

EDI Support Options

EDI support to suit your particular needs

We have three options for you to receive support for your Traverse EDI solution:

Level 1: EDI support is billed at the standard rate.

- Your company will be billed as you receive support.

Level 2: Basic EDI Support \$450 per month

The EDI team monitors EDI exchanges and researches problems. Corrections are passed to client.

The Client::

- Performs data adjustments
- Communicates with Trading Partners or VAN when required
- Ensures EDI data exchange is performed on time
- Performs all daily controls, processing
- Prints all pertinent reports

Level 3: Advanced EDI Support: \$1500 per month

EDI team monitors EDI exchanges, researches, and corrects problems.

The EDI Team:

- Performs data adjustments
- Communicates with Trading Partners or VAN when required
- Ensures EDI data exchange is performed on time
- Assists users with daily controls and processing
- Prints all pertinent reports

Contact your Open Systems representative for more information!