

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

Whether your customers pressure you to process EDI orders or your company believes EDI to be the end-all be-all of order processing, making the leap to EDI might not be as challenging as you think. And the good news is, you don't have to do it alone. With Esker, your organisation can put an end to costly and time-consuming aspects associated with processing EDI orders and achieve 100% e-ordering all 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:

- Enhance order visibility across all formats and channels
- Reduce the amount of time spent fixing EDI exceptions
- Gain insight into order errors prior to processing
- Quickly search and retrieve orders in the EDI workflow
- Complement an existing EDI infrastructure

## 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.

### Workflow complexities remain

Think about it: How many EDI orders are truly processed in the system without being touched? In Esker's experience, orders containing discrepancies can represent up to 35%. Orders may arrive in the proper format, but item details may be incorrect (e.g., reference, address, price, etc.), resulting in order mistakes, customer dissatisfaction and lost profits.

## Automated Order Processing

Esker takes information captured from an EDI order and creates a human readable version which Customer Service Representatives (CSRs) can complete or correct data and start the workflow as usual. Businesses no longer need to depend

on their IT team to decipher orders. And when EDI orders are error-free, Esker applies true "touchless" processing, delivering improved efficiency and reduced costs.

### Manage every order with one solution

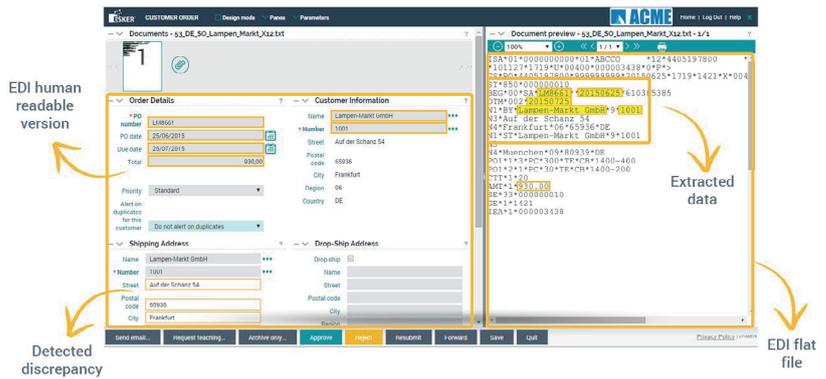
With Esker, CSRs can quickly and efficiently process customer orders from a single interface regardless of their submission method or format. Not only are EDI orders no longer stuck in the EDI workflow and difficult to locate, CSRs can also handle customer issues from the same interface.

### 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 just like any other order (e.g., fax, email, etc.)
- Easily complete EDI orders if data is missing
- Intelligently correct EDI orders: Esker detects discrepancies and identifies the fields to be checked
- Process orders in complete autonomy without assistance from IT staff



**On-board new partners in minutes**

Esker adapts to the way you do business, not the other way around.. Process any EDI order regardless of the EDI standard your partners are using (e.g., EDIFACT, ANSI X12, IDOC, etc.), thanks to Esker's intelligent and easy-to-use mapping tool.

**Avoid IT complexity**

Users of Esker's solution can 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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