



**Outbound order-to-cash,  
invoice, get paid quick,  
track inventory levels**



# Elemica

## Sell | Customer Portal Assistant

Low cost interoperability for partners on Ariba, Basware, Tungsten or customer-specific portals and the Elemica Digital Supply Network

### ELEMICA SELL PRODUCTS

ENRICH	Vendor Managed Inventory
QuickLink Email SELL	Delivery Schedule
QuickLink Email OCR	Invoice Compliance
Customer Portal Assistant	Sales Order Management

### BUSINESS CHALLENGE

If your customers are sending you purchase orders through the Ariba, Basware, Tungsten or customer-specific portal networks you have either two ways to receive them. You can go to the customer portal and view the orders from your customer or orders across all your customers on the Ariba, Basware, Tungsten or customer-specific portals network. The challenge is you have to then re-enter these orders into your customer order entry system manually somehow. An alternative method is a timely and costly integration project of connecting to each of your customer's ERP solutions to achieve the automated customer order entry solution you are looking for. As a buyer of Ariba, Basware, Tungsten or customer-specific portals sending orders to your suppliers, you have similar issues on the reverse side.

What if you could easily connect to the Ariba, Basware, Tungsten or customer-specific portals network and not only see all your orders across all your ARIBA based customers and in addition have automated integration into your back-end order entry solution in a quick, efficient, and cost-effective manner?

### SOLUTION OVERVIEW

By connecting to the Elemica Digital Supply Network and using the Elemica Customer Portal Assistant solution you have the best of all worlds. You get access to ALL your customers' sending their purchase orders from the Ariba Network with complete integration to your ERP customer order entry system. No more re-keying these purchase orders into your ERP system as customer orders.

No need for customer support representatives to go to a customer website or the Ariba portal any longer to collect the orders from a specific customer or all Ariba, Basware, Tungsten or customer-specific portal customers. From an IT

perspective, there is no longer the need to create, maintain, and staff a cXML infrastructure and or multiple specific integrations.

By connecting once to the Elemica network and using the Customer Portal Assistant, you automatically have back-end ERP integration and access to the complete Ariba, Basware, Tungsten or customer-specific portal network of your customers. As a buyer using Ariba, Basware, Tungsten or customer-specific portals and the Elemica Customer Portal Assistant, all your outbound purchase orders are automatically integrated with all your suppliers on the Elemica Network in a bi-directional mode. This bi-





directional capability encompasses change orders, advanced shipping notifications, confirmations and invoices.

From a setup perspective, Elemica API covers the Ariba, Basware, Tungsten or customer-specific portal data integration, operations, and security. Clients register in Ariba, Basware, Tungsten or customer-specific portal and maintain and other setups as normal. Elemica does not manage the Ariba, Basware, Tungsten or customer-specific portal client accounts as Ariba, Basware, Tungsten supplier fees are handled through the partner directly.

#### **BENEFITS OF ELEMICA CUSTOMER PORTAL ASSISTANT**

- Frees up Customer Support Representatives (CSR) from searching and re-entering orders from the Ariba portal
- Quickly connect to all customers and suppliers on both the Ariba, Basware, Tungsten or customer-specific portal and Elemica networks from one connection point
- Eliminates the need for IT to maintain multiple costly interfaces for each trading partner
- Supports all bi-directional order activity across all Ariba, Basware, Tungsten or customer-specific portals buyers and sellers

#### **FEATURES OF THE ELEMICA CUSTOMER PORTAL ASSISTANT SOLUTION**

- Multiple Application Programming Interfaces (APIs)
- Orders, Changes, Confirmations, ASNs, and Invoices
- Elemica differentiators from the platform and the supply chain solutions of SELL, BUY, MOVE and SEE
- Standards based connection approach –or- connect your way
- Access to partners on Ariba, Basware, Tungsten or customer-specific portal or Elemica network

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Elemica is the leading Business Network for the process industries. We drive bottom line results by promoting reduced cost of operations, faster process execution, automation of key business processes, removal of transactional barriers, and seamless information flow between trading partners. Elemica transforms supply chains by replacing manual and complex approaches with efficient and reliable ones.

FOR MORE INFORMATION, PLEASE VISIT [ELEMICA.COM](http://ELEMICA.COM)

