

Community Program

Overview:

SPS's proprietary Community service includes access to people, process, and technology. This service encompasses consulting, change management and technology services that will be implemented to enhance a buying organization's business processes and optimize the exchange of information between the organization and their trading partners.

These services allow for automating the exchange of critical item, order and sales data across fulfillment models and include the expertise to consult on how to transform business processes and operationalize new information.

Community includes:

Business Assessment

- Discovery or analysis of a buying organization's business processes tied to existing suppliers and net new suppliers to identify recommendations regarding improvements in the automation of data and business processes related to managing items, orders and sales data with a supplier community.

Program Configuration

- Building a solution tailored to the buying organization's identified fulfillment models (for example: ship to store, ship to DC, dropship, cross dock, direct store delivery, import and more...) and their supplier segments.
 - Development of a testing platform to validate suppliers and scenarios
 - Supplier solutions to manage and share item and order data and view sales data
- Creation of a rulebook with the buying organization's unique set of requirements and processes for trading partners
- Conducting end-to-end testing

Supplier Outreach & Onboarding

- Coordinated engagement to ensure the targeted supplier segments are educated, committed, and proven ready to meet the buying organization's business requirements.
 - Tailored messaging outlining the business goals, supplier value, and future state vision from the Buying Organization to their targeted community of suppliers - inclusive of:
 - Announcement communications
 - Live webinars
 - Dedicated supplier site outlining details of the initiative and necessary resources
 - Reminder communications
- A team of expert consultants will conduct outreach to the supplier community and deliver the defined messaging while supporting the suppliers to identify the appropriate solution that fits their capabilities to meet the buying organization's business requirements.
- Productivity tools providing insight into supplier onboarding progress, ability to submit future suppliers for onboarding, manage supplier escalations, and coordinate go-live launches with suppliers.



Community Program

Business Process Change Consultation

- Establishing the buying organization's business objectives
- Validating business processes
- Recommending industry standard solution design
- Conducting Buyer Education – detailing the program, the value, timelines and a Q&A
- Collaborating on Business Readiness sessions to document and validate process changes and ownership to drive change and realize solution value

Access to a Team of Experts, Technology & Infrastructure

Responsibilities

SPS Commerce will:

- Complete a complimentary business process analysis and recommend areas of opportunity for improvement within the buying organization's business process across merchandising/purchasing, marketing, supply chain, customer and planning functions.
- Conduct a detailed solution design based on outlined business processes and systems to automate the exchange item, order and sales data associated with the gold standard of 98% of order & SKU volume.
- Drive implementation services by conducting UAT testing, ensuring production readiness and provide collaborative consultation in multiple areas including internal training plans, vendor guide evolution, business process validation and data insights usage.
- Lead supplier outreach and onboarding that includes developing communication strategies for each supplier segment, gaining commitment from supplier community to onboard, test and certify requirements to meet the Buying Organization's future business process expectations, and provide ongoing support for supplier's choosing SPS as their provider (includes production readiness on ongoing support to ensure accurate data exchange).
- Provide access to supplier onboarding status and assist with escalating communication from suppliers to driving to the 98% order/SKU volume to gain peak solution value.
- Assist in developing standard business processes and communications to support ongoing supplier onboarding.
- Provide access to the Community platform that allows for submission of new suppliers, visibility to active supplier onboarding progress, escalation and go-live management.



Community Program

- Give access to productivity reporting tools that provide daily details regarding each order across the supplier community
- Consult with the buying organization throughout the life of the partnership to guide and support business process changes internally and externally, prioritize and lead subsequent program phases as identified by the buying organization and SPS, and identify additional areas of opportunity to ensure realization of program value.

Customer will:

- Provide buying organization standard EDI requirements and guidelines
- Deliver a full supplier list containing supplier name, a contact with first and last name, email address, phone number and average annual order volume for each supplier.
- Allocate the appropriate resources and time required, determine the optimal solution design or answer questions regarding established requirements.
- Mutually agree to set and meet timelines around program milestone dates to deliver the program and realize value of the solution in a timely manner
- Provide insights into business processes to help drive the appropriate solution.
- Approve supplier communications and solution designs for effective and efficient onboarding and implementation
- Dedicate appropriate resources and openly communicate with assigned account team throughout the active change program and life of the partnership
- Designate a business user to own responding to supplier escalations.
- Participate and engage in working sessions that will provide guidance to business users in operationalizing the data.



Community Program

Ongoing Support:

- Continued support to the supplier community and the buying organization's requirements
- Supporting vendors when they have EDI questions
- Proactive training and communication to the entire community
- Community application maintenance and updates

24x7 Phone and Chat Support — Access to a team of experts is available to help resolve issues and answer questions 24x7x365. You can engage with our support team in the following ways: in-product chat, email at support@spscommerce.com, and phone 888-739-3232, option 1.

24x7 Access to Training Center — Access to our 24x7 online support center, providing FAQs, training content, and best practices, as well as offers the ability to report issues, ask questions and post product feedback directly to the SPS product team.

