WATER OUTLET	087

Cummins part number

Reference:
 Purchase Order Number: 872372 Drawing Revision Number: 003
 Drawing Number: 7401802 3017503 1828702 1811123 1666300 1606107
 1090301 1005902

ASN # of last shipment received

Receipt History:
 Last Received Quantity: 1440 EA YTD Receipt Quantity: 14425 EA
 Shipment ID (SID): MAN1004GG YTD Start Date: 20110101
 Receipt Date: 20111004 YTD End Date: 20111107

Cumulative amount received

Scheduling Conditions:
 Delivery Plan Status: Immediate

Past due quantities

Immediate Quantity:	Requested Delivery Date	Immediate Quantity:	Requested Delivery Date	Immediate Quantity:	Requested Delivery Date
1440	20111106				

Delivery Plan Status: Firm

Firm quantities

Firm Quantity:	Requested Delivery Date	Firm Quantity:	Requested Delivery Date	Firm Quantity:	Requested Delivery Date
1440	20111118	1440	20111216		

Delivery Plan Status: Planning/Forecast

Forecasted quantities

Planned Quantity:	Requested Delivery Date	Planned Quantity:	Requested Delivery Date	Planned Quantity:	Requested Delivery Date
1440	20120210	1440	20120323	1440	20120518
1440	20120629	1440	20120810	1440	20120921

Reading a Delivery Just in Time Message



Delivery Just in Time Message

Message Number: CNS201204041656 **Message Type:** Original Delivery Schedule

Dates:

Document/Message Date: 20120404
Start Date/Time: 20120405
End Date: 20120405

Consignor: GSM/C
Plant Number: 2529778888

Plant Name: CNS
Plant Number: 876525346

Cummins
plant name
& number

Status: Created New

Part Number: 4933820 **Part Description:** HEAD,CYLINDER
Purchase Order Number: **Receiving Location Number:** 087
7600

Cummins part
number

Delivery Quantity: 9
Delivery Date, Requested: 20120405 16:56

Quantity
requested

Part Number: 3959799 **Part Description:** ISOLATOR,VIBRATION
Purchase Order Number: **Receiving Location Number:** 087
7200
Delivery Quantity: 128
Delivery Date, Requested: 20120405 16:56

Create Despatch Advice Message

Download this Form

Reading an Application Error and Acknowledgement Message



Application Error & Acknowledgement

Application Acknowledgement Response

Message Date: 20120327

Reference Information:

Invoice Number: 225187/49EX136(
Invoice Date: 20120327

Name and Address:

Ship From:
Supplier Number: 137635

Ship To:
Cummins Plant Number: CBS

Application Error Information:

Invalid Purchase Order Number:
Error Description: INVALID PO 490000030

Invoice # or
ASN # that
failed

Cummins
supplier #

Message
recipient

Reason that
the message
failed

Reading a Receiving Advice Message



Receiving Advice Message

Receiving Advice Message

Message Number: C424753 Message Date: 20120404

Message Details:

Message Name: Ship Notice/Despatch Advice:
Message Number: C424753

ASN # that had receipt discrepancy

Name and Address:

Ship From:
Supplier Number: 068690

Cummins supplier #

Ship To:
Cummins ID Number: 006415160
Receiving Location Number: 087

Cummins plant DUNS # and receiving location

Detail Information:

<u>Line Item Number</u>	<u>Cummins Part Number</u>
1	2872362

Purchase Order Number:	872183
Despatch Quantity:	45 EA
Received Quantity:	75 EA
Over Shipped (Code: 121):	30

Discrepancy between what was on the ASN and what was actually received

Summary

Number of Line Items: 1

Steps to Download a Sterling Web Forms File and open it in Excel

You can download Delivery Schedules and Delivery Just in Time Schedules from Sterling Web Forms onto your computer.

1. Click **Download this Form** at the bottom of the message you wish to download.

IBM® Sterling Web Forms Home | Contact | Privacy Policy | Terms of Use | [Log out](#)

▶Inbox
▶Outbox
▼Create Forms
▶Drafts
▶Archive
▶Trash
▼Options
▼Help

12	20131104	8	20131125	12	20131202
12	20131209	8	20131216	16	20131223
16	20140106	8	20140113	20	20140120
8	20140127	20	20140203	16	20140210
4	20140224	12	20140310	4	20140324
8	20140331				

Delivery Plan Status: **Planning/Forecast**

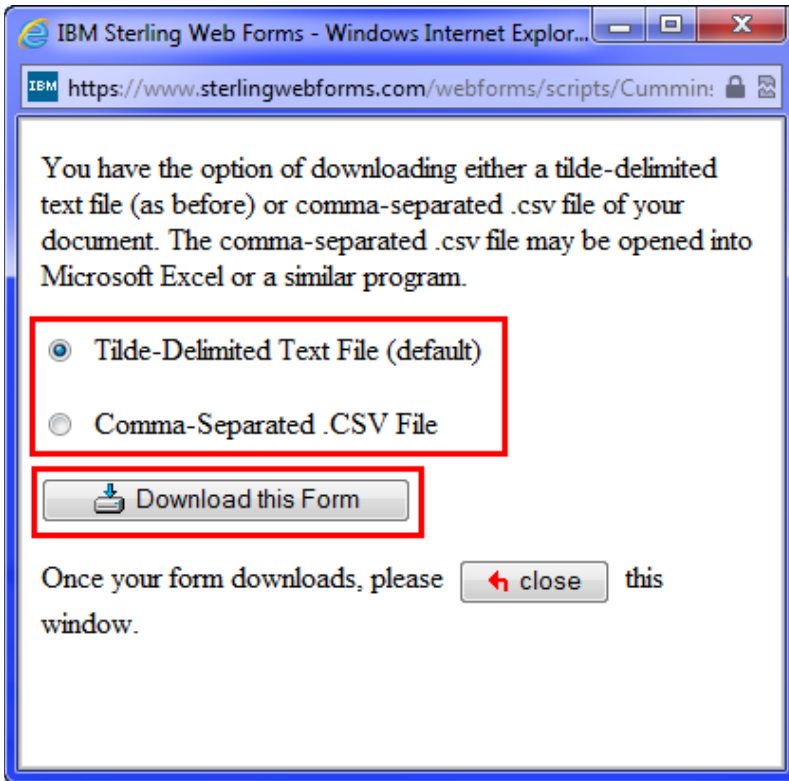
Planned Quantity:	Requested Delivery Date	Planned Quantity:	Requested Delivery Date	Planned Quantity:	Requested Delivery Date
16	20140421	28	20140428	8	20140512
28	20140519	16	20140602	12	20140609
12	20140616	12	20140623	12	20140630
16	20140707	8	20140714	12	20140721
12	20140728	12	20140804	12	20140811
28	20140818	12	20140901	12	20140908
12	20140915	16	20140922	12	20140929
12	20141006	12	20141013	12	20141020
16	20141027				

