conexiom

Stop the Manual Document-Matching Chaos with Order Acknowledgements

Automatically convert order acknowledgements into an ERP system-compatible file that matches each vendor's existing PO.

Conexiom® Order Acknowledgements transforms order acknowledgements into touchless transactions with 100% data accuracy.

Focus on Delighting Customers, Not Tracking Documents

In an ever-changing competitive business climate, valuable resources and staff cannot spend hours upon hours each day performing non-value-add manual processes. It's inefficient, costly, error-prone, and negatively impacts the customer experience.

Conexiom eliminates the manual process involved when CSRs receive order acknowledgements (OA) via email from their suppliers to fulfill an order. By automating this process, CSRs can spend more time on higher value activities, such as sales or customer service.

Key Benefits

- A purpose-built solution that solves the shortcomings of traditional automation tools
- Create touchless transactions to eliminate the manual processing of commercial documents between buyers and sellers
- Turn complex unstructured data with high degrees of variability into structured documents with 100% accuracy
- Eliminate the manual process involved in tracking order acknowledgements

Key Features

- Automatic processing of documents at scale
- Detailed analytics and reporting to show status of order acknowledgements
- Exception-handling apps make it easy for CSRs to proactively resolve conflicts

Key Outcomes

- Transform Customer Service from data entry to an innovative customer-engagement team
- Deliver differentiated customer experiences that protect existing revenue from competitive threats
- Reallocate resources to value-add sales and services activities
- Grow revenue without hiring additional staff
- Eliminate costly mistakes that lead to customer retention issues and revenue loss
- Create unprecedented operational efficiencies that reduce costs

LEARN MORE AT CONEXIOM.COM

How Order Acknowledgements Works

Conexiom extracts data on an OA with 100% accuracy, transforming it into a digital format that can be consumed by an ERP or another backend system.

Buyer sends PO to vendor, who replies with a PO acknowledgement.

Conexiom processes vendor's PO aknowledgement.

Conexiom generates output file (EDI 855) for import into buyer's ERP.

Order Acknowledgements matches the existing PO in buyer's ERP.

Integrates with Systems You Already Use

ERP systems:

▸ SAP®*

▸ Infor®

▸ Epicor® Prophet 21®

▸ MSFT Dynamics®

▸ Oracle®

▸ EDI

Outputs data as:

▸ PDF

▸ XLS

▸ DOC

▸ HTML

▸ XML

*Including certified integration to SAP ECC 6.0 via PI server using IDOC format

Trusted by Companies Around the Globe

Genpak®

GRAINGER®
FOR THE ONES WHO GET IT DONE

Honeywell

sonepar

About Conexiom

Conexiom's cloud-based automation platform eliminates manual entry and approvals in the order-fulfillment process by transforming complex data into 100% accurate, touchless transactions, delivered seamlessly into the ERP. Manufacturers and distributors across the globe, such as Grainger, Genpak, Prysmian, Rexnord, USESI, and Compugen, trust Conexiom to improve efficiency, speed and accuracy, increase profitability, and elevate the customer experience, while eliminating unnecessary costs from manual approaches.

Conexiom is based in Vancouver, British Columbia, and has offices in Kitchener, Ontario; London, England; and Chicago, Illinois. For more information, visit Conexiom.com.

"Conexiom is a powerful service... it supports all aspects of integration, configuration, and continues to expand the options available to us. Their continued development and growth in solutions supporting our business objectives firmly establishes Conexiom as a partner in our business."

Craig M., Customer Review on ◢Capterra