

## Service Profile

# Functional Acknowledgment (FA) Management Services

## The Impact of Late FAs or Unacknowledged Documents

Managing FAs is critical to the operation of your Supply Chain programs. In the ideal world, suppliers would always respond to your orders within your required timeframe, but in reality, they often do not. In fact, some major companies are living with an FA compliance rate of less than 25 percent. While some companies do have systems in place to help track FAs, they are often unable to enforce their FA policy effectively. Late FAs or unacknowledged documents often result in the following additional expenses:

- Special personnel to track down and follow up with your delinquent trading partners to address the issues
- Expedited shipments and associated costs
- Lost sales and stock-outs when goods don't arrive on time

## FA Management Services Provide the Solution

The FA Management Services from GXS provide capabilities that help you streamline the daily operational activities associated with tracking and troubleshooting FA responses of your trading community. The FA Management feature is designed to help you monitor and spot trends in the performance of your community or particular segments of your trading partners. This helps to ensure that orders are received and shipments are delivered on time, by highlighting problems before they become crises.

## The Value of FA Management Services

FA Management Services drives efficiency in your supply chain process by automating manual tasks associated with the follow-up of delinquent trading partners. It also provides visibility into the performance of your trading community to help you identify performance trends and take remedial action. This improves inventory planning, lowers transportation costs and increases personnel productivity.

FA Management Services includes the following features:

- FA Management dashboards summarize the performance of your community and provide you with trend information. This helps you determine how well your trading partners are performing and highlights user categories that require improvement.
- Fast, easy drill down to details about specific trading partners or groups of trading partners—whether they are compliant, delinquent or non-responsive—so your operational staff can respond quickly when manual action becomes necessary.



**Delivering Transaction Intelligence and Visibility to Streamline Your B2B Transaction Management Process**

### KEY BENEFITS

- Reduce personnel time spent tracking and troubleshooting FA responses with non-compliant trading partners
- Avoid lost sales due to stock-out situations when goods don't arrive on time
- Highlight problems before they become crises, which helps to reduce requirements for expedited shipments and associated costs
- Spot trends in the performance of your community segmentations or particular trading partners and take timely action

- Configurable business rules and alerts match the service to your needs. You can specify the policy for FAs, such as when to send an email alert to delinquent trading partners or the specific documents and/or trading partners to be included in the analysis.
- Trading partner Scorecard allows Web access for trading partners to view their own performance and proactively improve their customer service.
- Non-compliant data visibility allows you to display the non-compliant data that was not included in the analysis. This allows you to address data issues with your trading partners.

## 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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