



## QUESTIONS TO ASK MANAGED EDI SERVICES WHEN SHOPPING FOR ONE

1. Could you give us the demo of your EDI platform and walk us through your EDI setup and implementation process for a Trading Partner X?
2. How long does it take to get your clients on your internal project schedule for EDI Onboarding?
3. Who handles the new Trading Partner testing?
4. Does the Testing include integration with my ERP when I have one?
5. Is there an added charge for Integration with my ERP?
6. How long does it typically take to go from Testing to Live with a Trading Partner?
7. How long does it take for a Map to be corrected once we are live?
8. Do you host the EDI platform or is it on AWS or Azure?
9. Do I need EDI knowledge on staff?
10. Can I make EDI map changes or are you the only one that can do that?
11. What is your customer service SLAs (Service Level Agreements)?

- a. Does customer service work with emails and or live phone calls?
- b. Issue response times
- c. Issue resolution times
- d. Escalation of Support Case Guideline
- e. Platform Up Time. Any guarantee on Up Time?
- f. Support Hours and Time Zone
- g. Do you use a generic email address for support or do you assign one specific to every client company?
- h. Is there a direct number for your support team?
- i. How many people are on your support team?
- j. Do you use a ticketing system that sends generic email responses or does your customer support team look at each support mail personally and responds back?

## 12. Costs

- a. One-Time Fee Break down to get on EDI Platform
- b. One-Time Fee to Add Trading Partner to account
- c. Is testing and implementation included?
- d. Monthly fee break down
- e. Per document fee and how many are included in my plan
- f. Are there any extra costs?

## 13. Please indicate what is not included in costs

- a. Integration when an ERP/WMS/TMS
- b. Daily Error Tracking
- c. Phone calls and Meetings with prospective EDI Trading Partners

## 14. How do you get notified of Unacknowledged EDI documents, Communication failures, Rejected/Error 997s, 824 Issues, 864s received?

## 15. When does my contract renew?

## 16. Does my contract extend every time I add a new Trading partner or make any changes to my subscription?



17. Who pays for chargebacks if the issue is EDI platform or EDI mapping related?
  
18. Ask for references of their clients to talk to that have similar or same trading partners that they are working with.