↻ Create Despatch Advice Message

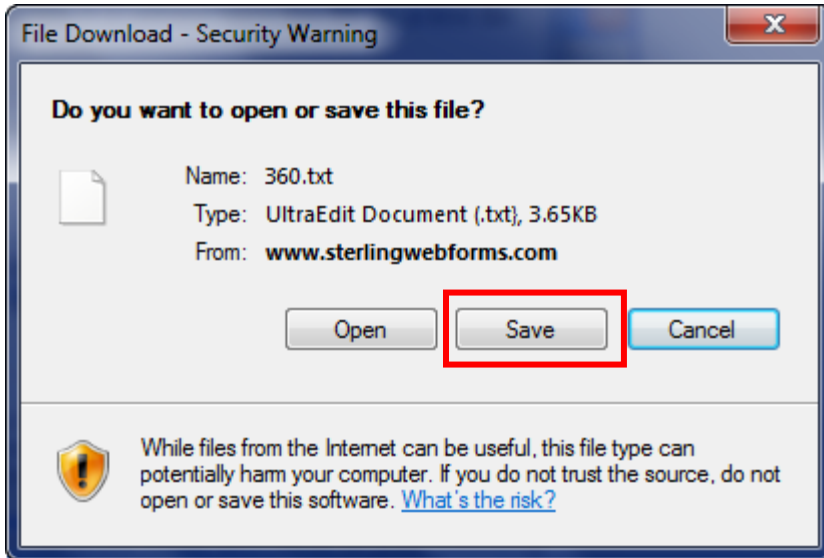
📄 Download this Form

2. A popup screen will appear. Select one of the download options, as described in the popup screen. Then click **Download this Form**.

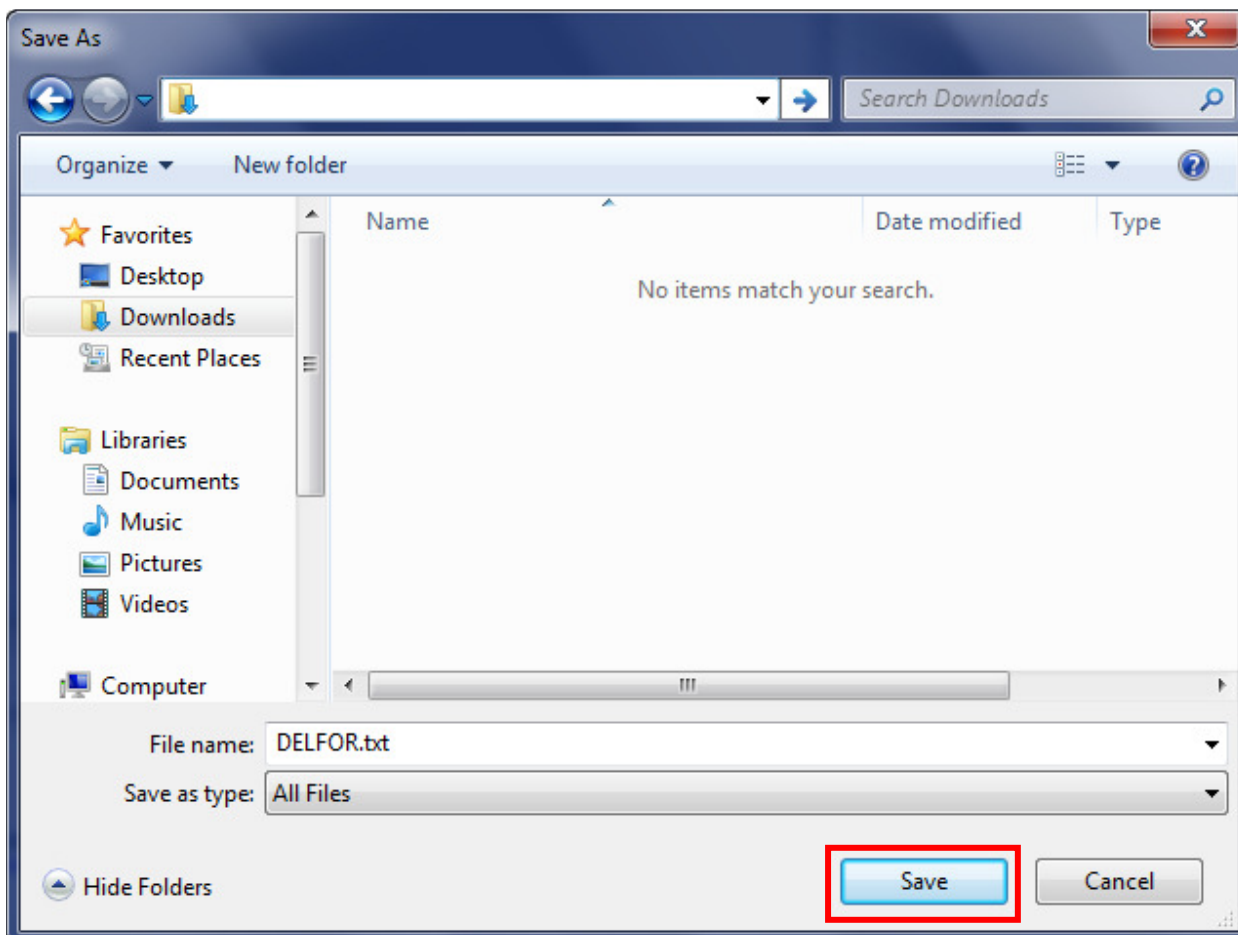
NOTE: The Text File download will have to be formatted before it can be opened in Excel.



