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YPO Rebate Portal (eBate)

Supplier Guide

Version 9

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www.ypo.co.uk

Contents

Revisions

Version	Revisions
V9	Addition of new section: 'How To' Video Guide (Section 1). Information regarding new 'How to use eBate' video on YouTube and link to it. 4.3 – Clarified information on how to complete Sales Invoice csv file. Multiple months, multiple customers and multiple frameworks can be added to same csv file – no need to split the data out (unless you want to).
V8	3.3 Sales Invoice Data • Inserted text: "All columns (except date) need to be in the 'General' format." • Clarified requirements around Invoice Number and Invoice Line. • Clarified requirements around Quantity. • Additional information on how to use the Supplier Purchase Order Number column.

1. 'How to' Video Guide

Our 'How to' video on YouTube gives step-by-step guidance on how to use eBate and how to complete the Sales Invoice csv file. This User Guide should be used alongside the video.

The video can be viewed on our YPO YouTube channel:

https://youtu.be/_Ja0TNXWHEM?si=BDs5mObUEFVvLHmh

2. Accessing eBate

2.1 eBate Website Address

eBate can be accessed at this website address:

https://ypo.stg.e-bate.net/login

2.2 Login Details

When we set up your account on eBate, you'll receive an email from e-bate.net with a link to set up a password. Once you have a password, you can login using your email address and password.

Use your email address and password to log-in. Note that the email address is currently case-sensitive (this is due to change in approx. June/July 2024 as part of a software update).

Forgotten Password

If you had a password but have forgotten it, click 'Forgot Password' button and the system will send you a link to reset it. You can also use this button if you want to change your password. The reset link will only be sent to the email address that's linked to your account.

If the password link expires before you've had chance to use it, simply repeat the process above to get a new link.

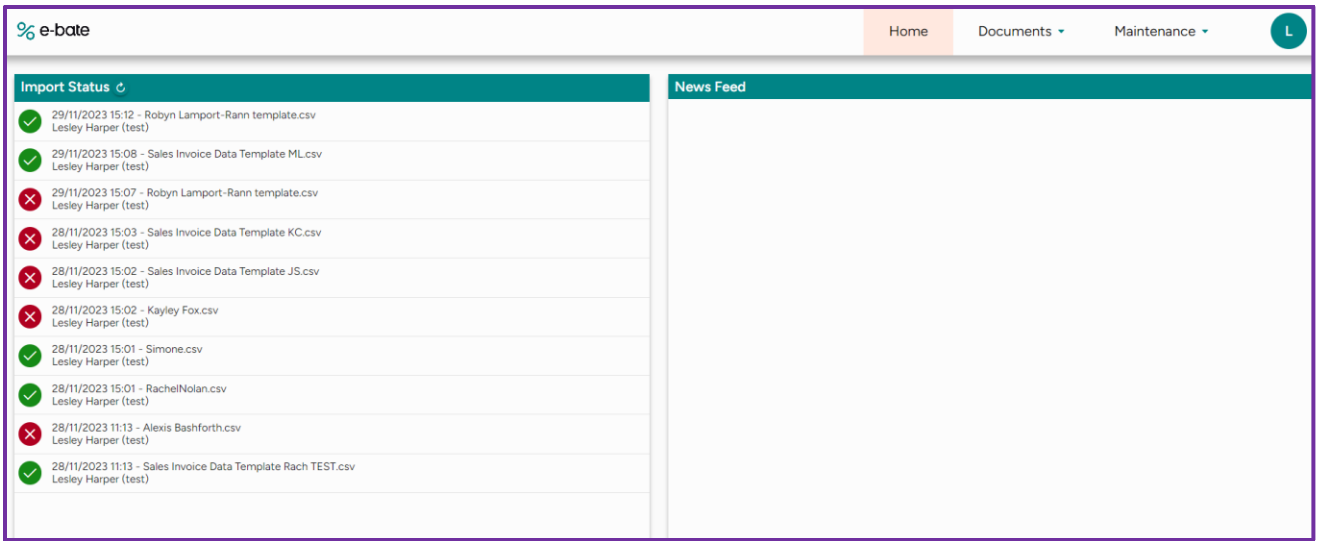
2.3 Updating your Email

If you need to update your email address, please contact the Category Team that manages the framework you're on. We will disable your old account and set up a new one for you.

