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OpenText Active Orders

Helping businesses establish and maintain end-to-end supply chain transaction visibility through automation, partner enablement and actionable insights.

Improved productivity by reducing paper transactions

More than 40 percent savings in operating costs

Reduce receiving time by up to 75 percent and receiving errors by 80 percent

Ability to capture negotiated early payment discounts

Increasing supply chain visibility and automation is a critical strategy for enterprises seeking to reduce costs and improve operational performance in the context of increasingly complex global supply networks. Supply chain visibility and automation can be achieved through a solution that provides insight into, and control over, transaction data from procurement to payment, including orders and order status, logistics and transport activities, and invoices with payment status. Transaction visibility and automation is important for both digital and non-digitally enabled trading partners.

Companies that succeed in automating and optimizing their procure-to-pay processes with a high percentage of suppliers achieve higher profits, discounts (in exchange for faster payments), higher inventory turns, expedited deliveries, significant cost reductions, and happier customers and suppliers.

OpenText Active Orders

Active Orders is a cloud-based business solution, which provides buying organizations the comprehensive technology and services needed for end to end transaction automation and visibility to achieve complete transaction management and 360-degree supply chain visibility with all suppliers, including those who are not digitally enabled. A component of the OpenText™ B2B Managed Services portfolio, Active Orders supports traditional order management, including planning and execution, shipping and receiving, and invoicing and payment processes for all transactions. A simple, intuitive web portal provides access for your non-electronic trading partners enabling digital transactions for your entire trading partner community.

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Purchase Order	Purchase Order Response	Purchase Order Change	Order Change Response	Inventory Report	Order Shipped

Payment Released	Invoice Approved	Invoice Dispute	Invoice Received	Goods Received	Track and Trace

Unmatched B2B experience and global support

- More than 40 years of proven B2B experience
- Ranked as leading provider of B2B managed services
- Highly available cloud-based, global infrastructure
- 800+ B2B managed services customers around the world
- 24×7×365 global support
- Direct operations in 20 countries, active customers in 60+ countries
- Pre-existing connections to 600,000+ trading partners
- 16billion+ transactions annually

End to End Transaction Management and Visibility

Order Planning and Execution

Active Orders offers visibility to the progression of purchase orders through each step in the order lifecycle.

- **Order Tracking and History:** Active Orders provides a real-time view into purchase orders and associated changes. All orders generated by the buyer's ERP application can be communicated to suppliers via EDI, XML, or a web interface. Businesses using Active Orders have been able to improve buyer and supplier productivity by up to 25 percent by removing paper from communications and minimizing the use of costly and error-prone manual interactions. Automation frees up time for more strategic activities, such as negotiating price and terms, undertaking spend analysis, and supplier selection.

- **Order Response and Commitments:** Upon reviewing the details of the order, suppliers can accept, reject, or propose changes to the order through comprehensive order acknowledgement capabilities. Buyers can configure Active Orders for suppliers to acknowledge the entire order or individual line items. With order acknowledgements, suppliers can also provide detailed ship schedules and quantity commitments.

- **Purchase Order Changes:** As buyers initiate order changes, Active Orders automates delivery of updates to the order and maintains a history of order revisions down to the line level. By tracking PO changes electronically, buyers and suppliers can significantly reduce the frequency of exceptions in the order fulfillment process.

- **Email Notification:** Suppliers have the option to receive automated email alerts when a new or changed order arrives. Notifications can be sent to end users responsible for order fulfillment, customer service, and sales functions. Auto notification enables users to identify changes to order contents, quantities, and delivery dates that the supplier might not be able to achieve.

- **Mobile Order Inquiry Application:** Suppliers can receive new order notifications, search, view status, and accept or reject orders from a mobile app. Buyers can search and view order status.

Shipping and Receiving/Logistics

Active Orders can significantly improve supply chain efficiency by automating warehouse receiving and digitizing documentation flows. The use of Active Orders with Advance Shipment Notifications and barcode labels has been shown to reduce receiving time by up to 75 percent and reduce receiving errors by 80 percent.

