Managed SaaS EDI

DELEGATE THE MANAGEMENT OF YOUR B2B EDI PLATFORM TO OUR SPECIALIZED TECHNICIANS.

edicomgroup.com

Edicom offers outsourcing of EDI resources and management tasks in a Service Level, as specified in an SLA (Service Level Agreement). To comply with the SLA, EDICOM undertakes to perform certain tasks (scheduled maintenance of hardware and software, logs revision, database maintenance, etc.).

Managed SaaS EDI service is considered additional to the SLA, and consists of delegating the tasks to perform in the client's EDI infrastructure to EDICOM to minimise or avoid the need to assign own resources to managing this.

This service provided by EDICOM includes a set of tasks designed to achieve different objectives:

ORDINARY OPERATION OF THE SERVICE

▸ System administration and monitoring data interchange.

▸ Achieving the highest level of availability Trouble shooting.

▸ Electronic invoicing. (Certificate management, parameterisation of the platform, tests with interlocutors).

▸ Transaction managed with Value Added Networks, payment gateways, etc.

▸ Provide internal and external interlocutors with accurate information.

▸ Installation maintenance.

ADDING NEW INTERLOCUTORS

▸ Adaptation of the platform.

▸ Review of interfaces and specification of changes to be made to adapt these. (Modification and new interface development are not included).

▸ Performance of interchange tests until production.

1. EDI INTERLOCUTOR MANAGEMENT

This consists of performing all the steps required to enable clients to exchange documents with their EDI interlocutors.

1.1 INTERLOCUTORS REGISTERED IN EDIWIN

Updating the address book

EDICOM analyses changes in the structures of Operational Points of the EDI interlocutors it knows of. Changes to the address book are made in coordination with the client, in case changes need to be made to the Internal Computer System.

EDICOM accepts no liability in cases where it has not been informed in advance of any changes made to structures by a third party or any of the parties involved. Changes to other operational points are made at the client's request. You will be notified when these tasks have been completed.

Changes to the Value Added Network (VAN)

EDICOM will make changes to specified interlocutors' mailboxes at the Client's request. These changes consist of making the necessary changes to the address book, configuration of communications modules and automatic connection processes.

At the Client's request, EDICOM will take all steps necessary with the VAN with which it operates to establish the gateways required. EDICOM acts as an intermediary for this purpose and subject to the timeframe and level of service provided.

Incorporation of clients in Electronic Invoicing

At the Client's request, EDICOM will perform the actions requiered in order to ad new partners at client's solution (loading certificates, parametrization of new partners, delivery confirmations, compliance invoice storage confirmation).

1.2 NEW INTERLOCUTORS TO REGISTER IN EDIWIN

Incorporation of new interlocutors to the EDI system (EXISTING MESSAGES)

At the Client's request, EDICOM will analyse the viability of incorporating new interlocutors using the current system. If no changes are required in the integration, the necessary modifications will be made to the platform and automation systems, generating dispatches of tests to the interlocutors in coordination with the Client.

If changes are required in the integration (maps), the time needed for these is assessed and the Client is informed of the additional costs of these changes. Once the client has accepted the estimate, the work is carried out as detailed in the point above**.

**This point does not apply to clients who subscribe to the map maintenance service

Incorporation of new interlocutors to the EDI system (NEW MESSAGES)

At the Client's request, EDICOM analyses the new integration requirements, evaluating how long it will take to do the work and informing the client of the costs involved. Once the estimate has been accepted, the work is done (maps, automatic systems, modifications to the address book and tests). In the same way as the other points in this test section, collaboration of the Client's staff is necessary.

2. MONITORING THE CLIENT´S EDI SYSTEM

Permanent monitoring of the client's EDI solution by specialist technicians.

2.1 KEY POINTS TO MONITOR

- Connection with parameterised mailboxes in the EDI station.

- Translation of incorrect documents.

- Documents that have been in the transfer file for more than two hours.

- No client data files have been received in the last 24 hours.

- Confirmation that 100% of outgoing documents have been received.

- Confirmation of processing of all incoming documents.

2.2 PROCEDURES

Connection faults

The reason for the fault will be revised. If this falls within EDICOM' s responsibilities it will be resolved immediately and the connections will be launched again. If the origin of the problem is not EDICOM's competency, the VAN will be notified that faults are being reported. The situation will be monitored and the connections will be launched again once the problem has been resolved. In any case, the Client's employee/s assigned to the task will be informed.

Translation of incorrect documents

If, during the translation process, incorrect incoming and outgoing messages are generated by automatic system mapping, the technical department staff will take the following action:

- **Outgoing Documents:** If the problem is a map fault it will be resolved and the document will be resent, informing the client of the anomaly and the solution adopted. If it is a fault downloading client data, this will be reported, also providing support to resolve the problem.

- **Incoming Documents:** If it is due to an error in the EDI document, the issuer of the document will be notified. If the error is due to failure of the SW EDI will resolve the problem. The Client will be kept informed of the situation and the action taken to resolve the incidents at all times.

   When GENRALS are received reporting the errors found when validating the documents, EDICOM's technical staff will analyse these and provide the client with information about each error.

File transfers

If the client does not collect the information provided, or does not seem to be sending files, it will be contacted to analyse possible problems and incidents in the integration of electronic documents.

3. ELECTRONIC INVOICE MANAGEMENT

Verification of correct storage in the invoice volume or invoice record for the duration of the contract.

Every day, EDICOM technical department checks that all electronically signed invoices sent or received have been stored in the volume assigned for the purpose. If any anomalies are detected, EDICOM will try to resolve these immediately (asking for help if necessary) and informing the people named at the end of this procedure.

4. CUSTOMER SUPPORT CENTER

Support Service to help clients.

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Costa Rica: +506 40018933

Deutschland: +49 (0)1801 000 112

Ecuador: +593 1800 000365

El Salvador: +503 2113 3497

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Italy: +39 02 00640411

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Mexico: +52 55 1162 0413

Netherlands: +31 207 086 283

Panama: +507 8365 604

Peru: +51 17071317

Portugal: +351 707789642

Spain: +34 902 882 423

United Kingdom: +44 (0)871-2770029

Uruguay: 000 416 205 1340

USA: +1 212 889 1859

Customer service time slot sobject to Greenwich Mean Time (GMT) in:	
UK, Portugal, Ireland…	GMT+0
Spain, France, Italy…	GMT+1
Mexico City, Colombia	GMT - 6
East Coast USA	GMT - 5
São Paulo, Buenos Aires, Santiago de Chile.	GMT - 3

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**Calling only from the country associated to the phone number

**Solo para llamadas desde el país indicado

** Seulement pour les appels réalisés depuis le pays

** Solo per chiamate dal paese indicato

**Apenas para chamadas do país referenciado

INTERNATIONAL PHONES

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Ecuador	+593 1800 000441
Guatemala	+502-23784851
Honduras	800 5041 0061**
Morocco	212520426058**
Peru	+51 17052264
Portugal	+351 707 786 678
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