

# Community Performance

## GXS RollStream

Effective trading partner relationships are the cornerstone of a profitable business, yet many organizations struggle to effectively manage overall supplier performance. Many are unable to collect, track, manage or resolve incidents tied to product-testing events and unprocessed or poorly negotiated shipping, pricing, or claims disputes. Typically the process of tracking and settling these types of multi-party disputes is a manual one that includes the exchange of emails, faxes, and spreadsheets across different departments. This can cost millions of dollars to administer. Combine these costs with overpayments for shorted or damaged shipments and your organization could be at risk for \$10 million or more just to resolve trading partner shipping disputes!

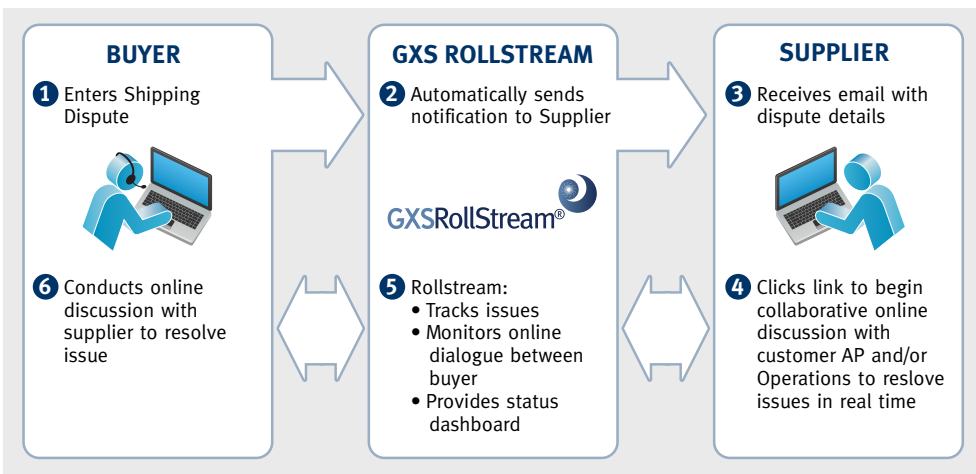
The GXS RollStream Community Performance solution is a hosted service to facilitate better, faster and easier B2B collaboration between your company’s employees and the individuals within the organizations with which you do business. It provides an interactive tool that enables you to capture, share, and immediately collaborate with your trading partners on performance-related data with full traceability and audit control.

For example, as illustrated in Figure 1, in the event of an incomplete, damaged, lost or wrong order, you can use a web form to instantly capture the issue in the GXS RollStream service. (Alternatively, issues can be batch-uploaded from your warehouse management system.) GXS RollStream automatically notifies affected suppliers via an email containing all the details of the specific purchase order and line items in question. Next, the supplier simply clicks a link within the email, raising a collaborative conversation panel that enables an online conversation between your supplier and your Accounts Payable and Operations teams. During the conversation, copies of shipment manifests, pictures of damaged goods or other pertinent documents can be easily exchanged. Through these online conversations and collaborative discussion overpayments are eliminated with relative ease.



### KEY BENEFITS

- Save millions in forced payments to suppliers
- Recover millions in lost revenue
- Reduce risk of poor follow-through
- Accelerate time to resolve partner issues



“As the manpower savings alone could be seven figures... dispute resolution is definitely a solution that should be considered as part of your supply chain management platform.”

— EDITOR  
SOURCING INNOVATION

Figure 1: Issue Resolution Process with GXS RollStream Community Performance

## Key Features

- **Custom Claim Forms**—Enter or import basic and detailed information about unprocessed or poorly negotiated multi-party disputes into online forms customized to your business requirements.
- **Automated Case Notifications**—Notify suppliers about their dispute cases either automatically or via manual reminders. You can enter custom text and additional detail to the reminder messages as needed to enhance your trading partners' understanding of the issue.
- **Online B2B Workspaces**—Share documents, discuss topics, resolve disputes interactively, and facilitate events such as RFP responses, product design sessions, or marketing initiatives with your suppliers via online workspaces.
- **Saved Conversations**—Allow your suppliers to comment and provide documentation in real-time via online conversations which are part of the claim.
- **Configurable Workflow**—Define the information collected at each step and approval workflow to match your business process.
- **Case Visibility**—Create a single view into the issue case for both you and your supplier. Ensure that claims are resolved, approved, and closed by the right people both inside and outside your organization immediately.
- **Dashboards and KPIs**—View detailed information about the status of requests and track their progress via the centralized dashboard. This enables you to garner valuable insights into resolutions times, case comments, and required remediation plans.

## Benefits

Automating multi-party disputes results in important benefits such as:

- **Accelerated time-to-resolve partner issues**—The negotiation-style workflow that streamlines the exchange of information and documentation between you and your suppliers enables you to resolve claims in real-time.
- **Improved Supplier Quality**—By establishing remediation or ongoing programs with poorly performing suppliers you can improve overall supplier performance.
- **Increased Cost Savings**—Automated processes alone reduce the human resources needed to resolve disputes. Furthermore, improved visibility ensures that claims are resolved immediately, enabling your company to avoid forced payments to suppliers and to recover lost revenue.
- **Reduced Risk**—Reduce the risk of poor follow-through to improve margins and customer responsiveness.



### About GXS

GXS is a leading provider of B2B e-commerce solutions and operates the world's largest and most expansive network of integrated business communities. The company's software and services simplify and enhance businesses process integration and collaboration among networks of trading partners. Organizations worldwide, including more than 75 percent of the Fortune 500, use GXS solutions to extend their supply chain networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. Based in Gaithersburg, Maryland, GXS has operations and offices around the world. For more information, see <http://www.gxs.com>, <http://blogs.gxs.com> and <http://twitter.com/gxs>.

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