



GHX G-FAX

**Stay Focused
on Exceptional
Customer Service,
Not Fax and Email Orders**

Automate the Manually Intensive Side of Fax and Email Order Processing

G-Fax® is a fax and email conversion service that helps automate processes, allowing your customer service representatives more time to focus on your customers. Using a combination of optical scanning technology and data entry personnel, faxed and emailed orders are more accurately received into your enterprise resource planning (ERP) system. G-Fax can even process faxes and emails in a variety of formats and in several different languages, including English, French, German and Spanish.

Improve Your Customer Experience With Fewer Order Errors and Quicker Turnaround

Even a small number of customers transacting via fax and email can be a huge burden on your customer service representatives. Faxed and emailed orders trigger a change in your process and introduce delays and mistakes into the supply chain — all of which detract from high-value customer activity.

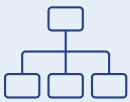
Benefits of G-Fax:

- Speed order processing time, expediting time to invoice
- Reduce labor-intensive manual data entry
- Reduce data entry errors and inaccuracies
- Improve order tracking and reporting
- Improve customer satisfaction

Consolidate Order Channels



Expand the use of e-commerce and enhance order monitoring and management. You'll be able to monitor your converted G-Fax orders in the Exchange dashboard with your other GHX orders, where you can view order exceptions and the order status of your purchase orders (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 emails and the converted electronic data interchange (EDI), and you can also sort POs in a variety of ways, including by customer, date, current state and PO type.



Establish business rules for faxes and emails that can't be processed electronically. This allows your customer service staff to respond more quickly to POs that require special processing such as rush, drop ship and consignment orders, helping you meet requirements for expedited shipping, delivery location or data capture.



Only upside for your customers. The only thing your customers may notice is quicker responses through purchase order acknowledgments, fewer phone calls to your customer service team, and faster delivery of products.



"We really ramped up G-Fax and it got us huge results. We're achieving a 20% increase in the automation of fax/email orders and 9% reduction in exceptions. So it was a huge win."

LUCI DEROSA

Sr. Director of Customer Support,
Hologic



Hear more from Luci on Hologic's 2022 GHXcellence Award win for Supplier of the Year Medium Organization

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