

IBM - Catalog Data Feed Process and Contacts

Overview

IBM is committed to lowering costs of procurement by creating and using highly automated supply-chain systems worldwide. As a result, it is strategic for IBM to create an environment of cooperation with our suppliers by having them send offerings to IBM's internal procurement system for hands-free procurement of products and services. IBM Procurement's requisitioning and catalog system, Buy on demand (Bond), includes a function for loading, managing, categorizing, and controlling access to offerings supplied from external or internal sources. The goal of this application is to make it simple, expedient, and cost effective for current and potential suppliers to use their existing product catalog delivery systems for delivering those offerings to IBM.

Catalog Item Maintenance Process

The frequency of updates to supplier-hosted catalogs will vary by supplier. When IBM procurement initiates a request to add/delete items, change pricing, or any other changes in line with new agreements, the supplier undertakes the responsibility to perform those changes.

Automation of Catalog Load

Suppliers who provide large quantities of products within a catalog and/or frequent updates are encouraged to establish an automated job that will create the described product file and mail it to the Buy on demand application on a defined schedule (or when executed). This will eliminate manual workload, minimize costs, prevent data entry errors and help ensure invoices flow properly through the payment process.

Load Frequency

There are three linked instances of the Bond application: Americas, Europe/Middle East/Africa/Russia, and Asia Pacific. The matrix below shows the Bond load schedules for each instance. Files received by the hours listed will be evaluated and loaded during that time.

GMT (Europe, Africa)	12 am	6 am	8 am	10 am	12 pm	2 pm	4 pm	6 pm
GMT +1 (Middle East)	1 am	7 am	9 am	11 am	1 pm	3 pm	5 pm	7 pm
GMT +5 (Asia Pacific)	6 pm	11 pm	6 am	8 am	10 am	12 pm	2 pm	4 pm
GMT +8 (Asia Pacific)	9 pm	2 am	9 am	11 am	1 pm	3 pm	5 pm	7 pm
GMT -5 (Americas)	7 am	9 am	11 am	1 pm	3 pm	5 pm	7 pm	12 am
GMT -8 (Americas)	4 am	6 am	8 am	10 am	12 pm	2 pm	4 pm	9 pm

Roles and Responsibilities

All Catalog Suppliers

- Provide customer service contact information for catalog shopping inquiries
- Provide technical contact information for use by IBM Catalog Operations Team
- Maintain and update hosted catalog only for items approved by IBM Buyer.
- Refresh products as directed and authorized by the IBM Sourcing Buyer (or their delegate)
- For catalog launch, jointly define (along with IBM Sourcing Buyer, IBM Catalog Operations Team) time line for launch of catalog

Supplier of Hosted Catalogs

- Provide catalog content in the format outlined for catalog solution defined by IBM Catalog Operations Team
- Provide static (non changing) email address from which the catalog file will be sent.
- Send catalog file only with the file name as defined by IBM Catalog Operations Team.
- Work with the IBM Catalog Operations Team to resolve content/loading issues quickly.

Catalog File Structure

Supported Format

Catalogs will be accepted utilizing a Character Separated (CSV) format. The delimiter / separator is a comma. See global rules below for additional details.

Supported Codepages (workstation / file code page)

At the time of this writing, it is planned to support all codepages of which JAVA1.2 can convert to Unicode (UTF-8). This list is available at

<http://java.sun.com/javase/6/docs/technotes/guides/intl/encoding.doc.html> . If you do require a codepage other than ISO-8859-1, please communicate this with the IBM Catalog Operations Team so that they may set up the catalog accordingly.

