



Australia



B2B eCommerce Health Check

For organisations the implementation of B2B eCommerce is a critical initiative often requiring significant investments in software & services, plus changes to business processes in key operational areas such as customer service, accounts payable/receivable, warehousing and logistics.

Once implemented many organisations restrict their B2B eCommerce activities to meet only the minimum requirements of a trading partner or community, addressing only the mandatory transactions rather than exploring the benefits of additional transaction types or trading partners. In addition, some organisations experience operational issues and handle these as 'exceptions' without addressing the root cause.



B2B eCommerce Program

Designed to help organisations realise the maximum benefits and value of their B2B eCommerce initiatives a GS1 B2B eCommerce Health Check helps:

- Identify new messaging or trading partner opportunities
- Identify any process or operational issues
- Build a roadmap with defined activities designed to address any identified issues and opportunities
- Ensure your B2B eCommerce operates smoothly and as efficiently as possible
- Extend the returns on your B2B eCommerce investment

What we can do

A GS1 Senior Advisor will examine a number of aspects of your eCommerce operations. For example:

- How many orders require manual intervention and what type of operational issues do you encounter
- What effort does it take to generate response messages such as a Purchase Order Response, Despatch Advice and Invoice
- Verify the quality of information in the messages you send
 - Despatch Advices not matching Purchase Order Responses
 - Invoices not matching customer expectations
- What effort is required to manage and resolve any discrepancies
- Are there ongoing data integrity issues between you and your trading partners
 - Incorrect pricing
 - Missing or invalid GTINs
 - Incorrect physical specifications such as dimensions, weights, pack configurations etc.

What we can deliver

The key deliverables from a GS1 B2B eCommerce Health Check are:

- Clear identification of issues inhibiting the effective operation of your B2B eCommerce operations
- Identification of key opportunities and initiatives that would create greater value and better leverage your B2B eCommerce initiatives
- A road map of activities designed to help you resolve any issues and achieve greater ROI

Find out more

Contact GS1 Professional Services on **1300 BARCODE** or email to profservices@gs1au.org

- Prices are ex GST and travel costs, if applicable, are charged separately at cost.
- Days are not necessarily consecutive. Times quoted are estimates only.



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