

# Drive High Product Availability with Supply Chain Event Monitoring

## Order Lifecycle Visibility

Profitable growth for retailers depends on their ability to increase customer loyalty through high product availability, reduce unproductive inventory and quickly react to changing consumer demand. To achieve these business objectives, retailers must overcome tactical challenges such as:

- Poor replenishment execution leading to stock-outs at store shelf
- Ineffective inventory planning leading to excess inventory that must be returned to the supplier
- Lack of supplier's ability to respond to changing consumer demand leading to missed revenue opportunities

Retailers have sought various solutions to achieve profitable customer loyalty. However, process standards (such as Collaborative Planning Forecasting and Replenishment or Efficient Consumer Response) and technology solutions (such as automated replenishment and sophisticated planning systems) do not address the fact that successful inventory management strategies rely on the ability for all supply chain partners to share execution information in real time. These solutions, while meeting distinct needs for improved planning and order creation, don't address the need to manage events that occur outside these systems.

GXS Order Lifecycle Visibility can assist retailers and their trading partners to implement an effective supply chain collaboration strategy to address the complexities of the retail market.

## Introduction to Order Lifecycle Visibility

GXS Order Lifecycle Visibility is a hosted, collaborative application that enables retailers and consumer product suppliers to monitor supply chain events against pre-configured business rules, receive exception alerts and event notifications, and leverage a shared view of supply chain information to drive collaborative problem resolution. The solution allows companies to benefit from:

- Reducing the time and cost of resolving supply chain problems
- Reducing time wasted inquiring about order status by providing information to the business users in an easy-to-use format
- Reducing IT cost required to build and maintain sophisticated visibility software.



### KEY BUSINESS BENEFITS

- **Improved Product Availability**— Reduce order and shipment errors that create out-of-stocks
- **Shorter Lead Times**— Monitor on-time shipments and order acknowledgements to ensure supplier performance
- **Reduce Safety Stock**— Early warning of shipping delays allows for alternative transportation or sourcing arrangements
- **Improved Internal Productivity**— Reduce the number of inquiries that suppliers, merchants, accounts payable and supply chain managers make to each other to determine the status of orders, shipments and invoice payments

Order Lifecycle Visibility leverages GXS Trading Grid<sup>SM</sup> providing integration capabilities for small and large businesses alike and GXS Community Link<sup>SM</sup>, the industry's premier community enablement solution to ensure 100% partner participation.

## Features:

**Integrated Visibility**—Use a centralized demand signal repository to get complete visibility to the status, history and process correlation of supply chain transactions.

**Supply Chain Event Monitoring**—Configure more than 100 business rules that define exception alerts and event notifications at the company, trading partner and user level.

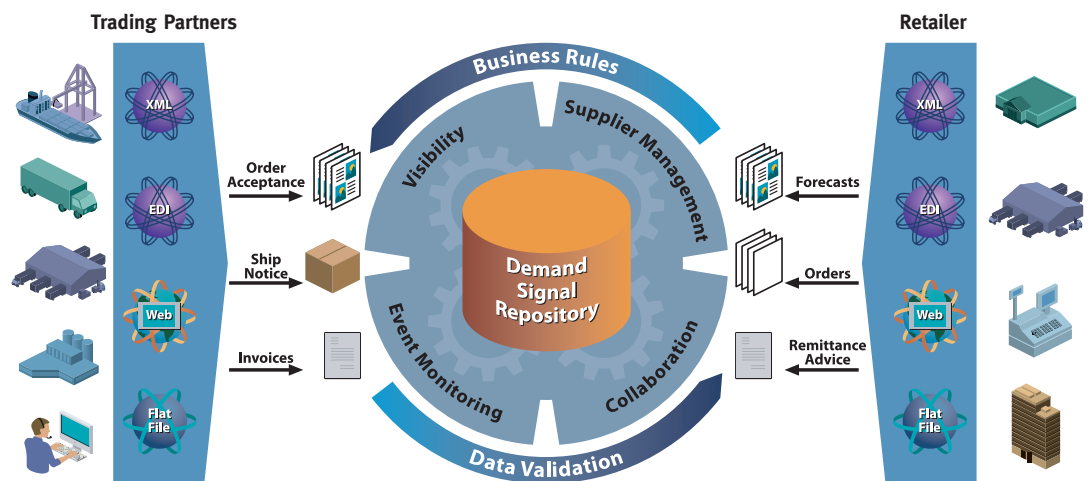
**Collaboration**—Leverage a single version of supply chain data and business rules with trading partners, co-workers and service providers to manage shared supply chain events and processes.

