

Infor Nexus (formerly GT Nexus) FAQ

Q: *What is Infor Nexus?*

A: Infor Nexus is our PO delivery system. Anytime we create/revise/cancel a PO you will receive a PO notification e-mail along with a PDF version of the PO. Once you have reviewed the details of the PO, you are required to log into Infor Nexus and approve/decline the PO.

Please note there is no fee to the vendor to use Infor Nexus.

Q: *I am a new WM vendor, how do I set up my Infor Nexus account to review, accept or decline WM purchase orders?*

A: You will receive an e-mail invitation directly from Infor Nexus with a link to register after you have been set-up in the WM system. If unsure if you have been set-up in the WM system, contact the buyer/assistant you are working with.

Click on the link in the e-mail and follow the instructions to set up your account. Infor Nexus will process your registration and send you an e-mail with your login credentials within 3 days of your completed registration.

Important notes:

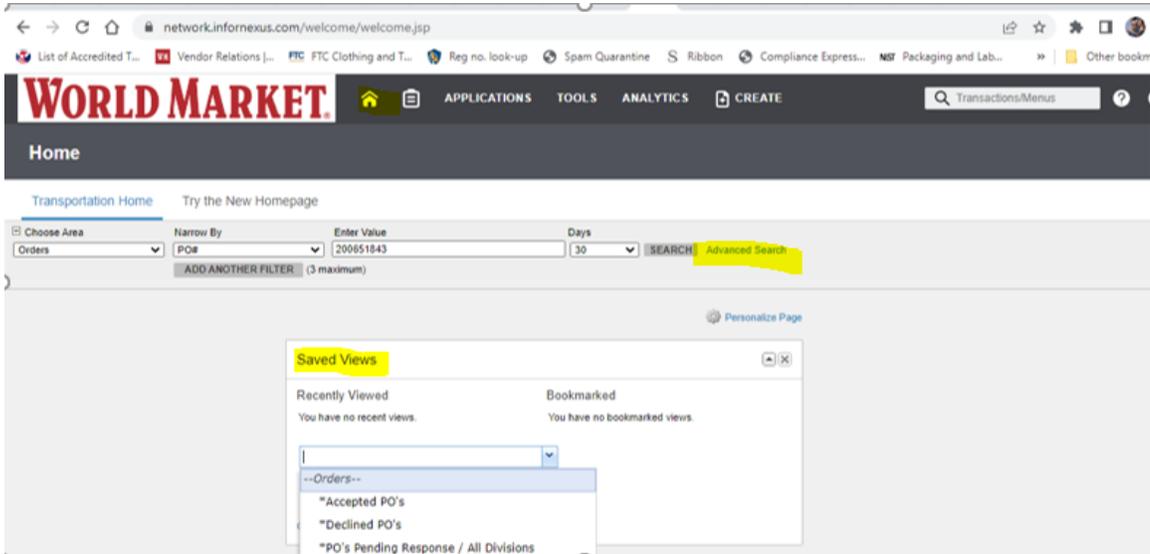
- While waiting for your e-mail invitation from Infor Nexus, please check your junk e-mail file regularly, it has been known to end up there.
- When setting up your account, your supplier name must be entered exactly the way it is listed on your Infor Nexus registration e-mail under "Invitee Name". For example, if the "Invitee" name is listed as ABC Co. and you enter it as ABC Company, it will be kicked out as an error. Infor Nexus will contact you and send you a new link to start over again.
- Please add noreply@infor nexus.com and InforNexusSupport@Infor.com as a "safe sender" on your e-mail server.
- Should you require Infor Nexus Customer Support assistance, please e-mail InforNexusSupport@Infor.com.

Q: *I've just logged into Infor Nexus for the first time and I can't see my purchase orders. How can I access them?*

A: Go to the Home tab → Help Center Section → look for "Accept Pending Terms and Conditions". Click the Accept Pending Terms and Conditions link to review and accept the terms and conditions. If the terms and conditions have been accepted and you still cannot see the purchase orders, please reach out to InforNexusSupport@Infor.com and have them look into the issue.