3. Click **Save**.



4. Browse to the desired folder location. You may change the File Name if you want to. Click **Save**.



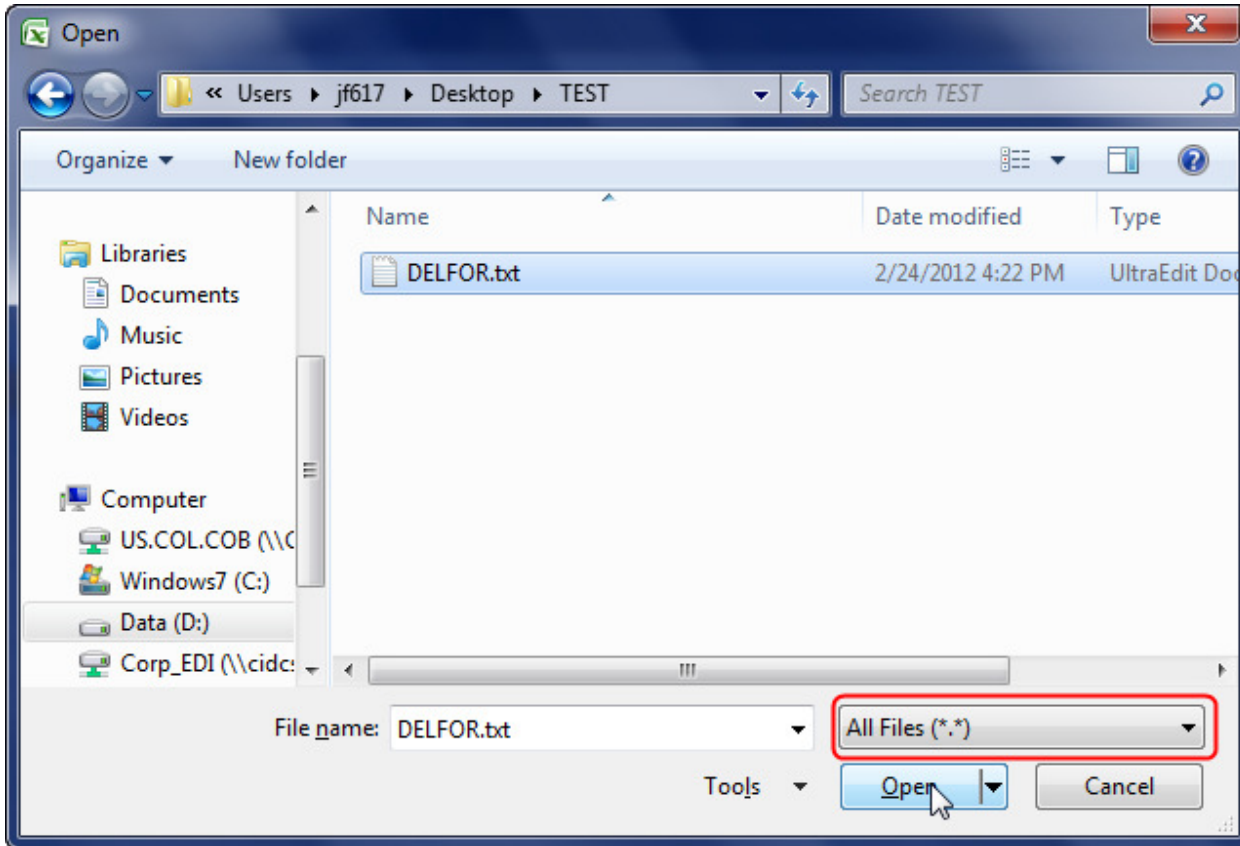
Opening Files Downloaded as .CSV in Excel

1. Open Microsoft Excel, go to **Open** file, and then navigate to your .CSV file.
2. On **File** type, select **All Files (*.*)**. Select your saved file, then click **Open**.

