

Never Lose Track of an Order Status by Automating Your Advanced Shipping Notifications

Deliver outstanding customer service by tracking and communicating the status of every order.

Conexiom® Advanced Shipping Notification Automation transforms ASNs into touchless transactions with 100% data accuracy.

Focus on Delighting Customers, Not Manual Data Entry

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's Advanced Shipping Notification Automation eliminates the manual entry involved when CSRs receive advanced shipping notices via email from suppliers to notify them of an order shipment.

By eliminating this manual process, CSRs can spend more time on higher value-add activities, such as sales and customer service.

Key Benefits

- ▶ A purpose-built solution that solves the shortcomings of traditional automation tools
- ▶ Create touchless transactions to eliminate the manual process of updating and tracking order shipments
- ▶ Turn complex unstructured data with high degrees of variability into structured documents with 100% accuracy

Key Features

- ▶ Automatic processing of documents at scale
- ▶ Detailed analytics and reporting to show status of ASNs
- ▶ Exception-handling apps make it easy for CSRs to resolve conflicts
- ▶ Support for integration across various backend systems
- ▶ XRef tables to improve the matching of data from incoming data to data required in transactional systems

Key Outcomes

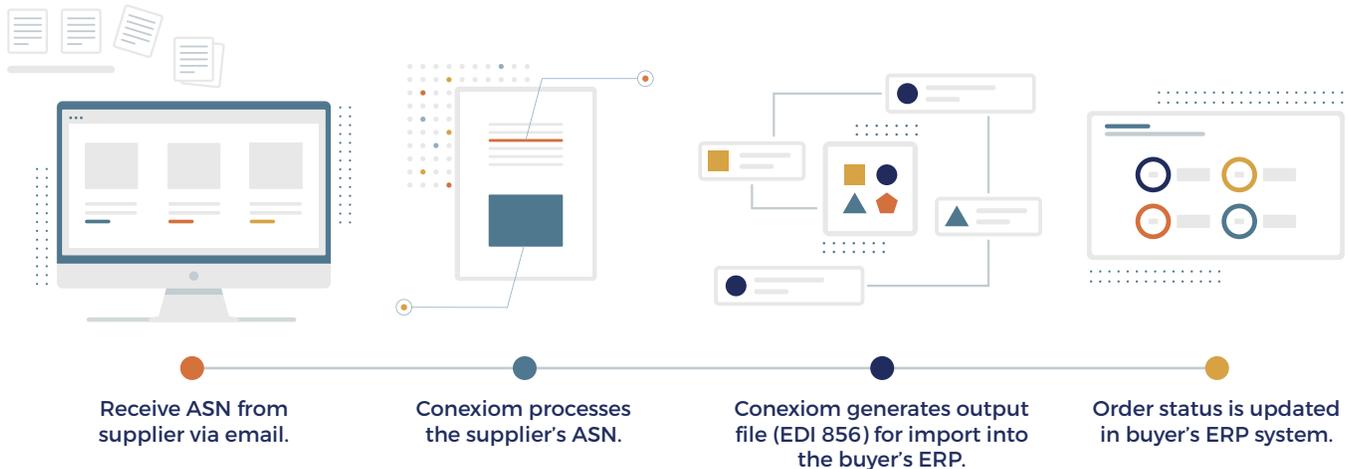
- ▶ Transform Customer Service from data entry to an innovative customer-engagement team
- ▶ Deliver differentiated customer experiences that protect existing revenue from competitive threats
- ▶ Create unprecedented operational efficiencies that reduce costs and errors
- ▶ Improve speed and accuracy so orders are always up to date
- ▶ Reallocate resources to value-add sales and services activities
- ▶ Grow revenue without hiring additional staff



How Advanced Shipping Notification Automation Works

Conexiom's Advanced Shipping Notification Automation processes ASNs at scale, eliminating the need for manual tracking and order status.

Data is extracted on an ASN with 100% accuracy, and the ASN is transformed into a digital format that is easily viewed by a CSR.



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



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