

GXS ActiveSM Intelligence for Retailers

Visibility and Operational Intelligence Service

Accurate and timely ordering, receiving and fulfillment processes are critical for ensuring satisfied consumers regardless of the channel they use for their purchases (e.g., stores, websites, mobile applications). Whether the goods are being delivered via distribution centres, direct-to-store, or drop ship processes, you need to know, often in real time:

- Do the quantities, price or part numbers in a shipment or receipt exactly match the original purchase order?
- Did the supplier over-ship or under-ship relative to the quantity requested?
- Was the ship notification sent prior to the delivery? Was the invoice received within a reasonable time from the shipment?
- Are there any missing values, such as bill of lading, carrier codes, time zones, currency?

GXS ActiveSM Intelligence is a service that monitors your transactions (e.g., orders, invoices, advance ship notices, and receipts) in real time, as they flow through the GXS network, to ensure that they are accurate and that they comply with your business rules. The service alerts you when your transactions are not accurate or do not comply with your business rules, providing you the critical visibility you need for efficient and effective B2B operations. And it provides you with the B2B intelligence required to proactively address issues before they pollute your ERP system and/or become crises.



Active Intelligence

Key Features

- **Real-time, three-way matching**—In addition to ensuring that each individual business document complies with the standard format rules, Active Intelligence performs automated cross-document comparisons to ensure that the data common across documents are accurate and complete—e.g., that the order quantity on the order matches the quantity shipped on the ship notice (as well as the quantity billed on the invoice). This eliminates the time and resources required to do manual matching.
- **Business rules tailored to your process**—Choose from a set of commonly used rules available in our system, or we can configure rules to suit your specific process to ensure the flow of your transactions according to your company's needs. For example, if you require your suppliers to acknowledge purchase orders within three days of receipt, you can define a rule to notify the supplier on day two if you have not already received the acknowledgement.



MAJOR RETAILERS EXPERIENCED THESE RESULTS:

- Reduced manual efforts more than 75% by automating the three-way matching process
- Saved countless hours by providing a single place for all dispute research, regardless of back-office system
- Improved on-time fill rates by tracking ASN accuracy and data quality

- **Quarantine for documents with errors**—In-flight transactions that fail data or business-rules validation can be suspended for special exception handling or automatically rejected to prevent the negative consequences of allowing bad data to pollute your back-office systems.
- **Real-time email alerts**—When exceptions occur, email alerts are directed in real time to the appropriate personnel for action. Event-based notification and remediation enables you to concentrate on only those issues that need attention, eliminating crisis management mode.
- **Self-service portal for research, reporting and action**—A user-friendly self-service portal enables your line-of-business personnel to take action, obtain status and generate reports online, without having to tie up IT resources. For example, if Accounts Payable requires a list of all incoming invoices without corresponding purchase orders, finance personnel can fulfill their own requests for data and reports.
- **Deduction management**—GXS can model your unique vendor deduction policies to automatically check transactions for issues and calculate appropriate deductions. You and your suppliers can collaborate on deduction issues and resolve disputes using an integrated workflow that manages all deduction-related tasks.
- **Drop-ship support**—Via the business-friendly portal, you can follow your vendors' fulfillment of orders and know when they are performing out of compliance with your guidelines. Drop-ship retailers can be proactively notified of exceptions to your specific drop-ship business rules, enabling you to proactively act to prevent consumer-impacting issues before they reach the consumer.

Benefits

- **Business user awareness**—Because you are notified about compliance and/or data quality issues in real time, you can resolve them immediately and ensure timely delivery of goods to your DCs, stores and consumers.
- **Collaborative supplier relationships**—By ensuring accurate, timely invoices and advance ship notices that are in compliance with your requirements, you avoid disputes with your suppliers and prevent invoice-processing delays that can delay payment. When there are disputes, the automated dispute management process enables you to resolve them in a collaborative manner that is also time- and cost-efficient for you and your suppliers.
- **Reduced costs**—Electronic three-way matching of orders, invoices and advance ship notices, coupled with automated workflow, real-time alerts, and self-service portal capabilities for IT and LOB users, reduces your administrative costs associated with error-prone manual processing and phone calls. You eliminate delays while reducing resource requirements.



About GXS

GXS is a leading B2B integration services provider and operates the world's largest integration cloud, GXS Trading Grid®. Our software and services help more than 400,000 businesses, including two-thirds of the Fortune 500 and 22 of the top 25 supply chains, extend their partner networks, automate receiving processes, manage electronic payments, and improve supply chain visibility. GXS Managed Services, our unique approach to improving B2B integration operations, combines GXS Trading Grid® with our process orchestration services and global team to manage a company's multi-enterprise processes. Based in Gaithersburg, Maryland, GXS has direct operations in 20 countries, employing more than 2,400 professionals. To learn more, see <http://www.gxs.co.uk>, read our blog at <http://www.gxsblogs.com>, follow us on Twitter at <http://twitter.com/gxs> and join us on LinkedIn at <http://www.linkedin.com/company/gxs>. You can also access our public filings with the Securities and Exchange Commission at <http://www.sec.gov/edgar.shtml>.

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