Global Rules

- 1) The **email address** from which a catalog file is received as well as the catalog **file name** must both remain constant as these are part of the catalog load security verification. Always send the file from the authorized email address (to be documented in advance to the IBM Catalog Operations Team) and use the same catalog file name for all versions. Otherwise, updates to the catalog will not process.
- 2) Product records must exist on one line. A **new line** in the body of the file signifies a new product.
- 3) All **white space** is significant. Do not include white space unless it is needed.
- 4) Attributes must be provided in the order defined below. Do not leave out any column. **To omit an attribute**, leave the column blank or build your feed to include two delimiters next to each other with nothing in between.
- 5) **Blank lines** within the body are not allowed. They will result in load failures.
- 6) The attribute **delimiter character** is required and **MUST** be a comma. If the delimiter must appear inside a field, you must quote (") the entire field. For example, a comma is needed in the unit price, then the unit price would appear as, "1234,50",. You must surround the entire field in quotes.
- 7) In CSV files, **escape quotes** in quoted fields. If you must use a quote within a quoted field, use two quotes in succession. Do not use "escapes" (\) against quotes in non-quoted fields. Both of the following examples are valid.
Example1: "he said, ""this is valid""",
Example2: , 50'-5",
- 8) Numbers (ie prices) can use either a period (.) or a comma (,) as the decimal separator. Because this is a CSV file, to use a comma you must quote the entire field. Do **not** use thousands separators, such as comma, period, or space. Enter prices the way you want them to appear for users, with two significant decimal places.
Valid: "10145,19" or 10145.19 **Invalid:** "10,145,19" or 10,145,19
- 9) **Disallowed characters** must not be present in any fields mapped to Bond data elements. These include the control characters hex'00' through hex'1F', &, \$, %, <, >, €, *, ~, +, /, =, >, and £.
- 10) Omission of mandatory columns will result in the file failing to load.
- 11) Inclusion of currency signs in the unit price will result in the file failing to load.
- 12) If item UoM = PKG, BOX, CAS, CAR, CT, PA, PAL, SET, a PKG UoM and PKG quantity must be provided.
- 13) If a package UoM is provided, the package quantity must be > 1.
- 14) If a package UoM is provided, it must not be the same as the item UoM.
- 15) The value of the field "lead time" must be an integer and greater than zero while representing a number of days. Do not include phrases such as "less than 14 days".
- 16) No duplicate part numbers.

Required Header Row Information

File must contain five header rows. On the each row, provide only the information described for each below:

1. Your assigned IBM supplier number/order point provided to you IBM.
2. Enter supplier contact name (for catalog operations purposes)
3. Enter supplier contact email (for catalog operations purposes)
4. Enter supplier contact phone numbers, direct, fax, etc. (for catalog operations purposes)
5. The last header row is to describe the attributes/column for each product. All attribute columns are to be included in this header row as shown in the example file. If an attribute is not being provided for a product, leave it blank (and include the comma separator).

Details of Product Attributes

Req'd	Order	Attribute	Description, Restrictions, and Rules	Format, Type and Length
*	1	Supplier Part #	The number assigned by your organization. If unavailable, provide OEM part number here. No duplicate part numbers allowed.	String 64 Characters
*	2	Manufacturer OEM Part number	The OEM Part number (manufacturer's part number) of the product REQUIRED unless an exception has been granted by the IBM Catalog Operations Team. If OEM part number is not applicable, provide your own part number. If the product is OEM, ONLY OEM part number is to be provided. Do not substitute.	String 64 Characters
*	3	Manufacturer Name	Manufacturer name is expected to be provided. If the product is made/offered by your company, provide this. Only the true manufacturer is to be identified in this field.	String 40 Characters
*	4	Item Description	The item description can be up to 254 characters and should include descriptors such as style, colors, size, etc. Do not include abbreviations or acronyms. If measurements are provided and inches or feet are referenced, they should be spelled out. Specific fields are provided for part number, manufacturer, keywords, etc. Do not repeat these in the item description. Do not include any HTML formatting. Do not include hexadecimal control or other restricted characters outlined in the global rules.	String 254 Characters
*	5	Unit Price	See global rules above. The price for which you are selling one unit of the product or service. This must be a positive real number with a significant decimal not to exceed hundredths.	Decimal 15.2
*	6	Unit of Measure	The unit of measure code that IBM uses internally for its procurement systems. The Catalog Operations Team will furnish an acceptable list of valid UoMs. Use of unauthorized UoMs will result if the catalog not loading.	String max 4 Characters
*	7	Lead Time	Approximate number of days it will take to deliver the item (including shipping) once the purchase order is received by the supplier. The value must be an integer and greater than zero while representing a number of days. Do not include phrases such as "less than 14 days". If the catalog item is for a service, downloadable content, online subscriptions, etc, please provide a value of 1.	Integer Small

