E2 Collaborative Order Management is a proven, on-demand module that synchronizes and automates the end-to-end order management process across all partners in a multi-enterprise supply network. In today’s competitive marketplace, having a synchronized and automated order management process is an absolute necessity to ensure that customer demands are met and that revenues are maximized. E2 Collaborative Order Management has enabled leading companies to successfully create collaborative, responsive supply networks by streamlining the procure-to-pay process with all trading partners irrespective of individual partners’ technological capabilities.
Increase Supply Assurance Through End-to-End Visibility

E2 Collaborative Order Management provides a collaborative platform for companies to manage and automate their procure-to-pay processes. The end-to-end visibility extends across all participants in the value network, enabling companies to manage the entire purchase order (PO) life cycle collaboratively—from order placement and confirmation, through shipping, receiving, invoicing, and payment process. The module allows buyers to set up highly configurable business rules to automate the review and approval of MRP recommendations. PO changes are efficiently managed by enabling EDC processes (expedite, de-expedite, and cancellation), resulting in higher operational efficiency and improved supply assurance. E2 Collaborative Order Management uses an “exception management” approach to help companies continuously monitor supplier responses against orders and order changes, tracking actual shipments, receipts, and invoices. Any business exception detected generates an alert to the user, enabling buyers and suppliers to resolve the exceptions quickly and collaboratively. Managing by exception ensures that users are only notified of those business issues that require their immediate attention—such as potential supply disruptions or shortages. By having more visibility and control over the extended value network, companies are able to improve supply assurance, resulting in lower inventories and higher customer satisfaction.

Scale Your Order Management to All Trading Partners

E2 Collaborative Order Management, coupled with the robust underlying E2 Cloud Connectivity, provides the ability to seamlessly and rapidly connect to suppliers and trading partners of all technological capabilities. Traditionally, companies have established connectivity with only their most technologically sophisticated trading partners (those able to use EDI), and were required to rely on manual processes to manage orders, order changes, and supplier responses with the remainder of their partners. E2 Collaborative Order Management provides multiple integration options with trading partners regardless of individual formats and protocols—be they EDI, RosettaNet, XML, Excel, or Web portal. E2 Cloud Connectivity then enables any-to-any B2B transformation of the documents between the company and its trading partners, thus leveraging existing B2B investments.

Key Features
- Complete order management work flows based on industry best practices
- End-to-end visibility and control across the entire procure-to-pay process
- Highly collaborative processes for discrete orders, blanket orders, blanket releases, scheduling agreements, shipments, receipts, and invoices
- Support for PO EDC process
- Configurable shipment control parameters
- Exception management capabilities
- Integrated performance management and decision support
- Role-based configurable work flows
- Multiple B2B integration options with any-to-any B2B integration platform support
- Unified order management work flows and visibility of the extended supply base

Key Benefits
- Automated, streamlined order management process across the entire supply base
- Improved supply assurance
- Automated PO change management/ MRP recommendation handling
- Reduced material shortages and stock outs
- Reduced information flow latency
- Improved productivity and reduced supply chain operational costs
- Continuous process improvement via KPI tracking
- Rapid time to value and significant ROI

Figure 1: E2 Collaborative Order Management provides a common platform with the connectivity, visibility, and work flow capabilities required to efficiently operate a closed-loop, multi-enterprise order management process.
E2 Collaborative Order Management facilitates rapid connectivity with multiple backend ERP systems for real-time exchange of POs, shipments, receipts, and invoices. In addition to B2B, the module also provides a user interface that allows buyers to collaborate with their trading partners.

Reduce Manual Processes, Latency, and Errors

Companies too often rely on manual, paper-based processes (emails, faxes, and phone calls) to communicate with their suppliers, and as a result lack real-time collaboration. Additionally, manual communications are prone to human errors, data latency, and inconsistencies, resulting in potentially costly supply issues. Accordingly, potential issues are often identified too late, resulting in either supply shortages or last-minute fire fighting.

E2 Collaborative Order Management solves these issues by providing an on-demand platform with standardized business process work flows based on industry best practices. This enables companies to automate their manual processes and allows buyers to operate in a highly collaborative manner, thereby streamlining a closed-loop order management process within the supply base. The result is fewer errors, and ultimately significant cost savings.

Monitor Key Supply Network KPIs

Another important aspect of effective order management is continual monitoring of trading partner performance. This will enable you to identify bottlenecks and improve overall execution of your procure-to-pay process. E2 Collaborative Order Management, in combination with the E2 Collaboration Center, provides a rich set of key performance indicators (KPIs) and decision analytics capabilities that enable ongoing measurement of your processes and suppliers. E2open product analytics and decision support capabilities not only provide you with a comprehensive view of your order management process, but also generate the insight necessary to continually drive process improvements. The ad hoc workbench provides an easy-to-use interface to quickly generate custom BI reports from the transactional business data available in the module, or to modify the pre-built KPI reports included in the workbench. Some examples of key performance metrics include

- Supplier delivery performance - measures how well the supplier commits and delivers against orders

Figure 2: E2 Collaborative Order Management provides end-to-end visibility across the entire PO life cycle, including shipments, receipts, and invoices.
Buyers typically spend a significant amount of time reviewing MRP changes after the planning run. With continually changing supply and demand situations, companies tend to run MRP more often, resulting in more frequent PO pull-ins, push-outs, and cancellations. In order to manage PO changes and collaborate with suppliers before the next planning run, buyers are required to do a significant amount of manual work. E2 Collaborative Order Management takes the time and guess work out of the process by completely automating the handling of the MRP recommendations. The real-time flow of electronic data from your backend ERP/MRP system into E2open enables buyers to manage the PO pull-in and push-out process more efficiently and effectively. Additionally, the configurable rules allow buyers to automatically approve or reject the MRP recommendations based on predefined business rules. The remaining MRP recommendations can quickly be reviewed and collaborated on using the Web UI. Data then flows back to the ERP to synchronize the process without error-prone, time consuming manual activities, thus allowing buyers to refocus resources on core procurement activities such as sourcing and price negotiation.

Figure 3: E2 Collaborative Order Management automates PO EDS processes to effectively manage PO pull-ins, push-outs, and cancellations during PO life cycles.

Lower Total Cost of Ownership

E2 Collaborative Order Management is designed to minimize the total cost of ownership (TCO) by providing the application via a cloud-based model. Deployed as an on-demand, managed service, E2open is responsible for software, solution configuration, trading partner onboarding, and system operations. This means the module is deployed rapidly, resulting in faster time to value with minimal IT investment. E2 Collaborative Order Management comes with pre-built, configured, and tested adapters for your ERP system, enabling rapid integration with your backend ERP systems.
For More Information

For more information on how E2 Collaborative Order Management can increase your profitability, please visit E2open at www.e2open.com or call us at +1.650.645.6500.

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