

# OpenText™ Intelligent Web Forms

Expand electronic trading to SMBs for more accurate and automated business processes

In an increasingly competitive global marketplace, buyers and suppliers need a strong relationship to drive products and services to market faster and more efficiently. That strategy depends on timely communication between both partners. So what happens if those communications rely on phone calls, faxes, or emails?

The manual processes to support communications by phone, fax, and email can be slow, inefficient, and error-prone. Products and services can be delayed because manual processes need longer time to complete. Re-keying data becomes necessary, increasing the likelihood of errors and delays. Information can be completely lost due to incomplete fax transmissions, misplaced paperwork, and unanswered messages or voicemails. For buyers and suppliers communicating across different countries, time zones, and languages, the manual process can prove to be even more inefficient.

OpenText™ Intelligent Web Forms is an easy-to-use, cost-effective global forms solution that enables businesses to trade electronically regardless of size or capability. Intelligent Web Forms enables buyers and suppliers to replace the slow, inefficient, and error-prone manual processes with intuitive forms that can help users communicate across different countries, time zones, and languages.

## Expand Your Electronic Trading Community

Buyers can quickly enable more suppliers and move toward 100% connectivity with their trading partner community. Intelligent Web Forms offers fast implementation through a self-provisioning, global hosted service. Easy-to-use, customizable forms enable users to become quickly operational and ready to trade.

Many small and medium-sized businesses (SMB) face significant barriers to becoming electronically enabled. With Intelligent Web Forms, SMBs can quickly, easily, and cost-effectively participate in e-commerce programs. The bottom-line benefit is that buyers can expand the size of their electronic trading communities to maximize the ROI of their B2B e-commerce programs, including ERP investments.

## PRODUCT DESCRIPTION

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*Intelligent Web Forms enables small and medium-sized businesses (SMB) to create, send, and receive electronic documents using a web browser.*

## KEY BENEFITS

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- Buyers can move toward 100% connectivity with their trading partner community
- Suppliers can better automate their processes and meet electronic data interchange (EDI) mandates
- Save time with templates and a configurable interface
- Support transactions in multiple languages
- Ensure data accuracy with built-in data validation and business rules
- Search for information faster with intelligent search functionality

## Ease of Use

With an intuitive interface and pre-populated forms, Intelligent Web Forms is extremely easy to use. When printed, online forms look like their paper equivalents and enable users to proceed using standard business processes. And the pre-populated forms increase the speed and accuracy of document turnaround while built-in template capabilities save users re-keying time and minimize data entry errors. The interface is easily configurable so that users can personalize the items on the screen however and whenever they need.

## Support for Multiple Languages

The Intelligent Web Forms interface is available in multiple languages including English, French, German, Greek, Italian, Portuguese, Spanish, Korean, Simplified Chinese, and Japanese. The multilingual capabilities and context-sensitive help in multiple languages make it easier for an entire community of trading partners to be electronically-enabled.

## Real-Time Operations Center

Intelligent Web Forms includes an operations center that puts more information at the fingertips of the user. Up-to-the-minute message dashboards provide comprehensive summary information about alerts, customer notices, and document statistics. The dynamic interface enables personalization, enabling users to easily configure the contents, sequence, and appearance of the items on the screen to their preference.

## Intelligent Search

With built-in intelligent search functionality, users can find the information they need when they need it. Users are able to search by document number, document type, trading partner, date, status, and more. This functionality is easily accessible from anywhere in the application, making it easy for users to retrieve the information.

## Powerful Document Manager Tool

Users can benefit from forms that mirror paper equivalents, enabling them to proceed using their current business processes. Using the document manager tool, they can view and manage electronic purchase orders, invoices, ship notices, and bank statements. With built-in data validation, users can increase the accuracy of information entered. Pre-populated forms accelerate document turnaround, and the template capability saves re-keying time while minimizing data entry errors.

With the document manager tool, data download options enable users to save form data in a CSV (comma-separated value) file for subsequent manipulation in a Microsoft Excel spreadsheet or other database tool. Users can also save data as a PDF file for secure sharing with others. Functional acknowledgments can be automatically sent when the user opens a form for viewing. Users of a new document can be notified with arrival alerts via e-mail or text message.

## Flexible User Management

Intelligent Web Forms has built-in flexibility through its multi-user accounts that enable administrators to define user privileges based on their roles within their organization. Account authority levels can restrict users to specific functions—enabling some users to process documents and others to perform administrative tasks. Multiple users can be alerted when a new document has arrived.

## Subscription Pricing

Intelligent Web Forms offers flexible pricing models for buyers or suppliers. Low-volume and seasonal suppliers may opt for the pay-as-you-go option, with a flat fee for each document sent and received. Higher-volume suppliers will appreciate the unlimited use option, which enables businesses to pay a flat monthly or annual fee for unlimited documents based on the number of trading partners. Monthly bills can even be charged to credit or debit cards.

## Robust Support Options

Business communities are increasingly global, and IT support options need to be global too. That's why OpenText provides robust support options so companies in all geographic locations can get the help they need, when they need it. In addition to context-sensitive help in multiple languages, OpenText offers help via live chat, phone, and email in English only.

## Optional Features for Retailers and Manufacturers

Manufacturers and retailers using Intelligent Web Forms for supply chain processes can subscribe to additional shipment packing and barcode labeling functionality to automate warehouse receiving processes. Suppliers can effectively manage customers' ASN requirements, pack shipments, and create customer-compliant shipping labels without having to purchase and maintain additional desktop software. This added feature enables suppliers to avoid costly and time-consuming software updates, streamline their order fulfillment process, and avoid non-compliance fees.