3. Navigating eBate

3.1 Basic Navigation

The eBate home screen looks like this:



Here's a summary to help you navigate:

- **Home** – the Home button brings you to the Home Page.
- **Documents** – access to the Document Library.
- **Maintenance** – the Maintenance button is where you upload your data.
- **Green Circle** – the green circle is where you log out.
- **Import Status** – the import status lists all the imports for your company. The green tick and red cross icons indicate if the upload was successful or not.
- **News Feed** – the News Feed area is where we'll post useful information.

4. Preparing Your Data

4.1 CSV Templates

There are two csv templates we use for eBate, both of which can be downloaded from the documents section on ebate. Click on the page icon to download.

- Project Data
- Sales Invoice Data

4.2 Project Data

Project Data is a list of all the contracts you have with customers on a YPO framework. In eBate, contracts are called 'Projects', so to avoid confusion we're calling them Projects throughout this User Guide.

What do I do with it once I've filled it in?

Email your Project Data to the Category Team that manages the framework you're on. We need to add it to eBate **before** you can upload any spend data. If you try to upload spend data before your project is in the system, it'll be rejected. We recommend you liaise with the Category Team as soon as you're awarded a new contract by a customer.

When you fill in your Sales Invoice template, you'll need to include the relevant Project Ref. This enables us to link each customer's spend to the specific project.

How to Complete the Project Data Template

The Project Data template has 11 columns. All columns are mandatory and must be in the format listed.

Supplier ID	Your Supplier ID is the six-digit reference (e.g., ABC123) we give you. This needs to be added to every row of data.
Supplier Name	This is the name of your company. This needs to be added to every row of data.
Customer URN	The URN of the customer organisation. You can find this on the Customer URN List (in the Documents section). For example, the URN for Wakefield Council is YPO-3-32.
Customer Name	The name of the Customer Organisation. This can be found on the Customer URN List. Do not use names of individuals (people), teams or delivery locations.
Project Ref	Give each Project a unique reference. Max 50 characters. The Project Ref is currently case sensitive.

	If your Project Ref is the same as one used by another supplier, you'll be asked to change it, to avoid this we recommend including your Supplier ID in the project ref to make it unique to you.
Project Name	You need to give each Project a name. We suggest using a name that briefly describes the contract / project. Max 150 characters.
Framework Ref	Framework Ref can be found on the Framework Product List in the Document section. Number format only (no text), for example, our Office Supplies framework is 1001.
Start Date	Date the Project started. Needs to be in the format DD/MM/YYYY. If you don't know the exact start date, please use an estimated date.
End Date	Date the Project is due to end. Needs be in the format DD/MM/YYYY. If you don't know the exact end date, or the contract is open-ended, please use an estimated date.
Value (Net)	Total contract value of the Project <u>for the dates given above</u>. Numbers only (don't use the £ sign or commas). Round to the nearest whole pound. Value should be net (e.g. excl VAT). If you don't know the total contract value, please use an estimate or type zero (0).
Status	Please type "Contract" into this column.

The example below shows the Project Data template completed.

Supplier ID	Supplier Name	Customer URN	Customer Name	Project Ref	Project Name	Framework Ref	Start Date	End Date	Value (Net)	Status
TES001	Test Supplier	YPO-1-234	Example Council	TES001 Project 99	Office Supplies	1001	01/04/2024	31/03/2030	25000	Contract
TES002	Test Supplier	YPO-1-567	Sample Council	TES001 Project 100	Office Recruitment	1001	01/04/2024	31/03/2030	5500	Contract
TES003	Test Supplier	YPO-1-432	Demonstration Council	TES001 Project 101	Warehouse Recruitment	1001	02/04/2024	01/04/2030	15000	Contract
TES004	Test Supplier	YPO-1-432	Demonstration Council	TES001 Project 102	Warehouse Supplies	1001	02/04/2024	01/04/2030	6000	Contract

4.3 Sales Invoice Data

Sales Invoice Data is a list of all the invoices that you have sent to customers relating to each framework.

