

## Service Profile

# Exception Alerts

## Exception Situations Can Be Very Costly

All businesses lose valuable time due to various interruptions or exceptions that occur during a normal business day. This is particularly true in a B2B environment, where you lack end-to-end control over the entire transaction flow. When there are delays in learning about exception conditions, such as errors during the sending process or inactivity during peak periods, the downstream issues you deal with are exacerbated.

Here are some examples of exception conditions that can cost your business precious time and in some instances, customers:

- **Unexpected Orders**—If you have infrequent purchase orders, you typically check your mailbox only once a day—you can miss the opportunity to quickly process an order, thus reducing customer service. On the other hand, if you continually check your mailbox for new orders, you are wasting precious time.
- **Documents Not Processed**—When sending documents there may be times when they are rejected during the send process because of an invalid address or incorrect enveloping, for example. If you don't check status reports regularly, your customers may complain about not receiving your documents when you thought you sent them, resulting in a penalty or lost business.
- **No New Documents**—If you normally send and receive high volumes of transactions and suddenly you don't receive any for a period of time, this is probably because of a technical issue. The longer it takes you to discover the issues, the longer it will take to resolve them, thus delaying the flow of key business documents on which your business depends.

## Proactive Notifications Streamline Issue Resolution

The Exception Alert feature of the Trading Grid provides you with proactive alerts that notify you by email as soon as an exception condition is detected, so you can immediately take action and resolve any problems before they impact your business.

## The Value of Exception Alerts

Managing billions of transactions a year, GXS understands the importance of timely notifications. Proactive exception alerts improve the efficiency of your business by notifying you as soon as an exception condition occurs, so you can take appropriate action in a timely manner. This will help to improve your customer service and increase your organisation's productivity.

Exception alerts are available for the following conditions:

- **Document Arrival**—As soon as a document is placed in your mailbox, the Trading Grid will send you a message. You can request the alert for specific document types



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

### KEY BENEFITS

- Save time and expense by being alerted to exception conditions before they become emergencies
- Speed order fulfillment through notifications of document availability as soon as it arrives in your mailbox
- Prevent delays and rework by being warned of mailbox errors as soon as they occur
- Improve your productivity via notices of unexpected mailbox inactivity
- Increase your efficiency by being informed of planned and unplanned service outages

and/or specific trading partners. In addition, you can route the alert to different individuals within your company based on document type and/or trading partner. This is particularly useful for the user that checks his/her mailbox infrequently but wants to respond to orders from key clients as soon as possible.

- **Mailboxing Errors**—If you send a document to Trading Grid Messaging Service and it fails to be processed, the Trading Grid will alert you. This enables you to correct the problem immediately, before your customer complains to you.
- **Mailbox Inactivity**—If you don't receive documents in your mailbox according to a schedule that you define, the Trading Grid will alert you allowing you to check and determine whether or not a problem exists.
- **Service Disruption**—If GXS has a planned or unplanned service disruption for maintenance or other system upgrade, you will be alerted so you are prepared. In addition, we will notify you when the system is again available, so you can resume normal processing.

Exception Alerts are also available via an audit log online. For example, if you lost any alerts and need to check on the history or you received an alert on your cell phone, but need to have someone in the office follow up on it, you can have that person obtain the details via the online log. You will also receive a monthly summary of such alerts.

## About GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organisations worldwide, including more than 75 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimise product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally.

Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at [www.gxs.co.uk](http://www.gxs.co.uk).



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