**Supplier Performance Management**—Simplify vendor relations with online performance metrics including document acknowledgement reporting.

**Role Based Views**—Information is presented to internal users and trading partners in views customized to be relevant to their specific job function, speeding implementation and adoption by business users.

## Order Lifecycle Visibility: How It Works

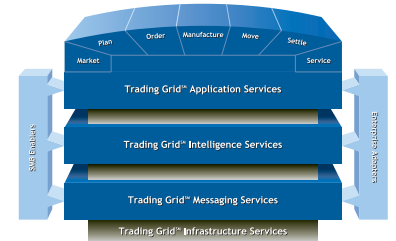
To provide collaborative inventory management, all supply chain information is stored in a central database and is processed according to business rules defined by the retailer.



## Composite Application Process Modules:

Order Lifecycle Visibility shares a common services infrastructure that leverages GXS Trading Grid<sup>SM</sup> to enable data integration, business rule configuration, notification and alert configuration, and trading partner management. This architecture is flexible, allowing customers to use one or more pre-defined composite application process modules:

- **Order Management**—Allows retailers to share orders, manage order changes with their trading partners and monitor order fulfillment. For direct sourcing, this module allows manufacturers to manage commitments to retailer’s planned or confirmed orders or to the item and distribution level.
- **Shipment Management**—Enables retailers to monitor and manage order fulfillment. Buyers can track the status of shipments, be alerted to late shipments and identify suppliers that don’t comply with expected service levels. Integrated with web form capability, this module enables suppliers to create Advanced Ship Notice documents and track shipments using closed-loop tracking with matching proof of delivery.
- **Invoice & Settlement Management**—Enables suppliers with online self-service capabilities to monitor invoice status and remittance details. Integrated with web form capability, this module supports e-invoicing based on a retailer’s purchase order or as a stand alone for direct-store-delivery processing.
- **Inventory Visibility**—Gives retailers the ability to share warehouse and store level inventory information with suppliers. Enables suppliers to view inventory, stock-outs, shipments—whatever metrics the retailer may choose to share. Users can set alerts so that they can be notified of critical inventory issues like stock-outs.



As part of the GXS Trading Grid<sup>SM</sup>, the Order Lifecycle Visibility Solution provides an automated, consistent flow of timely, accurate and complete information on forecasts, orders, shipments, invoices and payments. GXS Trading Grid offers a pre-configured network of over forty thousand trading partner connections. Trading Grid also offers a proven methodology for quickly and cost effectively enabling trading partners anywhere in the world and integrating to internal enterprise applications.



## Complete Solution for Retailers

GXS is the only company that can provide all the necessary software and services components to ensure a successful information management infrastructure within your company and out into your supplier community.

Additional GXS value-added services include:

- **Business Consulting**—Rapid adoption without a comprehensive business plan can diminish the overall success of your investment. With experience based on thousands of B2B projects, GXS Business Consulting services can ensure that you don’t miss a thing when planning your implementation.
- **Supplier Solutions**—GXS provides a comprehensive list of solutions for suppliers who wish to integrate supply chain transactions with you. Depending on their requirements, suppliers can choose GXS Trading Grid options such as Enterprise Gateway, Application Integrator, Desktop EDI, Intelligent Web Forms, or they can outsource their B2B integration through Managed Services or Service Bureau. Regardless of the level of their technical sophistication or their locality, GXS has a B2B integration solution to enable every one of your suppliers. These solutions speed adoption of your e-commerce program and your return on investment.
- **Community Link<sup>SM</sup>: Community Awareness, Engagement and Enablement**—Participation of your supplier community in your supply chain visibility initiative is

fundamental to its success. GXS Community Link offers best-in-class community management through global trading partner ramping, technical support and change management. GXS Community Link enables retailers to quickly and successfully launch a collaborative inventory management program to all of their suppliers using our unbeatable combination of proven tools and more than 35 years of experience launching and managing global trading communities.

## About GXS

GXS is a leading provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration. Organizations worldwide, including 75 percent of the Fortune 500, leverage GXS' GS1 certified global interoperability and supply chain execution solutions. Active in the global standards arena, GXS offers solutions, powered by the Trading Grid<sup>SM</sup>, that enable customers both large and small, to connect with global partners, synchronize product information and optimize the execution of supply chains.

Headquartered in Gaithersburg, MD., GXS provides sales and support to businesses and their partners worldwide. For more information about GXS visit [www.gxs.com](http://www.gxs.com).



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