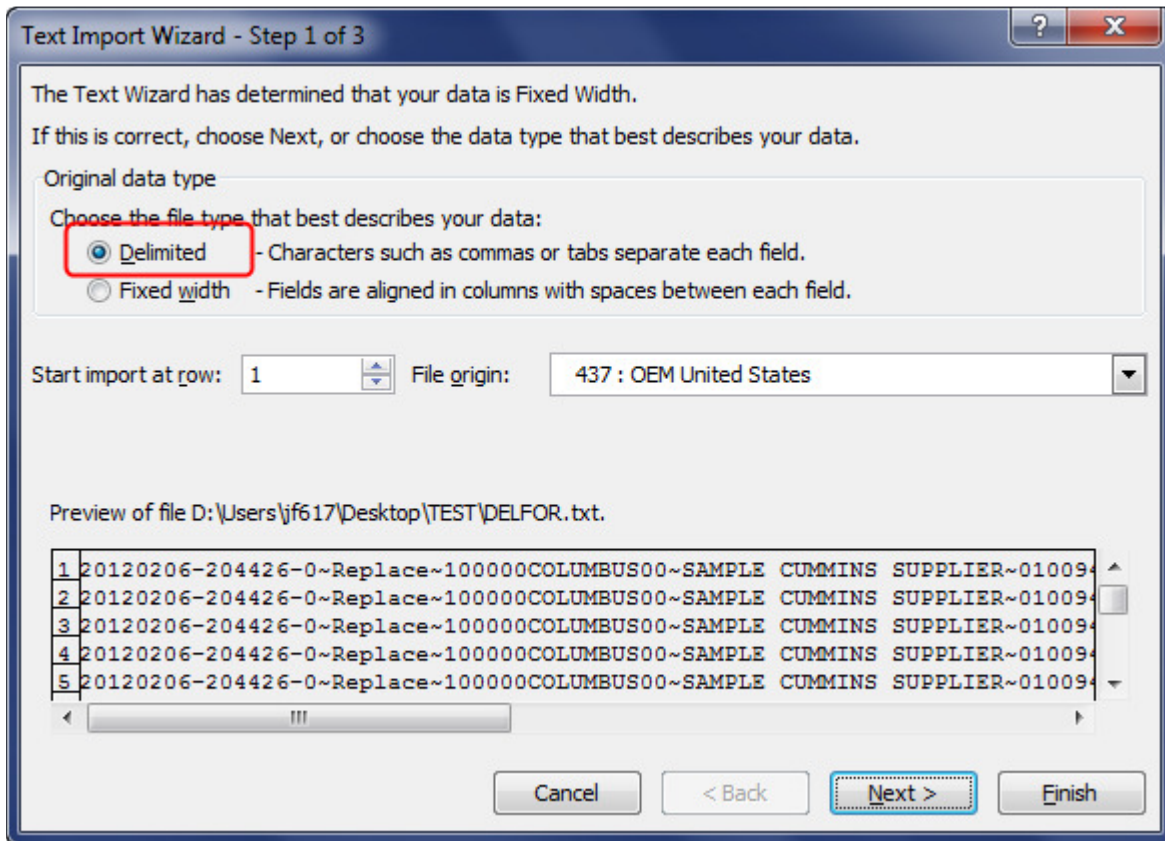
You can also associate the .CSV extension with Excel so that this type of file will automatically open in Excel. Contact your internal IT department if you need assistance in setting this option, as the process to follow will depend on your computer system.

Opening Files Downloaded as .TXT in Excel

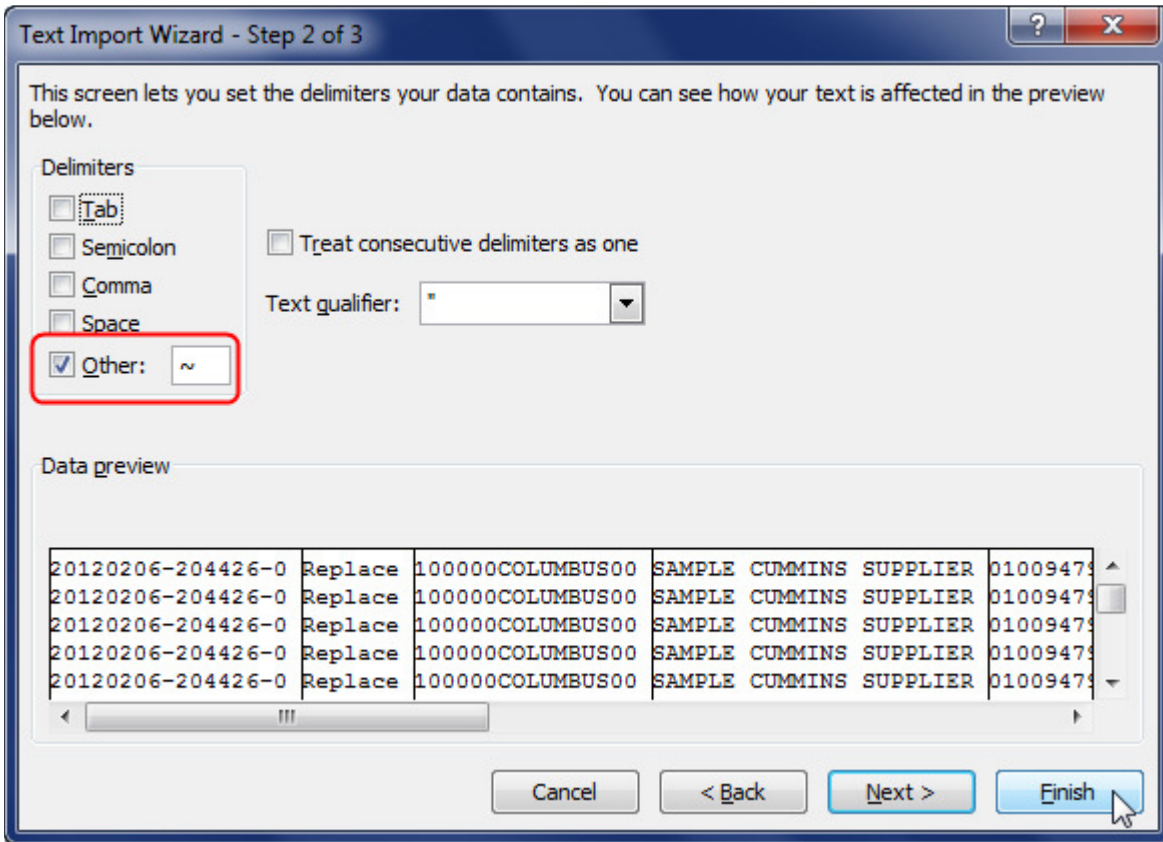
1. Open Microsoft Excel, go to **Open** file, and then navigate to your .TXT file.
2. On **File** type, select **All Files (*.*)**. Select your saved file, then click **Open**.



