

GXS ActiveSM Intelligence for Suppliers

Visibility and Operational Intelligence Service

Accurate and timely order, shipping and billing processes are critical for ensuring happy customers, timely payments, and no charge-backs. For example, you, the supplier, need to know:

- Is this a new order or a duplicate?
- Did our invoices reference the correct order numbers?
- Did we ship the specific quantity of goods that our customer ordered?
- Did our invoices bill for exactly what we shipped?
- Are we sending our advance ship notices (ASNs) at the right time so we can avoid any penalty assessments from our customers?

GXS ActiveSM Intelligence is a service that monitors your transactions (e.g., orders, invoices, advance ship notices) in real time, as they flow through the GXS network, to ensure that they are accurate and that they comply with your and your customers' business rules. Furthermore, the service alerts you when your transactions are not accurate or do not comply with business rules. This provides 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 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 cross-document comparisons to ensure that the data that is common across documents is 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 on the invoice). This eliminates the time and resources required to do manual matching.
- **Customer-specific rules tailored to your process**—You define the rules to govern the flow of your transactions according to your company's specific needs. You may choose from a set of commonly used rules available in our system, or we can customise rules to suit your specific process. For example, if one of your customers requires order acknowledgments to be returned within three days of your receipt of an order, you can define a rule to notify you on day two if you have not already returned an order acknowledgement.



GLOBAL MANUFACTURER ACHIEVED THESE BENEFITS:

- **Increased efficiency for business and IT users**—enabled by user-friendly, self-service portal
- **Immediate issue resolution**—enabled by real-time identification and notification of potential problems within in-flight transactions
- **Accurate and timely payments**—enabled by automated order/invoice matching
- **Increased accuracy of inventory and financial reports**—enabled by cleaner ERP data
- **Visibility into trends**—enabled by key metrics tracking

This ensures that you can take action in time to remain compliant with your customer's requirements.

- **Quarantine for documents with errors**—In-flight transactions that fail data or business-rules validation can automatically be suspended for special exception handling or immediately rejected. This prevents the negative consequences of allowing bad data to pollute your back-office systems. For example, by preventing duplicate orders from flowing through, you avoid shipping and billing for extra products, the inevitable follow-on phone calls with your customers, and data cleanup activities.
- **Real-time email alerts**—When exceptions occur, email alerts can be directed in real time to the appropriate personnel for action. These alerts, which are easily set up by business users, can be grouped by severity level (e.g., informational, warning, errors).
- **Self-service portal for research, reporting and action**—Instead of searching in different systems and scattered spreadsheets, a business user-friendly, self-service portal enables your line-of-business personnel to take action, check status and obtain reports online themselves. Nobody needs to search through EDI files for the data needed. For example, if Accounts Receivable requests a list of all unpaid invoices or needs to know if any advance ship notices (ASNs) are out-of-compliance with the customer's timing requirements, your business users can fulfill their own requests for data and reports. IT personnel would otherwise have to manually track down the data to service these requests, wasting your company's time and resources. Visibility is controlled based on configurable, role-based access rules.

Benefits

- **Satisfied customers**—You are notified about business issues in real time, so you can resolve issues immediately and ensure compliance with your customers' requirements. You can be assured that the invoices, order acknowledgments and any other documents you send will arrive when your customers require them. This results in fewer chargebacks and a higher perfect order fill rate.
- **Faster payments**—By sending accurate, timely invoices and advance ship notices that are in compliance with your customers' requirements, you avoid disputes with your customers and thus prevent invoice-processing delays that can delay payment. You prevent any payment deductions and you are more likely to get paid on time—or early—and decrease days sales outstanding (DSO).
- **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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