Q: *I've accepted the Terms and Conditions and still cannot see my purchase orders?*

A: Please check your home page and see if you have "saved views" set-up (see below screenshot). If yes, there should be a pending response saved view that will populate POs that are pending response. If not, try to run an advanced search by ship date (see below screenshot) it should pull up any open order. If neither of these options work, please reach out to InforNexusSupport@Infor.com and have them look into the issue.



Reference ID's

Use * for wildcard
 Enter at least 3 characters for wildcard search
 Use ; to separate multiple values in text boxes
 Customs Entry Number search is only enabled for customs entry summaries processed in the system When you enter precise values (i.e. values without a wildcard) in this section, the date criteria will be ignored when performing the search

PO#	<input type="text"/>	>
SKU	<input type="text"/>	>
BL/AWB #	<input type="text"/>	>
House/Pro #	<input type="text"/>	>
Container #	<input type="text"/>	>
Shipment ID	<input type="text"/>	>
Customs Entry Number	<input type="text"/>	>
Total PO Cost / Reference PO	<input type="text"/>	>
Shipping Order Num	<input type="text"/>	
Shipment Plan ID	<input type="text"/>	

Date Criteria

Select the Rolling Window, or specify a Date Range for your search

Select Reference Date

Rolling Window Days

Date Range From To

Q: I've forgotten my Infor Nexus login. Who do I reach out to to reset it?

A: You can reset your login and password from the Infor Nexus login page at <https://network.infor nexus.com/login> by clicking the "forgot your user name?" or "forgot your password."



You can also send an e-mail to InforNexusSupport@Infor.com with your WM vendor number and your company name and let them know you are a WM vendor who needs their login reset.

Q: One of the current Infor Nexus contacts is no longer with our company. Who do I need to reach out to, to update the contact information?

A: Download a copy of the vendor set-up/change form from the WM vendor relations website, complete the sections pertaining to Infor Nexus contact info and then send the completed form to PODeliverySupport@worldmarket.com. Please note We only update the contacts on our end and then send a text file of the changes to Infor Nexus. Typically they make the necessary updates on their end within 72hrs. If you do not receive a login with 72hrs, you can reach out to infornexussupport@infor.com for assistance. Feel free to copy [PODeliverySupport](mailto:PODeliverySupport@worldmarket.com) on your e-mail.

Q: How many e-mail contacts can we have listed in the WM or Infor Nexus system?

A: We can only support **TWO** e-mail addresses per account. These contacts are responsible for managing WM purchase orders. They are also the contacts we use to send out global e-mail notifications/updates/reminders as well as chargeback notifications. The two vendor contacts are required to forward e-mails received to all other applicable people within their company or, all vendors they represent.

Q: I received a revised purchase order but my purchase order has already shipped. Why am I receiving a revised purchase order after the order has shipped?

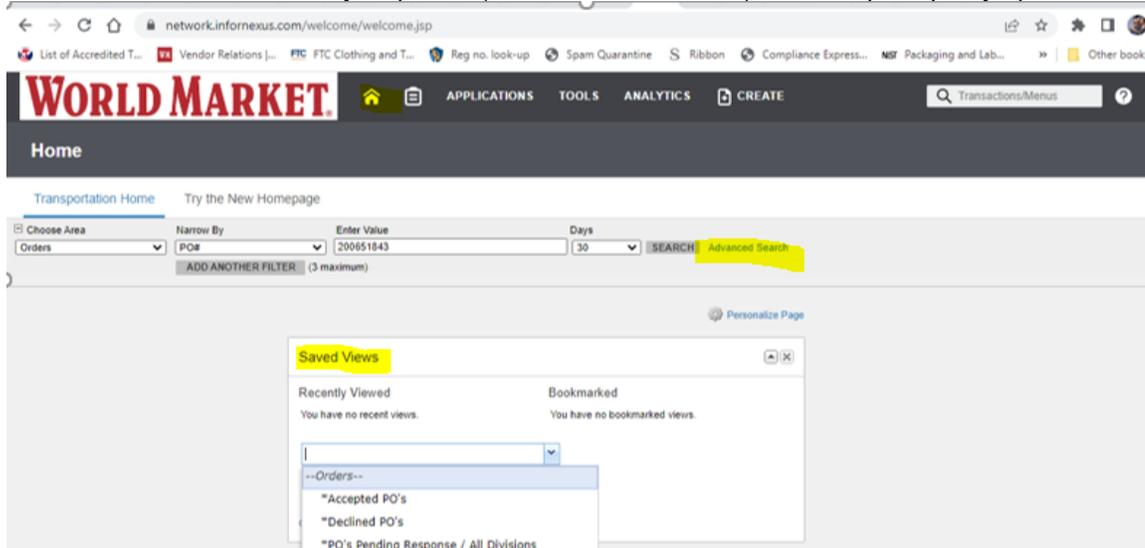
A: It is likely that the inventory management team has updated the ETA of the PO (purchase order). To see what changes were made to the PO, go to the "View history" page of that PO. Instructions on how to access the view history page can be found on page 7 of 18 of the Infor Nexus Vendor User Guide.