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- **Advance Shipment Notification (ASN) Creation:** Suppliers can generate ASNs specifying the details of the contents, arrival date, and transportation carrier for an upcoming delivery. ASN fields can be pre-populated from the original purchase order via a "turnaround," reducing the likelihood of data errors.

- **Data Quality:** In addition to data quality provided via streamlined business processes, more than 180 document-level business rules can be configured to match buyer specific business processing—further enhancing data accuracy. Buyers can create document-level rules, such as tolerances or ability to require specific data elements. Rules can also be set at the community level with the ability to override them for specific suppliers.

- **Warehouse Management System (WMS) Integration:** Ship notices are directly transmitted into the buyer's WMS. Active Orders supports interfaces to leading WMS solutions from Oracle®, SAP®, RedPrairie®, i2®, JDA®, Manhattan Associates® and others.

- **Barcode Labeling:** Active Orders enables suppliers to create and print barcode labels to be affixed to physical shipment containers. When a shipment arrives at a warehouse, the barcode label can be matched against the corresponding ASN in the WMS to facilitate rapid check-in.

- **Goods Receipt:** The buyer can send an electronic goods receipt to the supplier. The proof of delivery can be used as a trigger for billing or a closed loop signal to track shipment status.

- **Logistics Track and Trace:** Carriers and logistics providers can provide shipment status updates via EDI or via the web portal. Logistics reports against shipments provide real-time visibility to where your order or shipment is with estimated time of arrival (ETA). You can be alerted of late shipments with updates to ETA based on actual activity dates and times. In addition, you can view carrier performance metrics.

Businesses also benefit from improved inventory management. With Active Orders, buyers, and suppliers have visibility to inventory in transit and on order, as well as expected arrival timeframes. When there is an urgent need for materials, parts or finished product, buyers can confidently assess whether the inbound inventory will arrive on time or whether an expedited shipment is necessary. Thus, buyers and suppliers can optimize their use of safety stock and benefit from lowered transportation costs through decreased on reliance on expedited freight.

Invoicing and Payments

Active Orders allows non-digital suppliers to generate accurate invoices, as well as view the payment status of previously issued invoices.

- **Increased Accounts Payable Productivity:** Suppliers can view the status of their outstanding invoices through the web portal. Self service eliminates the need for a supplier's collections staff to phone the buyer's accounts payable staff about invoices. As a result, the volume of phone calls to your accounts payable centers decreases and your staff productivity increases.

- **Faster Approvals:** Electronic invoicing can automate much of the invoice capture, validation, and matching processes, thereby reducing the time required for approval. When invoices are processed in paper format, the workflow and approval process takes much longer. Delayed payments can result in damaged relationships with suppliers.

- **Capture Early Payment Discounts:** Through automation, invoices can be approved within two to three days after receipt. This enables buyers to negotiate trade discounts with suppliers for early payment.

- **Supply Chain Finance:** Companies may also choose to route invoices to third-party financial institutions that offer supply chain finance services.

- **Access to Remittance Information:** Active Orders displays remittance advice from buyers to suppliers, identifying the payment settlement date, as well as the payment amount. Additionally, buyers can provide remittance details, including originating bank ID, receiving bank ID, and any applicable invoice adjustment information. Using remittance advice, suppliers' accounts receivable groups can easily identify which payments are related to which invoices and identify any discounts taken.

- **Data Quality:** Active Orders can eliminate a significant percentage of the manual work required to validate and match invoices by performing buyer-configurable data quality checks and thresholds before the documents are delivered to the buyer's systems.

- **Integration with OpenText™ Active Invoices with Compliance:** ensures compliance with electronic invoice tax regulations, including validating data for tax requirements, government reporting, digital signature, and archiving and storage. Active Invoices with Compliance reduces the effort needed to comply with government e-invoicing requirements.

