
HOUSE OF FRASER

FTP USER GUIDE

About House of Fraser's FTP:

House of Fraser offer FTP (File Transfer Protocol) as an alternative method of communication to EDI VAN and is the preferred method of Communication for HOF. Using this method of communication is free to use. To request access to our FTP site, the relevant Supplier Registration Form needs to be completed. This form requests contact details, a secret question & answer, and which messages/files you wish to exchange with House of Fraser. Select the relevant registration form from 'Bulk Deliveries' or 'Cross Dock' sections depending on how you deliver into the House of Fraser NDC.

Upon completion of your request, you will receive your secure username by e-mail and you will be requested to phone the sender who will then provide you with the password. The forms can be found at <http://www.hofsuppliers.co.uk/info/>

House of Fraser is able to exchange messages in CSV, XML & EDI formats. For more detailed information on which message types can be used with which formats, please see page 2.

How to use FTP:

Accessing House of Fraser's FTP site can be done in several ways.

- Via a graphical FTP Client.
- Using a Web Browser.
- Via Command Line FTP.

Graphical FTP Client simplifies file transfers, by allowing you to drag and drop files. There are also many options involved which can be used to setup file transfer types (House of Fraser uses Binary), Firewall settings & Proxy Settings.

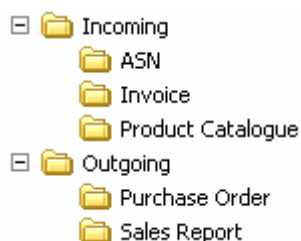
Using a Web Browser is also simple, as you can view, drag & drop files with ease. However, while this method is convenient, Web Browsers are often slower and less reliable and have fewer features than dedicated FTP Clients.

Using command prompt is the most basic method, involving several commands to navigate through directories and fetch files.

The directory has a folder structure which is divided into two main sections, based on the direction of the message flow, i.e.

> incoming – from a supplier to House of Fraser

> Outgoing – from House of Fraser to a supplier



Care must be taken to ensure a file is placed in the correct folder i.e. ASN into ASN folder and not Invoice folder.

House Keeping:

We strongly recommend you archive files after retrieving and deleting them from our FTP Server. This saves any accidental importation of files to your systems more than once and archives files for your future reference.

House of Fraser archives all files on the FTP server for up to 90 days, and 'house keeps' all Supplier FTP Directories, deleting files older than 30 days.

If you experience problems accessing our FTP server, please contact our Helpdesk on

- 0844 800 3734 / B2BSupport@hof.co.uk

Message Type – Format Type Reference Table

Message Types	Message Formats					
	CSV	XML	EDIFact	Tradacoms	Extranet	PDF (E-Mail)
Purchase Orders	Y	Y	Y	Y	-	Y
ASN	Y	Y	Y	-	Y	-
Invoice	Y	Y	Y	Y	-	-
Sales Report	Y	Y	Y	-	-	-
PPI Catalogue	Y	-	-	-	-	-