Downloading the Sales Invoice Data Template

The Sales Invoice Data template can be downloaded from Documents section on eBate.

How to Complete the Sales Invoice Data Template

The Sales Invoice Data template has 14 columns. All columns, except one, are mandatory. All columns (except date) need to be in the 'General' format.

Supplier ID	The six-digit reference we give you (e.g., ABC123). This needs to be added to every row of data.
Supplier Name	Name of your company. Needs to be added to every row of data.

Customer URN	The URN of the customer organisation. This can be found on the Customer URN List (in the Documents section). For example, the URN for Wakefield Council is YPO-3-32.
Customer Organisation Name	Name of the Customer Organisation. This can be found on the Customer URN List. Please do not give names of individuals (people), teams or delivery locations. We recommend you use the same name given on the URN List.
Invoice Date	Date of the invoice that you sent to the customer. Dates must be in the format DD/MM/YYYY.
Invoice Number	The invoice number that you sent to the customer. Do not use the same invoice number and invoice line number combination more than once. For example, the combination of Invoice Number 1234 and Line 1 can only be used on one occasion. It cannot be duplicated within the same document or future uploads.
Invoice Line	The line on the invoice that relates to the products / services provided as part of the framework. **(Numbers only)** Do not use the same invoice number and invoice line number combination more than once. For example, the combination of Invoice Number 1234 and Line 1 can only be used on one occasion. It cannot be duplicated within the same document or future uploads.
Framework Product Code	The code that relates to the products / services you are delivering as part of a framework (**NOT the Framework Ref**). The full list of Product Codes can be downloaded from the Documents section. Ensure you use the correct product code, or your rebate may be calculated incorrectly. For Apprenticeship Framework (1086) please use the relevant apprenticeship ST code as the Product Code.
Invoice Value (Net)	Total invoice value of each row on your template. Number format only (don't use the pound sign (£) or commas). You can use a decimal point.
Quantity	Quantity of products / services supplied to the customer e.g. (Hours/Units). If you haven't supplied a quantity, the number should be 1. Numbers only. You can use a decimal point.
UoM	Enter 'Each' on every row.
Currency	Enter 'GBP' on every row.

Project Ref	Project Ref that you gave on your Project Data (See Section 3.2).
Supplier Purchase Order Number	(Optional) If you would like us to use a Purchase Order number (or any other kind of reference) on the invoice **we send to you**, please include it in this column, for example, "Jan 24 Upload". If you want several rows of your upload to be included in the same Purchase Order, please make sure you include it on all the relevant rows. Any rows that don't have a Purchase Order added will be combined into one invoice. Only the first 16 characters of your PO Number will be shown on the invoice.

You can include multiple customers, multiple months and multiple frameworks on one csv file. You don't need to split these out into different csv files (unless you want to). You can simply add all your data to one csv file and the system will organise the data for us.

Example of a completed Sales Invoice Data template.

Customer URN	Customer Organisation Name	Framework Product Code	Invoice Date	Invoice Number	Invoice Line	Quantity	UoM	Invoice Value (Net)	Currency	Project Ref	Supplier Purchase Order Number
YPO-1-234	Example Council	1101.1.0	12/04/2024	Invoice123	1	1	Each	2751.67	GBP	TES001 Project 99	PO-25815-Apr
YPO-1-567	Sample Council	1101.1.1	13/04/2024	Invoice557	1	18.5	Each	3521.12	GBP	TES001 Project 100	
YPO-1-432	Demonstration Council	1101.1.2	13/05/2024	Invoice228	1	2.5	Each	462.31	GBP	TES001 Project 101	PO-11564-15/5/24
YPO-1-432	Demonstration Council	1101.1.3	18/05/2024	Invoice228	2	1	Each	27887.4	GBP	TES001 Project 102	

4.4 Tips for Completing the Templates

Columns and Rows

Please do not add or remove columns or change their names as eBate will reject data if it is not in the correct format. The columns can be in any order. The column headings must start on row 1 otherwise the file will be rejected.

