



Eight Principles of GXS Customer Support that You Can Count On

Listening

GXS Customer Support agents listen.

Ask your questions and tell us your problems whenever you need assistance. Customer Support agents and managers listen with an open mind and a commitment to your success.

GXS agents are trained to listen to your inquiry or problem. We listen so we can help serve you better.

Understanding

GXS Customer Support agents promise to understand and to act accordingly.

Customer Support agents and managers understand the role our technology plays in your business. Agents focus on providing you the service that will make your business successful. Your success is our success.

If you have a question, we realize how important it is that you get the right answer quickly.

Understanding may require our asking questions in order to provide the best answers and solutions. We are committed to mutual understanding in all our communications.

Patience

Customer Support agents are patient because it is part of our training and daily practice.

Take as much time with Customer Support agents and managers as you need. Ask as many questions as you must in order to get the answers you require.

We have all the time in the world for you: anytime—24x7 if that is what is needed.

Positive Attitude

Customer Support agents have a positive attitude when answering your questions.

The entire team has the highest standards for the level of support provided.

Our “Hero Program” acknowledges the outstanding performance of GXS Customer Support agents—“heroes” to customers—for going above and beyond the call of duty, which at GXS is business as usual.

HERO: BRIAN FOR MOVING QUICKLY—SAVING THE DAY AND LOTS OF MONEY!

Brian quickly determined the root cause and got us working again. He also proactively provided us a write-up so we could avoid penalty fees.

As business leaders know, the best way to achieve goals is by having a positive outlook fueled by a commitment to succeed. Our GXS Customer Support staff functions as a collaboratively focused team.

We are positive that our positive team attitude is our strength.

Flexibility

Customer Support agents promise to be flexible by doing whatever it takes to get you a fast and accurate answer.

If getting a third party vendor involved will help solve your problem, we will do it. If waking up in the middle of the night is required, we will do it. We continue to work on issues until you have a satisfactory resolution.

Our agents and managers are flexible enough to learn new and better ways to provide support. If you have suggestions, please let us know.

We conduct surveys that we review carefully and act on immediately. We are willing to make changes to help our clients.

We are as flexible as necessary to serve you.

Respect

Customer Support agents treat you with the utmost respect.

We respect what it takes to build and maintain trust between client and service provider. We honor that relationship and have dedicated our careers to our customers' success.

Respect is no small thing, and we respect you.

Knowledge

Customer Support agents know or will get the answer to your questions and problems.

GXS Customer Support was established over four decades ago. Our knowledge base and experience have grown incrementally over the years, adopting and innovating technological advances.

We are constantly gaining knowledge about your business, our technology and how to help you get the most from GXS offerings.

Our pursuit of knowledge is relentless.

We have processes in place to ensure ongoing professional training of support staff. We monitor performance by regularly conducting agent observations and surveying clients. We use those insights as a basis for training.

Qualified agents and managers mentor our newer staff, and we require satisfactory completion of in-depth training of all agents.

HERO: JULIE FOR TAKING THE TIME TO HELP—IGNORING THE CLOCK

Julie went beyond the call of duty by continuing to assist me with an issue even during her off time over the weekend.

HERO: HASSAN FOR CREATIVE SOLUTIONS—PASSION AND DEDICATION

What a very professional and very knowledgeable person Hassan is... understanding and helpful, solving problems very quickly.

HERO: EDUARDO FOR PROFESSIONAL TECH ASSISTANCE—WITH COURTESY

Eduardo was extremely knowledgeable, courteous, helpful and solved all my problems quickly and professionally...a pleasure working with him.

We are curious about how things work, and we want to keep learning. Our pursuit of knowledge is focused on remaining Number One with our customers and improving to meet your needs.

We value experience and knowledge—ours and yours.

Diligence

Customer Support agents are diligent in serving you.

Did you know that our support agents represent your point of view, your questions and needs, to our staff engineers, marketing and sales staff, and vendors?

Our support team takes full responsibility for your satisfaction with our service. The Customer Support agent working with you will keep you informed on a timely basis. We use our documentation to track our progress in providing answers.

We welcome the opportunity to collaborate with you, your trading partners, your technical crew, third party vendors and others to serve you. We manage the process for you to save you time.

Many clients tell us they consider the GXS Customer Support team an extension of their own technical support group. Our customers appreciate our diligent partnership.

We promise, and our performance proves that personal responsibility and integrity are GXS cornerstones.

HERO: KAREN FOR BEING A STAR—PROVIDING RAPID GUIDANCE

Karen got online with us to do in a couple of hours what otherwise could have taken us days... extremely knowledgeable and patient.

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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™, 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.