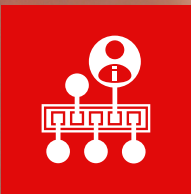# SEEBURGER

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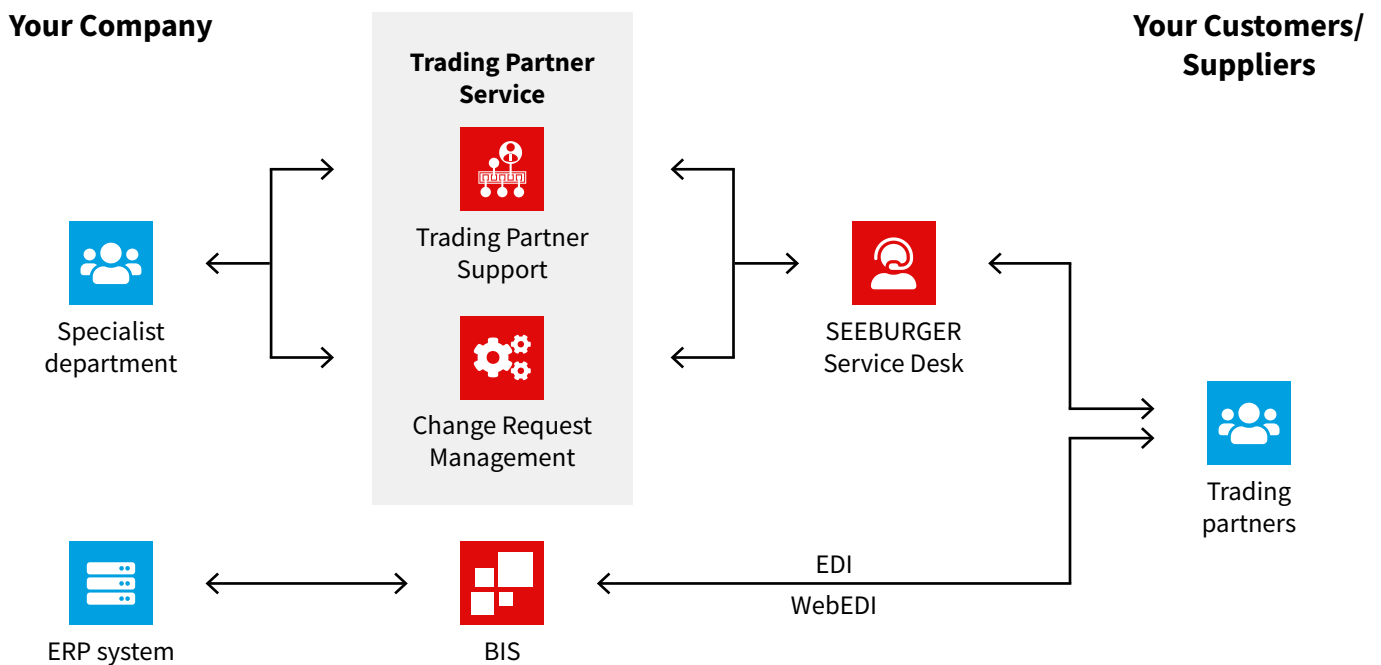
SEEBURGER Trading Partner Service

What is the SEEBURGER Trading Partner Service?

Do you have the resources to handle incidents and inquiries directly from your trading partners? 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.

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

Technical assistance with EDI data transfers for your trading partners

Communications in German and English

Process error analysis and handling

- Conversion errors
- Communication errors

Follow-up of missing EDI messages

- in the SEEBURGER BIS Platform 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 Platform or the B2B Directory
- Creation of the processing rule (standard entity) in SEEBURGER BIS Platform
- 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
+ Interface between your LOB and your trading partners
+ 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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