



# **SPS Commerce** **Your Full-Service EDI Partner**

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**Fulfillment**

# Agenda

- **Introductions**
- **EDI – Why is it hard?**
- **SPS Full-Service Model**
- **Sage System Expertise**
- **Delivery Methodology**



SPS COMMERCE

INFINITE RETAIL POWER™

## The World's EDI Network

*SPS Commerce is the world's leading cloud-based, outsourced EDI provider, featuring a full-service approach and a network of 80,000+ plus trading partner connections built over twenty years.*

**20+ Years Market Leader**

**100% cloud-based** technology

**~2,000 employees**

**12 years on the NASDAQ: SPSC**

**\$3.5 Bil+** Market Capitalization

**85 consecutive** quarters of top line growth

# **How We Think About EDI**

**Various modes of electronic data transmission and business processes and resources needed to fulfill orders**

# COMMON EDI DOCUMENTS

## RETAILERS, GROCERS & DISTRIBUTORS



**Purchase Order** (EDI 850)

**Purchase Order Acknowledgement** (EDI 855)

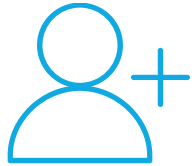
**Packing Slip or Advanced Ship Notice** (EDI 856)

**Invoice** (EDI 810)

## VENDORS, SUPPLIERS & 3PLS



# Fulfilling Orders is Complex



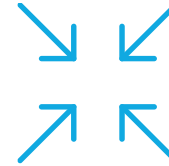
## New and evolving EDI needs

Compliance, changing needs, new customers, team members or sales channels



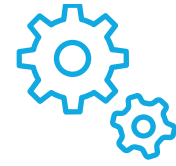
## Multiple channels and trading partner requirements

Difficult to know and track all the different requirements for each trading partner and channel