*	8	UNSPSC Commodity Code	The assigned <u>United Nations Standard Products and Services Code (UNSPSC)</u> per item must match in accordance with the rules defined by http://www.unspsc.org/ . At this time, it is necessary to provide both the UNSPSC and IBM commodity code (described below).	Max 10 characters
*	9	Available Qty	The number of a product available at the time the catalog file is created. This value helps the requester gauge the time that might be needed in filling their request.	Decimal ie 13.3
*	10	Chemical	When IBM considers a product to be a chemical, purchase of that product requires chemical approval during the Bond process. Provide a 1 for yes or a 0 for no. All suppliers are required to adhere to the guidelines defined by IBM Chemical Management .	Numeric Character 1
*	11	Safety	When IBM considers a product to be a safety hazard, purchase of that product requires safety approval during the Bond process. Provide a 1 for yes or a 0 for no. All suppliers are required to adhere to the guidelines defined by IBM Safety Management .	Numeric Character 1
*	12	IBM Commodity Code	The commodity code that IBM uses internally for its procurement systems. The IBM buyer must furnish the supplier with IBM commodities for each product. DO NOT include UNSPSC commodity codes in this column.	String 3 Characters
*	13	Category	Category	String 50 Characters
	14	Subcategory	Subcategory Only include subcategories when more than one product exists within the subcategory.	String 50 Characters
	15	Product Specifications URL	You may provide a URL to OEM product specifications. If provided, the URL must only be to related OEM specifications or other relevant information specific to the product. Do not include generic URLs such as http://www.ibm.com . Do not link to any page or file that requires downloading or executing a file/program. Links must begin with "http://".	String 254 Characters
Images are expected unless the item is a service. Please carefully review the instructions to the right.	16	Image URL	A URL link to an image file stored on the supplier site. Unless you have written authorization from the site owner, do not provide links to images to a site that is not owned by your organization. It is preferred that linked image files should be less than 50 kb in size. It is also preferred that the displayed image be no more than 400 pixels wide. Images are REQUIRED unless an exception has been granted by the IBM Catalog Operations Team or if the item is for a service. Do not include links to logo images, banners or anything other than an actual image of the referenced product. Links must begin with "http://".	String 254 Characters
	17	Package Qty	SEE GLOBAL RULES The number of individual products in a unit. For example, if the item unit of measure is box, this element contains the number of items in the box. This can be a text description.	String 42 Characters
	18	Package Unit of Measure	SEE GLOBAL RULES. The unit of measure for items within the package. For example, if the item unit of measure is box, and there are 100 pencils in that box, the package UoM would be	String 20 Characters

			PC (for piece). The unit of measure code that IBM uses internally for its procurement systems. The IBM buyer furnishes the supplier with IBM units of measure by product.	
	19	IBM Internal Production Part Number	Only use this field if requested by the IBM Buyer for mapping of the item to an IBM unique identifying part number	String 64 Characters
	20	Search Keywords	Search Keywords. These keywords will be considered by the Bond system when a user executes a search. Separate keywords with a semicolon. Do not duplicate terms already in the item description.	String 1500 Characters

Example File Format

All files must be provided in CSV format. The following Microsoft Excel document ([download from here](#)) is intended to help those who manually create their file rather than doing so with an automated process.

- Required attributes have red column headers.
- Do not delete any columns. If you are not providing a value, leave it blank (unless required).
- Bond loads catalogs a few times per day and the most prevalent cause of outdated products and prices being placed on IBM POs for catalog items is the result of outdated catalog content with in Bond. Content is most often out of date as a result of re-loads failing due to formatting issues (the global rules listed above). For this reason, the example spreadsheet includes some macros that will allow you to perform basic input and formatting validations. These macros will check for the most common formatting/input errors.
- Prior to sending your file to IBM, be sure it is saved as a CSV file type.

File Delivery

The **email address** from which a catalog file is received as well as the catalog **file name** must both remain constant as these are part of the catalog load security verification. Always send the file from an authorized email address (to be documented in advance to the IBM Catalog Operations Team) and use the same catalog file name for all versions. Otherwise, updates to the catalog will not process.

The completed catalog file is to be mailed to the appropriate ID for your geography as indicated below.

NOTE: the email IDs below are **not** for correspondence and they are not monitored for inquiries. They are only for processing of catalog loads. If you have questions, please direct them to the IBM Catalog Operations Team at bondgat@in.ibm.com.

Americas (Canada, US, Latin America): bcatams@us.ibm.com

Asia Pacific Countries: bcatap@us.ibm.com

Europe, Middle East, and Africa: bcatemea@us.ibm.com

Glossary

Bond: Buy on demand, IBM's requisitioning and catalog application.

Requester: The person creating a shopping cart within the Bond application.

Key Contacts

Please direct all questions to the IBM Catalog Operations Team at bondgat@in.ibm.com.

Version Notice

If you are reviewing this document via hardcopy, it must only be used for reference purposes. The on-line document found on the URL:

<http://www.ibm.com/procurement/proweb.nsf/ContentDocsByTitle/United+States~ibm+global+general+procurement+catalog+operations> must be considered the current valid document. A hardcopy of this document is valid as long as the printed version matches that of the on-line version. See the change log in the Revision Record Section for update details. This document will be reviewed within one year of the last update. Please preserve the integrity of this document by destroying any obsolete versions.

