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WISETECH GLOBAL GROUP

DATA SHEET

Sales Order Collaboration

Streamlined Order-to-Cash

To satisfy customers and stay competitive, brand owners seek to continually improve sales order and fulfillment processes with channel and logistics partners. However, the omnichannel landscape is rapidly diversifying, making it more difficult to fulfill customer requirements. E2open Sales Order Collaboration provides an end-to-end view of sales order status plus easy collaboration with retailers and channel partners, improving customer service while reducing supply chain costs.

In business-to-business (B2B) sales, brand owners face complex omnichannel processes involving retailers, distributors, resellers and even direct sales. The ordering and fulfillment systems partners use often differ from each other and from the brand owner's systems. Customers often cannot easily access the status of their orders and be alerted to delays. They also frequently change their purchase orders, which compounds the visibility problem and leaves brand owners and logistics partners unable to respond to changes. As a result, customer service goes down while overall costs increase.

E2open Sales Order Collaboration provides end-to-end, real-time visibility and management capabilities across sales orders, shipments, receipts and invoices in the channel ecosystem. Brand owners collaborate with end customers or channel partners to address any changes and ensure that the right product — whether make-to-stock or make-to-order — gets delivered at the right time. Exception alerts keep customers informed during fulfillment, particularly for extended logistics steps. This enables a streamlined order-to-cash process that increases service levels, reduces customer uncertainty and improves productivity and shared value across the channel ecosystem.

Key Features

- Easy communication between brand owners and their customers through the entire sales order lifecycle
- Exception-based process automation for brand owners and customers
- Simplified user experience that includes alerts for customers to manage shipment arrivals and the status and history of orders
- Collaborative issue resolution through intuitive workflow capabilities
- Rapid onboarding of stakeholders plus data connectivity across disparate enterprise resource planning (ERP) and customer ordering systems

Key Benefits

- New shared value with customers and distributors to create a healthier downstream ecosystem
- Improved revenue and customer satisfaction
- Enhanced brand owner productivity through end-to-end sales order visibility
- Higher customer productivity through streamlined self-service portals and minimized manual order status checks
- Improved time-to-value and customer adoption through rapid onboarding to a single network

Collaboration With Customers From Click to Delivery

With Sales Order Collaboration, brand owners gain the blueprint for best-practice processes and technology to effectively manage their sales lifecycles from end to end.

Automation of Sales Order Lifecycles

Sales orders go through several steps in their lifecycle, such as ordering, inventory pegging, replenishment, shipment, delivery, proof of delivery, invoicing and final payment. Customers may range in size from a large B2B enterprise with several ERP systems to a small distributor with a spreadsheet-based system. This application automates these complex order-to-cash processes across a multitude of systems and across multiple tiers. The resulting visibility into every stage of the sales lifecycle — including any delays and associated resolutions — reduces inventory and improves critical metrics such as customer service levels.

Rapid Onboarding

Considering the diverse systems used by B2B customers, logistics service providers and warehousers, synchronizing all the parties can be a challenge. E2open provides out-of-the-box ERP adaptors, portals and email-based methods to rapidly assimilate all parties onto a single network for fast collaboration. E2open has built one of the largest business networks in the world, and many required parties are likely connected already, further reducing onboarding times and improving time-to-value.

Exception-Based Process for Lower Costs and Higher Productivity

Brand-owner sales teams often spend half their time manually trying to find and resolve problems with sales orders. The manual effort is due to outsourced fulfillment through third-party contracting companies, which adds visibility blind spots to the process. With this application, sales teams receive exception-based alerts so they can process their entire set of orders and identify all discrepancies — such as mismatches between order and shipment quantities — in a single step. As a result, brands find and resolve errors more quickly, reducing manual effort.

Collaborative Issue Resolution

Brands can correlate data from various sources in the network to identify exceptions and alert customers of any changes, such as due date or quantities. If the changes are significant, brand owners receive impact analysis and suggested steps to resolve the issue. They then collaborate with customers directly through the system to resolve the issue timely and optimally. They can even automate certain decisions, such as approval of price changes within a prespecified limit. These capabilities help manage customer expectations during disruptions and reduce penalties for missing service-level agreements.

Easy-to-Access Information

A modern, intuitive user experience surfaces the right information to the customer at the right time regardless of the customer's size or complexity. Stakeholders access all relevant information — such as shipment arrival status, open orders and order history — rapidly and without excessive clicks. This encourages user adoption and a better return on investment for everyone in the channel ecosystem.

Gain real-time, end-to-end visibility across the order-to-cash process. Improve customer service and strengthen partnerships through collaboration while reducing overall costs.

About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 500,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 18 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: www.e2open.com

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