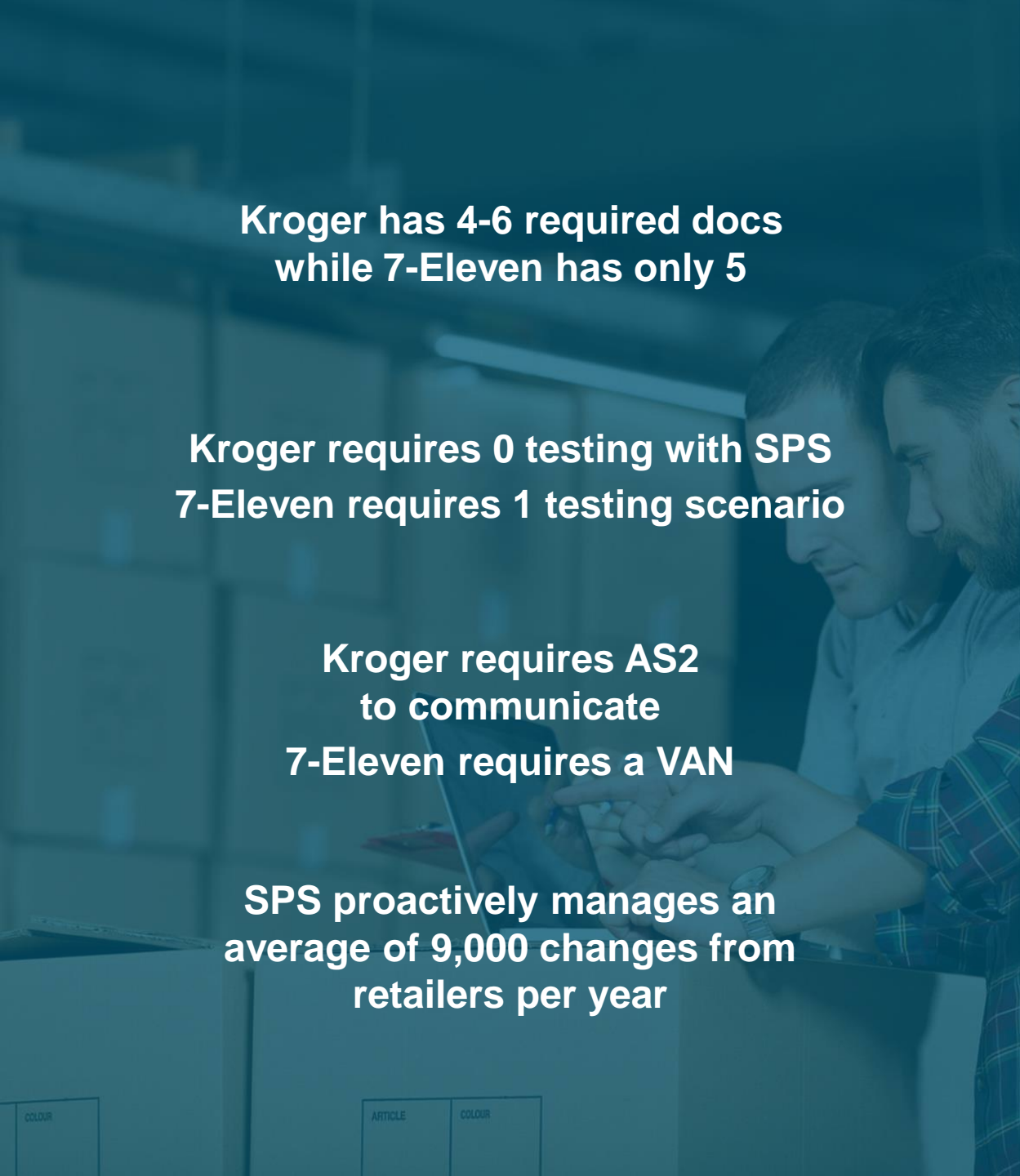
## Supply chain complexities

Need a single EDI source to avoid chargebacks and simplify the complexities of working with multiple customers' systems



## System replacement

A new EDI solution is needed for a new system or M&A activity



Kroger has 4-6 required docs  
while 7-Eleven has only 5

Kroger requires 0 testing with SPS  
7-Eleven requires 1 testing scenario

Kroger requires AS2  
to communicate  
7-Eleven requires a VAN

SPS proactively manages an  
average of 9,000 changes from  
retailers per year

## **Trading Partners' needs are complex**

There are different requirements for both **transaction processing** and for **testing**, all of which vary by trading partner and are **constantly changing**