3. The Text Import Wizard will open. Choose **Delimited** file type, then click **Next**.



- Click the **Other** checkbox and enter the tilde symbol ~ (above the Tab key on your keyboard), and then click **Finish**.



- Reading the data in Excel format

The .TXT version of the data does not include column heading descriptions. Below is a description of what will be in each column.

Delivery Schedule

- Column A: Delivery Schedule Number
- Column B: Schedule type (Replace or Change)
- Column C: Supplier EDI location code
- Column D: Supplier name
- Column E: Cummins plant DUNS number
- Column F: Cummins plant name
- Column G: Line item number
- Column H: Item number (part number)
- Column I: Item description
- Column J: Plant receiving location number
- Column K: Purchase Order number
- Column L: Receipt History type (Last Receipt or Year to Date Cumulative Quantity)
- Column M: Receipt History quantity
- Column N: Date received
- Column O: Delivery Plan Status
- Column P: Delivery Plan quantity

Column Q: Requested Delivery Date

Delivery Just in Time

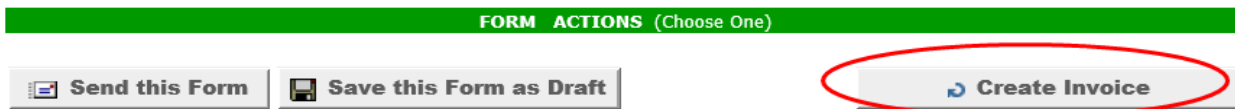
Column A: Document Name
Column B: Delivery Schedule Number
Column C: Schedule Type
Column D: Delivery Schedule Date
Column E: Supplier Code
Column F: Supplier Name
Column G: Cummins Plant Ship To Code
Column H: Cummins Plant Name
Column I: Sequence Status
Column J: Sequence Number
Column K: Requested Date
Column L: Plant Receiving Location
Column M: Buyer's Part Number
Column N: Item Description
Column O: Sequence Number
Column P: Pull Signal Number
Column Q: Packaging Instructions
Column R: Reference Type
Column S: Reference Number
Column T: Reference Type
Column U: Reference Number
Column V: Reference Type
Column X: Reference Number
Column X: Plant Receiving Location
Column Y: Order Quantity
Column Z: Requested Date
Column AA: Requested Time

Sending Documents

The easiest way to send documents to Cummins is to do a 'turn around' message. You can create a 'turn around' Despatch Advice Message (DESADV), also called Advanced Shipping Notice (ASN), from the bottom of the Delivery Schedule Message. You can then create a 'turn around' Invoice from the bottom of the Despatch Advice Message. We will look at examples of a 'turn around' Despatch Advice and Invoice in the next section.



If you are not ready to send an Invoice when the Despatch Advice is sent, you can always go back to your Outbox and open the Despatch Advice and select **Create Invoice** at the bottom of the page.



As a last resort you can click on **Create Forms** in the top menu bar to manually create and send a Despatch Advice or Invoice. A list will display the document types you are able to send. Click on the document you wish to send in order to view the template. We will look at examples of a manual Despatch Advice and Invoice in the next section.

IBM® Sterling Web Forms Customer Test Center
Home | Contact | Privacy Policy | Terms of Use | Log out

▶Inbox ▶Outbox ▼Create Forms ▶Drafts ▶Archive ▶Trash ▼Options ▼Help

This is your Sterling Web Forms **Inbox**. Forms received from your partners are displayed below. Click the individual links under **Form Name** to open, read and/or print the selected form. You can also move forms to your **Trash** folder for deletion by selecting the **Delete forms** button or to your **Archive** folder by selecting the **Archive forms** button.

Click on the column header to sort.

Inbox			
<input type="radio"/> Delete Forms	<input type="radio"/> Archive Forms	<input type="radio"/> Clear All	<input type="radio"/> Refresh
Form Name	Company	Date Received	Status
There are no forms currently in your Inbox.			

Not used by Cummins suppliers

NOTE: If you select the document from **Create Forms**, you will have to input all the mandatory fields. If you select the ‘turn around’ message, most of the mandatory fields will auto-populate from data in the document it was created from.

Mandatory fields have an asterisk (*) and are shaded yellow. Scroll down the page and fill in all necessary information until you reach the bottom, where you will have the options to **SEND THIS FORM** or **SAVE AS A DRAFT**.

FORM ACTIONS (Choose One)

Send this Form

Save this Form as Draft

If you are sending material through Cummins freight consolidator, you must include the *correct* SCAC code for consolidation provider. Refer to your carrier for the SCAC code or go to www.cummins.com/suppliers for a listing.

Example: 'Turn Around' Despatch Advice and Invoice Message

1. Select the appropriate Delivery Schedule Message (DELFOR) from Inbox. You will need to create the Despatch Advice Message (DESADV), also called Advance Shipping Notice (ASN), before creating the Invoice. Click **Create Despatch Advice Message** button at the bottom of the Delivery Schedule Message (DELFOR).

