SPS COMMERCE

Supply Chain Integrator

Overview

The Supply Chain Integrator automates item, order and sales data exchanges with a selected supplier while also translating data formats and providing real-time visibility via powerful reporting. SPS experts ensure smooth data flow on behalf of the customer and provide automation expertise across hundreds of common business systems.

Responsibilities

SPS Commerce will:

- Assign a project team to guide the customer through SPS delivery methodology: design your solution, align your community, prepare solution, launch and learn, realize value.
- Drive the design process, aligning business processes with system needs according to industry best practices.
- Translate data to/from trading partner format to the agreed upon customer format.
- Provide a test plan and testing resources for system integration and customer user acceptance.
- Provide go-live planning and monitoring for first order cycle data flow.

Customer will:

- Have an implemented system in place with the ability to import and export data.
- Ensure resources are available and engaged to approve solution design and transaction mapping.
- Provide appropriate resources to help with integration as well as user acceptance testing and deployment.
- Provide appropriate resources throughout the life of the engagement and customer's subscription to gain business value from the solution.

Support and maintenance

SPS provides:

- Continued support to the customer's supplier community, translating the buying organization's requirements into the supplier's language.
- Continued support for supplier EDI questions.
- Proactive training and communication with the entire supplier community.
- Connectivity maintenance and updates.
- Maintenance and monitoring of the technology infrastructure.
- Reporting and analytic tools for buying organizations to gain access to their supply chain data
- 24x7x365 access to a team of experts to resolve issues and answer questions. Engage with our support team via in-product chat, email support@spscommerce.com or phone 888-739-3232.
- 24x7x365 access to online training center, offering FAQs, training content, best practices and the ability to report issues, ask questions and post product feedback directly to SPS product team.

Additional services

Additional services listed below are examples of capabilities outside of the standard solution. These would be considered a material change and could incur additional fees that would be quoted and approved by the customer.

Type of material change	Definition
Line Number Append	Storing item number from the original order within return documents for appending to or validation of data
Data Appending	Storing and retrieving a subset of data from the original order and populating it on return files
Location Master	Populating ship to address when only location number is provided on an order
Item Management	Solving system limitations in managing part numbers or storing full item information and executing item lookups based on defined keys
Price Rules	Calculations on price values and totals
Tax Rules	Calculations on tax codes and amounts
UOM Conversion	Converting one value to another based on a standard or known conversion factor
Date Rules	Modifying date fields or logic to calculate specific dates
Trading Partner-Specific Logic	Sourcing of data specific to an individual trading partner
Content Matching	Storing data from original order to provide validations against return documents
Duplicate Data Check	Storing data from a transaction to determine if duplicate data is sent within return documents
Hardcoding Data	Validating data, by SPS, into a transaction; universally or triggered by data that is present
Totals Validation	Validating, by SPS, that the provided total matches the data on the transaction within an agreed-on tolerance
Post Go-Live Data Enhancements	Updates to the data requirements