A background image showing two men in a warehouse setting. They are looking at a laptop screen. The man on the left is wearing a light-colored shirt, and the man on the right is wearing a plaid shirt. They are standing in front of a large cardboard box. The image is overlaid with a blue gradient.

Trading partners require different  
packing descriptors than what is  
tracked in your system

Product categorizations are  
dissimilar and must be  
cross referenced

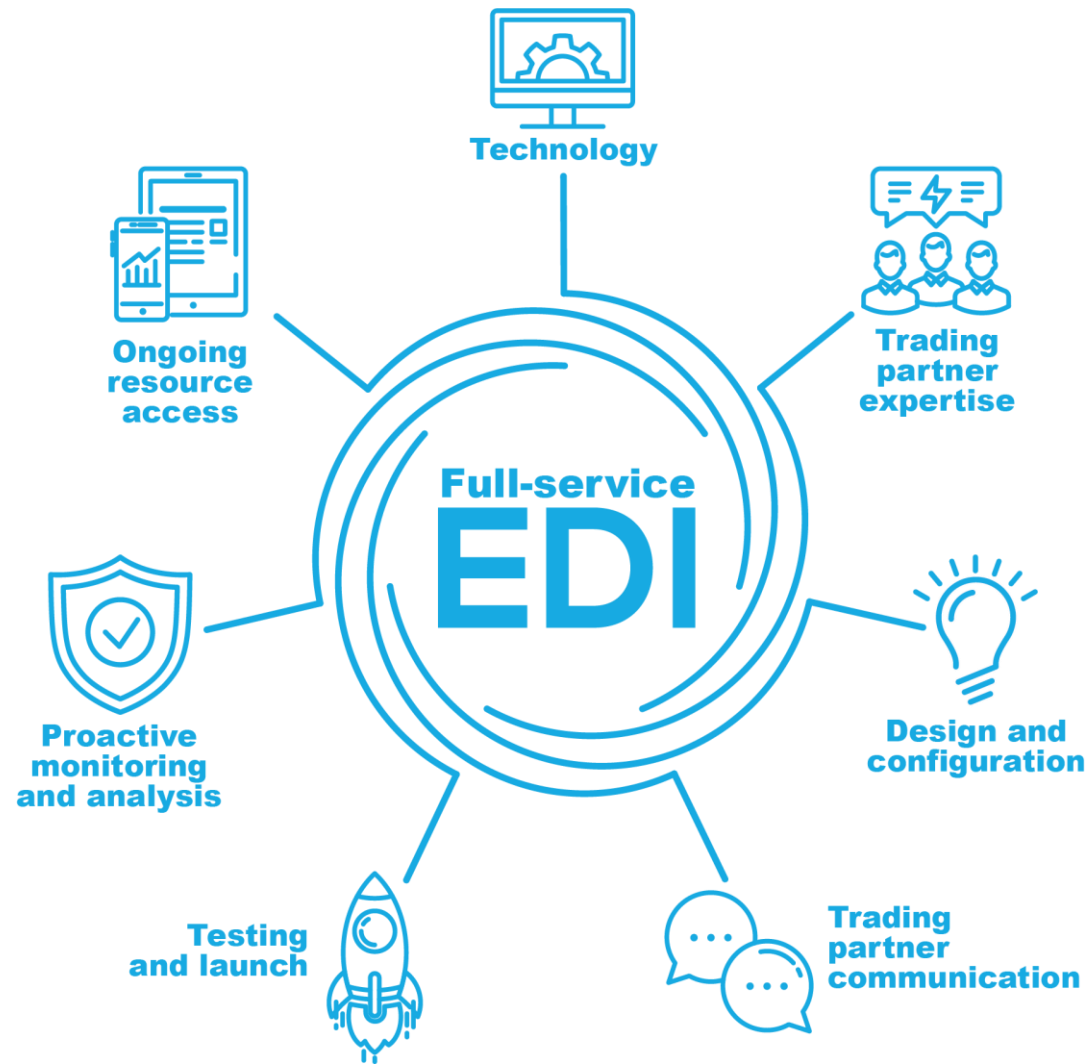
Every trading partner change  
results in a business  
process change