Sterling Web Forms Home | Privacy Policy | Terms of Use | [Log out](#)

[Inbox](#) | [Outbox](#) | [Create Forms](#) | [Drafts](#) | [Archive](#) | [Trash](#) | [Options](#) | [Help](#)

Line Item #	Buyer's Item Number	Description	Location
1	0333-0469-01	HEATER-BATTERY	128

Reference:

Purchase Order Number: 364127898
 Drawing Number: FRD8856

Receipt History:

Last Received Quantity: 20 EA YTD Receipt Quantity: 450 EA
 Shipment ID (SID): YTD Start Date: 20080101
 Receipt Date: 20081003 YTD End Date: 20081106

Scheduling Conditions:
Delivery Plan Status: Firm

Firm Quantity	Delivery Date Requested	Release Number	Firm Quantity	Delivery Date Requested	Release Number	Firm Quantity	Delivery Date Requested	Release Number
20 Each	20081113	53	30 Each	20081125	54			

Delivery Plan Status: Planning/Forecast

Planned Quantity	Delivery Date Requested	Release Number	Planned Quantity	Delivery Date Requested	Release Number	Planned Quantity	Delivery Date Requested	Release Number
20 Each	20090105		20 Each	20090119		20 Each	20090202	
20 Each	20090216		20 Each	20090302		20 Each	20090323	

Create Despatch Advice Message

Download this Form

- Select the line item, quantity, and requested date you are shipping and click **Continue**. Note: You should only ship against Firm and Immediate (Past Due) orders. You can adjust the shipping quantity on the next screen.

1	5261014	CONNECTION WATER OUTLET
<input checked="" type="checkbox"/>	Immediate	1440 20111106
<input type="checkbox"/>	Firm	1440 20111118
<input type="checkbox"/>	Firm	1440 20111216
<input type="checkbox"/>	Planning/Forecast	1440 20120210
<input type="checkbox"/>	Planning/Forecast	1440 20120323
<input type="checkbox"/>	Planning/Forecast	1440 20120518
<input type="checkbox"/>	Planning/Forecast	1440 20120629
<input type="checkbox"/>	Planning/Forecast	1440 20120810
<input type="checkbox"/>	Planning/Forecast	1440 20120921

- Complete all fields with an asterisk (*) and shaded in yellow as these are required.



Despatch Advice Message

Recipient*: 214483351 - DRC-CBN - DIESEL RECON CUMBERNAULD

(Unique Shipment ID - do not repeat for 12 months)

Shipment ID Number*: Unique ASN #

Bill of Lading/Advice Note Number*:

Packing List Number*:

* = mandatory item

If no Bill of Lading or Packing list # then the ASN # can be used for all fields

Shipment Dispatch Date*:	<input type="text" value="20120413"/>	Plant Delivery Date*:	<input type="text" value="20120413"/>
	(8-digit YYYYMMDD format)		(8-digit YYYYMMDD format)
Shipment Dispatch Time*:	<input type="text" value="2351"/>	Plant Delivery Time*:	<input type="text" value="2351"/>
	(HHMM - 11:51 PM = 2351)		(HHMM - 11:51 AM = 1151)

Name and Address Data (Ship From and Ship To):

Ship From		Ship To	
Supplier Name*:	<input type="text" value="Your company name"/>	Plant Name*:	DRC-CBN - DIESEL RECON CUMBERNAULD
Supplier Number*:	<input type="text" value="Your Cummins supplier code"/>	Plant Number*:	214483351
<input type="checkbox"/> Check here to enter optional address fields.		Receiving Location*:	095
			3 digits (ie. 001, 022, etc.)

Customs Broker or Freight Forwarder (Optional):

Check here to enter Customs Broker or Freight Forwarder Name and Address information.

Select carrier type

Details of Transport:

Carrier Freight Bill/ Tracking Number*:	Carrier Type*:	Carrier Reference SCAC Code*: (4 Alpha Character Code)	Carrier Name*:
1234567890	Truck/Lorry	CEV (Ex: UPSD = UPS Next Day Air)	CEVA

Refer to your carrier or www.cummins.com/suppliers for a SCAC code listing

Container, Truck, Lorry Numbers (Optional fields used for full loads only):

Check here to enter equipment, if required.

Packaging Details/Item 1:

Select package type

Package Information				
Remove?	Number of Packages*:	Type of Package*:	Shipment Carton Quantity:	Unit of Measure:
<input type="checkbox"/>	1	Pallet (PLT71)		<None Selected>

Select Unit of Measure

Line Items:

Line #	Cummins Part Number*	Description*	Quantity Shipped*	Unit of Measure*	Country of Origin*
1	DRC0207	PUMP HEAD (DOSER)	140	Each	USA

PO Number*: 321000001

Full Signal #:

Select Country of Origin

Goods Identity -- Serial Number(s):

Check here to enter optional Serial Numbers.

Verify this information is accurate

4. Now you are ready to create the Invoice

IBM® Sterling Web Forms Customer Test Center
Home | Contact | Privacy Policy | Terms of Use | Log out

Inbox | Outbox | Create Forms | Drafts | Archive | Trash | Options | Help

Your form has been successfully sent to the designated trading partner. To continue, click on one of the buttons below.

If you would like to send an Invoice based on the Despatch Advice you just sent, click the following button.

Otherwise, choose one of the following buttons to return to your inbox, outbox, or drafts folder.

5. Complete all fields with an asterisk (*) and shaded yellow. Using the 'Turn Around' functionality will pre-populate several fields from the Despatch Advice Message.

