

GHX® G-FaxSM

Automatically Convert Fax Orders to EDI for Fewer Errors and Reduced Costs

➤ Even a small number of customers transacting via fax can be a huge burden on your customer service representatives. That's why GHX offers G-FaxSM, a fax conversion service that helps automate processes and reduce costs. With G-Fax, you can say goodbye to the expense and time of fax orders while your customers continue doing business the way they always have.

Faxed orders can introduce delays and mistakes into the supply chain, which cost you time and money. G-Fax uses a combination of optical scanning technology and data entry personnel to more accurately convert fax orders into your enterprise resource planning (ERP) system. This helps increase productivity, freeing your staff to focus on what's more important—customer service.

G-Fax enables you to:	Helping you:
Reduce labor-intensive manual data entry	Increase productivity and free customer service representatives to focus on assisting your customers
Improve order accuracy	Reduce returns and incorrect shipments
Automate processes without impacting your customers' order practices	Improve customer satisfaction through fewer errors and faster turnaround
Establish business rules for managing and routing faxes that cannot be processed electronically	Respond quickly to invoices that require special processing

➤ Key Features of G-Fax

Designed for customers who are connected to the GHX exchange, G-Fax is another tool that can help you drive down costs, improve customer service and expand the use of e-commerce across buying and selling activities. GHX consolidates your e-commerce into one central channel, including orders converted by G-Fax. You'll be able to monitor orders through My Exchange, a dedicated Web portal for order and order response management.

Monitoring and Management

Through My Exchange, you can view order exceptions as well as the order status of your POs. This allows you to resolve issues more quickly so that fulfillment and invoicing are not delayed. You get visibility into your customers' original inbound faxes and the converted EDI, and can also sort transactions in a variety of ways, including by customer, date, current state and transaction type.

Business Rules

G-Fax lets you establish business rules for managing and routing faxes that cannot be processed electronically, such as rush, drop ship and consignment orders. This enables your customer service staff to respond more quickly to invoices that require special processing, helping you meet requirements for expedited shipping, delivery location or data capture.

Multi-Language and Format Support

Now you can tackle your toughest fax conversion challenges with minimal staff involvement. G-Fax can be used to process faxes from customers around the world in a variety of fax formats and in several different languages, including English, French, German and Spanish.

➤ Seamless Change, Positive Results

When you start using G-Fax, your customers can continue to send their fax orders to your existing fax number. Their ordering process won't change, but they may notice quicker responses through PO acknowledgements, fewer phone calls to your customer service team, and faster delivery of products.

➤ Learn More

To learn more about G-Fax or get information about how you can maximize the benefits of e-commerce, contact GHX today at 1.800.YOUR.GHX or support@ghx.com.

"GHX has enabled us to eliminate conventional forms of order processing, thereby increasing efficiency and reducing waste and costs for both our company and the customers that we serve."

—**Martin Fraser**, *Director of Information Systems and Information Technology, Covidien Canada*

G-Fax resolves common fax issues:

- **Incorrect product, shipping and pricing information can be corrected before entering your ERP**
- **Rush, drop ship and consignment orders can be brought to the attention of your staff to allow for specialized processing in accordance with your business practices**
- **Multiple fax formats and languages can be supported, including English, French, German and Spanish**

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