Gaps in data

There should be no empty rows. Your data should start on the second row and continue with no empty rows until the end of your data. If you have empty rows eBate will reject it.

Exporting data from your own database

You may have your own database or system that allows you to export the relevant data in a CSV format. If you are using your own system, please ensure that your export includes all the columns, and that each column contains the correct information in the correct format.

Entering data manually

If you are filling the template in manually, including copying and pasting, please make sure you delete any rows that previously had data in them (i.e. the entire row, not just the data). eBate can recognise rows that had data in them, and it may cause the upload to be rejected.

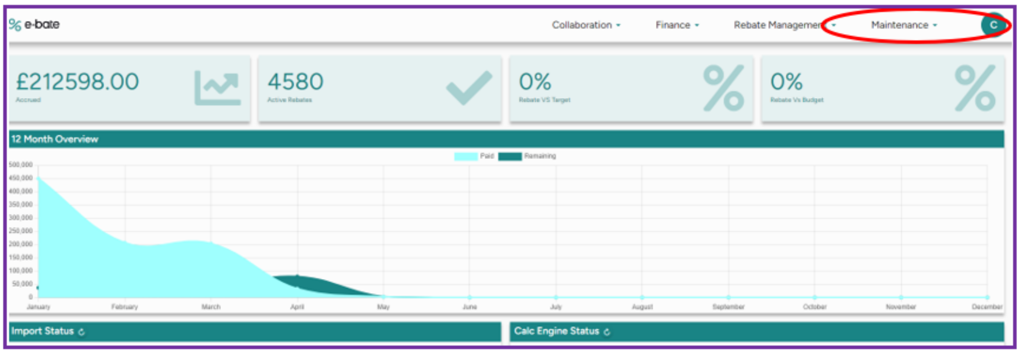
5. Uploading Your Data

5.1 Uploading your Project Data

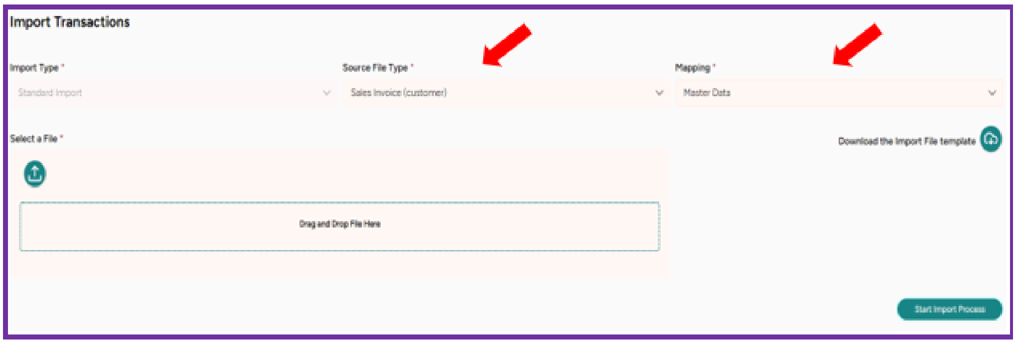
We can't currently upload Project Data, so this will be managed via email between you and the Category Team. If you need to make any changes to your Project Data, please contact the Category Team directly.