**Compounded by unique  
business processes  
and your  
customers' requirements**

Plus, you have unique business processes  
that almost never align with those requirements



# Required People, Process and Technology



## Technology

- Hardware
- Translation
- Mapping rules
- Cross-referencing

## Trading Partner Expertise

- Sales Channels
- Order fulfillment models
- Mapping and document requirements
- Disparate communication channels
- Changes

## Design and Configuration

- System related configuration
- Business process cross references
- Seamless workflows

## Trading Partner Communication

- AS2
- VAN
- sFTP
- API

## Testing and Launch

- Requirement expertise and management

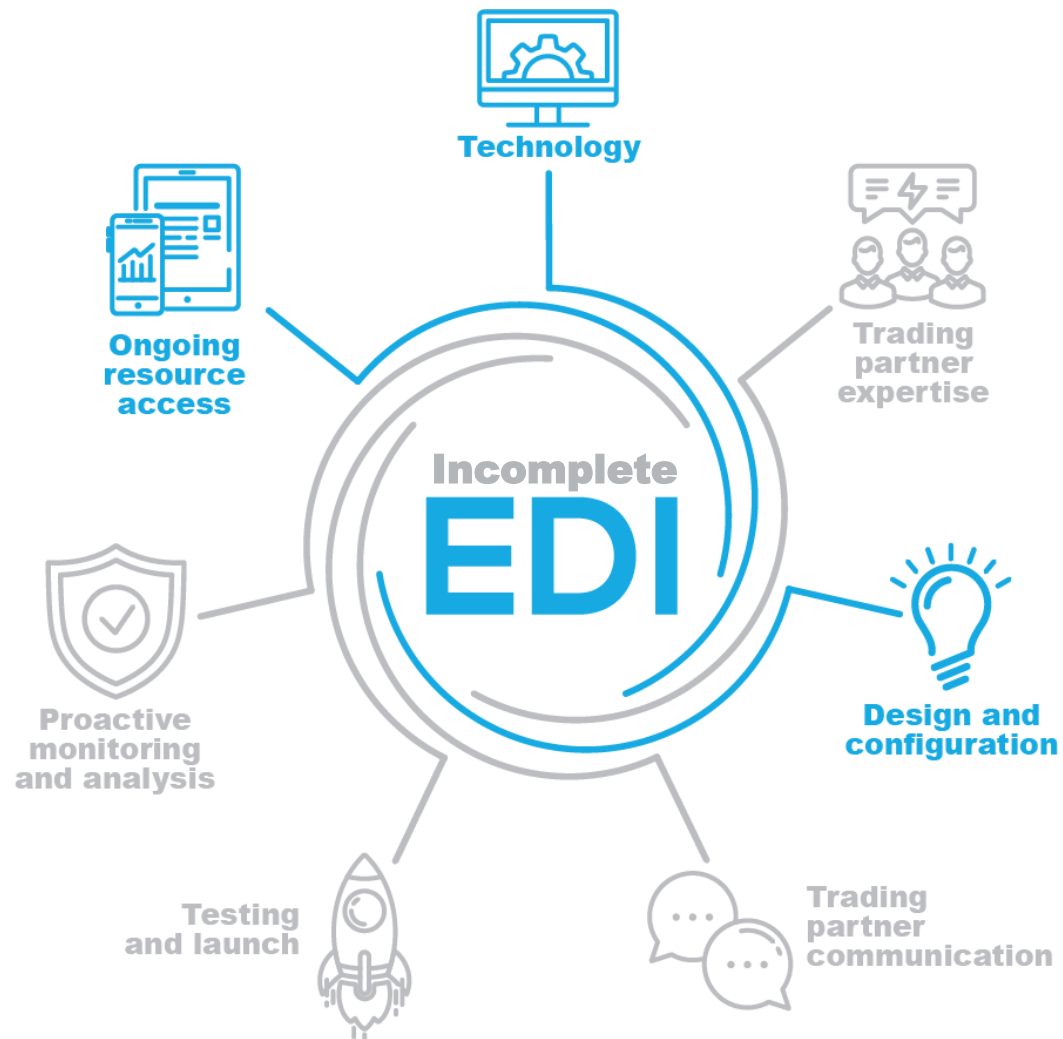
## Ongoing External Support

- Business user-friendly operations, ongoing external resources, reduced IT reliance

## Proactive Monitoring and Analysis

- Visibility and reporting

# Many Solutions Meet Only Part of the Need



## Technology

- Hardware
- Translation
- Mapping rules
- Cross-referencing

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# Leading to Serious Business Issues

## Inadequate Solutions

- Solve part of the problem
- Unplanned complexity
- Limited support resources
- Significant reliance on IT

## CONSEQUENCES

- Slow onboarding
- Lack of scale, internally and externally
- High IT costs
- Slow error identification and resolution
- Unexpected costs
- Chargebacks and fees

