

# BRINGING NEW LEVELS OF EASE AND EFFICIENCY TO EDI ORDER PROCESSING

In theory, EDI order processing is supposed to be perfect. In reality, like anything else claiming perfection, it often falls short. With Esker, you can elevate your EDI performance, put an end to costly and time-consuming aspects associated with EDI order processing and achieve 100% e-ordering at your own pace.



## Benefits at a Glance

Esker's Order Processing solution enables companies to alleviate the pains of EDI order processing by helping them:

- Centralise all orders in one location, including EDI orders
- Enhance order visibility across all formats and channels
- Reduce the amount of time spent fixing EDI exceptions
- Eliminate the need for IT support
- Complement an existing EDI infrastructure
- Easily onboard new EDI customers

## Where EDI Falls Short

Because orders arrive via a wide range of formats and through a variety of reception channels, it's a struggle for many companies to effectively manage their order load and keep their supply chain running efficiently – even when using an EDI system.

### Onboarding customers is a slow and painful process

Every EDI customer onboarding project requires IT support, heavy resources and man-hours, ultimately taking weeks, even months, to complete. Once everything is finally up and running, EDI process flexibility remains limited and IT must remain involved.

### Workflow complexities remain

Think about it: How many EDI orders are truly processed in the system without any human intervention? In Esker's experience, even though the EDI error rate is usually lower than 1%, EDI orders containing discrepancies can be up to 35%. Orders may arrive in the proper EDI format, but header or item information can still be incorrect. Obsolete part numbers, inconsistent dates or quantities are common challenges resulting in order mistakes, customer dissatisfaction and lost profits.

## Automated Order Processing

By turning a machine-readable EDI order into a human-readable version, Customer Service Representatives (CSRs) can handle EDI orders similarly to email or fax orders, and benefit from the same machine-learning technologies to intelligently complete or correct EDI orders. Businesses no longer need to depend on their IT team to decipher orders. When EDI orders are error-free, Esker applies true "touchless" processing. On the other hand, when they contain exceptions, Esker's machine-learning technology detects errors and alerts users, allowing them to only intervene when necessary. The result is improved efficiency, automation rates and reduced costs.

### Manage every order with one solution

With Esker, CSRs can quickly and efficiently process customer orders from a single interface regardless of their submission method or format. Not only are EDI orders no longer stuck in the EDI workflow and difficult to locate, CSRs can also handle customer issues from the same interface.

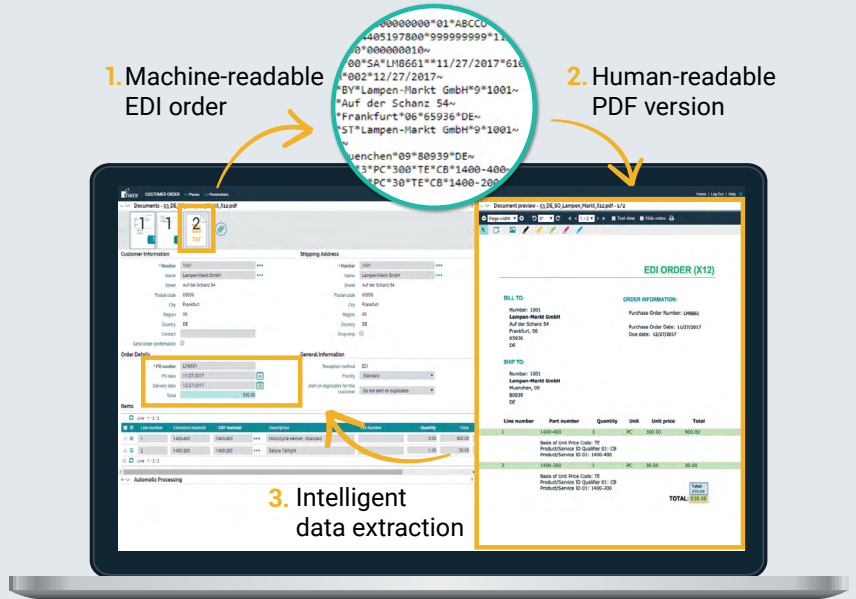
### Gain full visibility with customised dashboards

- Track all orders in real time – even EDI orders
- Respect SLAs and priority orders
- Get up-to-date information on orders awaiting approval
- Quickly take care of order disputes and other issues
- Measure performance and accurately forecast
- Share relevant information with different audiences

**Simplify your CSRs' daily tasks**

- Process EDI orders quickly and in complete autonomy just like any other order (e.g., fax, email, etc.)
- Work with a human-readable order while maintaining a copy of the original order format
- Intelligently correct or complete EDI orders using business rules that detect discrepancies and identify fields to check
- Benefit from machine-learning technologies to automatically improve your automation rate over time

1. Machine-readable EDI order
2. Human-readable PDF version



**Onboard new customers in minutes**

Esker adapts to the way you do business, not the other way around. Rather than taking a technical approach to onboarding every customer, Esker recommends looking at it from a business perspective and focusing on a fast ROI. Instead of defining and mapping every possible order field, Esker automatically generates a human-readable PDF document, regardless of the received order format (e.g, EDIFACT, X12, IDoc, etc.). As a result, CSRs can start processing EDI orders quickly, just as they do email and fax orders, and EDI order automation rates significantly improve over time.

**Avoid IT complexity**

Users of Esker's solution benefit from e-ordering without creating additional IT headaches. Esker's technology can be easily configured to work with a wide range of IT installations at your own pace – no need to change your existing EDI or ERP infrastructure.

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