



en>compass

ADVANCED SUPPORT SERVICES

Electronic Data
Interchange Services

Our EDI experts will be an extension to your ERP team to ensure your EDI transactions are processing correctly on a daily basis.

EDI Managed Services

- Dedicated Support Manager
- Monitoring Of Inbound EDI Processing
- Monitoring Of Outbound EDI Processing
- Monitoring Of Document Acknowledgements
- Verification Of Integrity Of Outbound Documents
- Verification Of Workflow Into ERP System
- Support Available 8 AM - 5 PM EST
- Monday - Friday
- 24-Hour Ticket Logging
- Online Issue Tracking

Additional Services

- New EDI Map Creation And Adjustments
- EDI Mapping Software (i.e. eVision)
- Change In Trading Partner Requirements
- Testing EDI Workflows
- End-User Training
- Change In VAN