## **These Complex Requirements Demand a Full-Service Partner with...**



**An all-in-one  
technology**

**People with  
trading partner  
and system  
expertise**

**A proven  
process and  
track record**

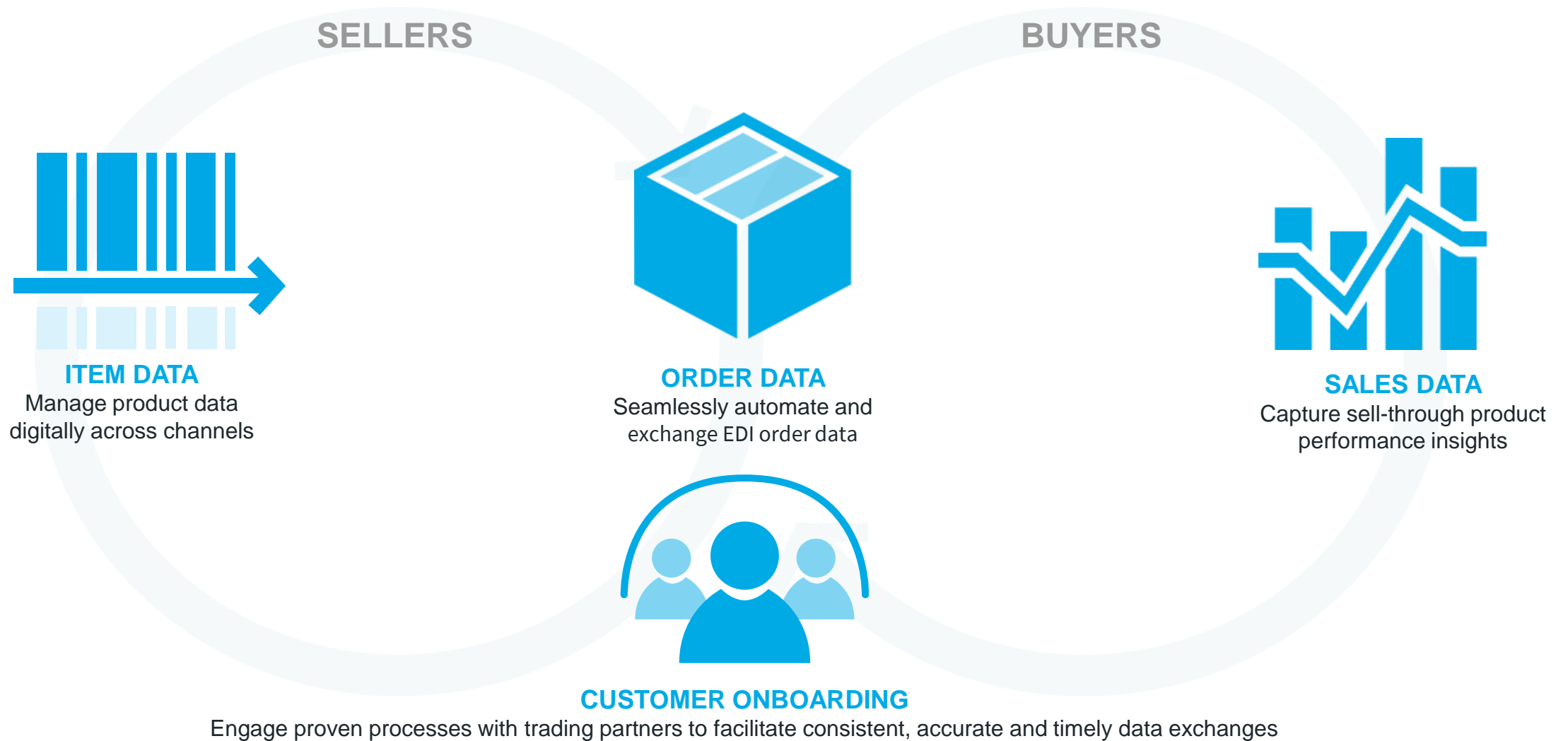


**20 Years Optimized  
Across Industries Trading Partner Network  
Extensive Preferred Partnerships**



**Fulfillment**

# Process and Technology to Drive a Smarter Business



# Existing Network and Infrastructure

PRE-MAPPED  