Measure and Analyze Supplier and Carrier Performance

Drive continuous improvement with supplier and carrier performance analytics. Dashboards provide a visual summary of supplier performance against performance indicators, such as order acceptance, invoice accuracy, delivery punctuality, and ASN timeliness. This can be viewed at a supplier summary level, as well as for an individual supplier with drill down into a selected supplier's data for further analysis and problem determination. Use this information to collaborate with suppliers to improve delivery or invoice processes, to negotiate terms for new contracts, and to alleviate risks created by poor performance. Available when using Logistics Track and Trace features, carrier performance indicators include data timeliness, on-time pick-ups, and late deliveries.
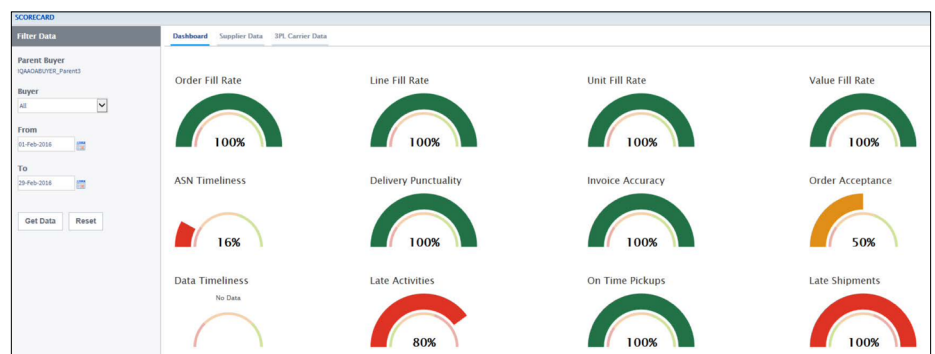
Supply chain metrics provide insight into possible issues and partner performance

Support Specialized Business Processes

In addition to the automation of standard purchase-to-pay processes, businesses are adopting specialized order management processes. Some best practice supply chain processes automated by Active Orders include:

Cross-docking

The majority of goods received into warehouses/distribution centers are not destined to stay there very long. Shipments are to be forwarded to another location, such as a nearby manufacturing plant, a retail store, or a customer location. In a

cross-docking scenario, goods are immediately moved from the receiving dock to the outbound dock. Informed by an ASN and barcode as to what has arrived and where, the warehouse management system can now route cartons internally though automated conveyor systems for cross-docking.

Direct Store Delivery (DSD)

In the highly competitive retail market, it is vital that there is always stock on hand to meet consumer demand. DSD enables a retailer to order goods for delivery directly to its stores, bypassing the retailer's distribution centers, shortening delivery time and helping to ensure there is stock on hand to meet consumer demand.

Vendor Managed Inventory (VMI)

In this supply chain best practice, the buyer of a product provides inventory visibility to trusted suppliers and relies on the supplier to manage the buyer's product inventory at the buyer's location(s). VMI reduces the likelihood of out-of-stock situations and reduces inventory in the supply chain. In some cases, the buyer doesn't pay for the goods until they are sold, reducing buyer risk. Suppliers have more control over displays and more customer contact for their employees; retailers benefit from reduced risk, better store staff knowledge, and reduced display maintenance.

With Active Orders, buyers indicate their VMI preferences and provide item master data and inventory reports to their suppliers. Suppliers then evaluate the replenishment plan proposed by the Active Orders VMI engine and can subsequently return sales orders or shipping schedules to the buyer to ensure maintenance of appropriate stock levels.

Evaluated Receipt Settlement (ERS)

ERS (also called self-billing) is a business process in which goods are purchased and paid for without exchanging an invoice. Rather, upon receipt of goods ordered, the buyer confirms the shipment accuracy (i.e., right products, correct quantities) and sends payment to the supplier based on the pricing in the purchase order. Because invoice processing is eliminated, the procure-to-pay process is greatly streamlined. Top performers see 11 percent of their invoice volume go through ERS, versus five percent for the rest of companies.

Customized Processes

Additional processes, such as Distribution Center Bulk Pack, Mark for End Location Shipments, Drop Ship, and End Consumer Delivery can be custom configured in Active Orders.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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