INNOVATE
E-COMMERCE INC.

Managed Services

Managing your supply chain from the Information Technology (IT) standpoint means managing all the processes and documents that support the order to cash cycle. If some or the majority of those documents are sent and received electronically, the processes become even more time sensitive. Innovate's Managed Services enables you to support all the documents your trading partners require while you improve your productivity and reduce your operating costs Of course Innovate's Managed Services offers all the functionality listed below, but what Innovate does differently is all the customization we do for our customers. Innovate creates special processes for our customers in three important areas: data mapping, special routines and custom code, and within Innovate's audits and controls system.

Data Mapping

An important part of managing the documents supporting your supply chain is mapping from the format your customers send to the format your application (s) can accept and process the documents. Mapping also includes converting the documents in your application format into the format your customers can receive and process. Innovate translates from any format to any format. If you can send us a file, we can translate it! The following list is examples of formats:

- ASC X12 (including industry specific standards)
- XML
- EDIFACT
- Comma delimited file

There are many Enterprise Resource Planning (ERP) applications Innovate supports. The following list is examples of several Innovate currently supports.

- Oracle
- Oracle Cloud
- SAP
- Microsoft Dynamics
- Infor
- Client Legacy systems

Special Processing and Custom Code

Data mapping is only a small part of how Innovate's Managed Services support our customers. One of our customers said it best; "Our application cannot accommodate what our trading partner needs. Can you work your magic and make it work for us?" And we could! Innovate develops special processing and/or custom code to allow our customers to meet their trading partners' requirements when their business processes or system applications cannot. If your business cannot accept a purchase order change—no problem, Innovate can create a purchase order from this document to allow you application to process the change. Your trading partner demands information on the invoice that was on the purchase order but your application can't retain this information? Innovate can capture this information, match it with the invoice, populate the require fields, and send to the trading partner. These are only a few examples of how Innovate can develop processes or code needed to support our customers.

Audits and Controls System

Innovate's Managed Services environment has a robust audits and controls system. It runs on exception-only routes. This means that only the documents "in error" are not processes while all correct documents are. Innovate's staff will take the necessary action depending on the error to ensure the document is processes. However, this audits and controls systems go far beyond determining when an error occurs. Innovate can customize process and business alerts to support your supply chain. Innovate's staff will receive these alerts plus they can be sent to your staff too. The alerts can be sent via texts, email or a pager. Examples of these alerts are:

- Need to receive your warehouse withdrawals before a specific time? An alert can be generated to alert your staff the warehouse file has not be received
- Check the file size limit to ensure that files generated and sent to Innovate contain data and are not empty.
- Alerts that notify us that we did not receive a file at the scheduled time
- Check for duplicate files to ensure the same file is not sent to the third party provider twice.
- Control the time window as to when files can be sent or received.

Online Customer Portal and Customer Reports

Online Customer Portal

Innovate has developed a customer portal to make it easy for you to track your data at the file and the document level. Not sure if your file was sent to your bank or if you received an order from your customer? You can log in to the portal and get the information you need quickly 24/7. The portal allows you to determine who has access and at what level they can query the information available.

File Tracking

When you select File Tracking, you have the ability to perform custom searches on all files Innovate has processed for you from current to more than 5 years ago. The search results are automatically displayed based on the parameters entered and are filtered automatically

Document Tracking

Need to look for a specific document? The customer portal allows you to search for the document - by date range, document type, document number and other search options. The portal allows you to view the documents contained in the files that have been processed in the last 35 days. Older than 35 days, no problem! Send a request and the file will be restored within 24 hours.

Customer Reports

Innovate's Managed Services provides several reports that are sent electronically to our customers. These reports give our customers detailed information about what documents were sent and received to and from their trading partners. In addition, Innovate has developed customer reports based on our customers' needs.

In Summary

We are proud of the fact that our customers have been with us for the average of 15 years. The Innovate E Commerce team value statement is "We have integrity when no one is watching "Our goal is to become your supply chain

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