CONNECTIONS

500,000+



Connections

400

System Partner  
Relationships

4,000



Trading Partners

Retail • Distribution

Grocery • Manufacturing

1,000+

3PLs

Security Certified



# Experience and Expertise

**4,500+** Customers

**10,000+** Production Documents

**20+** Years of partnership

WSPS.COMMERCE



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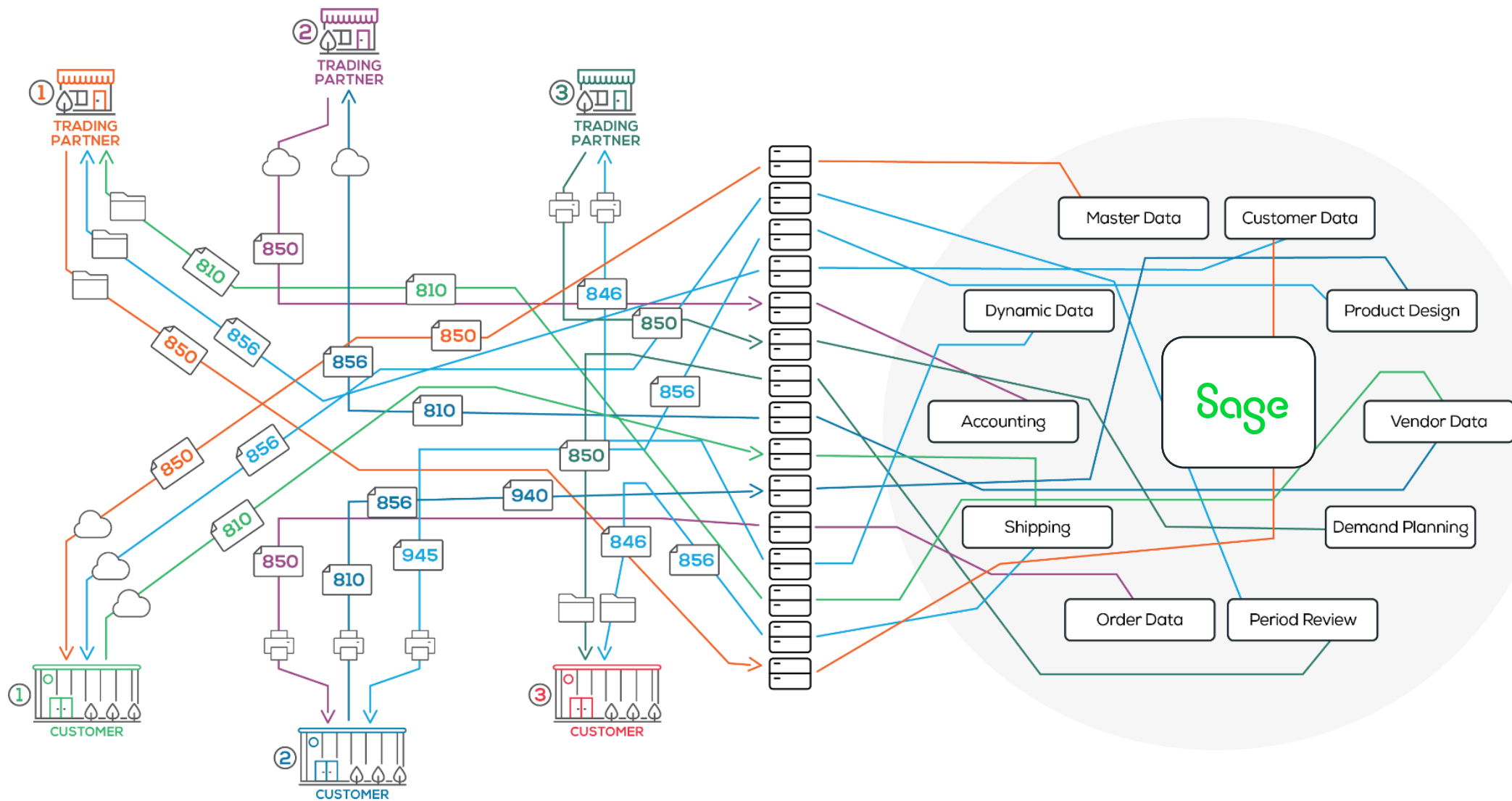
Sage Certified & Preferred Solution