Q: I received a revised purchase order but do not know what changes were made. Is there an easy way to see what changes were made?

A: To see what changes were made to the PO, go to the "View history" page of that PO. Instructions on how to access the view history page can be found on page 7 of 18 of the Infor Nexus Vendor User Guide.

Q: I can't find a purchase order that I previously accepted in Infor Nexus. How can I find it?

A: Once you accept a purchase order in Infor Nexus the acceptance status changes from "pending" to "accepted". See below screenshot for reference of the saved view dropdown. If you do not have saved views, try to run an advanced search by ship date (see below screenshot) it should pull up any open order.



Reference ID's

Use * for wildcard
Enter at least 3 characters for wildcard search
Use ; to separate multiple values in text boxes
Customs Entry Number search is only enabled for customs entry summaries processed in the system When you enter precise values (i.e. values without a wildcard) in this section, the date criteria will be ignored when performing the search

PO#	<input type="text"/>	>
SKU	<input type="text"/>	>
BL/AWB #	<input type="text"/>	>
House/Pro #	<input type="text"/>	>
Container #	<input type="text"/>	>
Shipment ID	<input type="text"/>	>
Customs Entry Number	<input type="text"/>	>
Total PO Cost / Reference PO	<input type="text"/>	>
Shipping Order Num	<input type="text"/>	
Shipment Plan ID	<input type="text"/>	

SUBMIT

Date Criteria

Select the Rolling Window, or specify a Date Range for your search

Select Reference Date

Ship Date

Rolling Window

Last/Next

365 Days

Date Range

From

To

SUBMIT

Q: I requested a change be made to the purchase order and WM confirmed the change (i.e. ETD needs to be updated) has been made. When can I expect to see the change in Infor Nexus?

A: Changes can typically be seen in Infor Nexus the day after WM confirms the change has been made. Infor Nexus direct vendors will receive a PO notification e-mail stating a revised version of the PO has been issued. Vendors who are managed by agents/brokers/ reps will receive a pending PO report that will include the PO number as well as which version of the PO is pending.

Q: Where can I get the Infor Nexus Vendor User Guide?

A: Guide can be found on the WM Vendor Relations web site at:
<http://www.worldmarketcorp.com/vendor-relations>

For any other questions, please e-mail:

- Infor Nexus contact change – PODeliverySupport@worldmarket.com
- Infor Nexus Support– InforNexusSupport@Infor.com
- PO detail questions– Contact your inventory management specialist or send an e-mail to the department e-mail address listed on your PO

World Market - Candles / Holders

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WORLD MARKET

LAST UPDATE DATE:	07/09/2022
CREATE DATE:	04/26/2022
SHIP WINDOW START DATE:	08/22/2022
SHIP / CANCEL DATE:	08/29/2022
CURRENT EST. RECEIPT DATE:	10/20/2022
DEPT. CONTACT:	CANDLES@CPWM.COM
CUSTOMS CONTACT:	CUSTOMS@WORLDMARKET.COM
QA TESTING:	QA@WORLDMARKET.COM