

Catch trading partner errors before they become penalties

OpenText Trading Grid Intelligence detects data quality and timelines compliance issues in orders, shipments, and invoices while they are still in flight, so errors are corrected before they cost money



Benefits

- Detect errors in flight, not weeks later in a debit memo
- Cut returns caused by order errors by up to 92%
- Improve trading partner performance with evidence-backed vendor scorecards, chargebacks optional

Every trading relationship runs on rules that somebody else wrote: how goods are packed, how they are labelled, what a shipment notice must contain, how an invoice must match a purchase order. When a rule is broken, most organizations find out weeks later, in a deduction, a short payment, or a rejected invoice. By then, the money is already gone and the evidence has not been kept.

The problem is not the error. It is finding out too late.

An ERP checks the data it already holds. It cannot tell you that a pallet arrived damaged, that goods ordered on hangers arrived folded in bags, or that a supplier has sent the same malformed file every week for a year. Those problems are usually captured on paper, typed up later, and collated by a compliance team once a month. The vendor receives an email with no evidence attached, disputes it, and the same error repeats.

Check the transaction, not just the document

OpenText™ Trading Grid™ Intelligence evaluates transactions while they are still moving. It compares documents against each other and against rules you define, so a quantity that does not match the purchase order, a missing shipment notice, or an invoice that was never sent is detected before it reaches your finance or fulfilment systems. Trading Grid Intelligence consumes the transactions your partner community already exchanges over OpenText Trading Grid, so there is no separate integration to build for it.

Mondelēz Brazil: Millions saved in avoidable returns

Mondelēz Brazil ships more than 300 SKUs from four distribution centers, and orders frequently have to be split across sites. Manual order entry meant that a mistyped quantity became a shipment that could not be fulfilled, a refund, and a restarted order, with returns running into millions of dollars. OpenText Trading Grid Intelligence now applies business rules that validate order data automatically, flag discrepancies, and split orders by SKU so each reaches the correct distribution center, with real-time visibility into transaction quality.

“Since introducing OpenText Trading Grid, we have eliminated 92% of returns specifically caused by mistyping. The benefits of that accuracy flow all the way through the order lifecycle, helping us cut cycle times, keep deliveries on track, and reduce errors.”

Priscilla Silva
Order Management Analyst
Mondelēz International, Brazil

[Read the full story >](#)

Evidence your trading partners cannot argue with

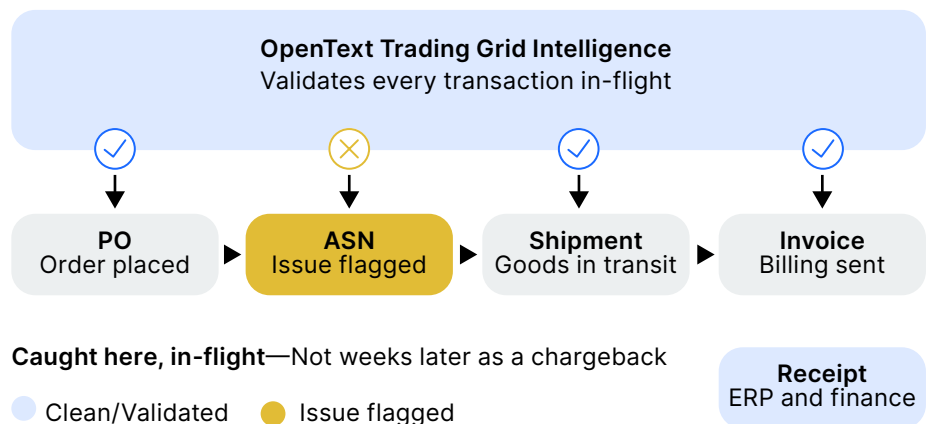
What happens on the loading dock matters as much as what happens in the data. Your team logs a receiving problem against a purchase order, selects the reason, and attaches a photograph from a mobile device. Every issue, physical or digital, lands on a vendor scorecard with the evidence attached. The conversation with a supplier changes when it is documented rather than asserted and root causes get fixed instead of repeated.

Supplier and vendor compliance management, with or without chargebacks

Some organizations recover costs by issuing deductions, and Trading Grid Intelligence calculates and issues them automatically. Many others simply want performance to improve. The chargeback is optional. Tracking issues, scoring suppliers, and giving them the evidence to correct course delivers the operational benefit on its own, which makes this as relevant to organizations that never levy a penalty as to those that do.

From reactive reporting to prevention

Point solutions manage penalties after they are issued. EDI tools validate the structure of a message but not whether the business rule behind it was met. Trading Grid Intelligence evaluates in-flight transactions across the full order lifecycle, turning raw document flows into compliance intelligence you can act on and defend. It is the difference between recording what went wrong and preventing it.



Caught here, in-flight—Not weeks later as a chargeback



Issues grouped by rule across a 14-day window. Each rule compares one document against another, so mismatches and missing documents are both detected in flight.

OpenText Business Network advisory services

Trading Grid Intelligence is supported by a three-stage advisory engagement. Diagnose validates process integrity against your order fulfilment and EDI data and delivers an error analysis report. Fix audits process, systems, and data end to end and produces a cost optimization plan. Prevent designs the rules, monitors transactions in flight, and puts the results on dashboards. Many customers start with Diagnose, because the findings define the opportunity before any technology decision is made.

OpenText Trading Grid Intelligence deployment options

- Run anywhere and scale globally in the OpenText public cloud
- OpenText Trading Grid Intelligence runs in the OpenText Public Cloud, consumed as a service by subscription

Resources

Trading Grid Intelligence

[Learn more ›](#)

Business Network

[Talk to an expert ›](#)

See how Trading Grid Intelligence detects compliance issues before they cost you money

[Read the blog ›](#)

Feature	Description
Cross-document validation	Compares orders, shipment notices, receipts, and invoices against each other and flags mismatches before they reach downstream systems.
Configurable business rules engine	Configures rules to your specifications and can be updated as your requirements change, without a development project.
Non-event detection	Identifies what should have happened and did not, such as an invoice that was never received against an open purchase order.
Mobile issue capture	Logs problems against a purchase order from the warehouse floor, with photographic evidence attached.
Vendor scorecards and analytics	Tracks performance by trading partner over time, with the underlying evidence available for every entry.
Deductions management	Calculates, issues, and tracks chargebacks according to your own chargeback policy, so you can recover costs arising from non-compliance.