Inbox | Outbox | Create Forms | Drafts | Archive | Trash | Options | Help

Recipient*:	<input type="text" value="US - CBS AP Nashville"/>	<div style="border: 2px solid red; padding: 5px; color: red;">Will default to current date but this can be backdated</div>
Invoice Number*:	<input type="text" value="1234567"/>	
Invoice Date*:	<input type="text" value="20180703"/> <input type="button" value="Calendar"/> (CCYYMMDD)	
Purchase Order Number*:	<input type="text" value="45000028"/> (Required here for direct Purchase Orders or on each line item for standard Purchase Orders, but not in both places.)	
Shipment Reference Number:	<input type="text"/>	
Related Document Number:	<input type="text"/>	
Packing List Number*:	<input type="text" value="MUST123"/>	<div style="border: 2px solid red; padding: 5px; color: red;">Packing Slip Number is Mandatory</div>
Name and Address:		

Name and Address:

Ship To*	
Ship To ID Number*:	081535635
Name*:	Cummins SEP
Address:	<input type="text"/>
	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Postcode:	<input type="text"/>
Country:	<None Selected> <input type="button" value="v"/>
VAT TAX Registration Number:	<input type="text"/>
	(This field is mandatory for Belgium.)

Ship From*	
Supplier Name (065560)	<input type="button" value="v"/>
Supplier Name (065560)	
<input type="button" value="edit"/>	<input type="button" value="+ Create New Ship From"/>

Different Ship From sites can be maintained and repeated with use of Drop down.

Currency:

Charge payment currency*:

Once the unit price is entered, press the tab key and then the Line Item Amount and Invoice Total will be automatically calculated.

Line Items:

Remove?	Line #		
<input type="checkbox"/>	1	Buyer's Item/Part number*:	1234567
		Vendor's (Seller's) Item/Part Number:	<input type="text"/>
		Harmonized Code:	<input type="text"/>
		Buyer's Item/Part Description*:	Item Name/Description
		Purchase Order Number*:	<input type="text"/>
			(Optional here for Standard Purchase Orders only, but cannot be entered in both Purchase Order fields.)
		Release #:	<input type="text"/>
		Country of origin*:	USA <input type="button" value="v"/>
		Invoiced quantity and amount:	
		Quantity*:	1
		Units*:	Each <input type="button" value="v"/>
		Unit Price*:	1.00
			(The unit price must have no more than five digits to the right of the decimal point)
		Line Item Amount*:	1.00000

Invoice Footer (without VAT Tax Information)

Invoice Footer:

Additional Charges:

Charge Amount:

Invoice Amount (Items Only)*:

Total Amount Invoiced*:

These fields auto fill based on information submitted at line item(s)

Invoice Footer (with VAT Tax and/or Miscellaneous Charges Information)

Invoice Footer:

Duty/Tax/Fee Details:

Value Added Tax Amount*: → Value Added Tax Equivalent Amount*:

Value Added Tax Rate*: (This amount is equivalent to the amount to be transferred, but in another currency.)

Additional Charges:

Charge Amount:

Invoice Amount (Items Only)*:

Total Amount Invoiced*:

These fields auto fill based on information submitted at line item(s), VAT Tax and/or Miscellaneous charges

If you submit the Despatch Advice Message and don't want to submit the Invoice at the same time, you can come back later to your Outbox. Select the Despatch Advice Message from the Outbox and it will open on your screen again. You will then have the following options at the bottom of the page.



You can choose **Save this Form as Draft** and then reuse it for the same ship-to location and part number. You will need to change the following fields each time:

- Invoice Number
- Invoice Date
- Quantity
- Pricing

If Pricing will remain the same, then you can save this in your draft as well, reducing the number of fields to complete. You can save as many drafts as needed to accommodate the number of part numbers or ship-to locations you may have.

Example: Manual Despatch Advice Message

Refer to **Create Form** instructions above in "Sending Documents"

All fields that are required are marked with an asterisk (*) and shaded yellow.



Despatch Advice Message

*** = mandatory item**

Recipient*: 006415160 - RMEP-ROCKY MOUNT ENGINE PLT-
WHITAKERS
006415160 - JEP - JAMESTOWN ENGINE PLANT
006415160 - CMEP - CUMMINS MID-RANGE ENGINE PLANT
006415160 - PDC-MDC - MEMPHIS DISTRIBUTION CTR

(Unique Shipment ID - do not repeat for 12 months)

Shipment ID Number*:
Bill of Lading/Advice Note Number*:
Packing List Number*:

Shipment Dispatch Date*: <input type="text" value="20120414"/>	Plant Delivery Date*: <input type="text" value="20120414"/>
<small>(8-digit YYYYMMDD format)</small>	<small>(8-digit YYYYMMDD format)</small>
Shipment Dispatch Time*: <input type="text" value="2351"/>	Plant Delivery Time*: <input type="text" value="2351"/>
<small>(HHMM - 11:51 PM = 2351)</small>	<small>(HHMM - 11:51 AM = 1151)</small>

Name and Address Data (Ship From and Ship To):

Ship From	Ship To
Supplier Name*: <input type="text" value="Your supplier name"/>	Plant Name*: <input type="text" value="RMEP-ROCKY MOUNT ENGINE PLANT"/>
Supplier Number*: <input type="text" value="Your Cummins supplier code"/>	Plant Number*: <input type="text" value="876525346"/>
<input type="checkbox"/> Check here to enter optional address fields.	Receiving Location*: <input type="text" value="087"/>

Select plant you're shipping to

Select receiving location number

Customs Broker or Freight Forwarder (Optional):

Check here to enter Customs Broker or Freight Forwarder Name and Address information.

Details of Transport:

Carrier Freight Bill/Tracking Number*: <input type="text" value="1234567890"/>	Carrier Type*: <input type="text" value="Truck/Lorry"/>	Carrier Reference SCAC Code*: <input type="text" value="CEVV"/> <small>(4 Alpha Character Code) (Ex: UPSD = UPS Next Day Air)</small>	Carrier Name*: <input type="text" value="CEVA"/>
--	---	--	--

Select carrier type and enter carrier shipment information

Container, Truck, Lorry Numbers (Optional fields used for full loads only):

Check here to enter equipment, if required.

