



**SEEBURGER Services**

# Trading Partner Service

# What is the SEEBURGER Trading Partner Service

Do you have the resources to handle your trading partners' incidents and inquiries directly? Would you like a single point of contact for your specialist department and trading partners to efficiently, and promptly, address and troubleshoot all integration questions and issues?

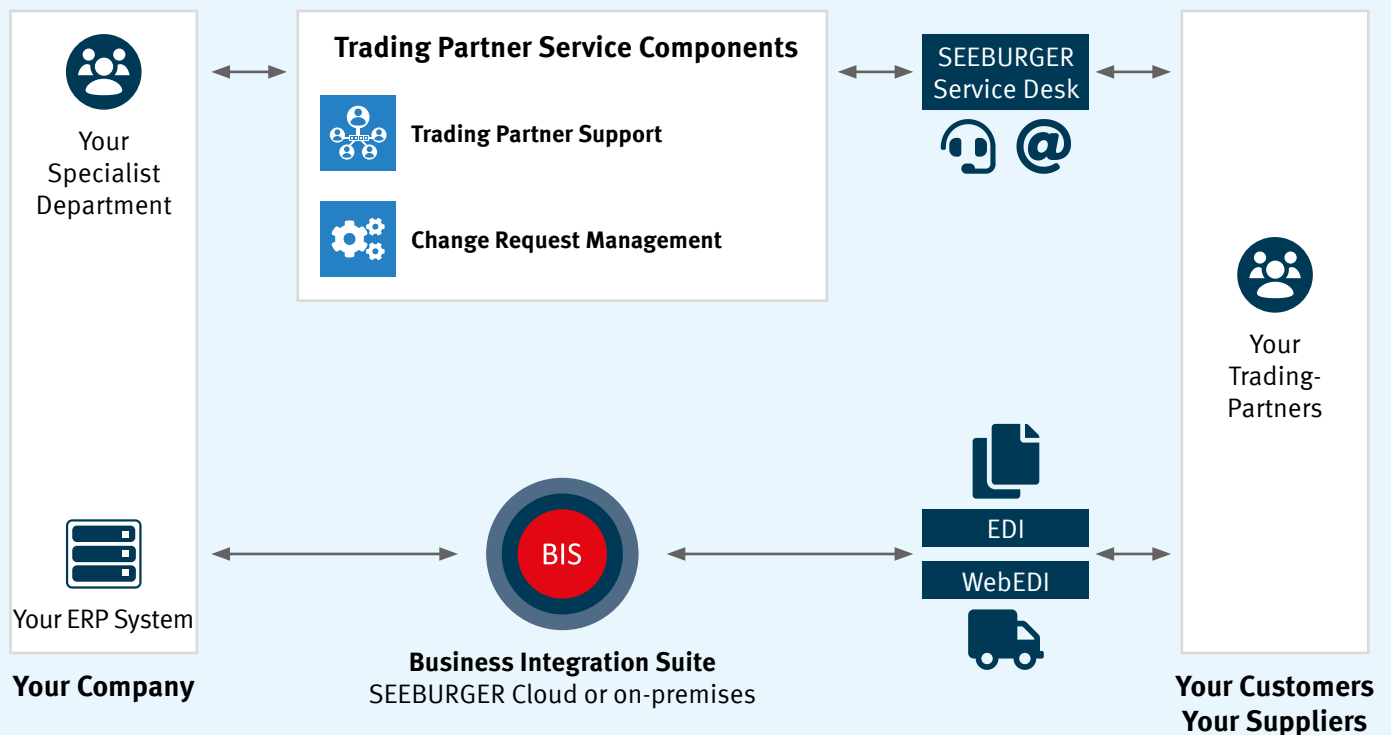
Trading partners are customers and suppliers, as well as service providers who are connected to your systems via an EDI interface or WebEDI. With the Trading Partner Service, SEEBURGER becomes your direct single point of contact for handling all communications with your specialist department and trading partners in order to clarify and resolve issues.

The SEEBURGER Trading Partner Service supports EDI operations between your business and your trading partners, and any EDI data transfer problems or data quality errors are handled directly by SEEBURGER experts. The SEEBURGER team can also manage change requests that arise from day-to-day business and document these requests in a Change Request Management catalogue.

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## Overview



With **Trading Partner Support**, SEEBURGER becomes the „Single Point of Contact (SPOC)“ for your trading partners and directly handles their requests. Simply refer your trading partners to SEEBURGER Trading Partner Support for all inquiries relating to ongoing operations. SEEBURGER Trading Partner Support is the interface between your specialist department and your trading partners.

**Change Request Management** enables you to outsource predefined change requests to SEEBURGER Trading Partner Support during the operating phase. SEEBURGER Trading Partner Support manages the connection of single, new trading partners, as well as changes to communication protocols and business processes.

## Trading Partner Service Components

**Trading Partner Support is the core of the Trading Partner Service offering, and includes:**



Single Point of Contact for your trading partners



Process error analysis and handling:

- Conversion errors
- Communication errors



Technical assistance with EDI data transfers for your trading partners



Communications in German and English



Follow-up of missing EDI messages:

- in SEEBURGER BIS via BIS MT
- in customer ERP systems

**Change Request Management includes:**



Setting up trading partners in existing business processes

- Configuration of communication data in the SEEBURGER BIS or the B2B Directory
- Creation of the processing rule (standard entity) in SEEBURGER BIS
- Connection testing and message validation
- Go-live support



Changes to existing connections

- Master data communication changes
- Certificate changes

## Advantages

As a part of the SEEBURGER Trading Partner Service, our Trading Partner Support is the single point of contact for you, your suppliers and your customers. Through the direct, daily operational support of SEEBURGER experts who assist with data exchange questions and message transfer errors, our Trading Partner Service reduces the workload for your customers to increase the satisfaction of both your customers and suppliers.

### Trading Partner Support (TPS)

- ✔ Support hotline for you and your trading partners
- ✔ Content-related errors are reported directly to the TPS – not your specialist department
- ✔ Immediate error analysis and research when your trading partners contact us
- ✔ Direct, personal contact with SEEBURGER EDI experts

### Change Request Management

- ✔ Outsourcing of change requests
- ✔ Direct communication with your trading partners
- ✔ Processing of your change requests by SEEBURGER EDI experts





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