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Embedded Technology & Dedicated Team

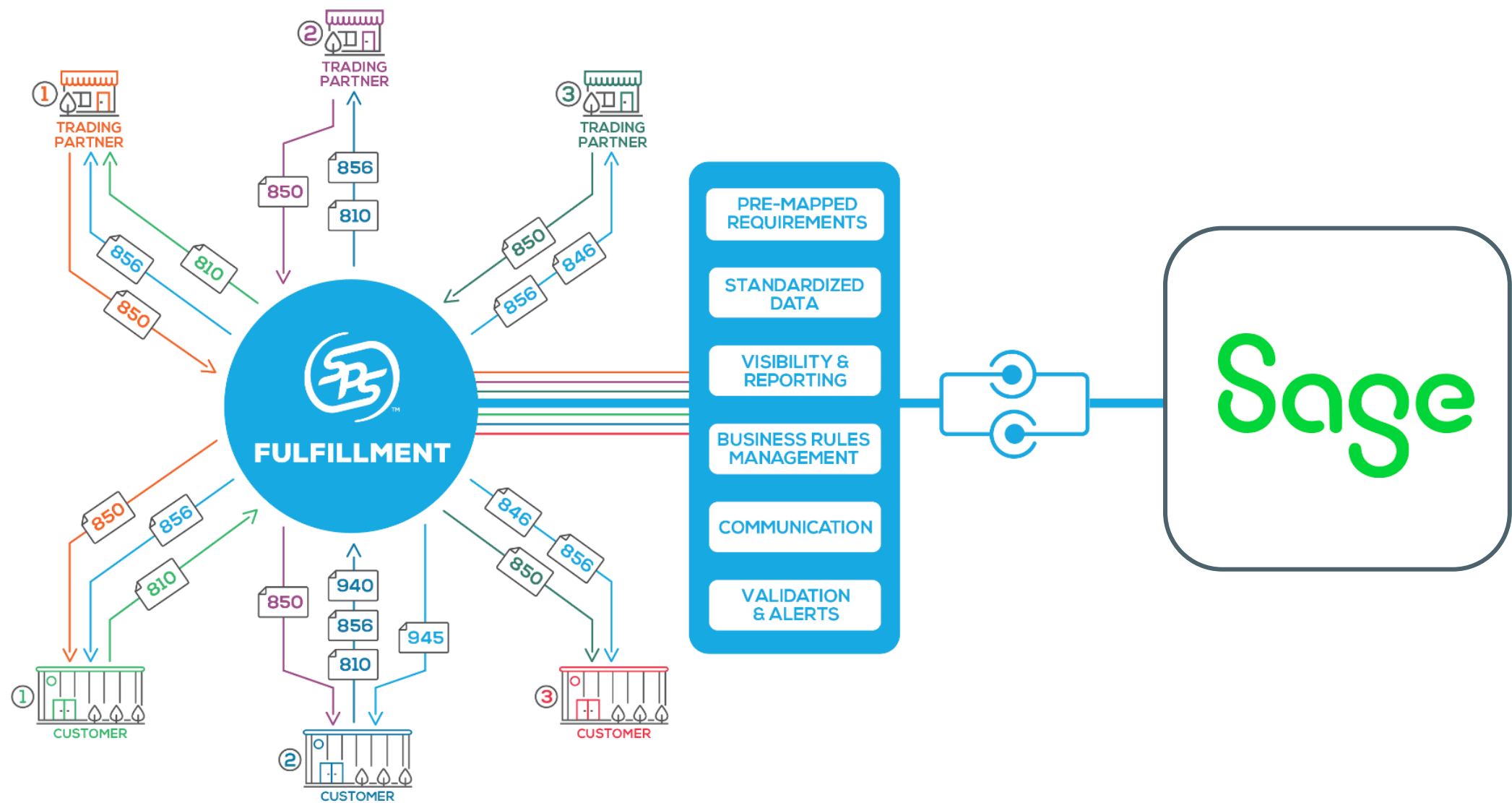


# We Untangle the Complexity



Mapping, translation, standardization, connectivity and application integration

# To Simplify, Standardize, and Streamline for You



Mapping, translation, standardization, and connectivity

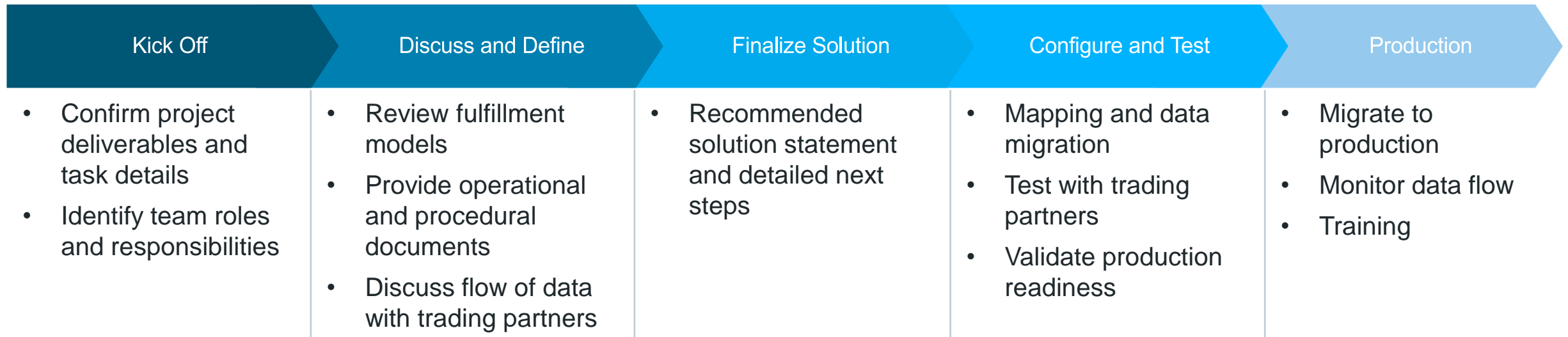
Allowing you to focus on your business



# Delivery Methodology

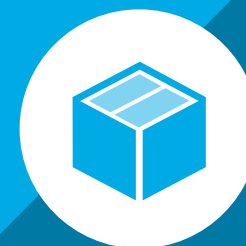


# Implemented Through a Proven Process





# Customer Support



# Differentiated Full-Service Support



# Our Full-Service Promise

## FULFILLMENT: CUSTOMER SUCCESS

Delivering the Full Service Commitment



PILLAR



ENSURE EASE OF USE

We lead the implementation and ensure order data is flowing smoothly and **insulate customers** from ongoing changes



DELIVER PERSONALIZED EXPERTISE

We **understand and support the unique needs** of our customers and their specific trading partners



BRING ONGOING VALUE

We ensure maximum business value by **identifying and bringing forward opportunities to optimize** your solution



**Thank You!**