Packaging Details/Item 1:

Package Information

Remove?	Number of Packages*: 1	Type of Package*: Pallet (PLT71)	Shipment Carton Quantity:	Unit of Measure: <None Selected>
---------	---------------------------	-------------------------------------	---------------------------	-------------------------------------

Select Package type

+ Add Packaging

- Remove Checked Packaging

Line Items:

Line #	Cummins Part Number*	Description*	Quantity Shipped*	Unit of Measure*	Country of Origin*
1	1234567	Cummins Part Description	777	Each	USA

PO Number*: 123456789 Pull Signal #:

Goods Identity -- Serial Number(s): Check here to enter optional Serial Numbers.

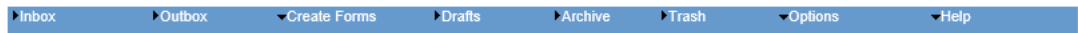
Select Unit of Measure and Country of Origin

Example: Manual Non-Engine Invoice Message (without VAT Tax)

Refer to **Create Form** instructions above in "Sending Documents"

All fields that are required are marked with an asterisk (*) and shaded yellow.

Select from the drop down box the AP site for the Cummins location you are billing:



Non-Engine Invoice Message

* = mandatory item * = conditional item

Invoice Header:

Recipient*:

Invoice Number*:

Invoice Date*: (CCYYMMDD)

Purchase Order Number*: (Required here for direct Purchase Orders or on each line item for standard Purchase Orders, but not in both places.)

Shipment Reference Number:

Related Document Number:

Packing List Number*:

Select CBS Accounts Payable region

You can enter the Purchase Order Number here or at each line item, but not both places. A Purchase Order Number must be present in one place or the other to be able to send the invoice.

Name and Address:

Ship To*

Ship To ID Number*:

Name*:

Address:

City:

State/Province: Postcode:

Country:

VAT TAX Registration Number: (This field is mandatory for Belgium.)

Ship From*

If Ship-to location is not known you can use the following:

- CBS US – 006415160
- CBS UK – 217480354
- CBS MX – 932707235
- CBS Singapore – 595127986
- CBS China – 654698141
- CBS South Africa – 635214682
- CBS Australia – 940777858
- CBS Ghana – 850458834
- Cummins JVO US – 850458834
- Cummins JVO UK - 222655112

Currency:

Charge payment currency*:

<None Selected> ▼

Line Items:

Remove?	Line #		
<input type="checkbox"/>	1	Buyer's Item/Part number*:	<input type="text"/>
		Vendor's (Seller's) Item/Part Number:	<input type="text"/>
		Harmonized Code:	<input type="text"/>
		Buyer's Item/Part Description*:	<input type="text"/>
		Purchase Order Number*:	<input type="text"/> <small>(Optional here for Standard Purchase Orders only, but cannot be entered in both Purchase Order fields.)</small>
		Release #:	<input type="text"/>
		Country of origin*:	<None Selected> ▼
		Invoiced quantity and amount:	
		Quantity*:	<input type="text"/>
		Units*:	<None Selected> ▼
		Unit Price*:	<input type="text"/> <small>(The unit price must have no more than five digits to the right of the decimal point)</small>
		Line Item Amount*:	<input type="text"/>

You can enter the Purchase Order Number here or at each line item, but not both places. A Purchase Order Number must be present in one place or the other to be able to send the invoice.

Invoice Footer:

Additional Charges:

Charge: <None Selected> ▼ Amount:

Invoice Amount (Items Only)*:

Total Amount Invoiced*:

Options Menu – User Maintenance

The Options menu allows you to change your user name and password; add or edit the email notification address; set time zone; see current document count; join another non-Cummins Web Forms community; as well as update billing information.

The screenshot shows the IBM Sterling Web Forms interface. At the top, there is a navigation bar with links for Home, Contact, Privacy Policy, Terms of Use, and Log out. Below this is a main menu with options: Inbox, Outbox, Create Forms, Drafts, Archive, Trash, Options, and Help. The Options menu is open, displaying a list of user maintenance actions: Change User Name and Password, Change Notification Email, Set Time Zone, Current Document Count, Join Another Community, and Update Billing Information. On the left side, there is a Mailbox Summary section with tables for Inbox and Outbox. The Inbox table shows 9 unread messages, 33 read messages, and a total of 42 messages. The Outbox table shows 22 acknowledged messages, 0 unacknowledged messages, and a total of 22 messages. In the center, there is a Sponsor Announcements section with a message: "Welcome! There are no messages from your sponsor(s) at this time."

Help Menu

The **Help** menu allows you to access Web Forms Help, Frequently Asked Questions, Create a Support Request, View Support Requests (if you've created a support request), and information About Sterling Web Forms.

The screenshot shows the IBM Sterling Web Forms interface with the Help menu open. The navigation bar and main menu are the same as in the previous screenshot. The Help menu is open, displaying a list of help-related actions: Web Forms Help, Frequently Asked Questions, Create a Support Request, and About Sterling Web Forms. The Mailbox Summary and Sponsor Announcements sections are visible in the background, showing the same data as in the previous screenshot.

Help – Contacting Sterling Commerce

To contact the Sterling Commerce support desk use the following contact information.

Email – webforms_support@us.ibm.com

Phone – 1-888-432-7382

To create a support request, go to the **HELP** menu and then select **Create a Support Request**



A new window will come up where you will need to log in with your IBM user ID and password, then click **Sign In**.

(Please note if you have an existing Sterling Web Forms account you may not necessarily have an ibm.com user ID.)

Sterling Web Forms System Training

Cummins offers Web Forms training for Suppliers when requested.

If you require training, contact Cummins Electronic Commerce Support at (001) 812-377-3441 or email electronic.commerce.support@cummins.com.