Appendix A – IBM Catalog Units of Measure

The following are authorized units of measure that may be assigned to items provide within a catalog. Assignment of units of measures must be based upon the instructions and requirements defined by the IBM Sourcing Buyer.

Code	Description	Code	Description
A	Ampere	M/S	Meter Per Second
BG	Bag	MS2	Meter Per Second Squared
BLE	Bale	µM	Micrometer
BAR	bar	MIS	Microsecond
BRL	Barrel	MEI	Mile
BDF	Board foot	MA	Milliampere
BTL	Bottle	MBA	Millibar
BOX	Box	MG	Milligram
CD	Candela	ML	Milliliter
CAN	Canister	MM	Millimeter
CRT	Carat	MMO	Millimole
CB	Carboy	MS	Millisecond
CRD	Card	MV	Millivolt
CAR	Carton	MW	Milliwatt
CAS	Case	MIN	Minute
CM	Centimeter	MOL	Mole
COL	Columns	MON	Month
CCM	Cubic centimeter	NAM	Nanometer
CDM	Cubic decimeter	NS	Nanosecond
I3	Cubic Inch	N	Newton
M3	Cubic meter	OHM	Ohm
M3S	Cubic meter Per Second	PK	One thousand pieces
CYL	Cylinder	OZ	Ounce
D	Day	TOZ	Ounce (Troy)
DAY	Days	PAC	Pack
DM	Decimeter	PAD	Pad
DEG	Degree	PR	Pair
C	Degree Celsius	PAL	Pallet
F	Degree Fahrenheit	PPM	parts per million

DOZ	Dozen	PA	Pascal
DR	Dram	PAS	Pascal second
DRM	Drum	%	Percentage
CAP	Electric Capacitance	PU	Performance unit
FLO	Fluid Ounce	PS	Picosecond
FT	Foot	PC	Piece
GAL	Gallon	PT	Pint
G	Gram	P	Points
GAU	Gram Gold	LB	Pound
RHO	Gram Per Cubic Meter	TBP	Pound (troy)
GRS	Gross	QT	Quart
HL	Hectolitre	REM	Ream of 500 sheets
HPA	Hectopascal	ROL	Roll
HZ	Hertz	S	Second
HR	Hour	SET	Set
IN	Inch	SHT	Sheet
JAR	Jar	SPO	SPOOL
J	Joule	CM2	Square centimeter
KEG	Keg	FT2	Square Foot
K	Kelvin	I2	Square Inch
KA	Kiloampere	M2	Square meter
KG	Kilogram	M2S	Square meter Per Second
KGV	Kilogram Per Cubic Meter	MM2	Square Millimeter
KGS	Kilogram Per Second	SY	Square yard
KC2	Kilogram Per Square Centimeter	SFC	Standard Cubic Foot
KHZ	Kilohertz	SYR	Syringe
KJ	Kilojoule	TNK	Tank
KM	Kilometer	TAR	Target
KMH	Kilometer Per Hour	TON	Ton
KOH	Kiloohm	TO	Tonnes
KV	Kilovolt	TB	Tube
KW	Kilowatt	V	Volt
KWH	Kilowatt hours	W	Watt
KT	Kit	WK	Week
L	Liter	YD	Yard
MHZ	Megahertz	YR	Year
M	Meter		

Document Revision Record Section

Version	Author	Status	Date	Change Description
3.0	D Kovalcik	Approved	April 24, 2008	Initial version for translation.
4.0	D Kovalcik	Approved	June 28, 2008	<ol style="list-style-type: none"> Added new column for UNSPSC commodity code Modified the description of IBM Commodity code to remove and replace the red text: DO NOT include UNSPSC commodity codes in this column. DO NOT send UNSPSC Commodity Codes unless priori

				<p>authorization received. Otherwise all catalog items must be assigned an <i>"IBM Commodity Code"</i>.</p> <p>Reordered columns to ensure all required attributes appear first. See previous order below:</p> <p>Supplier Part # (1) Manufacturer OEM Part number (2) Manufacturer Name (3) Item Description (4) Unit Price (5) Unit of Measure (6) Lead Time (7) UNSPSC Commodity Code (8) Available Qty (9) Chemical (10) Safety (11) IBM Commodity Code (12) Category (13) Subcategory (14) Product Specifications URL (15) Image URL (16) Package Qty (17) Package Unit of Measure (18) IBM Internal Production Part Number (19) Search Keywords (20)</p>
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