5.2 Uploading Sales Invoice Data

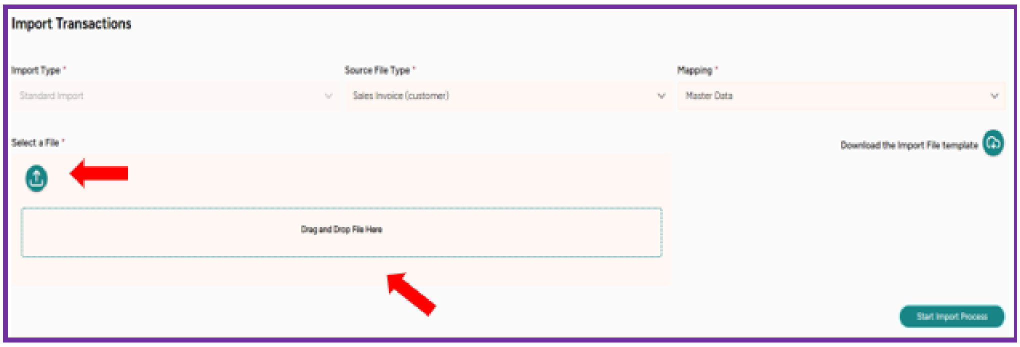
Step 1: On the Home Screen, click the 'Maintenance' button and select 'Import Transactions'.



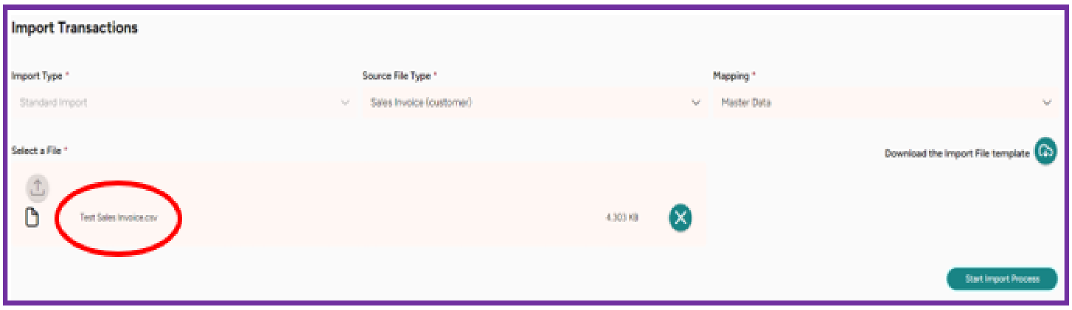
Step 2: Select 'Sales Invoice (customer)' from Source File Type dropdown list and select 'Master Data' from the Mapping dropdown list.



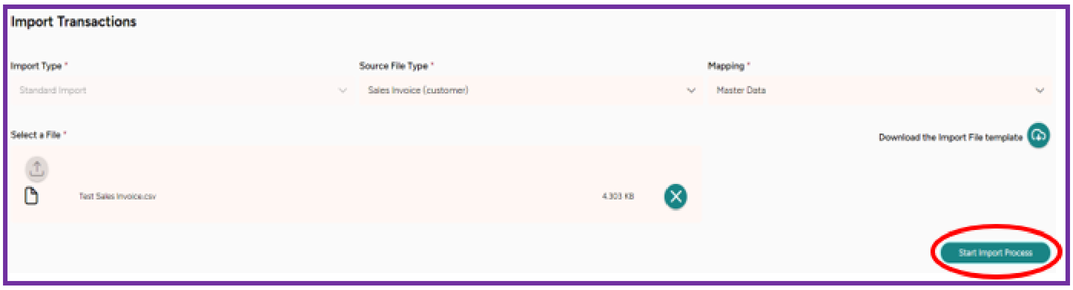
Step 3: Drag your Sales Invoice Data csv file into the box, or press the green upload icon and select it from your computer:



Step 4: Once you've added the file, it will appear in the box:



Step 5: Click the 'Start Import Process' button.



Step 6: You will get an email from eBate to confirm if the upload was successful or not. If the upload was unsuccessful the email will explain why. You should amend the file as needed and try the upload again. Please note that at busy times the eBate email may take some time to arrive. You can check the status of your import on the home page.

6. Frequently Asked Questions

6.1 FAQ's: Registering and Using eBate

How do I register to use eBate?

We need to set you up on eBate before you can use it. Once we've set up your login, you'll receive an automated email from e-bate.net with a link to create a password.

Can we have more than one person allocated to access eBate?

Yes, if you need more people to have access to eBate, please ask us and we will set up an account for them. To ensure data compliance, please avoid shared accounts; each person likely to upload data should have their own account. Accounts can be added / deleted as required. If you need an account adding / delating, please contact the Category Team that manages your framework.

What happens if I forget my password?

If you forget your password, please use the 'Forgot Password' button on the login screen and eBate will email you a link to set up a new password. Once you have set up your password for the first time, we're unable to resend the link; if you need to change your password, you need to activate this yourself using the 'Forgot Password' button.

I no longer have access to the email account that's registered on eBate. How do I change this?

If you need to change your email, please let the relevant Category Team know. We will deactivate your previous login and set a new one up for you.

6.2 FAQ's: The CSV Templates

Can I upload my data using a different file format?

A CSV file is the only way that we can accept your data. We use CSV format because it enables all suppliers to upload without needing to any specialist or expensive databases. This is particularly important for the Small and Medium-sized Enterprises (SME's) suppliers that we have on our frameworks.

Do I have to use the CSV templates?

The CSV templates set out the names of each column. You are welcome to export data from your own database, or to start from scratch, if the data is in a CSV format, and you have included all the correct columns. eBate will reject files that are not in the correct file format, or which have extra columns, columns missing, or where the column names have changed.

Why can't I use the £ sign or other symbols / special characters in my CSV file?

eBate validates data as it enters the system; to do this it needs data to be in a consistent format. Please ensure that the data in each column is in the correct format and only contains the data requested, otherwise eBate will reject it.

6.3 Customer Details

Why don't you need the customer address anymore?

We have a database where we store details about our customers, including their registered address, so we only need you to tell us the URN of the customer (and their name); we use the URN to match your data to the customer in our database.

What if we deliver products / services to different delivery addresses?

We don't need any customer addresses as we can link your data to the correct customer using the URN. Customers will often have products / services delivered to many different addresses, but for simplicity, we store their main registered address in our database, so we don't need to collect any other address details.

6.4 The Upload Process

Can YPO do the upload for me?

No. All suppliers are accountable for their own data and this forms part of the Framework Agreement (contract) between you and YPO.

We are happy to guide you through the process, but it is your responsibility to ensure that data is uploaded, that it is accurate and done in a timely manner.

What should I do if I've uploaded the wrong data?

If you realise that you have uploaded the wrong data, please contact the relevant Category Team as soon as possible and they'll take any necessary action and/or advise you of what to do.

What should I do if I've given the customer a refund?

Sometimes it may be necessary for you to refund customers. When this happens, we will need to adjust the amount of rebate due.

On your Sales Invoice Data you should include any credit notes / refunds issued. You enter these in the same way that you enter an invoice, but the value will be a minus figure. For example, if you have issued a credit note / refund to a customer for £1000. You would enter the credit note number in the Invoice Number column, and type -1000 into the Invoice Value column. eBate will recalculate the rebate due. Make sure you use the correct Product Code and Project Ref otherwise the rebate won't be recalculated correctly.

6.5 FAQ's: No data to report

What should I do if I have no data to report?

If you have won business, you need to update us using the Project Data template. If you have live contracts (projects) we assume you'll have data to upload each month, as you'll be invoicing your customers regularly. However, if for some reason you don't have any data to report then you don't have to do anything. Remember, it's your responsibility as part of the Framework Agreement to report spend.

7. Further Help / Contacting YPO

7.1 How to get further help

If you have a **non-technical** query, for example about a framework, need help in completing the csv template, need to update or edit your Project Data, have made an error on your upload, or need to update your email address, please contact the **Category Team** that manages the framework. The list of Category Teams can be found on the Framework Product Code List.

If you're experiencing **technical** problems with eBate please contact rebatehelp@ypo.co.uk. Please include your Supplier ID and the Framework Ref when contacting us so that we can quickly direct your query to correct person / find your account on eBate.

Please do not contact eBate directly as they will only refer you back to us.